

NRSP Workplan 2021- 2022 – September 2021 update

Community of Interest/other activity	Actions	Target Date	Update September 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 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.
Complaints	<ul style="list-style-type: none"> Update on Activities to date 	October 2021	Tom Forty and Bob Werrett have devised a survey to go out to 900 residents for their views on complaints w/c 4 October
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 visit due to take place virtually in October, Recruited 2 new assessors in the NW region. The intention is to review the approach to delivering virtually with NRSP and Operations Director, Sanctuary Supported Living in line with the current government road map out of lockdown at the informal NRSP meeting in October.
Estate Inspections	<ul style="list-style-type: none"> Agree and monitor process for programme of virtual inspections 	March 2022	24 Estate inspections were carried out in quarter one with 54 actions. Of the 54 actions 22 actions are confirmed as complete. In quarter two 21 estates have been requested. Currently chasing actions from Quarter two. Requested 70 inspections for quarter three. We have recruited an additional 5 inspectors who are willing to do both face to face and virtual inspections.
Procurement	<ul style="list-style-type: none"> Agree scope of involvement in tenders Update on activities to date 	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.
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 23 July 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 October 2021

Homeowners Forum	<ul style="list-style-type: none"> Quarterly performance review Annual Update to NRSP 	March 2022	Quarterly meeting took place on 26 July with five members in attendance. The forum reviewed the quarterly performance data and received updates on a number of legislative changes impacting on leaseholders at this time. The next meeting is planned for October with the aim to hold this face to face in Chesford Grange.
Building Safety	<ul style="list-style-type: none"> Potential new community of interest to monitor the emerging regulation in this area. 		Pilots starting on fire safety communications and awareness at three buildings in Housing and about five in Supported Living. This work should be completed by end 2021.
Environmental Strategy	<ul style="list-style-type: none"> Reviewing draft Group environmental strategy 	March 2022	95 residents have expressed an interest to date in joining the community of interest from across Housing and Supported Living
Annual Report to Tenants	<ul style="list-style-type: none"> Approve Annual Report to Tenants for publication 1 October 2021 	October 2021	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 this month and will be published by 1 October 2021
Sanctuary Residents Academy	<ul style="list-style-type: none"> Report on Learning from pilot Second Cohort to begin qualification 	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 Oct/Nov 2021
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 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.
Sanctuary Supported Living Policy Review	<ul style="list-style-type: none"> Involve SSL clients in the cyclical policy and procedure review within SSL 	On-going	Dylan Asphar and John Newman; both SSL residents, attended three policy review discussion groups looking at ASB, Domestic Abuse and Hate Crime policies. The purpose of the groups was to generate open and honest discussions surrounding the process we follow, as well as the impact this has on our residents and staff. The information shared by the staff and residents attending will be used to shape the updated policy, procedure and all

			associated guidance. These policies will be shared with NRSP for comment later this year, once drafted
Member Recruitment	<ul style="list-style-type: none"> • Agree Recruitment timetable • Ratify new members to NRSP 	February 2021 November 2021	Three residents attended the formal meeting in August meeting as observers. Introductory webinar planned for 7 October for residents who have previously expressed an interest. Six confirmed attendees to date.
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	These meetings have been planned to take place quarterly for the next 12 months. Unfortunately, these did not take place in September due to local panel chair's availability and next meetings are planned for December 2021
Website Redesign	<ul style="list-style-type: none"> • NRSP and wider resident engagement in development of the new Sanctuary website 	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.
Customer Experience Strategy	<ul style="list-style-type: none"> • NRSP and wider resident engagement in development of the new Customer Experience Strategy 	September 2021 onwards	We are working with staff to develop a new strategy to improve the customer experience. Staff are asking for feedback from NRSP before engaging with residents more widely.
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	Complete – next Annual Review August 2022