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| **Agenda Item** | **Discussion Summary/ Notes** | **Actions** | **Person Responsible** | **Deadline** |
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| Service Update:  **Facilitator:** Charlotte Bailey – Tenant Partnership Manager **Co-facilitators:** Rebecca Hallett - Neighbourhood Services Supervisor | Tenants were updated about recent Estates Improvements:   * Communal bins have been introduced in Communal blocks * Start of food waste collection.   + Group discussed concern over vermin, especially rats during summertime and homes close to streams / rivers when they drain in summer. | Tenant Partnership Team to liaise with Estates. | Tenant Partnership Team | November 2025 |
| Main Activity:  ‘Jo Bloggs Personal – Co-Creation & Problem Solving’ | **Icebreaker — Scenario Sorting in Pairs**  **Purpose:** Build shared understanding of what counts as ASB.  Cards were sorted into two piles of what the pair considered ASB and what was not ASB. Most agreed but there were some that led to discussion as uncertainty. All agreed how complex ASB can be?  **Group Co-Creation — Jo Bloggs” Persona**  **Purpose:** Use collective tenant experience to humanise the issue.  Tenants shared knowledge and stories through forming a shared character and there was a lot of discussion around why Jo may behave a certain way and why other may have certain attitudes towards them.  **Tenants ‘problem solved’ as a group and** built and understanding together, of the ASB reporting process from both perspectives. Rebecca Hallet explained who to report to if issues with neighbour who is a) a non- council (Neighbourhood) or b) a council tenant (Tenancy). Reassurance provided if email / call goes to the other department then each would forward to each other and not ignored.  Good discussion around importance of knowing your local PCSO and when to contact emergency services.  Discussion around improvements from Tenants included – better focus on Communication between council and Tenants in these situations, for updates and reassurance, to feel listened to. Suggestion to have a single point of contact.  **Individual Reflection — Service Improvement Ideas**  Tenants gave anonymous, written feedback after reflecting on ‘Jo’s’ experience and / or their own- about how they think a significant positive difference could be made, to the way the council deal with ASB reports.  Idea 1) – Mediation  Idea 2) – Create new ASB policy from ‘A-Z’, i.e. transparent and fair process  Idea 3) – Mediation and in person meetings, keeping the reporting person updated, investigating and taking action at once  Idea 4) – Access to regular updates, via app or online accounts, so understanding of timeline from start to finish – online trackers?  Idea 5) – If safeguarding issue, consider working with council to relocate.  Clarity provided to Tenants on response times. Council will respond as soon as possible during office hours, but Tenants can report at any time.  Tenants also expressed feelings of ‘no resolve’ sometimes when reporting.  Calling / reporting via 101 encouraged and discussed, where appropriate  Discussion around mediation benefits – opens up dialogue and allows Tenants to feel comfortable and safe.  Specific examples were discussed, including; dogs barking, need to also involve Environmental Health.  Noise = record and keep a log of times / dates etc. Emphasise made for Tenants not to put themselves in danger by doing this. | Tenants to find out their local PCSO  Tenant Partnership Team to liaise with Neighbourhood & Community Team about having a single point of contact  Tenant Partnership Team to investigate if possible to implement Tenant ideas | Tenants  Tenant Partnership Team  Tenant Partnership Team | November 2025  November 2025 |
| Future Workshop Topic | Estates Improvements | Date/ Times/ Venues/ Session Plans to be distributed to all tenants | Tenant Partnership Team | November 2025 |