**Housing Improvement Workshop (Neighbourhood and Communities): Antisocial Behaviour (ASB)**

**Date:** Thursday 18 September 2025  
**Time:** 6:00–7:30pm  
**Facilitator:** Charlotte Bailey – Tenant Partnership Manager  
**Co-facilitators:** Rebecca Hallett - Neighbourhood Services Supervisor

**1. Welcome, Terms of Reference & Ground Rules (6:00–6:10) — 10 mins**

**Purpose:** Set the tone, explain objectives, and clarify scope.

**Facilitator notes:**

* Welcome everyone and thank them for attending.
* Revisit the **Terms of Reference** for Housing Improvement Workshops:
  + This is a space to **work together to improve council housing services**.
  + Focus is on **solutions for all tenants**, not personal case resolution.
  + We value **respectful dialogue, listening and collaboration**.
* Clarify that **tonight’s session will focus on ASB**:
  + This is **not a place to raise personal cases** (though they can be raised after the session or via staff present).
  + We are here to **explore how to improve the way ASB is handled**, from a tenant perspective.
* Share a **brief service update**:
  + Recent estate improvements
  + Any upcoming planned improvements or pilot projects.

**2. Icebreaker — Scenario Sorting in Pairs (6:10–6:25) — 15 mins**

**Purpose:** Build shared understanding of what counts as ASB.

**Instructions:**

* Each pair receives a set of 10 scenario cards.
* They sort them into two piles: **“ASB” and “Not ASB.”**
* Then each pair shares one they found tricky or surprising.

**Scenario cards:**

1. Loud music played late at night most nights.
2. Rubbish regularly thrown into neighbour’s garden.
3. Tenant shouting verbal abuse at neighbours in shared hallway.
4. Intimidating behaviour towards neighbours’ children in communal areas.
5. Graffiti on communal walls from a known tenant.
6. Neighbour’s garden is overgrown and untidy.
7. Children playing football outside during the day.
8. One-off loud party for a birthday.
9. Cooking smells coming from next door’s flat.
10. Parking disputes over an unallocated space (no threats or aggression).

**Debrief prompt:** “What did this activity show us about how complex ASB can be?”

**3. Group Co-Creation — “Jo Bloggs” Persona (6:25–6:40) — 15 mins**

**Purpose:** Use collective tenant experience to humanise the issue.

**Instructions:**

* On a flipchart, draw an outline of a person.
* As a group, co-create “Jo Bloggs”:
  + **Outer world**: age, household, work/benefits, where they live, neighbours, hobbies, health, financial situation.
  + **Inner world**: how they feel day-to-day, hopes, fears, support networks.
* Place Jo in a **scenario where they are experiencing ASB** (e.g. persistent harassment, noise, vandalism of property).

**4. Problem-Solving — What can Jo do? (6:40–6:55) — 15 mins**

**Purpose:** Build understanding of the ASB reporting process from both perspectives.

**Instructions:**

* Ask group: “What could Jo do to try to resolve this?”
  + Talk to neighbour?
  + Gather evidence (diary, recordings)?
  + Report to council/police?
* Invite **council colleagues** to walk the group through:
  + What happens when a tenant reports ASB.
  + What evidence is needed.
  + Typical timescales, thresholds, and limits of council powers.
  + What tenants can expect at each stage.

**5. Group Discussion — How should Jo be treated? (6:55–7:10) — 15 mins**

**Purpose:** Capture what a good service experience should feel like.

**Prompt questions:**

* How can the council make Jo feel **heard, respected, valued, and supported**?
* What could improve communication, trust, and safety during the process?
* What would make you feel confident that reporting ASB will make a difference?

Record responses on flipchart for inclusion in improvement planning.

**6. Individual Reflection — Service Improvement Ideas (7:10–7:20) — 10 mins**

**Purpose:** Gather actionable suggestions.

**Instructions:**

* Ask each participant to write down one thing that would:
  + Make a **significant positive impact** on improving ASB services.
  + Be based on Jo’s experience or their own.
* Collect responses on sticky notes / feedback cards.

**7. Evaluation — Agreement Line (7:20–7:30) — 10 mins**

**Purpose:** End on an interactive evaluation to gauge the session’s impact.

**Instructions:**

* Place four statements on the wall, one at a time.
* Participants form a **human line from “strongly agree” to “strongly disagree”**.
* Statements:
  1. Today’s session left me feeling heard.
  2. I felt respected at today’s session.
  3. I feel like my contribution will lead to a change in service.
  4. I would like to attend a Housing Improvement Workshop again.
* Thank everyone, explain what will happen with the input they gave, and close.