

NRSP Workplan 2021- 2022

Community of Interest/other activity	Actions	Target Date	Update – June 2021
Conversation with Sanctuary	<ul style="list-style-type: none"> Agree approach for National consultation and engagement programme Report on outcome and develop service standards 	TBC TBC	Currently developing approach following local pilot in Rochford and the government's 'roadmap' out of lockdown.
Customer Service	<ul style="list-style-type: none"> Agree scope and approach of service review: inbound email communication Report on outcome of service review 	March 2021 July 2021	Scope and approach of review were agreed at informal NRSP meeting on 23 March. Five focus Groups planned during June to take place virtual during early part of July
Complaints	<ul style="list-style-type: none"> Update on Activities to date 	March & July 2021	Feedback on the complaints policy and procedure review webinar took place on 30 June 2021, and the presentation was shared with all residents after the session – including those who experienced challenges with technology. Bob Werrett has attended a recent briefing session held in April with the Housing Ombudsman to discuss reviewing their strategy. Meetings will be held twice a year in February and July with small focus group sessions in between.
Family & Friends Tests	<ul style="list-style-type: none"> Agree approach for 2021 -2022 programme Six Month progress update on programme 	March 2021 October 2021	One Family and Friends Test visits took place virtually in June being recommended with 6 suggested recommendations being taken forward. Five current assessors have completed DBS checking process. The intention is to review the approach to delivering virtually with NRSP and Operations Director, Sanctuary Supported Living towards the end of July in line with the current government road map out of lockdown.
Estate Inspections	<ul style="list-style-type: none"> Agree and monitor process for programme of virtual inspections 	March 2021	25 Estate inspections have been requested with a mix of face to face and virtual. So far we have 54 actions and this could increase once all the inspections have been carried out.
Procurement	<ul style="list-style-type: none"> Agree scope of involvement in tenders Update on activities to date 	April 2021	Consultation issued for the tender for out of hours door entry system attendance and other security installations on 29 June. 116 respondents to date. Consultation will close on 2 July. Currently no lead NRSP member for this Community of Interest.
Sanctuary Way	<ul style="list-style-type: none"> Quarterly review of cases Annual Update to NRSP 	April/July/Oct January 2022	Graham Jones met with Operations Director – Housing on 14 April to carry out the quarterly review of Sanctuary Way cases. Report on the outcome to was provided to NRSP as is custom and practice. Next session is planned for July 2021

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Homeowners Forum	<ul style="list-style-type: none"> Quarterly performance review Annual Update to NRSP 	March 2022	Members of the reference group and forum were included in the PEEP Consultation. Next Meeting will take place at end of July – this will be a virtual session.
Building Safety	<ul style="list-style-type: none"> Potential new community of interest to monitor the emerging regulation in this area. 		It is intended the plan for the new Community of Interest and the work required will emerge from the Self-Assessment against the Social Housing White Paper.
Environmental Strategy	<ul style="list-style-type: none"> Reviewing draft Group environmental strategy 	April 2021	The NRSP informal meeting on 14 April introduced the draft strategy to members and feedback was provided via an online survey. Dylan Asphar was nominated as lead for this work and has been working with Coregulation Team to develop materials to create a new 'Environment and Climate Change' Community of interest which were issued at the end of June.
Annual Report to Tenants	<ul style="list-style-type: none"> Approve Annual Report to Tenants for publication 1 October 2021 	August 2021	As usual, NRSP will be involved in the drafting process, with the Foreword from the Chair. Work will begin in late May/early June and involvement with NRSP will begin thereafter.
Sanctuary Residents Academy	<ul style="list-style-type: none"> Report on Learning from pilot Second Cohort to begin qualification 	August 2021 October 2021	The last module workshop was delivered in early June with Jamie Whitmore, Director of Financial Planning attending a session on 24 June to support the members learning and understanding.
White Paper Self -Assessment	<ul style="list-style-type: none"> Agree approach to self-assessment Report on the outcome of white paper self -assessment 	March 2021 September 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 twice, supported by the Coregulation team and have identified key stakeholder and documentary evidence to be considered for their individual chapters. Interviews are being held during June and July with Key Stakeholders.
Sanctuary Supported Living Policy Review	<ul style="list-style-type: none"> Involve SSL clients in the cyclical policy and procedure review within SSL 		Dylan Asphar reviewed the materials for the most recent policy review consultation on Missing Persons Policy (Duty of Care). Consultation closed on 10 June with over 20 responses received.
NRSP Terms of Reference	<ul style="list-style-type: none"> Review NRSP Terms of Reference Ratify amendments to Terms of Reference 	June 2021 August 2021	Terms of Reference has been reviewed and agreed by members and will be ratified at August meeting.
Member Recruitment	<ul style="list-style-type: none"> Agree Recruitment timetable Ratify new members to NRSP 	February 2021 November 2021	Two 'Get to know you' sessions planned for July with 12 potential members confirmed as attending.
Meeting with Chairs of Local Panels	<ul style="list-style-type: none"> Chester and District Committee Rochford Committee National Residents Review Panel in Scotland 	March/June/Sept/ Dec 2021	Graham Jones and Bob Werrett met with the resident Chairs and Vice Chairs of local panels during June to update them on the work of NRSP and the Communities of Interest. Next meeting will be in September

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