

Winchester City Council – Consumer Standards Groups

Group: Tenancy

Date: 5th December 2024

Actions / Outcomes

Task	Discussion Summary/ Notes	Actions	Person Responsible	Deadline
Review of Actions and Outcomes from the Previous Session	<ul style="list-style-type: none">Website to be updated to correct spelling mistakesAgendas to be updated on the website and circulated at least 4 weeks before the meetingA request for the agenda to be an Agenda and not a Session Plan with facilitation notes/guidance	<p>Website has been updated.</p> <p>Workshops will continue as such and thus will have a session plan, and not an agenda. Tenants attending each session will contribute to shaping the content for follow-up sessions. Sessions plans are available in advance upon request as per the FAQ's</p>	Abimbola Olaniyan/ Harry Usbourne Charlotte Bailey	25 th March 25 th March
Review of the Draft Terms of Reference (ToR)	<ul style="list-style-type: none">The TOR were reviewed, and the group confirmed they were happy with the contentA suggestion was made for a 'Residents Stamp' to be added to documents/correspondence i.e. a stamp for quality assurance for coproduction of policies/leaflets etc. Discussions were had around what this stamp could look like, e.g. a house with a tick inside. Is this something that can be taken forward?	<p>No further action required.</p> <p>This will be considered as part of the Housing Engagement and Communication Plan (2020-2025) Review (Tenant Charter section)</p>	Charlotte Bailey	25 th March 25
Anti-Social Behaviour (ASB) Service Review	<ul style="list-style-type: none">ASB Review – the group asked if it could be made clear who does what in each team and suggested a reference guide for reportingASB review Self-Assessment – feedback was given by the group on how to engage residents, the group suggested that the self-assessment should be promoted prior to			

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	<p>being sent, making it clear that this is an independent assessment and responses would shape future service delivery</p> <ul style="list-style-type: none">• The group asked if Sharon and Jo could return at a later date to feed back the outcome of the ASB Service Review.			
Identifying Priorities for the Group Moving Forward				
Evaluation Activity and Closing Remarks				