

## You Said:

- 1) Scheme should have more child friendly items, the only current child friendly items are designed for toddlers/babies and nothing for older children.
- 2) Health and safety room checks work better when incentives are in place to keep rooms tidy.
- 3) Rooms feel dated and empty and residents sometimes find it hard to make it feel like home.
- 4) The move on process seems rushed for some residents when they collect keys depending on the day they sign for keys.

## We Did:

- 1) Footballs, sandpit and pool table have been delivered for children to use in the communal lounge and garden.
- 2) Incentives in place for room of the week, donations sorted through to create prizes and 'room of the week' certificate given out.
- 3) Rooms have been repainted, patterned bedding offered out to residents and mirrors, framed prints and offering to print out residents personal pictures to use to decorate their flats.
- 4) Staff discuss move on process to residents and push to ensure residents don't sign and collect keys on wednesdays due to how rent payments fall so their is a less rushed feel to moving.