

## Winchester City Council – Consumer Standards Groups

Group: Neighbourhood and Communities

Date: 11<sup>th</sup> December 2024

## Actions / Outcomes

Task	Discussion Summary/ Notes	Actions	Person Responsible	Deadline
Review of the Consumer standard for Neighbourhood and Communities	It was acknowledged that there was some ambiguity within this standard and it was a little difficult to interpret the responsibility for communal spaces. The groups identified that the main areas of concern for this standard were Antisocial Behaviour, Domestic Abuse, cooperative working and Estate Improvements.	Consumer Standard for Neighbourhood and Communities to be shared with all attendees	Charlotte Bailey	March 2025
Review of the Terms of Reference	It was suggested that meetings might be more frequent than quarterly and take place in different locations around the district and at different times to enable families with young children to attend.	Terms of Reference to be finalised and added to the website	Charlotte Bailey	March 2025
Presentation – Community-based Partnership Projects (Charlotte Bailey, Tenant Partnership Manager)	Charlotte Bailey covered Community Hubs, Digital Drop-Ins and Winchester Social Inclusion Partnership as examples of partnership projects her team uptake which deliver against the Consumer Standard for cooperation with tenants and organisations. Group attendees asked if more Digital Drop-Ins could run as occasional Pop-Ups in the rural parishes.	Feasibility of additional Digital Drop-Ins to be investigated	Charlotte Bailey	March 2025
Key Priorities for this group	Discussions focussed on improving attendance for all Consumer Standard Groups and ensuring diversity and representation was broad. Ideas to help build engagement included: <ul style="list-style-type: none"><li>- Using Councillor networks to promote the sessions via Parish clerks and parish newsletters</li><li>- Running digital sessions to enable more people to attend who would struggle to attend in-person sessions</li></ul>	Design flyer and distribute digital copy amongst councillors and TACT Board  Review venue and current meeting times	Charlotte Bailey  Charlotte Bailey	March 2025  March 2025

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## Actions / Outcomes

	<ul style="list-style-type: none"><li>- Run a mini ‘roadshow’ of sessions around the rural parishes</li><li>- Consider combining groups – TIA with Neighbourhood and Communities.</li><li>- Set up task and finish groups to run alongside the CSG’s around topics such as policy review</li><li>- ‘Piggyback’ on other officer’s groups – use existing events to advertise through</li><li>- Info on Website needs to be clearer and more concise</li><li>- Review promotional material and send digital copies for sharing amongst councillor networks</li><li>- Consumer Standard Groups need to feel like safe spaces for people who are vulnerable to attend</li><li>- Everybody needs to share the responsibility to grow the membership – invitation to join are more powerful when they come from other tenants.</li><li>- Help tenants to understand the journey – where we’ve been and where we are going.</li></ul> <p>The engagement plan for the Consumer Standard Groups was explained.</p>			
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