

Senior Living Tenants Consultation 2021 2022 Action Plan

Action number	Related to survey question	Action	Responsible officer	Resources */ support	Date
1	Response rate	Review any barriers to completing/ engaging with consultation process with Falkner Court residents	Senior Living and Careline Manager (SL&CM)	Senior Living Officer (SLO) and request Tenant Panel support	May 2022
Update 21/03/22		SL&CM arranged meeting and drop in sessions for Falkner Court residents on 6 April to identify any barriers to engagement and views of service. Quarterly Tenant Meetings have been reviewed and SLOs piloting drop in sessions during 2022 to provide one to one communications as an alternative and/or addition to group meetings.			
Update 13/04/22		Meeting held on 6 April, five attendees with SLCM, SLO, two TP members and TIO. No barriers identified to engagement. Tenants had either forgotten and missed the deadline or were not interested in completing and one tenant preferred to talk in person. Positive feedback re SLO and home raised issues with repairs. COMPLETED April 2022			
2	1 Overall	Write to all tenants to share findings from consultation including confirmation of Senior Living Officer role, availability and contact details	Senior Living and Careline Manager	Request Tenant Panel review letter	April 2022
Update 21/03/22		SL&CM to work with SIT to draft letter including action points 2,4 and 12. To request review by Tenants Panel to send mid April 2022			
Update 13/04/22		SL&CM agreed scope of letter with SIT first draft expected 25/04 COMPLETED May 2022			

3	2 Communications	Senior Living Officers to review and refresh noticeboards monthly	Senior Living and Careline Manager	Senior Living Officers	March 2022
Update 21/03/22		SL&CM confirmed with SLO to diarise fortnightly noticeboard check and update. COMPLETED March 2022			
4	2 Communications	Write to all tenants to share findings from consultation including ways to feedback for two way communications (with action 2)	Senior Living and Careline Manager	Request Tenant Panel review letter	April 2022
Update 04/03/22		Refer to action 2 COMPLETED May 2022			
5	3 Communal areas	Ongoing promotion and support for tenant led social activities. Senior Living Officers to empower at least one tenant per scheme to host an activity. To promote in summer edition of tenants newsletter.	Senior Living and Careline Manager	Senior Living Officers	August 2022
Updated 20/09/22		SLO supported tenants to arrange social activity at each scheme and promoted them in summer newsletters. COMPLETED August 2022			
6	3 Communal areas	Request, review and share decoration programme for each scheme communal lounge	Senior Living and Careline Manager	Senior Surveyor	June 2022
Update 20/09/22		Decoration programme – In discussion with our Planned Works team to confirm details. Confirmed re-decoration in two schemes. To be shared with tenants. IN PROGRESS			
7	3 Communal areas	Review accessibility of communal, lounges and access to gardens with tenants	Senior Living and Careline Manager	Request Tenant Panel and/or EDI	June 2022

				Group representative	
Update 20/09/22		Commenced review of communal areas with tenant/officer project group first meeting held on 16 Sept 2022			
Update 17/01/23		Accessibility checklist created with tenant input and visits to each scheme carried out by December 2022. Meeting to discuss recommended actions with group by 01/02/23. Completed review and actions carried forward to 2023 plan. COMPLETED December 2022			
8	4 Home Improvements	To review level of demand and seek estimates of works and costs for spy holes	Senior Living and Careline Manager	Senior Surveyor	May 2022
Update 20/09/2022		Tenants have been advised that we are unable to retrofit spy holes. To include in future door replacement programmes. COMPLETED July 2022			
9	4 Home Improvements	Review specific service requests made scheme by scheme including heating, windows and bathrooms	Senior Living and Careline Manager	tbc	April 2022
Update 21/03/22		SL&CM commenced review of c200 individual comments/service requests. NB. Questionnaires were completed anonymously so it has not been possible to identify all individual comments. COMPLETED June 2022			
10	4 Home Improvements	Investigate delay in Sky upgrade and escalate as necessary	Senior Living and Careline Manager	Asset Manager	May 2022
Update 20/09/22		Sky upgrade to be replaced by proposal for Wi-Fi. COMPLETED September 2022			
11	5 Signposting and support	To review negative responses to establish if pattern of lack of support from signposted services	Senior Living and Careline Manager	Tbc	May 2022

Update 20/09/22		No pattern recognised ... majority concerns regarding responsive repairs – raised with Property Services. COMPLETED May 2022			
12	7 Contact SLO	Action 2 letter to confirmation of Senior Living Officer role, availability and contact details. Information to be on noticeboards and contacts on office door at each scheme	Senior Living and Careline Manager	Senior Living Officers	April 2022 Completed April 2022
Update 04/03/22		Refer to action 2 COMPLETED May 2022			
13	8 Independence	Continue to support and promote independent living. To work with Home Choice to promote schemes and achieve moves for least two under occupied tenants. To promote in summer edition of tenants newsletter.	Senior Living and Careline Manager	EasyMove Officer	August 2022
Update 20/09/22		Team assisted at least three downsizers since April. Two articles in Autumn Homes and People. COMPLETED August 2022			
14	8 Independence	Investigate delay in CCTV installation and escalate as necessary	Senior Living and Careline Manager	Head of Environmental Services	May 2022
Update 20/09/22		Issued raised Head of Service to escalate. Delay identified as approval of impact assessment forms. Installation of CCTV now part of 2023 Action Plan. COMPLETED September 2022			
15	9 Support	Continue to support tenants with good neighbour scheme. Senior Living Officers to empower at least one tenant per scheme to befriend a neighbour. To promote in summer edition of tenants newsletter.	Senior Living and Careline Manager	Senior Living Officers	August 2022
Update 20/09/22		Ongoing message shared with tenants and tenant led activities recommenced. COMPLETED August 2022			

16	10 EDI	Review opportunities to promote EDI in schemes. Review current EDI information held regarding tenants in each scheme and consider any reasonable adjustments required.	Senior Living and Careline Manager	Senior Living Officers	August 2022
Update 20/09/22		SLO maintain EDI info and identify any reasonable adjustments. Review was included as part of review of accessibility of communal areas. COMPLETED September 2022			
17	11 Response to pandemic	To continue to build landlord relationship post pandemic, acknowledge challenges and ensure ongoing two way communications. Consider opportunity for scheme champions to support and develop communications.	Senior Living and Careline Manager	Tenant Engagement Officer	Completed August 2022
Update 20/09/22		Working with Tenants Panel with four members living in senior living. COMPLETED September 2022			
18	Recommendation from LSAB	Appraisal of Senior Living Service – to review staff availability and responsibilities, provision of support and scheme facilities to ensure the service meet needs of current and future tenants.	Head of Housing Operations	SL&CM, SLO, tenants, applicants, Tenants Panel and Members	May to October
Updated 20/09/22		SLO awayday held reviewing service and future. Clarified roles and responsibilities with JD review and developing SLO handbook for clarity and consistency of service.			
Update 17/01/23		Awaiting HR and Executive Head of Housing approval of updated JD. IN PROGRESS			

* all actions to be completed within current budgets. Any additional requests for work to be put forward for 2023/24 budget. Any H&S issues to be raised with Head of Service for additional in year funds.