

2023 Action Plan

Annexe One

Action No.	Question Reference	Action	Responsible	Resources	Target Date	Completion Date	Updates
1	Overall	Write to all tenants to inform them of consultation outcomes and share action plan.	SIT	Housing Graduate Management Trainee (HGMT)	Feb-23	21/02/2023	09/02/23 draft complete; 21/02 approved by tenants panel and shared with SLOs
2	Overall	Review information available in scheme about the role of the SLO. Especially in relation to organising social events. Continue work in partnership with tenants to organise social activities.	Senior Living and Careline Services Manager (SL&CM)	HGMT	Apr-23	09/02/2023	Included in outcome letter
3	Satisfaction	Communicate with tenants at Falkner Court about the role and responsibility of the Senior Living team in relation to ASB and to reassure them that action has been taken in response to the recent incidents.	SL&CM	HGMT	Apr-23	09/02/2023	Included in outcome letter
4	Communication	Seek ideas from tenants on how tenants meetings could be improved in newsletter	SL&CM	Senior Living Officer (SLO's) and HGMT	Apr-23	09/02/2023	Included in outcome letter
5	Communal Spaces	Ask for further feedback on the use of library/hobbies room and kitchen. Investigate alternative uses that would make these spaces useful to tenants.	SL&CM	SLO's and HGMT	Jun-23	21/02/2023	Included in outcome letter
6	Communication	Review accessibility of noticeboard content. Especially in relation to large print. Use	SL&CM	SLO's	Mar-23	08/03/2023	Raised at Senior Living Team meeting 08/03. Info folder

		information folder if tenants prefer this.					created and font size and style agreed.
7	Communal Spaces	Ensure that tenants are able to give input into decoration of communal areas and lounges by raising it at tenants meetings when decisions about soft furnishing and wall decorations are being made.	SL&CM	SLO's	Mar-23	09/02/2023	Included in outcome letter.
8	Communal Spaces	Review individual accessibility and maintenance requests. Pass to accessibility group. If unable to identify the location based on information given, then pass to SLO to raise at tenants meeting.	SL&CM	HGMT	Mar-23	21/02/2023	Included in outcome letter. SLO investigated all requests.
9	Communal Spaces	Communicate to tenants decision made about communal and personal WiFi.	SL&CM		Mar-23	03/02/2023	03/02/23 DB wrote to all tenants
10	Communication	Officers to review the communication needs of their tenants on an individual basis to ensure that they can access information.	SL&CM	SLO's	Mar-23	08/03/2023	Raised at Senior Living Team meeting 08/03. Agreed accessible standard for text communication.
11	Safety	Continue with project for installing CCTV at each scheme.	CCTV group	CCTV group.	Jun-23	03/07/2023	CCTV installed at each scheme in w/c 03/07.
12	Overall	Obtain HR and Executive Head of Housing approval of new job description for SLO that has been updated to reflect clarified roles and responsibilities.	SL&CM	n/a	Mar-23	Ongoing	Awaiting approval.

13	Accessibility	Complete accessibility action plan developed based on accessibility group review of communal areas and feedback from consultation.	SL&CM	SLO's and HGMT	Sep-23	Sep 2023 now BAU activity	Accessibility group set up and established. Ongoing review. Eg ramps and pathways, accessible standard for text communication
14	Communal Spaces	Share decoration programme with tenants.	SL&CM	Planned Works	Apr-23	BAU activity	Tenants to be consulted once scheme is due for redecoration.