



Scrutiny Team review on caretaking service for general needs homes

Management Action Plan

September 2025

Recommendation	Management response	Expected completion date	RAG
Clear standard of services for general needs and sheltered homes	A unified set of service standards will be established once the joining of general needs and sheltered housing caretakers takes place in October 2025.	January 2026	In progress
Update cleaning plans so all tasks can be completed on time	Cleaning plans will be reviewed and revised. We will work with the caretaking teams to identify where adjustments are needed.	January 2026	In progress
Upgrade cleaning equipment	An audit on all cleaning equipment to be carried out, including identifying any additional tools needed.	December 2025	In progress
Ensure caretakers receive training on how to handle difficult situations on a regular basis	We will review training records to ensure all caretakers have completed this training within the last 12 months. This will become an annual training requirement.	December 2025	In progress

Improve the process for caretakers to report repairs	We will review this process and identify any barriers and provide any guidance or training if necessary.	Ongoing	In progress
Introduce more approaches for customer involvement	We will explore customer feedback opportunities such as surveys. Look into team email address for customer feedback and displayed in communal areas.	Ongoing	In progress
Use noticeboards in communal areas to promote cleaning schedules, updates and checklists	We will consider using noticeboards, while also addressing fire safety compliance and the costs of safe installation.	April 2026	In progress