

Theme	Sub-theme	Lessons learnt	
CARE AND SUPPORT	Social inclusion and isolation	To make better use of the communal lounges and to provide activities that all residents can enjoy	
	Supported decs scheme	To ensure that properties are prepared and ready for re-decs to ensure a quick turnaround with this.	
	Safeguarding issues and multi-agency meetings	It is important that residents have a say in these and that their views are taken in to consideration, when discussing matters which will have an impact on their lives	
	Bed bugs	Better liaison between services to ensure a coordinated response.	
	Lift works	For professional advice to be followed, or where staff are unsure - to seek advice Forward planning and a multi-agency response seems to work well	
	Fobs and entry door (DoLs)	To consider the needs of residents on an individual basis To follow relevant legislation and not deprive people of their liberty. It is important to remember that residents living in these schemes have council tenancies - they are not residential homes	
	Care plans and extra calls	To have a person centered approach when assisting people with their needs.	
	Meals	To ensure residents have a say in their meal/food choices going forward and improve the meals experience	
	CONTRACTS & COMMISSIONING	Bed bugs	As above
		Kitchens	For a consistent message to be given in regard to the use of the kitchens
Security		To ensure staff in the scheme are experienced in dealing with people with challenging behaviour and mental health issues	
Staffing issues		To continue to monitor staffing levels and staffing issues through spot checks and contract monitoring	
Activities		To place a greater emphasis upon a good activities programme to allow tenant choice and increased socialisation	
Amenity fund		To allow residents and relatives to have input in to managing this if they want to	
Fobs and entry doors (DoLs)		As above	
Meals		As above	
HOUSING MANAGEMENT & REPAIRS		Caretaking	To make it clear to residents what their remit is and monitor the service via scheme managers
	Washing machines and dryers	To ensure repairs are reported in a timely manner to the relevant team/service	
	Re-decs of lounges and dining areas	To have resident input in to the colour schemes they would like to see	
	Curtains and furnishings	To have resident input in to the colour schemes they would like to see	
	Heating and communal repairs	To ensure repairs are reported in a timely manner to the relevant team/service	
	Lift works	To establish the key contacts prior to any plans being made and to discuss issues in a multi-agency setting	
	Tenant and relative meetings	To not assume that these are taking place because there are staff present in the scheme	
	Gardens and social value	To ensure these are accessible for all residents to use and enjoy	
	Tenancy related issues	To ensure that housing issues are addressed on a scheme by scheme basis and for residents to know who to contact in regard to housing/tenancy related issues	
	Service charges - caretaking	Clarify and ensure tenants receive clear information about what is included in the rent and service charges	
	Axis repair surgeries	To ensure that residents in all schemes can access this service, either in person or via other contact methods	
	FACILITIES MANAGEMENT	Kitchens	As above
		Communal areas	
Site surveys and feasibility reports		For staff in the scheme to be made aware of these in advance so necessary preparations can be made	
Dishwashers		To establish and be clear who has responsibility for these so decisions can be made	