

## APPROVAL

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                          |                 |                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------|------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Sanctuary Scotland Housing Association   |                 |                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 16/12/2025                               | App 4 to Item 8 | No. of appendices: N/A |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Subject: National Residents Review Panel |                 |                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Director - Sanctuary Scotland            |                 |                        |
| <b>Group Corporate Strategy - Strategic Objectives:</b><br>Customers first <input checked="" type="checkbox"/> Investing in our assets <input type="checkbox"/> Growing our services <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                          |                 |                        |
| <b>Executive Summary</b><br>To set out a proposed change to the National Residents Review Panel, strengthening the connection with Group wide strategic engagement activity and 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.<br><b>Recommendation: The Board of Management is asked to approval the proposal to harmonise current resident involvement activity in Scotland with Sanctuary Group Resident Activity. This will result in a Service Review Scotland Community of Interest in place of the current National Resident Review Panel, strengthened Scotland representation on the existing group structures, and improved governance of resident involvement activity.</b> |                                          |                 |                        |
| <b>Customer Considerations</b><br>Resident engagement is fundamental to delivering excellent customer service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                          |                 |                        |
| <b>Risk Management</b> <ul style="list-style-type: none"> <li>• RM1: Political, Government, Regulation</li> <li>• RM2: Reputational and Customer Service</li> <li>• RM11: Staffing</li> </ul> Resident engagement and tenant participation are fundamental to meeting regulatory requirements, ensuring excellent customer satisfaction and mitigating reputational risks.                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                          |                 |                        |
| <b>Value for Money</b><br>There is no direct value for money consideration.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                          |                 |                        |
| <b>Freedom of Information:</b><br>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.
- 1.3 Our Annual Assurance Statement mapping requires a range of evidence on resident involvement to demonstrate compliance with the regulatory framework.
- 1.4 The Group published its new Resident Engagement Strategy (the Strategy), stronger together, which reiterates the commitment to continuing to strengthen engagement at a strategic level.

## 2. Analysis/proposal

- 2.1 During the period of the previous 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. The new Strategy will continue this approach.
- 2.2 The National Residents Review Panel for Scotland was not in operation from lockdown until 2024. Since it was started again, there have been 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.
- 2.3 In September 2025 the Board of Management agreed to consult with the National Residents Review Panel members on a proposal to harmonise current resident involvement activity in Scotland with Sanctuary Group Resident Activity, which would result in a Service Review Scotland Community of Interest in place of the current National Resident Review Panel, strengthened Scotland representation on the existing group structures, and improved governance of resident involvement activity.
- 2.4 A consultation meeting was held with the Resident Review Panel on 08 October and was attended by five panel members.

2.5 The proposed changes in practice would be as follows:

- Provide the opportunity for more Scottish residents to become members of Sanctuary Group's Resident Advisory Panel and Resident Scrutiny Panel, targeted initially through any expressions of interest from existing members of the National Resident Review Panel for Scotland;
- The National Resident Review Panel for Scotland would be replaced by a Service Review Scotland Community of Interest;
- Performance information currently reviewed by the National Resident Review Panel for Scotland would instead be reviewed by the Sanctuary Group Resident Scrutiny Panel;
- At least one Scotland specific service review would be reviewed by the Sanctuary Group Resident Scrutiny Panel, with detailed input from the Service Review Scotland Community of Interest; and
- Recommendations from specific service reviews carried out by the Sanctuary Group Resident Scrutiny Panel will be presented to the Sanctuary Scotland Board of Management and Area Committees, as well as to the Group Housing Board.

2.6 The benefits of the proposal presented in the consultation are:

- Strengthened membership from Sanctuary Scotland residents on the Resident Scrutiny Panel;
- More participation from Sanctuary Scotland customers, through the new Community of Interest; and
- Increased involvement from Sanctuary Scotland residents in Group wide scrutiny activity.

2.7 A visual representation of the proposed new arrangements and benefits is shown below:



## Communities of Interest...all of these

|                                        |                                    |                                                             |                                        |
|----------------------------------------|------------------------------------|-------------------------------------------------------------|----------------------------------------|
| Environment/<br>Sustainability         | Quality assurance of<br>complaints | Homeowners                                                  | CX                                     |
| Building Safety<br>High rise buildings | Communications and<br>Technology   | Experts by<br>Experience<br>(Sanctuary Supported<br>Living) | Service reviews -<br>Scotland          |
| Policy reviews                         | Estate inspections                 | Procurement                                                 | Scrutiny<br>reviews/Service<br>reviews |

## Service/Scrutiny reviews...

| Now                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | What we're proposing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>▶ Performance information reviewed by Scotland National Resident Review Panel (NRRP)</li> <li>▶ Decide and complete service reviews by NRRP for Scotland only</li> <li>▶ Recommendations presented to Scotland Board of Management and Area Committees</li> <li>▶ Group Scrutiny reviews decided by Resident Scrutiny Panel (RSP)</li> <li>▶ Recommendations to Group Housing Board (GHB)</li> </ul> <p><b>Issues for Scotland:</b></p> <ul style="list-style-type: none"> <li>▶ Group Scrutiny reviews not influenced by Scotland </li> </ul> | <ul style="list-style-type: none"> <li>▶ Performance information (including Scotland) to reviewed RSP</li> <li>▶ Decide and complete service reviews including at least one specific for Scotland each year</li> <li>▶ Recommendations presented to Group Housing Board, Scotland Board of Management and Area Committees</li> </ul> <p><b>Benefits for Scotland:</b></p> <ul style="list-style-type: none"> <li>▶ Strengthened Scotland membership on RSP</li> <li>▶ More participation of Scotland customers in service reviews (through community of interest) </li> <li>▶ All scrutiny reviews influenced by Scotland</li> </ul> |

2.9 At the time of the consultation there were two vacancies for the Central Area committee and one vacancy for the North East committee. There are now two vacancies for the North East committee. The options presented to existing Panel members if the proposal is accepted are:

- To apply to join the Sanctuary Group Resident Scrutiny Panel;
- To apply to join the Sanctuary Group Resident Advisory Panel;
- To join the Service Review Scotland Community of Interest; or
- To apply to be an Area Committee member.

2.10 Following the consultation meeting, a survey was sent out the seven existing National Resident Review Panel members. Three surveys were received, and the feedback was as follows:

| Response   | Tell us what you think about the proposed changes?                                                                                                                                                  | Which of the following would you be interested in joining (Please select all that apply):                                                                                                                                                                                                            |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Response 1 | Great idea if we can get people participating.                                                                                                                                                      | <ul style="list-style-type: none"> <li>• Area Committee;</li> <li>• Resident Advisory Panel or Resident Scrutiny Panel.</li> </ul>                                                                                                                                                                   |
| Response 2 | Good idea and more area focused.                                                                                                                                                                    | <ul style="list-style-type: none"> <li>• Area Committee;</li> <li>• Resident Advisory Panel or Resident Scrutiny Panel;</li> <li>• Service Review Scotland Community of Interest.</li> </ul>                                                                                                         |
| Response 3 | In general I am supportive of the merger proposal. I have gone through the associated paperwork and taking account of the last meeting I now look forward to being involved of the merger proposal. | <ul style="list-style-type: none"> <li>• Area Committee;</li> <li>• Resident Advisory Panel or Resident Scrutiny Panel;</li> <li>• Other community of interest for England and Scotland (e.g. estate inspections, procurement);</li> <li>• Service Review Scotland Community of Interest.</li> </ul> |

- 2.11 The results show that the suggested way forward has support from existing panel members. If the proposal is accepted, the next steps will be to contact individual panel members and discuss in more detail their individual preferences for continued involvement.

**3. Conclusion / recommendation**

3.1 The Board of Management is asked to approve the proposal to harmonise current resident involvement activity in Scotland with Sanctuary Group Resident Activity. This will result in:

- a Service Review Scotland Community of Interest in place of the current National Resident Review Panel;
- strengthened Scotland representation on the existing group structures; and
- improved governance of resident involvement activity.