

## NRSP Workplan 2021- 2022 – December 2021 update

Community of Interest/other activity	Actions	Target Date	Update December 2021	Impact – what has changed as a result of the work.
Conversation with Sanctuary	<ul style="list-style-type: none"> <li>Agree approach for National consultation and engagement programme</li> <li>Report on outcome and develop service standards</li> </ul>	TBC  TBC	Currently developing approach following local pilot in Rochford and the government's 'roadmap' out of lockdown.	<p>Rochford pilot</p> <p>Produced two local newsletters for residents in Rochford in response to feedback on the need to improve local communications.</p> <p>Increased local Committee membership to include 5 new members.</p>
Customer Service	<ul style="list-style-type: none"> <li>Agree scope and approach of service review: inbound email communication</li> <li>Report on outcome of service review</li> </ul>	March 2022	Scope and approach of review were agreed at informal NRSP meeting on 23 March. Seven virtual resident focus groups took place over Zoom during July. Outcomes and recommendations were provided to NRSP members at meeting on 12 August 2021. Further reviews planned for early next year.	<p>22 residents involved in testing Homeownership services.</p> <p>Transactional survey being developed for all email traffic in Homeownership inbox to monitor satisfaction with responses and identify areas to improve service.</p> <p>Greater understanding of resident expectations for response times to email communication.</p>
Complaints	<ul style="list-style-type: none"> <li>Update on Activities to date</li> </ul>	October 2021	<p>Survey was sent out to around 900 residents with over 150 responses. Around 100 have expressed an interest in being involved further with focus groups. Tom Forty (Director of Customer Experience and Engagement) has reviewed the analysis of the survey.</p> <p>A meeting took place with Tom and Bob Werrett reviewed and discuss next steps on 1.11.2021 this will be picked up with the</p>	<p>Reshaped customer advice leaflets around complaints based on resident feedback.</p> <p>Residents involved in Housing Ombudsman Complaint Handling Code self-assessment leading to improved approach to complaints handling.</p>

			<p>next stage of work in January 2022 whereby workshops will be undertaken with senior staff to look at the process and redesign and how this can work better for our residents. There will be a webinar planned for February to discuss with residents who expressed an interest in being involved to review the process.</p>	<p>Our policy and procedure for complaints handling was re-written following resident feedback focussing on the need for it to be easier to understand.</p> <p>Residents helped to shape and develop a published Acceptable Behaviour policy.</p> <p>900 residents involved in community of interest for complaints.</p>
Family & Friends Tests	<ul style="list-style-type: none"> <li>• Agree approach for 2022 -2023 programme</li> <li>• Six Month progress update on programme</li> </ul>	<p>October 2022</p> <p>October 2021</p>	<p>Agreed to increase the number of visits to 20 face to face and 10 virtual from next year.</p> <p>Face to face visits due to take place in November and December had to be postponed due to local restrictions being increased for Covid-19 in the areas. A virtual visit at a Mental Health service Spencer Court took place on 13.12.2021 with 1 action being taken forward. Two visits are planned for January 2022.</p>	<p>23 recommendations made to improve facilities and the service at 6 schemes.</p> <p>12 residents involved in family and friend tests.</p> <p>Incorporating a virtual approach allows wider engagement of more diverse resident base in carrying out these visits.</p>
Estate Inspections	<ul style="list-style-type: none"> <li>• Agree and monitor process for programme of virtual inspections</li> </ul>	<p>March 2022</p>	<p>70 estate inspections have been requested for Quarter 3 and will include a mix of virtual and face to face visits. A meeting with Operational managers took place to go through the process and respond to any questions. A suggested amendment to the appendix to include type of tenure has been added. Other regions have meeting scheduled to discuss the approach of virtual and face to face inspections and the importance of communication and to notify Co reg with any challenges or where staff haven't received a response from involved residents to carry out inspections.</p>	<p>46 Residents have been involved in inspecting estates across England to date. Up to mid-December there are 272 actions with 84 completed for all 8 regions. The main recommendations are for the removal of rubbish/fly tipping and landscape work.</p> <p>Incorporating a virtual approach allows wider engagement of more diverse resident base in carrying out these visits.</p>

				Estate inspections provide an independent perspective on the quality of our estates leading to improvements in the appearance of neighbourhoods and increased sense of ownership by residents.
Procurement	<ul style="list-style-type: none"> <li>• Agree scope of involvement in tenders</li> <li>• Update on activities to date</li> </ul>	April 2022	Exploring approach to involve residents in future kitchen supply tender, which could include opportunity to view sample kitchen cabinets/fittings. Currently no lead NRSP member for this Community of Interest.	205 residents involved in shaping tenders for goods and services including Lift servicing and maintenance. This ensures that the tender specification covers what matters most to those who will receive the goods and/or services.
Sanctuary Way	<ul style="list-style-type: none"> <li>• Quarterly review of cases</li> <li>• Annual Update to NRSP</li> </ul>	April/July/Oct January 2022	Graham Jones met with Operations Director – Housing on 14 October to carry out the quarterly review of Sanctuary Way cases. Report on the outcome to be provided to NRSP as is custom and practice. Next session is planned for January 2022.	NRSP hold the Operations Director to account for the progress of cases referred under Sanctuary Way.  Timescales within the Asbestos testing contract improved as a result of the reviews.  How the Group supports vulnerable residents who may not meet the threshold for statutory agency support is being reviewed.
Homeowners Forum	<ul style="list-style-type: none"> <li>• Quarterly performance review</li> <li>• Annual Update to NRSP</li> </ul>	March 2022	Meeting took place face to face at Chesford Grange with Jean McDonnell in attendance to build on increasing links with NRSP. Discussion held on Buy Back policy, the future of the forum and how we can communicate more widely with homeowners in an effective way. Members were asked to feedback on proposed transaction surveys for email communication into Homeownership inbox. Next meeting will be on MS Team January	Residents engaged in strategic decision-making processes  Residents hold the Group to account for services delivered to homeowners.  Residents influencing and shaping the way these services are delivered.

			2022. One new observer to attend with a view to becoming a member.	Reference group of 45 Homeowners created to support the work of the forum.
Building Safety	<ul style="list-style-type: none"> <li>Potential new community of interest to monitor the emerging regulation in this area.</li> </ul>		Pilots starting on fire safety communications and awareness at three buildings in Housing and about five in Supported Living. This work was temporarily suspended due to increasing social distancing requirements. Now anticipated to conclude early 2022.	The pilot work is now underway. Our resident communications regarding fire safety will change based upon resident feedback
Environmental Strategy	<ul style="list-style-type: none"> <li>Reviewing draft Group environmental strategy</li> </ul>	March 2022	<p>A webinar hosted by Donna Williams, Group Director, Sustainability and Climate change took place on 4 November as part of COP26 activities, with Dylan Asphar in attendance. SSL clients and Dylan have also been involved in developing an Easy Read version of the strategy as recommended by NRSP.</p> <p>94 members of the COI were consulted on the letters issued as part of the whole house retrofit programme with the consultation closing on 24 December. Further consultations on communication materials planned for the new year.</p>	<p>Webinar increased awareness of the Groups commitment to tackling environmental impact.</p> <p>Improved access to information for diverse resident base through provision of Easy Read Strategy.</p>
White Paper Self - Assessment	<ul style="list-style-type: none"> <li>Agree approach to self-assessment</li> <li>Report on the outcome of white paper self - assessment</li> </ul>	March 2021 November 2021	The framework and assessment criteria for the self-assessment has been endorsed by HQN who, as industry experts are acting as an independent critical friend throughout this process. All resident and staff chapter leads have met three times, supported by the Coregulation team and have identified key stakeholder and documentary evidence to be considered for their individual chapters. Interviews were held during June and July with Key Stakeholders and work is underway to review evidence and agree assessment outcomes. HQN have carried out initial review of evidence against the previously agreed framework. Peer Reviews were completed on 29 October	<p>The process increased knowledge of the work of NRSP across the Group.</p> <p>Senior Executive engagement in process clearly demonstrated the commitment to resident led scrutiny.</p> <p>108 recommendations made to the Group for service improvement.</p>

			and report on recommendations was presented to NRSP on 25 November 2021.	
Sanctuary Supported Living Policy Review	<ul style="list-style-type: none"> <li>Involve SSL clients in the cyclical policy and procedure review within SSL</li> </ul>	On-going	<p>Falls prevention procedure is currently being reviewed, a survey was sent out to SSL and Retirement living services for feedback from clients, with a deadline of 03 December 2021. Five responses were received, providing valuable feedback on the groups approach.</p> <p>A further meeting with SSL policy officer is due to take place in January 2022.</p>	<p>25 residents involved in shaping SSL policies. The policies include Missing Persons and Falls Prevention, ASB, Domestic Violence and Hate Crime</p> <p>NRSP members involved in focus group meetings with staff to provide a resident perspective to the approach.</p>
Member Recruitment	<ul style="list-style-type: none"> <li>Agree Recruitment timetable</li> <li>Ratify new members to NRSP</li> </ul>	February 2021 November 2021	<p>Six new members were confirmed at the November formal NRSP meeting with a number of other residents exploring interest with a view to attending as observers.</p> <p>A 12 month Induction and Capacity Building Programme was shared with the panel for feedback. This will commence in January 2022, with Unconscious Bias training for all members.</p>	<p>Our National Resident Scrutiny Panel (NRSP) is stronger and more diverse leading to robust and more informed decision making.</p> <p>Six new resident members add a range of experiences and insights to make the Panel more reflective of Sanctuary's varied customer base.</p>
Meeting with Chairs of Local Panels	<ul style="list-style-type: none"> <li>Chester and District Committee</li> <li>Rochford Committee</li> <li>National Residents Review Panel in Scotland</li> </ul>	March/June/Sept/ Dec 2021	Bob Werrett met with Chairs of Rochford and Chester Committee on 7 December and provided updates on the work of their respective groups. Further quarterly meetings are planned for 2022	Increased engagement between NRSP and local panels, greater understanding of activities taking place across Housing Operations and better links to facilitate joint working.
Website Redesign	<ul style="list-style-type: none"> <li>NRSP and wider resident engagement in development of the new Sanctuary website</li> </ul>	August 2021 onwards	113 residents have provided feedback on the look and feel of the new website through an online survey and a webinar, most saying how much clearer it is compared with the existing site. Currently engaging with residents about more detail regarding structure and content of the new site.	113 residents engaged in providing feedback which leads to a website that is clearer and more effective for the residents who use it.
Customer Experience Strategy	<ul style="list-style-type: none"> <li>NRSP and wider resident</li> </ul>	September 2021 onwards	We are working with staff to develop a new strategy to improve the customer	...

	engagement in development of the new Customer Experience Strategy		experience. Staff are asking for feedback from NRSP before engaging with residents more widely.	
Tone of Voice	<ul style="list-style-type: none"> <li>Sanctuary is developing a new style and language in communications – with the intention of being more informal and friendly wherever possible</li> </ul>	October 2021 onwards	As the resident communications lead, Dylan Asphar met with Kate Reynolds (Director of Communications) and Tom Forty on 28 October to have an initial briefing and will support the shaping of a 'Tone of Voice' guide during the Autumn/Winter.	<p>Feedback from 127 residents on content of 'rent increase letter' template.</p> <p>Template will be changed based on feedback e.g. to include information on what support exists for residents struggling to pay.</p> <p>Creation of a new Editorial Group to help us shape the language and tone of our communications with residents.</p>
Annual Report to Tenants	<ul style="list-style-type: none"> <li>Approve Annual Report to Tenants for publication 1 October 2021</li> </ul>	October 2021	Complete - As usual, NRSP were involved in the drafting process, with the Foreword from the Chair. The design and structure of ART has been approved by NRSP during September and was published on Sanctuary Housing Website this month.	
NRSP Terms of Reference	<ul style="list-style-type: none"> <li>Review NRSP Terms of Reference</li> <li>Ratify amendments to Terms of Reference</li> </ul>	June 2021 August 2021	Complete – next Annual review August 2022	
Sanctuary Residents Academy – cohort 1	<ul style="list-style-type: none"> <li>Report on Learning from pilot</li> <li>Second Cohort to begin qualification</li> </ul>	August 2021 October 2021	Cohort complete with all learners passing the qualification. Review of learning from pilot underway and plans for second cohort to commence in 2022	3 residents achieved a nationally recognised qualification in resident scrutiny and helped to shape the future delivery of the qualification for future cohorts.

Items in grey show they have been fully completed.