

2024 Action Plan – Annexe Three

| Action No. | Question Reference | Action | Responsible | Resources | Target Date | Completion Date |
|------------|--------------------|---|--|-----------------------------------|-----------------------|-----------------|
| 1 | All | Write to all tenants to inform them of consultation outcomes and share action plan. | SIT (Service Improvement Team) | SIO (Service Improvement Officer) | w/c 12/02/2024 | |
| 2 | Communal Spaces | Discuss condition of walls and carpets in internal corridors with SLOs. Review if changes are necessary to planned decoration programme. | SL&CSM (Senior Living & Careline Services Manager) | SLO (Senior Living Officers) | w/c 26/02/2024 | |
| 3 | Communal Spaces | Discuss laundry room use with SLO. Review if there are enough washing machines and tumble dryers in each scheme for the demand. Order as required. | SL&CSM | SLO | w/c 26/02/2024 | |
| 4 | 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. Raise order/repair requests as required. | SIT | SLO | w/c 26/02/2024 | |
| 5 | Building Safety | Review security of internal communal areas. Including inspection of all external doors and windows to ensure that they can close and lock. Raise order/repair requests as required. Update communication with tenants about security such as internal signs to remind tenants to close and lock doors and windows. | SL&CSM | SLO | w/c 25/03/2024 | |
| 6 | Parking | Include reminder about parking provision for tenants at the schemes in the outcome letter to all tenants. | SL&CSM | SLO | w/c 12/02/2024 | |
| 6 | Job description | Obtain approval of updated job description for Senior Living Officers. | SL&CSM | HR | Dependent on new EHOH | |