**Consumer Standards Group: Tenancy Session Plan**

**Date:** 5th December 2024
**Time:** 6:00 pm - 8:00 pm
**Location:** Lawn House Common Room, Lawn St, Winchester, SO23 8DS

**6:00 pm – 6:10 pm: Welcome and Housekeeping**

**Facilitator(s):** Davina Domone-Hollands and Laura Doyle

* Welcome attendees and express appreciation for their time.
* Overview of the agenda and session goals.
* Introduce facilitators and officers in attendance.
* Housekeeping: restrooms, exits, emergency procedures, and refreshments.
* Explain the process for claiming travel reimbursement.
* Confirm any access needs or accommodations.

**6:10 pm – 6:20 pm: Review of Actions and Outcomes from the Previous Session**

**Facilitator(s):** Davina Domone-Hollands and Laura Doyle

* Recap key discussion points and decisions from the last meeting.
* Highlight progress on actions and outcomes, referencing any completed or ongoing tasks.
* Open the floor for brief comments or questions regarding follow-ups.

**6:20 pm – 6:35 pm: Review of the Draft Terms of Reference (ToR)**

**Facilitator(s):** Davina Domone-Hollands and Laura Doyle

* Present the draft Terms of Reference, summarising key components:
	+ Purpose and scope of the group.
	+ Roles and responsibilities of members.
	+ Meeting structure, decision-making process, and confidentiality principles.
* Invite attendees to suggest amendments or raise questions.
* Confirm agreement on the ToR or outline next steps for finalising it.

**6:35 pm – 7:35 pm: Anti-Social Behaviour (ASB) Service Review**

**Facilitator(s):** Jo Elliott and Sharon Butler (Resolve)

* **Overview:**
	+ Introduction to Resolve
	+ Share the work being completed by Resolve and Winchester City Council Landlord Services to shape and mould the future ASB Service
* **Interactive Element:**
	+ Invite tenants to share their perspectives:
		- "Any feedback on what ASB service delivery looks like for Winchester City Council?”
	+ Encourage tenants to suggest ways to promote self-assessment and feedback.
	+ Record suggestions and feedback for incorporation into the service review.

**7:35 pm – 7:50 pm: Identifying Priorities for the Group Moving Forward**

**Facilitator(s):** Davina Domone-Hollands and Laura Doyle
**Activity:** "What Matters Most" Brainstorm

* Provide attendees with sticky notes or cards and ask them to write down their top priorities for the group moving forward.
* Prompt participants with questions like:
	+ "What do you think this group should focus on to improve tenancy?"
	+ "What challenges or opportunities should we address next?"
* Group responses into themes on a large board or flipchart.
* Facilitate a brief discussion to validate the themes and gain consensus on priority areas.

**7:50 pm – 8:00 pm: Evaluation Activity and Closing Remarks**

**Facilitator(s):** Davina Domone-Hollands and Laura Doyle
**Activity:** "Postcard to the Future"

* Provide each attendee with a blank postcard.
* Ask them to write a message to themselves, reflecting on:
	+ One takeaway from today’s session.
	+ A hope or goal they have for the group by the next meeting.
* Collect the postcards for safekeeping and return them to participants at a future session as a reflective tool.

**Closing Remarks:**

* Summarise key points and next steps.
* Share the date and agenda for the next meeting.
* Thank participants for their contributions and invite any final questions.

**Notes:**

* Keep a participatory and inclusive atmosphere by encouraging quieter participants to contribute.
* Use visual aids like flipcharts, slides, or props to maintain engagement.
* Ensure the space is accessible and comfortable for all attendees.