

## SANCTUARY SCOTLAND HOUSING ASSOCIATION LIMITED

Action points schedule following the National Residents Review Panel (NRRP) meetings held on 14 and 15 July 2020.

Item	Action	Responsibility	Deadline	Status
1.	Due to Covid-19 restrictions, all meetings to be held via Microsoft Teams.	Head of Housing	none	Complete
2.	Equality and Human Rights Assurance Statement – minor changes proposed to wording, suggestions from the panel to emphasise mental health issues and to include the statement in the Tenants Handbook.	Policy Manager	24 July 2020	Complete – Assurance statement now makes reference to mental health staff training, mental health first aiders, mental health office champions and ACEs project. Tenant's Handbook will be updated when it is next due for formal review (by the end of 2020)
3.	Whistleblowing Assurance Statement – the panel raised concerns about victimisation or discrimination of staff members who articulate whistleblowing issues and also queried refresher training for all staff.	Head of Housing	24 July 2020	Complete – Assurance statement now references victimisation and discrimination concerns and training raised with L&D.
4.	Chair confirmed panel agreement to progress the communications campaign. Panel members to submit ideas and examples.	Head of Co-Regulation	7 August 2020	Feedback from Panel has been sent to Head of Co-regulation.
5.	Next meeting to be arranged following the communications campaign and resident recruitment drive.	Head of Housing	26 September 2020	

6.	Action points from November 2019 meeting to be updated	All	31 July 2020	Complete
----	--	-----	--------------	----------