

NRSP Workplan 2021- 2022

Community of Interest/other activity	Actions	Target Date	Update – May 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 a successful local pilot 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 in March. Lead member is meeting regularly with operational colleagues to progress this work and planning for resident focus groups is taking place
Complaints	<ul style="list-style-type: none"> Update on Activities to date 	March & July 2021	Lead resident met with operational colleagues to plan a Zoom resident webinar to feeding back to residents following their involvement in the complaints policy and procedure review. Webinar to take place on 30 June 2021. Lead resident has attended a recent briefing session held in April with the Housing Ombudsman to discuss reviewing their strategy.
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	Two Family and Friends Test visits took place virtually in May both being recommended with ten suggested recommendations. The intention is to review the approach to delivering virtually with NRSP and Operations Director, Sanctuary Supported Living towards the end of June 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 37 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	In process of scoping a consultation to involve residents in the tender for out of hours door entry system attendance and other security installations
Sanctuary Way	<ul style="list-style-type: none"> Quarterly review of cases Annual Update to NRSP 	April/July/Oct January 2022	Lead Resident 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
Homeowners Forum	<ul style="list-style-type: none"> Quarterly performance review Annual Update to NRSP 	March 2022	The first E-Update was issued to over 40 residents who joined the Introductory Webinars as part of the recent recruitment process. Next Meeting will take place in July.

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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 in April introduced the draft strategy to members and feedback was provided via an online survey. Lead resident is working with Co-Regulation Team to develop materials to create a new 'Environment and Climate Change' Community of interest. The agreed brief is with Sanctuary in house Design Team.
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	This is the last pilot module of the qualification and will take place on 3 June.
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 arranged for 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 		Lead Resident reviewed the materials for the most recent policy review consultation on Missing Persons Policy (Duty of Care). Consultation is live until 10 June
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	Chair and Vice Chair are currently reviewing the Terms of Reference with a view to bring a draft to the informal NRSP meeting in June 2021 for members consideration
Member Recruitment	<ul style="list-style-type: none"> Agree Recruitment timetable Ratify new members to NRSP 	February 2021 November 2021	100 residents expressed an interest in joining NRSP. Currently exploring interest with 22 residents with a view to holding an online 'get to know you' session for them with two existing NRSP members as part of the recruitment process.
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	NRSP Chair and Vice Chair met with the resident Chairs and Vice Chairs of local panels during March to update them on the work of NRSP and the Communities of Interest. These meetings have been planned to take place quarterly for the next 12 months – next meeting will be in June

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