**Housing Improvement Workshop (Transparency, Influence & Accountability): Antisocial Behaviour (ASB)**

**Date:** Saturday 20 September 2025  
**Time:** 11am-12:30pm  
**Facilitator:** Charlotte Bailey – Tenant Partnership Manager  
**Co-facilitators:** Iona MacLean – Digital Project Lead

**1. Welcome & Ground Rules (11:00–11:10) — 10 mins**

**Purpose:** Set the tone and frame the workshop as collaborative and constructive.

**Facilitator notes:**

* Welcome everyone, thank them for coming.
* Revisit **Terms of Reference**:
  + HIWs are a space to **improve services collectively**.
  + Not a space for raising personal complaints or cases.
  + We value **respect, curiosity and collaboration.**
* Explain the **focus for today**:
  + Looking at two of our most visited webpages — the revised Tenant Partnership pages and the Repairs/Maintenance page — to make sure they are **clear, accessible, and genuinely useful for tenants**.

**2. Service Update (11:10–11:20) — 10 mins**

**Purpose:** Keep tenants informed of key developments related to TIA.

**Suggested content to cover:**

* **Complaints Scrutiny Panel:** current activity, how tenants can get involved.
* **Performance Indicators:** how we track our service performance and what the current figures show.
* **TACT Board:** role and recent discussions.
* **Tenant Satisfaction Measures (TSMs):** progress and what they show us about transparency, influence and accountability.

**3. Deep Dive: Webpage Feedback (11:20–12:05) — 45 mins**

**Led by: Iona**  
**Purpose:** Gather tenant feedback on the clarity, content and accessibility of key webpages.

**Step 1 — Pair Review (15 mins)**

* Split into 3 pairs (2 tenants each).
* Each pair gets printed copies of both webpages.
* Ask them to review and make notes using the **Armchair Reviewers framework**:
  1. **Content** – Is the information useful and accurate?
  2. **Clarity** – Is it easy to understand?
  3. **Accessibility** – Is it easy to navigate, read, or find what you need?
  4. **Gaps** – Is anything important missing, or anything unnecessary included?

**Step 2 — Group Discussion (20 mins)**

* Bring everyone back together.
* On flipchart, draw 4 columns (Content / Clarity / Accessibility / Gaps).
* Each pair shares their key points, while Iona records on the flipchart.

**Step 3 — Priority Suggestions (10 mins)**

* Ask the group: “If we could change **three things right away**, what should they be?”
* Circle/highlight the 3 most important ideas as a group.

**4. Vote: Next TIA HIW Topic (12:05–12:20) — 15 mins**

**Purpose:** Involve tenants in shaping the agenda for December’s HIW.

**Instructions:**

* Introduce the **Consumer Standard: Transparency, Influence & Accountability**.
* Present 3 possible deep-dive topics drawn from this Standard:

**Option A — Communication & Transparency**

How the council shares information (e.g. newsletters, website updates, decisions about housing services).  
Focus: clarity, timeliness, trustworthiness of information.

**Option B — Tenant Influence & Co-Design**

How tenants can shape housing policies, strategies and decisions.  
Focus: methods, diversity of voices, influence on outcomes.

**Option C — Accountability & Feedback Loops**

How tenants know their feedback has made a difference.  
Focus: complaints handling, performance reporting, “you said, we did” updates.

* Give everyone 3 sticky dots (or 1 vote each) to place on their preferred topic on the wall/flipchart.
* Record the winning topic for planning December’s session.

**5. Evaluation Line & Close (12:20–12:30) — 10 mins**

**Purpose:** End with a quick reflective evaluation.

**Instructions:**

* Read 4 statements. Tenants stand on a physical 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 and explain what will happen next with their feedback.