



2023 – 24 Sanctuary Scotland Delivery Plan

Sanctuary

		Quarter One	Quarter Two	Quarter Three	Quarter Four
	Customer First	<p>Reach out to residents to improve levels of participation in our Residents Review Panel and other ways of engaging with us.</p> <p>Continue to find new ways to support our residents through external grant funding (ongoing)</p>	<p>Improve on our customer insights information by:</p> <ul style="list-style-type: none"> Implementing a revised customer profile form; and Increasing the number of contacts with residents to update key information. 	<p>Work with customers to co-create new service standards for the services they receive.</p> <p>Continue to implement our Tone of Voice Strategy by reviewing the content of our website and other communications with our residents.</p> <p>Carry out a thematic review of services for an under-represented or vulnerable group of our customers: outcomes for residents experiencing domestic abuse.</p>	<p>Develop new ways of letting our customers know what is going on in their areas.</p> <p>Review our methods of customer feedback to develop more insight on our services in real time.</p> <p>Work with colleagues who deliver central services and local property services to review our operating model.</p>
	Quality Homes	<p>Improve our understanding of our properties and our residents through increased visibility and higher levels of visits to our customers (ongoing).</p>		<p>Work with our Residents Review Panel to review the operation of services including:</p> <ul style="list-style-type: none"> Repairs customer journey New tenant customer journey 	
	Ready for Growth	<p>Increase our quality assurance output to achieve more consistency and consolidation of new ways of working.</p>	<p>Carry out recruitment for our Central Area Committee</p>	<p>Implement changes to our Factoring Service Operating Model</p> <p>Work with colleagues in Property Services and Development to update our Asset Management Strategy for Cumbernauld stock.</p>	<p>Deliver on key governance requirements throughout the year including:</p> <ul style="list-style-type: none"> Annual Assurance Statement; Annual Return on the Charter; Annual Report to Tenants; and Rent Increase Consultation <p>Carry out policy and procedure reviews in line with our policy review schedule: Allotments: Customer Contact, Complaints Handling and Compensation; Domestic Abuse; Factored Owners; Lettings - Policy; Lodgers and Subletting; Mid Market Rent Tenancy Changes ; Mid Market Rent Allocations; Mid Market Rent Income Management; Mutual Exchange; Tenancy Changes</p>
	Our People	<p>Implement our revised My Performance framework for all employees.</p> <p>Implement our balanced scorecard performance management framework for all roles.</p>	<p>Roll out our Tenancy Toolkit to provide a framework for ensuring key competencies for frontline roles can be supported through induction, ongoing training and supporting guidance.</p>	<p>Develop an improved induction checklist for all roles.</p>	<p>Review and improve on employee wellbeing by understanding the impact of trauma on tenants and staff, how it effects behaviour and the impact on health and wellbeing.</p>
	Simple Process	<p>Review our digital options and quality assurance arrangements for key areas of compliance and health & safety.</p>	<p>Carry out a lean systems review of our allocations processes.</p> <p>Implement and evaluate a pilot on new ways of working to improve on income collection.</p>	<p>Work with colleagues in Development to update our new build handover process.</p>	<p>Implement a programme of regular review of Knowledge Point content through Knowledge Champions.</p>
	Systems & Data		<p>Implement a consistent annual application review process across all Regions</p>	<p>Develop new mobile working apps and forms including for estate management and allocations.</p>	<p>Improve on our digital offer for customers by introducing more electronic and self service options; including</p> <ul style="list-style-type: none"> Introducing DocuSign for tenancy processes; Reviewing our communication methods for key processes; and Supporting the introduction of the One Property self service