Minutes



Department name: Neighbourhoods

Name of meeting: ASB monitoring group

Date: 6 December 2024

Attendees:	
Craig Freeman	
Rae Kane	
Mike Moseley-Tyler	
James Elton	
Julia Bandy	
Apologies Nir Leuchter	

	Action
Discussion items	
 Resetting the group 	
 Recruitment 	
 Increasing numbers 	
Age – Tenure	
 Website 	
 Forward plan 	
Notes	
Recruitment – engagement at drop ins	
Hybrid meetings – in person and MS teams	
TVP roadshows and community forums	
New app – questions can be programmed with questions and user	
cannot progress unless the question is answered.	
Targeting tenents more effectively through the satisfaction survey. Do	
Targeting tenants more effectively through the satisfaction survey. Do we need more of an explanation of what the group is?	

Steps o Drop ins. Sheltered schemes – during two weeks of action. CF to invite RK Satisfaction surveys o Sign up's Young people – need more research. Younger people 18 – 25 – JB would need to consider how the meeting worked and format, as would not appeal to this age range. How? MMT - has tried and no one is interested. MMT – advertising not good. MMT to review and feedback. **MMT** Instagram – group chat options. CF – speak to Comms about options. CF Website Report from Rae, including feedback from Nir. See appendix A JΕ NL completed a mystery shopping activity JE – to follow up Good neighbour guide – would be good to have MMT – how many out there know what ASB is? What is ASB? Where does responsibility sit? MMT – how? Pointing out what it is. – CF policy will cover it off. MMT – Use themes from Policy to give example, short, simple, and as much as you can. Exercise website main page layout. See appendix B. Research for next meeting. MMT MMT – there are four reporting methods. Consider what content should be included on the webpage. RK RK – consider policies and procedure page. CF – can come together to discuss if they would like to

Date of Next Meeting: Friday 17 January 2025