

Tenant Participation and Engagement

3rd quarter report

Welcome to our third quarterly report summarising engagement activities from the 1st October to 31st December 2024.

We have been very busy this quarter – beginning development of the new Tenant Engagement Strategy, responding to the Regulator’s inspection results and seeking tenants’ views on variety of issues.

Thank you – to all our engaged tenants!

Thank you!

The Tenant Participation and Engagement team appreciates all your hard work...

On behalf of the Tenant Participation and Engagement Team, I would like to thank you for your active participation in 2024. Your involvement has truly made a difference.

It is dedicated residents like you that contribute to the warm, community spirit.

Ensuring that our tenants have a voice is of utmost importance to us, and we're very grateful for your involvement.

Thank you again for helping us improve housing services and we hope to see you at our upcoming meetings, continuing to bring your enthusiasm and community spirit.

Housing Annual Conference

We are making plans to hold our annual conference in the Spring '25.

We will keep you informed.



Right to Buy

In December the team ran a special focus group informing tenants on the Government’s proposed changes to the Right to Buy Scheme.

12 Residents attended the session, and their views were recorded and fed into the consultation.

Changes the government were consulting on included:

- i. Eligibility – Increasing the number of years someone needs to be a tenant before becoming eligible.
- ii. Amount of percentage discount tenants would be eligible for
- iii. What properties should be exempted from the Right to Buy
- iv. Restrictions on properties after they are sold
- v. Requirements around the replacement of homes sold under the Right to Buy.
- vi. What happens to the money raised through the Right to Buy.

Housing services inspected by the Housing Regulator

Tenant engagement took part in the inspections

For three days in July the Housing department was inspected by the [Regulator of Social Housing](#). This included Inspectors attending two of our Tenant Engagement meetings and interviewing some of our tenants.

Under the [new regulatory regime](#), all social landlords get inspected every four years.

The judgement of the Regulator is 'that there are serious failings in the landlord (us) delivering the outcomes of the consumer standards and significant improvement is needed.'

The Regulator delivered a C3 grade for Southampton City Council (gradings are from C1 to C4; C1 being the best grade). Not to shy away from the work we need to do, but it's worth noting that almost all Local Authorities have received the same C3 grade. The Regulator found:

- failings in our ability to meet the [Decent Homes standard](#).
- we had limited evidence of an accurate and complete understanding of the condition of our homes.
- we needed to take action so that we can deliver effective, efficient, and timely repairs.
- health and safety inspections were not always completed on time.

Failings were also found:

- in the way we communicate and engage with you.
- in performance information about the housing service not being made available to tenants and staff. This undermined your ability to hold us to account.
- in the way we handle your complaints.

The report notes that we have been open about the challenges we face as a housing service

and are committed to improving our services. The Regulator acknowledged that we are already taking steps to make improvements.

[You can read their report here.](#)

On a positive note, the Regulator's Judgement only goes to prove how important your voice is to improving the Housing Service. It will also increase the influence that tenants have, guiding how we improve and assist in the development of our new Tenant Engagement Strategy.

Building Safety Group

The Building Safety Group was re-launched this year

[The group](#) is made up of representatives from different tenant engagement panels. It helps to influence and challenge building health and safety policies and practices.

The group would like to get more representatives from the high-rise blocks- please [contact the Tenant Engagement Team](#) to join or for more information.

Group members decided that a safety booklet with useful information is needed, and I am happy to report that one is being written as we speak!

The group also questioned safety of e-charging of mobility scooters and e-bikes. Following the group recommendation, leaflets with advice on safe charging were produced so please keep checking the notice boards in your blocks. For more information please click [here](#).

Here is some useful information for tenants living in high-rise buildings: [Understanding your Building Safety Case Report](#).

The Building Safety Act 2022 means there needs to be special fire safety and structural provisions for buildings which are set at 18m or seven floors.

Tenant Inspectors

Seeing People, Not Labels

The Inspectors are still examining the antisocial behaviour (ASB) service. They produced a 'Tenant Friendly' version of ASB procedure which is now [available online](#). They have also put forward a suggestion for a better feedback survey to pick up new learning opportunities from closed ASB cases. Look out for a survey they are going to send soon to get tenants views about the ASB service.

They have also carried out a training session for the members of the council's communication team looking at Tenant Stigma.

Decent Neighbourhood Programme Board

Three tenant reps learn about the importance of Neighbourhood improvements

'Decent Neighbourhoods' is a programme of landscaping improvements around Council homes. It aims to reinvest Council tenant's rent money back into projects that will benefit them.

Our tenant representatives that now sit on the Decent Neighbourhood programme board are familiarising themselves with the current projects, helping to represent tenant views and will influence what projects are chosen in the future.

Presently, they are reviewing the policies and procedures, match funding procedure for gardening projects and more.



New Pepys Avenue seating area

I am happy to report that Lauren has been appointed as the new Decent Neighbourhoods Project Officer – say "hi" if you see her around your neighbourhood!

Repairs Panel

Inspection work

At the last Repairs panel members received an overview of the gas safety checks process. The Panel are checking letters sent to tenants and the process. This will compliment a piece of work that is also being undertaken by staff into forced entries for gas safety works. Good to see great minds think alike, with staff and tenants.

The Resources Panel

Focusing on Asset Management

The Panel met with Ola Onabajo and David Hockaday (managers in the Corporate Estates and Assets team) and looked where the council are investing in our homes, focusing on improving energy efficiency and reducing the number of properties that don't meet the Decent Homes standard – so watch this space!

The Panel fed into the Government Consultation on the rent settlement, e.g. the limit which Social Rents can increase each April. The current formula of Consumer Price Index (CPI) plus 1% was due to run out in April 2026 and the government want to extend it for between 5 & 10 years to encourage all social landlords to have the confidence to invest in new and existing homes over the longer term. The consultation only recently ended on the 23rd of December, so we await the results.

Spooky going-ons at Roundhill Close

Back in October, the 46 Roundhill Community Voice (The Tenants Association which covers the newly built block) ran a fantastic Halloween event for the families within the block.

Thanks to grants from the PRIME Foundation and the UK Prosperity Fund, plus with the support of the Tenant Engagement Team they ran a brilliant event with pumpkin carving, apple bobbing, arts and crafts and lots of garden games too. Over 30 residents came out and enjoyed the afternoon and everyone agreed just how good it was. The group were

shattered by the end of it but everyone left with a big smile on their faces.



Supported Housing Resident Working Group

Fantastic joint working with the Supported Housing Team

This quarter a special sub-group of the Supported Housing Forum was set up to help plan an upcoming consultation to all tenants living in Supported Housing. Creating a working panel has proven to be such a useful sense check of how residents view the Supported Housing service and as they progress with the redesign of the service. After the consultation period we will continue to use their views to make sure the service is designed with tenants at the front and centre.

It is hoped that the consultation is going live soon.

Tenant Focus groups

Consultation work

Busy time again – our engaged tenants were busy helping us by taking part in different consultations.

Our engaged tenants took part in focus groups consulting on, amongst other issues, our new Tenant Engagement Strategy, the results of the Regulator's report, 'right to buy' processes, tenant satisfaction measures questions, and the short version of the Building Safety and Tenant Engagement Strategy.

We also made sure that our tenants took part in the city survey "Your voice matters", and that they were informed of the results of past survey

– for instance on the Council housing car park consultation results.



Block reps

Recruitment drive

The team continuously works to recruit more block reps – currently we have 75 block reps across the city and further 7 have completed security checks.

Block reps are volunteers who represent the residents in their block or street – to make a difference where they live. They work to improve local neighbourhood, either by litter picking, cleaning monitoring, raising issues in communal area or seeing advice from other block reps at City wide block rep forum meetings.

If you would like to become a Block or Street Rep, please fill in [this form](#).

Tenant Scrutiny Panel

Sought after panel have been very busy...

The Panel have been very busy this quarter. They have supported the development of a gardening club agreement and reviewed both the mutual exchange policy and application form. They have also put forward suggestions on the wording of Housing's performance Information and are awaiting the response. The performance information is used to ensure targets are being met. They are preparing for a review into abandoned vehicles on housing land.

Watch this space for their report!

South Coast Training

Bringing tenants together from the South Coast region for an informative and interactive day of training and networking

The South Coast Training Group started in 1999 - the group has gained momentum, and we now have 8 different housing providers across the South that came together for South Coast Training.

Six tenants from Southampton attended the training on communications and complaints in October 2024.

Here is what Stephen said about the day: *This event was very well run, the subjects were interesting and the group had great team work due to the subject matter that involved other councils. I can only thank our Tenant Engagement Team for the hard work that they put in ...thank you and hope to see more like this soon.*



Launch of WhatsApp

The latest news.....

We've created another informal way for tenants to get involved – through WhatsApp.

You can join our growing Announcement group to get the latest news about key Tenant Engagement opportunities and consultations by clicking [here](#), or by scanning the QR code below:



Watch this space for the official takeoff!

Junior Neighbourhood Wardens

We aim to promote citizenship and instil a sense of responsibility and compassion in our youth, ensuring they have the tools they need to become their best selves and make a positive impact in their city.

Projects

We have been busy across the city supporting community events and completing our own Junior Wardens projects.

New Community Noticeboard

On 29th October the Junior Wardens with support from Dave from the Estate Regeneration Team & Neighbourhood Wardens Jeanette & Julie, we rebuilt, planted, painted and overhauled the community noticeboard next to the Hinkler Rd Community Centre & Library in Thornhill.

Before



After



Chloe "such happy smiley people, so friendly my kids loved being involved, such a nice idea"

Fire Station Day

A great day had by all at the Fire Station Day in St Marys, supported by Hampshire Fire & Rescue, Police, SCC Community Teams, and Wardens. We had a great turnout of young people, and everyone had a great time.

With a round robin of Fun & Educational sessions. As Bonfire Night & Halloween approach, these sessions were designed by the Junior Warden Co-ordinator to help keep our

young people safe and to promote respect when out Trick or Treating.



Tiffany "Loved the Police activity & First Aid was Fun & Interactive"

Tanners Brook Walkways

This was the first stage of a three-stage project involving the Junior Wardens, Open Spaces, Community Safety, and Highways. We 1st had a consultation with parents and residents who use the subway and walkways through to Tanners Brook School. Consultation was around the walkways, overgrown areas and the subways themselves.

Looking at the consultation results (below) it was clear that the priority, and quickest to resolve, were the walkways leading to the school.

So, in October half term we arrived on mass to tackle the walkway works with the Junior Wardens, Neighbourhood Wardens & Open Spaces, cleaning, clearing and tidying. Some parents also stayed to join in.



On that day we installed bins, gave out free school uniform supported by the Family Hubs, played games and followed up on an Art project suggested by residents.

Their designs were taken away and turned into artwork which was installed on Friday 1st November.



Thornhill Halloween Night

The Junior Wardens attended the 1st community Halloween event on 31st October at Hinkler Community Centre, aimed at engaging young people through fun and interactive activities to help reduce Anti-Social Behaviour as well as increase community cohesion. This was a great success, and we engaged more than 40 young people & their families.

Intergen

Our last session was in October half term and Halloween themed. We did pumpkin carving with our resident expert Nick on hand to help us out. A great evening of fun and friendship, helping to bring different age groups together and help tackle loneliness.



Fullerton Close Installation

This all started with a consultation back in July, which led to a second engagement day in August.

We also went to the Panto with our very own Jasmine playing one of the lead roles



And had a baking evening and decorating the biscuits we made.



Overview



Junior Wardens Southampton

Public group · 746 members



Engaged 111 young people this Qtr

4 Projects & 1 Event this Qtr

6 New Junior Wardens this Qtr

3 Intergen Evenings this Qtr

Worked with the Police, Fire Brigade &

Ambulance Services

Neighbourhood Wardens

Parks & Open Spaces

Church Groups & Agencies

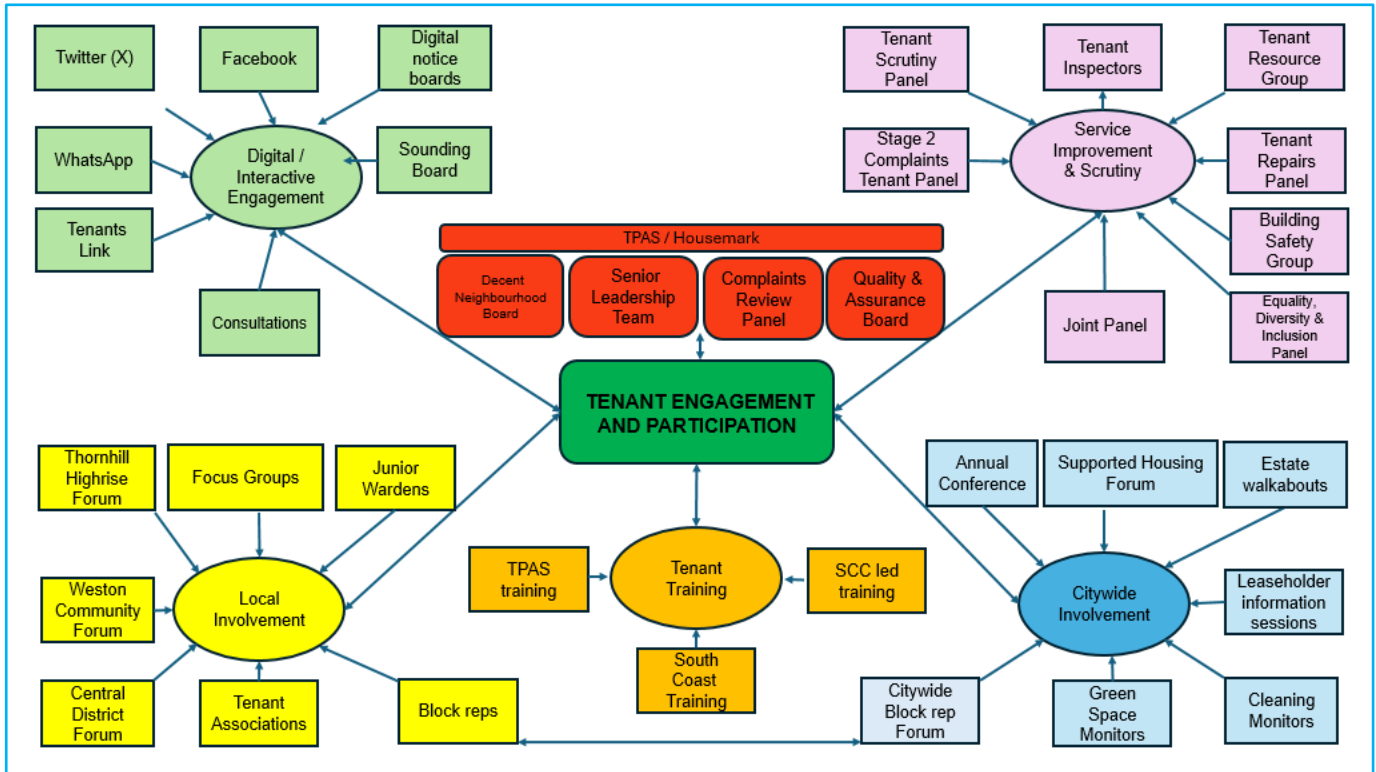
Thank you to everyone involved

How does tenant engagement work

Tenant engagement structure diagram:

The diagram shows all the structure and engagement opportunities at a glance. Please let us know if anything is missing or if something does not make sense.

Please note: the information in red boxes applies to senior leadership structure and governance. Some of the boards are under development (such as Quality and assurance board) and tenant engagement in them is being developed. We are working on starting Equality, diversity and inclusion panel).



The legend:

	Digital engagement
	Tenant engagement
	Local neighbourhood tenant engagement opportunities
	City wide tenant engagement opportunities
	Service improvement tenant engagement opportunities
	Senior improvement boards with tenants representatives (please note that couple of them are in the initial stage of development)

Tenant Engagement performance

The Team's performance

Here is the team's performance information against agreed indicators.

The following is a summary of our performance over 3 months in third quarter this financial year (1 October to 31 December 2024): you can see at a glance how our tenants got involved; how many consultations were conducted; how many block reps we have, and social media analytics. Please contact us if something is unclear.

		Cumulative	April-June	July-Sept	Oct-Dec
Workflow total	Description		Q1	Q2	Q3
Engaged Tenants	How many people we engage				
	Total number of people attending TE meetings/events	Cumulative	258	608	940
	Total number of block reps		75	74	75
	Number of people signed up to tenant engagement (from the sounding board)		402	407	406
Consultations	Consultations				
	Number of issues consulted on	Cumulative	15	38	63
	Number of people consulted	Cumulative	259	502	731
Social media	Communications – social media				
	Number of people that follow Housing Facebook		1,774	1,771	1,784
	Reach on Facebook			13,000	7,662
	Interactions on Facebook			347	81
	Number of TE Facebook group members		132	135	136
	Number of people that follow Twitter (X)		1,088	1,085	1,063
	Number of people that follow WhatsApp (N/A - Q1)		0	0	36
Recommendations	Impact				
	How many recommendations proposed by residents	Cumulative	41	55	36
	How many recommendations were accepted	Cumulative	33	44	30
	How many recommendations – Implementation completed	Cumulative	33	40	28
	How many recommendations – Implementation pending	Cumulative	1	4	2
JNW	Satisfaction with Junior Warden Scheme				
	Number of Junior warden events	Cumulative	7	12	15
	Number of other events and projects supported - open to wider audience	Cumulative	0	1	2
	JNW numbers signed up	Cumulative	159	318	505
	Number of JNW attending JNW events and projects	Cumulative	138	196	307
	Number of attendees at public events	Cumulative	0	5	30
	JNW Facebook followers		725	740	746

(Please note: the Repairs Panel are waiting to hear whether their 6 recommendations about Housing website are going to be accepted.)

Graph 1:

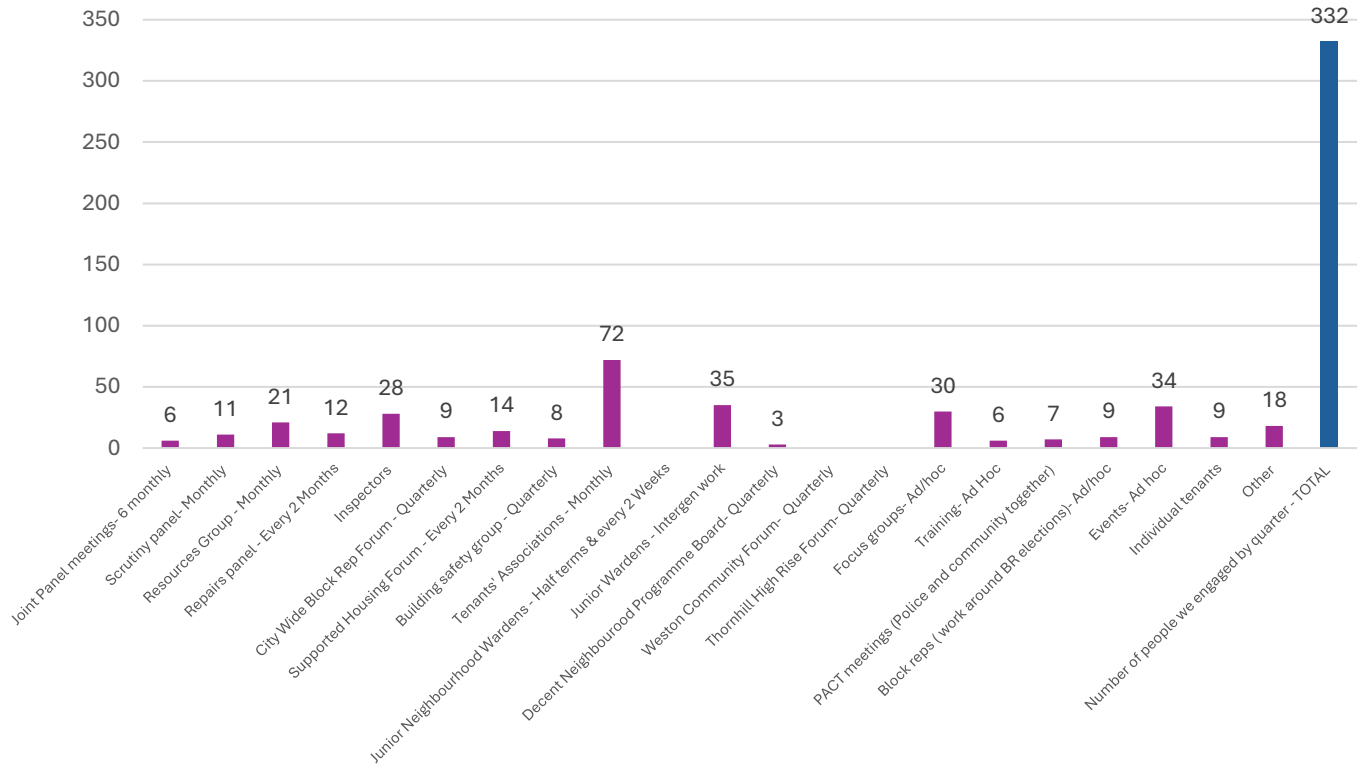
Graph shows that we have engaged with 332 tenants in Quarter 3 (940 for all three quarters).

For the purpose of this report, tenant engagement means involved tenants who live in council properties, who got involved in shaping and improving our services using variety of methods available: from attending meetings and events in their local area, tenant’s association meetings, formal panel meeting to email consultation and focus groups.

The numbers below only refer to tenants that got involved via Tenant Engagement Team. This figure does not show other housing departments’ engagement statistics (for instance, the walkabouts’ figures). We have started putting measures in place to change this.

The figure does not include any emails sent to our engaged tenants for the purpose of sharing useful information.

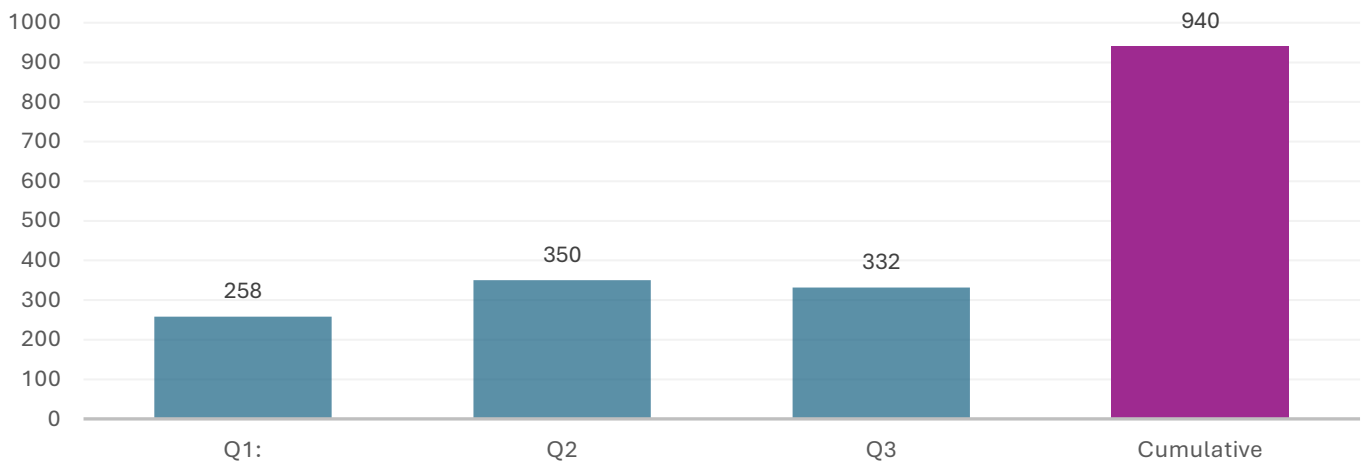
Number of engaged tenants by group in quarter 3



Graph 2:

The graph below shows the numbers of tenants engaged in each quarter. The pink entry in the graph is the sum of the first three quarters. Please note we counted the overall number of tenants being engaged, but that some tenants may be attending more than one event/meeting.

Total number of tenants engaged by quarter



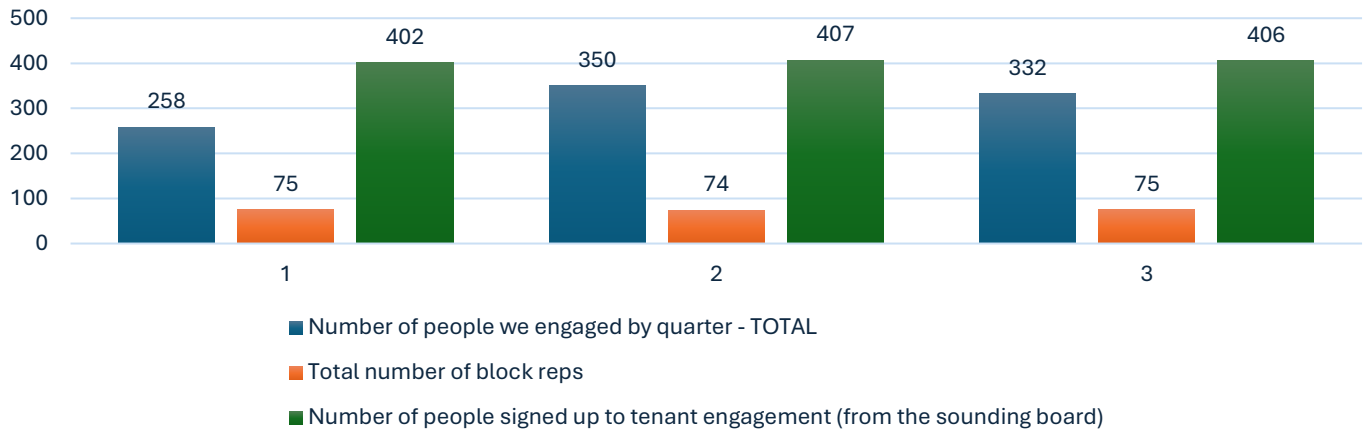
Graph 3:

The graph below shows the number of tenants engaged in each quarter, the total number of formal block reps in the city and the number of tenants that have formally signed up to tenant engagement.

Even though the graph shows that the engagement is consistent across the three quarters, unfortunately, it does not show the fluidity of the engagement: tenants do choose to stop engaging, but the new tenants join our engaged groups on a regular basis.

Nevertheless, we will be working on the recruitment drive – trying to expand the engagement and ensure the real representation of our tenants.

Number of engaged tenants and block reps per quarter



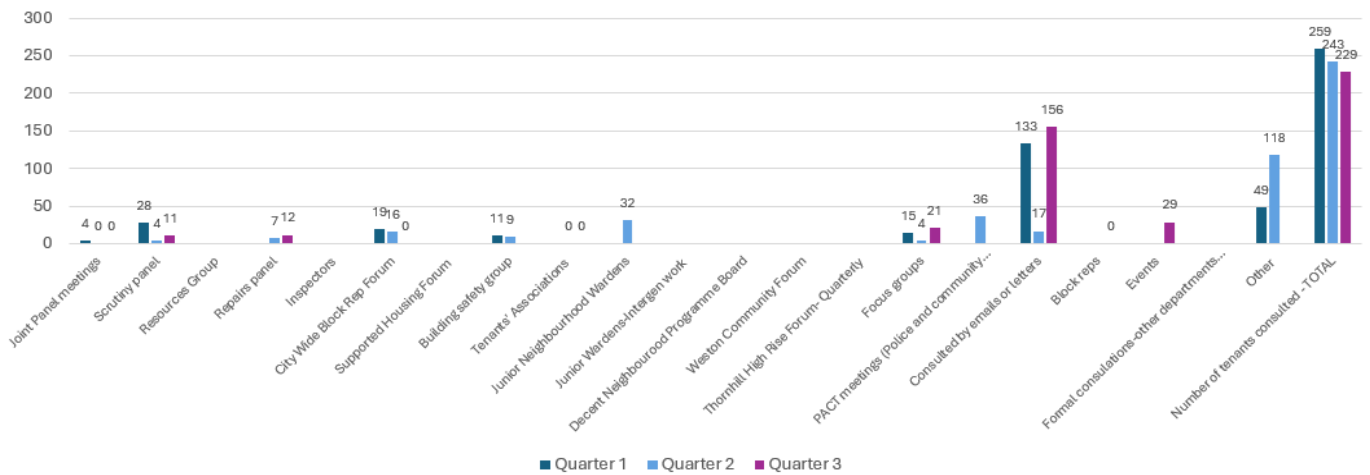
Graph 4:

Below we can see the consultation figures: we are committed to consulting tenants, leaseholders and other stakeholders on matters that affect them.

The consultations are a specific type on engagement with tenants - they are acts of discussing specific issues with tenants/groups before making a decision about it.

It is noticeable that some groups are more involved in consultation than others – we have been very effective getting tenants views through focus groups and by email.

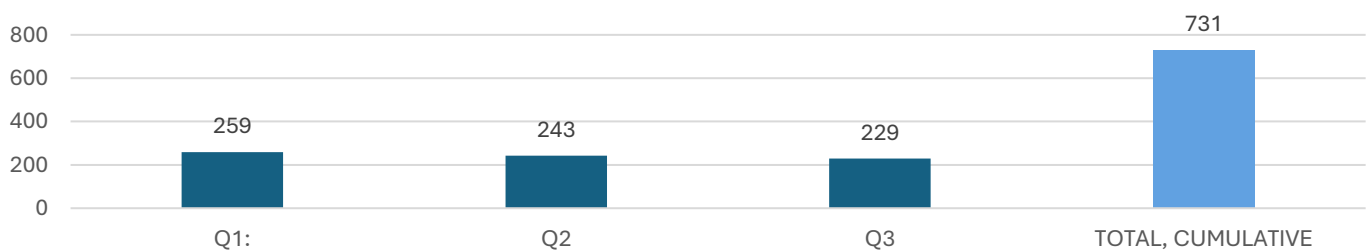
Number of tenants consulted per quarter - by group



Graph 5:

The graph shows total number of tenants involved in consultations by quarter – I am pleased to report that so far this financial year, we involved 731 tenants in housing consultations on variety of housing related issues.

Total number of tenants consulted per quarter



Demographics

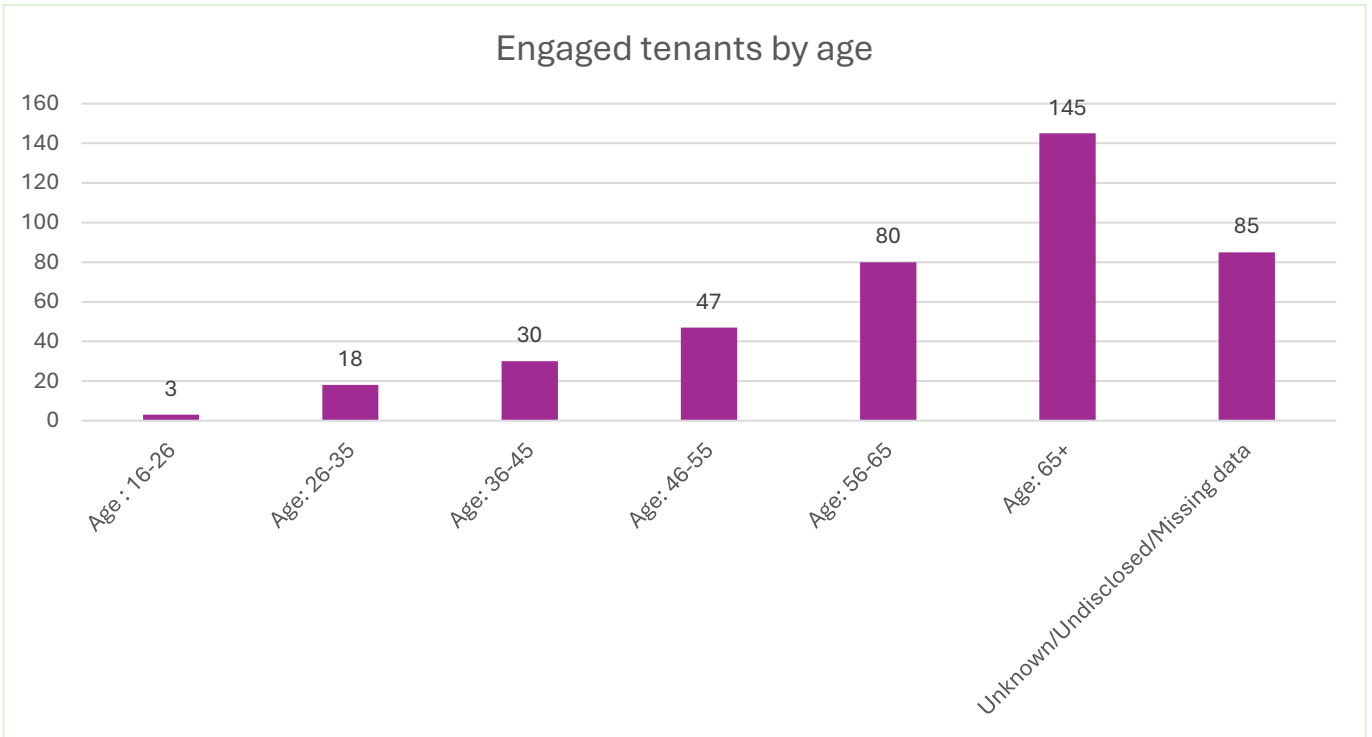
We now collect a specific demographics data of our engaged tenants. It allows us to identify whom we are not reaching, so we can proactively try to engage them.

Here is the breakdown by age, gender, ethnicity, disability, the postcode and local housing office/neighbourhood of all our engaged tenants (the information was collected from our Tenant Engagement mailing list) for the quarter 3 (from 1 October to 31 December 2024).

Demographics of tenants on Sounding Board Description	April-June		July-Sept		Oct-Dec	
	Q1:	TOTAL	Q2	TOTAL	Q3	TOTAL
Age: 16-26	5		4		3	
Age: 26-35	14		16		18	
Age: 36-45	30		30		30	
Age: 46-55	46		48		47	
Age: 56-65	74		78		80	
Age: 65+	146		145		144	
Unknown/Undisclosed/Missing data	87		86		85	
		402		407		407
Gender						
Male	144		152		149	
Female	243		254		255	
Other						
Unknown/Undisclosed/Missing data	15		1		2	
		402		407		406
Ethnicity						
White British	171		173		173	
White European	14		15		15	
White other	1		1		1	
Black, British	3		3		3	
Asian	11		11		11	
African	11		11		11	
Caribbean	5		5		5	
Mixed heritage	2		2		2	
Unknown/Undisclosed/Missing data	184		186		185	
		402		407		406
Disability						
Yes	43		45		44	
No	87		87		87	
Unknown/Undisclosed/Missing data	272		275		275	
		402		407		406
Region - Post code						
SD14	85		86		86	
SD15	26		26		26	
SD16	107		108		108	
SD17	7		8		9	
SD18	34		34		34	
SD19	143		145		142	
Unknown/Undisclosed/Missing data					1	
		402		407		406
Neighbourhood/Local housing office						
Central	83		119		119	
East	174		179		176	
West	108		109		108	
Unknown/Undisclosed/Missing data	37				3	
		402		407		406

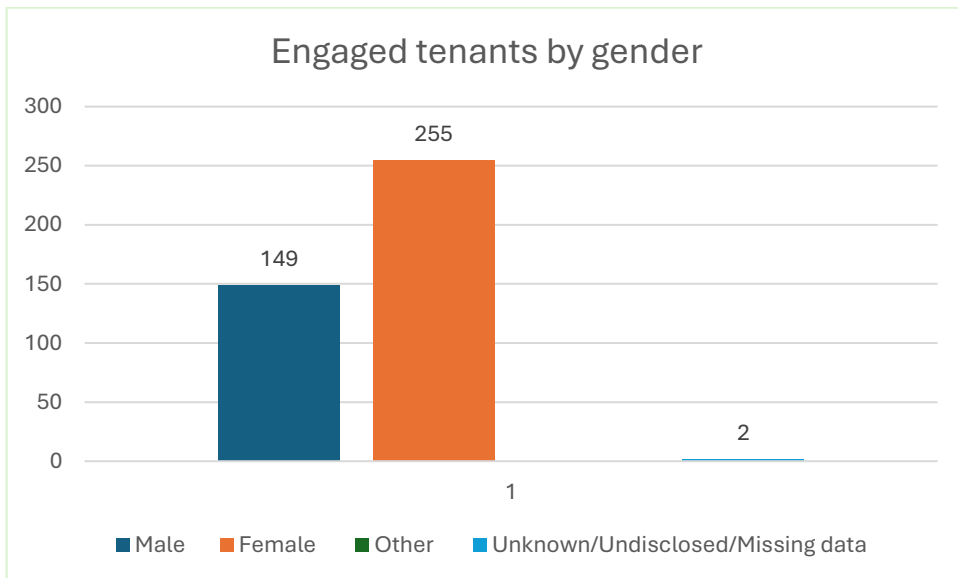
Graph 6:

The graph shows the breakdown of our engaged tenants by age: the chart shows that even though we have the representation from all ages – most of our engaged tenants are age 56 and above. We will try to address this as we would like to have a better representation from all ages. We are missing the data for 21% of our engaged tenants – which we will try to find a better way of logging the information about our engaged tenants.



Graph 7:

The graph below shows the breakdown of our engaged tenants by gender: the majority of our engaged tenants are females (63%). When we review our new quarterly reports we will be asking this question.



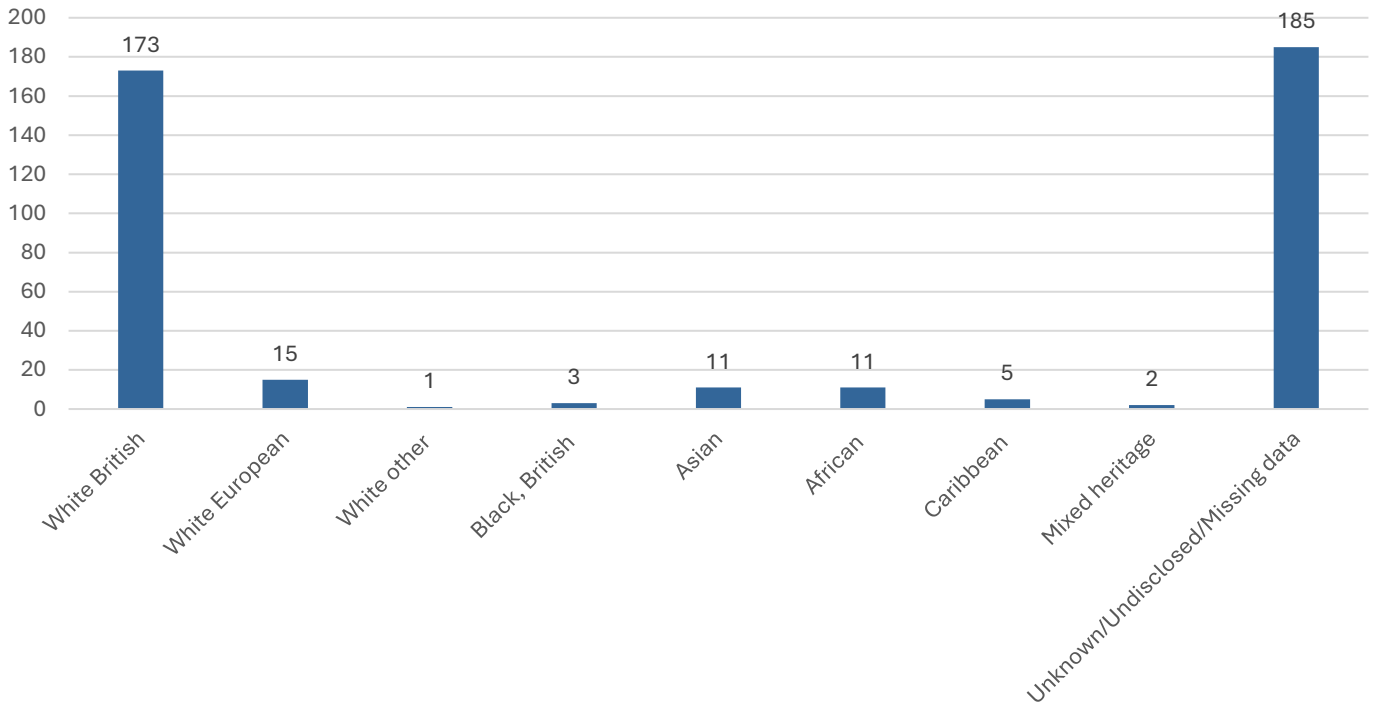
Graphs 8 & 9:

The graph 8 indicates that even though the majority of our engaged tenants are White British, we do have the representatives from different communities.

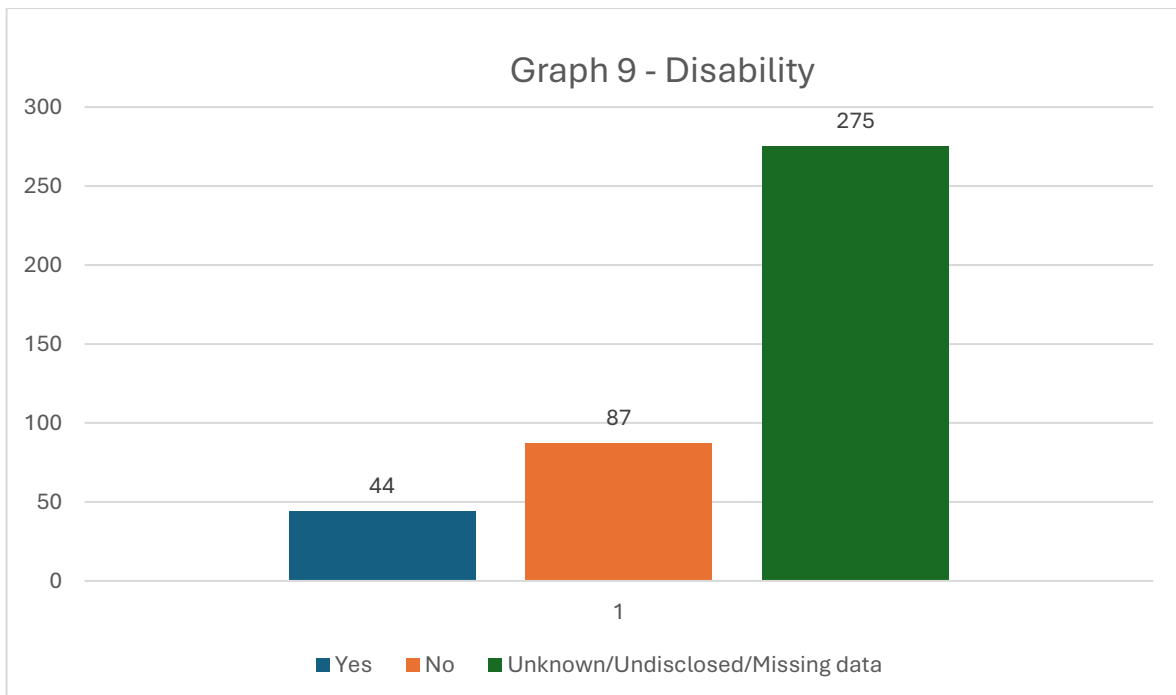
It is worth looking more closely into why we are missing the information for over 40% of the engaged tenants.

The graph 9 reveals how little information we hold on our engagement tenants and disability thus making it more difficult for us to make our work/engagement opportunities as accessible as we would like. Housing services are missing some demographics data on tenants and are already working on trying to find a way to know more about our tenants and their needs, taking into account the data protection and tenants' rights on non-disclosure.

Graph 8 - Engaged tenants by ethnicity



Graph 9 - Disability

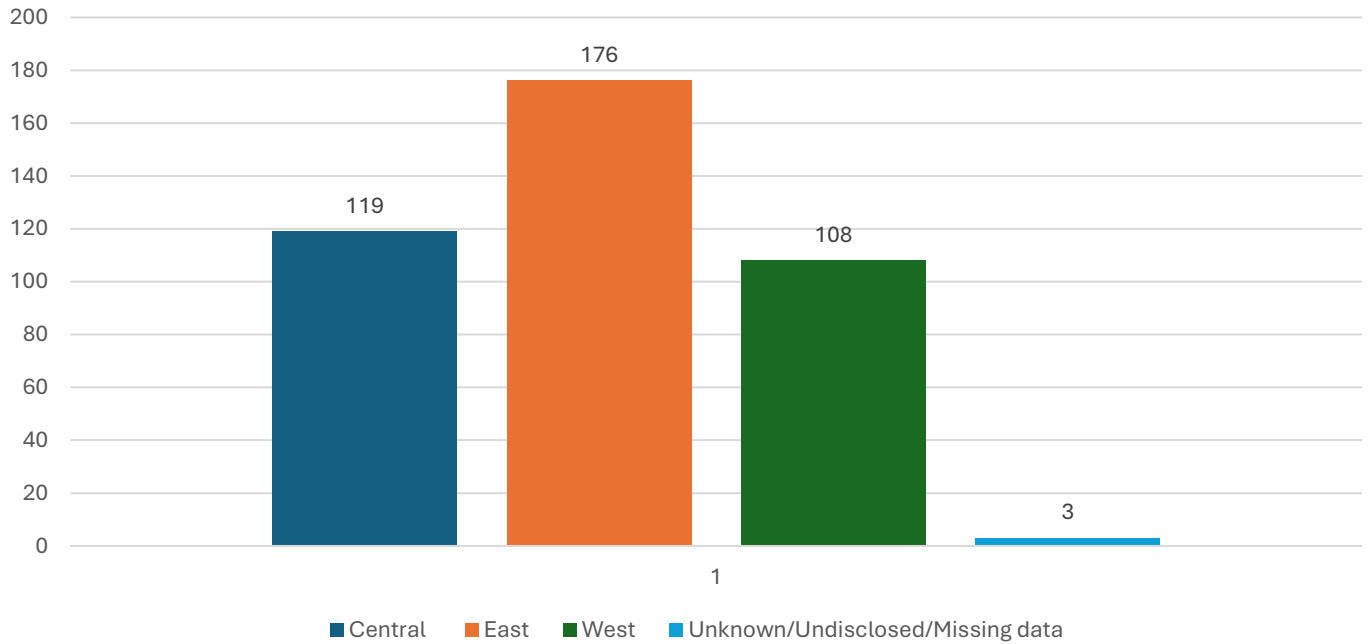


Graphs 10 & 11:

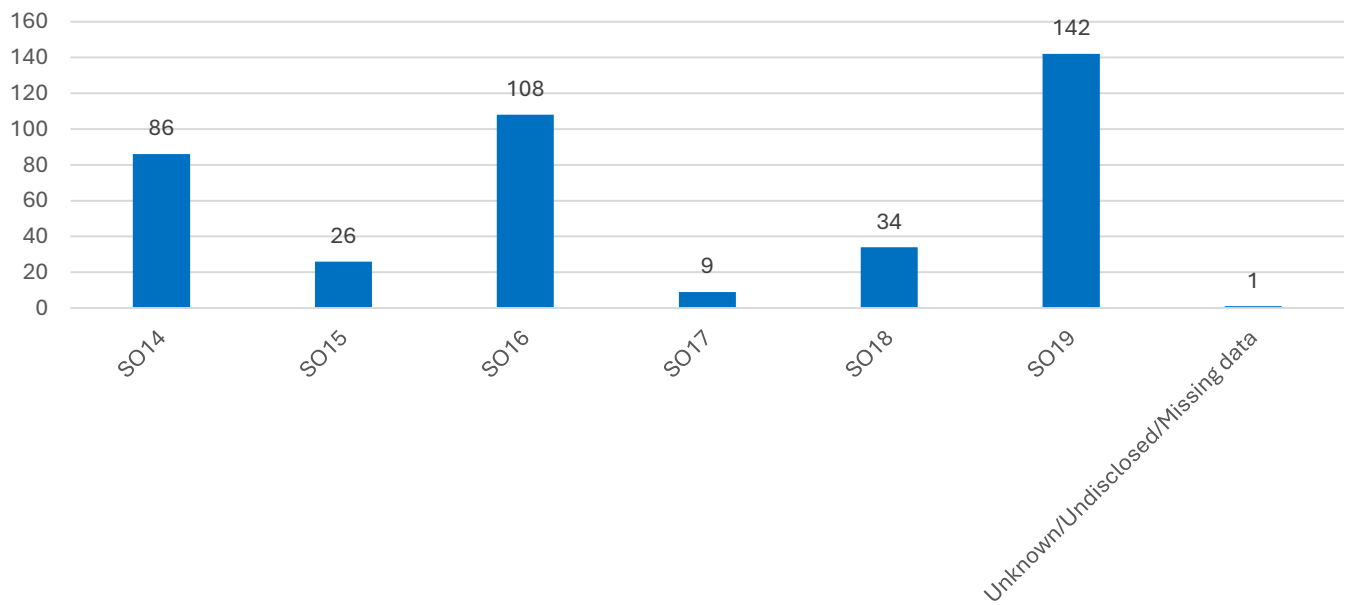
Graphs below indicate the geographic area of our engaged tenants by the Local housing office and by post codes.

We have a good representation of tenants covered by the three local housing offices. The figures vary by post codes, but it is difficult to compare the figures as the areas and the estates vary in size and the number of tenants.

Graph 10 - Engaged tenants by Local Housing Office



Graph 11 - Engaged tenants by post code



Panel's recommendations

Our amazing tenants work extremely hard to help council improve housing service – and we, in tenant engagement, are tremendously grateful and proud of all our engaged tenants: I would like to thank all our engaged tenants for their commitment to work with us to improve housing service.

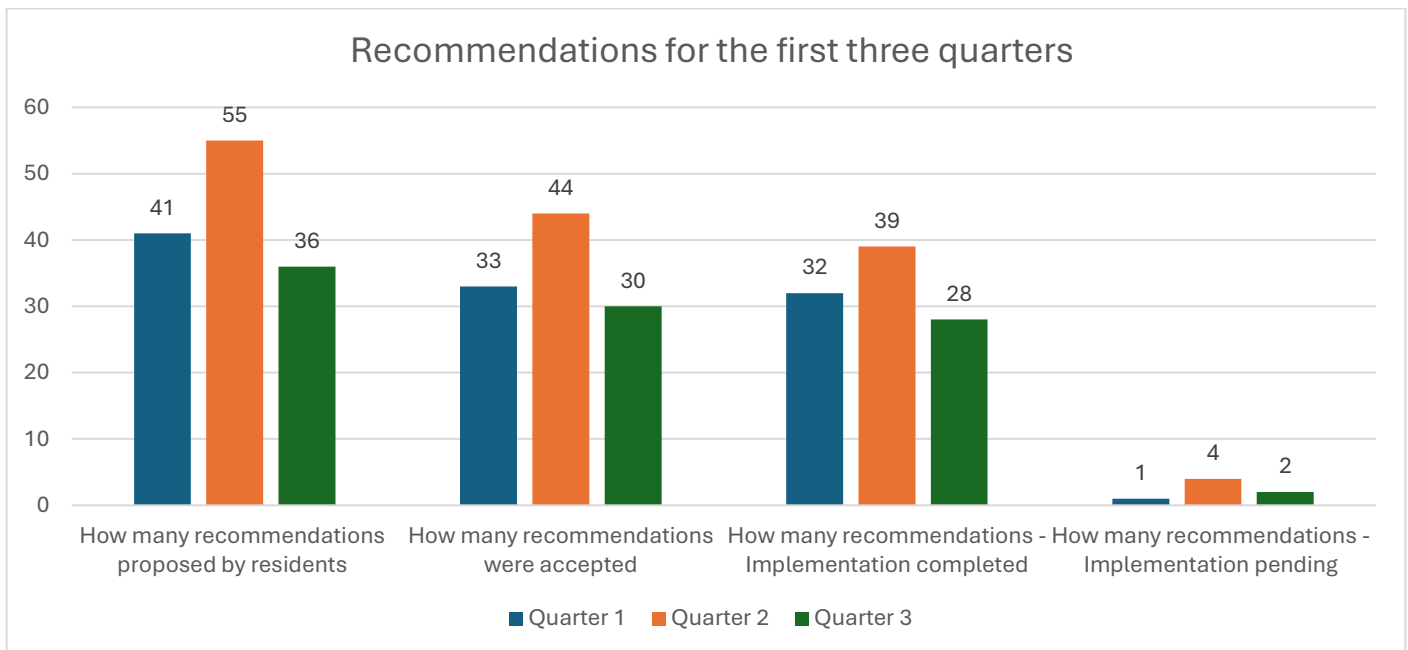
Panels and forums choose subjects to review, conduct inquiries and recommend changes and improvements. The results are then reported back to the senior managers. Tenant panels challenge the performance of us as the landlord, hold us to account and suggest improvements.

Here is the list of the tenants' recommendations by quarter:

Recommendations	Impact				
	How many recommendations/changes made by tenants, panels & social media	Cumulative	41	55	36
	How many recommendations were accepted	Cumulative	33	44	30
	How many recommendations - Implementation completed	Cumulative	33	40	28
	How many recommendations - Implementation pending	Cumulative	1	4	2

Graph 12:

We are happy to report that, as shown by the graph below, the majority of the recommendations proposed by tenants we accepted and already implemented.



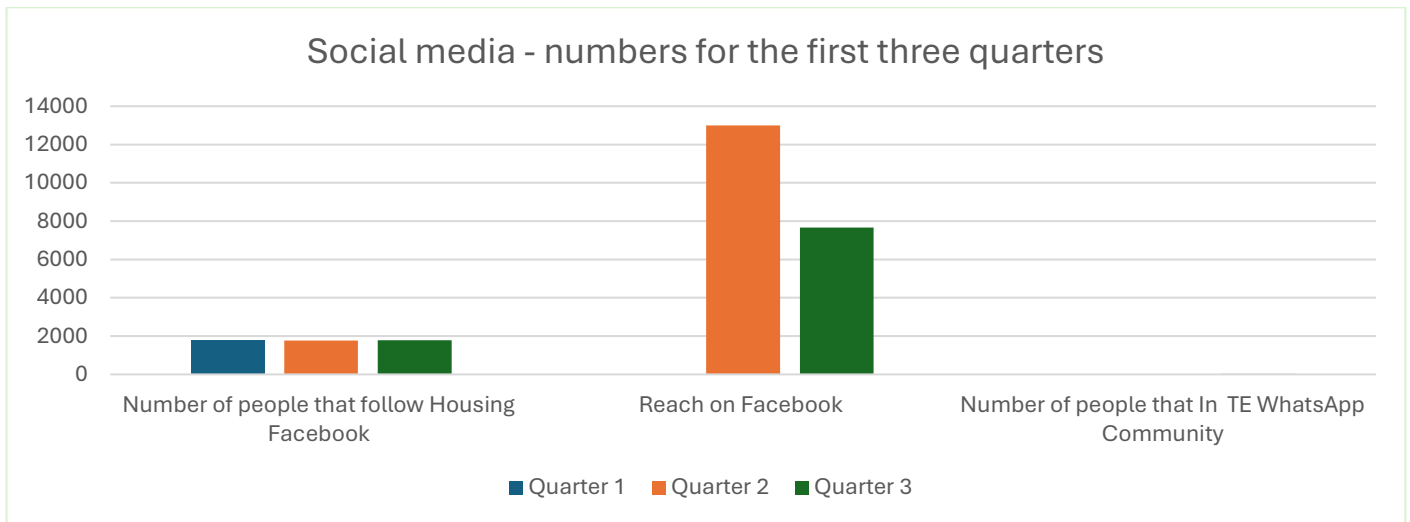
Housing social media:

Housing Service got 1785 followers on Facebook and 1063 on X: the number of Facebook followers grew but the number of followers on X went down. We should pay more attention to why we have lost some followers on X.

Social media quarterly insights for Facebook collected for three months, from 1 October to 31 December 2024:

Graph 12: Social media

Please note that we have not collected Facebook reach in quarter one, and our Tenant Engagement WhatsApp community group has not been officially launched yet. It is interesting to note that Facebook reach in quarter 2 was much higher than in quarter 3 - we will follow this up to try to find out which stories were of more interest to our Facebook followers.

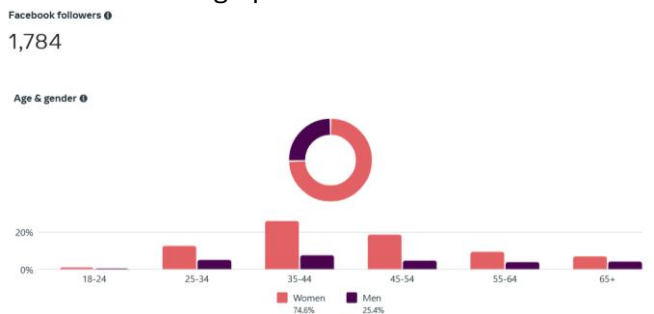


Social media analytics:

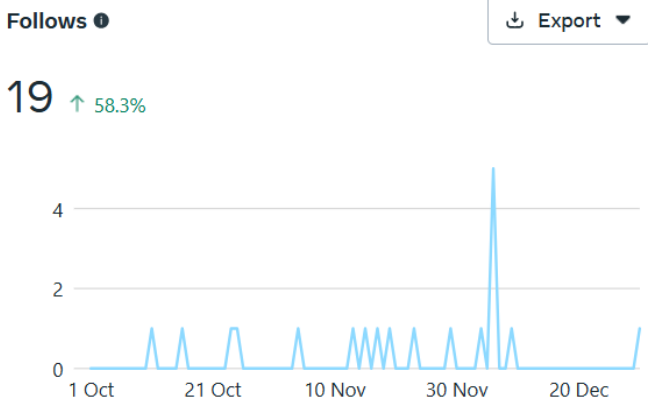
Performance:



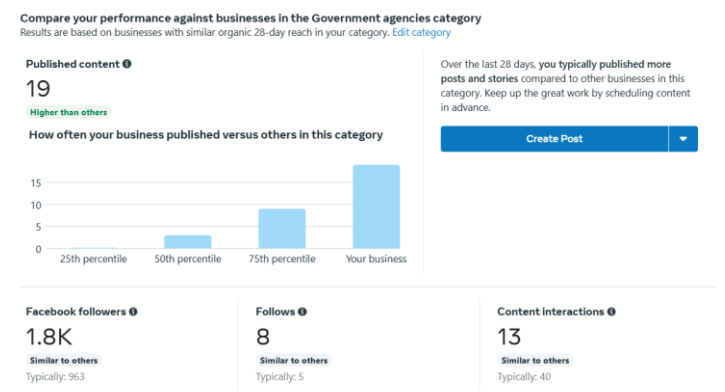
Audience demographics:



Facebook follower trends:

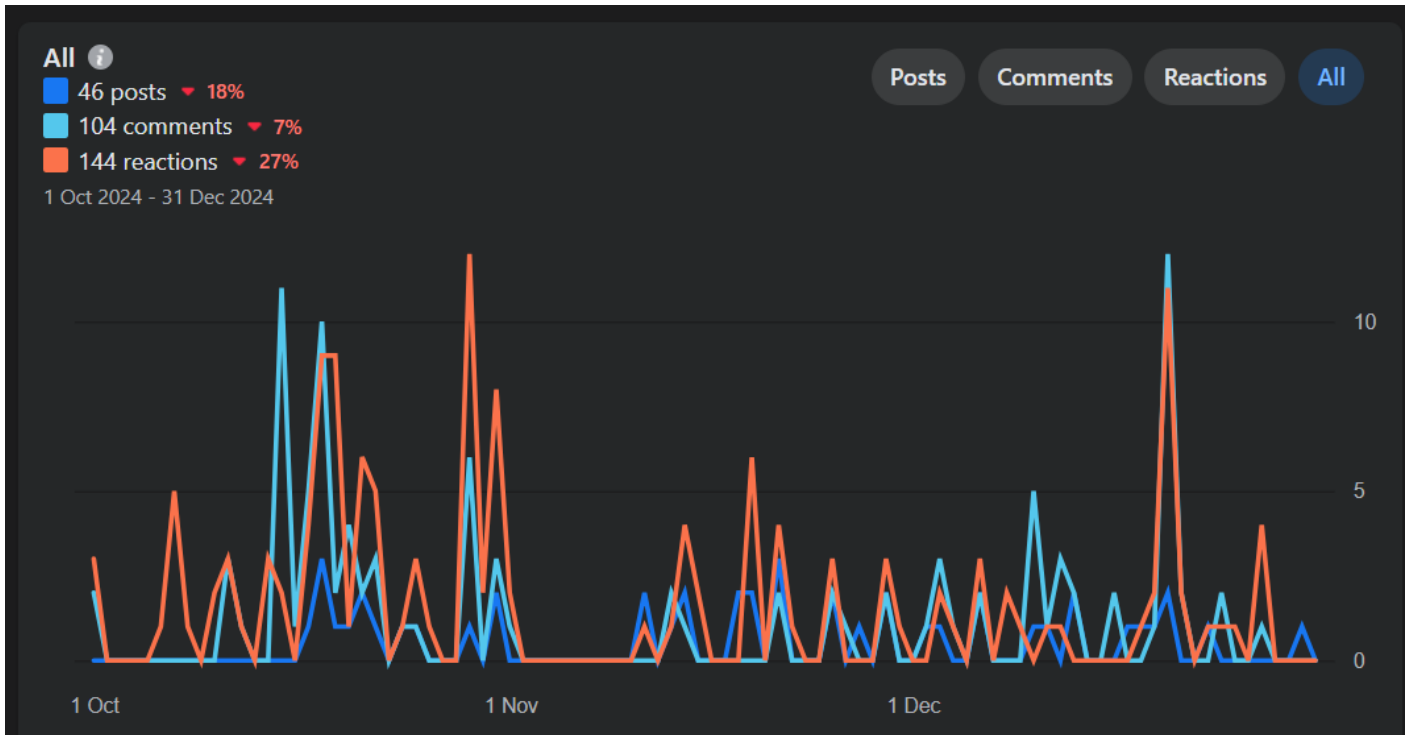


Benchmarking against similar government organisations:



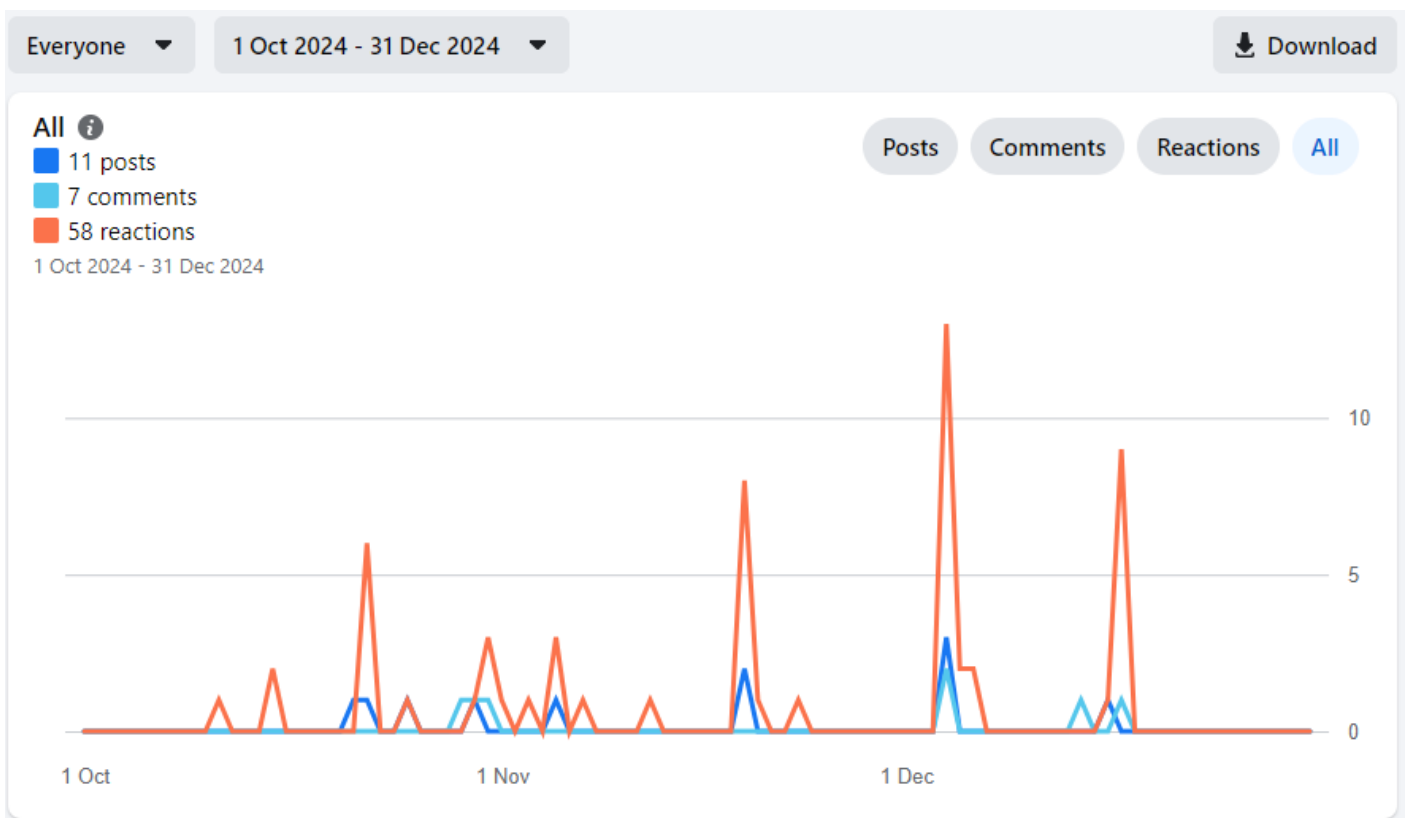
Tenant Engagement Facebook Group Insights (private Group)

This group currently has 136 members.



Junior Neighbourhood Wardens social media insights 1 October to 31 December 2024:

Junior Neighbourhood Wardens' Facebook page got 746 followers.



Having your say this year

I hope you have found these quarterly reports interesting. It shows how we engage with tenants every quarter and try to improve housing service. The reports will be reviewed by tenants next year to ensure they present all the information in a way that is both accurate and hopefully informative.

We are always keen to hear your views, so please email your comments to:

tenant.engagement@southampton.gov.uk or call 023 8083 3185.

What next?

Actions for improvement and lessons learned

Actions taken and planned:

- Q2 Tenant Engagement report was shared with tenants – paper versions of the document are available on request
- The first draft of Communications plan created: we are not good at publicising how tenants made the difference and the work of the tenant engagement team
 - Share good news stories
 - Re-start “Tenants’ corner” to share their successes (social media) – not completed
- Youth work – work closer with Junior Wardens and explore, if possible, to start a junior block rep/junior champion scheme and pilot local junior forum – in progress
- Training: South Coast training session delivered in October; the full training planned for spring next year
- Tenant engagement strategy – in progress: it is important to involve tenants from the start, so we have held the first focus group meeting in December. It was agreed to set up a tenant engagement strategy working group made of tenants and staff that will oversee the work on the strategy.
- Ongoing: We continue to offer variety of tenant engagement opportunities and align them to the tenant engagement standards – we would consult with tenants to see if we missed any engagement opportunities important to them
- Ongoing: we keep our website updated to ensure that the accuracy of information

Future actions:

- Share Q3 Tenant Engagement report with our tenants
- Continue to work with tenants and colleagues to update tenant engagement strategy – it will take a year to complete the strategy
- Set up Equality, Accessibility & Inclusion (EDI) panel / group
- Work on training package for tenants
- Work on organising our spring Housing conference
- Explore possibility Tenant Engagement performance page so we can be more transparent about our performance – still pursuing
- Continue working on Communications plan
 - Share good news stories
 - Re-start “Tenants’ corner” to share their successes (social media) – not completed
- Launch tenant charter – in progress (slipped from quarter 4)

Certificate of TPAS membership for 2024/2025:

Southampton City Council is committed to tenant engagement and are proud member of TPAS. TPAS are the leading tenant engagement experts – they offer an independent and impartial advice, support and training for tenants and social housing providers.

Please check their website, as TPAS membership is FREE for all our tenants and leaseholders:

<https://www.tpas.org.uk/>

TPAS provides support and guidance to help you be involved with your landlord or to lead activity in your community.

Follow us!

Follow the Engagement team



@southamptonhousing

: tweet us @sotonhousing

To get in touch

Web: <https://www.southampton.gov.uk/housing/your-tenancy/tenant-participation/>

Email: tenant.engagement@southampton.gov.uk

Call: 023 8083 3815

Please let us know if you, or any of your neighbours and friends would like to receive this newsletter in a paper copy, and we will post it to you.



Certificate of Membership

This is to certify that

Southampton C C

are committed to Tenant Engagement
and are members of Tpas until

31st March 2025

J Osborne
Jimmy Osborne MBE
Chief Executive, Tpas