


APPROVAL

	Sanctuary Scotland Housing Association		
	09/09/2025	Item 7 App 3	No. of appendices: NA
	Subject: National Residents Review Panel		
	Patricia Cahill Director – Sanctuary Scotland		
Group Corporate Strategy - Strategic Objectives:			
Customers first <input checked="" type="checkbox"/> Investing in our assets <input type="checkbox"/> Growing our services <input type="checkbox"/>			
Executive Summary			
<p>To set out a proposed consultation on a change to the National Residents Review Panel, creating a new Community of Interest. This change aims to simplify engagement, avoid duplication, and give Scottish residents a clearer role in group-wide activities. Current panel members would be consulted and invited to stay involved under the new arrangements if agreed.</p> <p>Recommendation: The Board of Management is asked to approve the proposal to consult with the National Residents Review Panel members on replacing the panel with a Community of Interest.</p>			
Customer Considerations			
Resident engagement is fundamental to delivering excellent customer service.			
Risk Management			
<ul style="list-style-type: none"> • RM1: Political, Government, Regulation • RM2: Reputational and Customer Service • RM11: Staffing <p>Resident engagement and tenant participation are fundamental to meeting regulatory requirements, ensuring excellent customer satisfaction and mitigating reputational risks.</p>			
Value for Money			
There is no direct value for money consideration.			
Freedom of Information:			
For publication <input checked="" type="checkbox"/> Not for publication <input type="checkbox"/> Partial publication <input type="checkbox"/>			

1. Strategic context

- 1.1 Sanctuary Scotland's approach to resident engagement and tenant participation is shaped by the Scottish Social Housing Charter outcome on Participation; *that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.*
- 1.2 This outcome describes what landlords should achieve by meeting their statutory duties on tenant participation. It covers how social landlords gather and take account of the views and priorities of their tenants, other customers, and bodies representing them such as registered tenant organisations, how they shape their services to reflect these views; and how they help tenants, other customers and bodies representing them such as registered tenant organisations to become more capable of involvement, including supporting them to scrutinise landlord services.

2. Analysis/proposal

- 2.1 Our Annual Assurance Statement mapping on this (set out in agenda item 9), includes evidence from a range of sources, including:
- our National Review Panel for Housing Scotland; and
 - our Group resident engagement activities (Resident Advisory Panel and Communities of Interest).
- 2.2 During the period of the current Sanctuary Group Resident Engagement Strategy (2022 – 2025) there have been more opportunities for residents in Scotland to get involved in group wide resident activity, specifically the Resident Advisory Panel and Communities of Interest. This has meant a stronger voice for residents in Scotland on issues affecting all residents across Sanctuary Group, facilitated by a team whose role is dedicated to resident involvement.
- 2.3 Since 2024, the National Residents Review Panel for Scotland has been involved in reviews of performance and two scrutiny exercises on the new tenant journey and gas safety access. An average of five residents have attended the meetings held in 2025.
- 2.4 Through the process of developing the next Group Resident Engagement Strategy we have identified scope to further harmonise the approach. The proposal is to replace the National Residents Review Panel for Scotland with a Community of Interest for Scotland.
- 2.5 We expect that if this this proposal is taken forward it will:
- Provide a more joined up resident involvement offer for all Sanctuary Scotland residents
 - Give a clearer role in the Group resident engagement structure for issues relating to Sanctuary Scotland.

- Reduce the risk of duplication on what services are reviewed and ensure greater co-ordination on what gets reviewed and when
- Help with overall recruitments by reducing 'competition' for the different engagement opportunities that are available

2.6 Approval is sought to consult with the existing National Residents Review Panel members on the proposed new approach.

2.7 With the proposal, key elements of the work currently done by the National Residents Review Panel, including review of performance information and scrutiny of services delivered in Scotland, will still be completed by the new Community of Interest, and existing members would be offered the opportunity to continue to be involved.

3. Conclusion / recommendation

3.1 The Board of Management is asked to approval the proposal to consult with National Residents Review Panel members on replacing the panel with a Community of Interest that is more integrated with Group resident engagement structures.