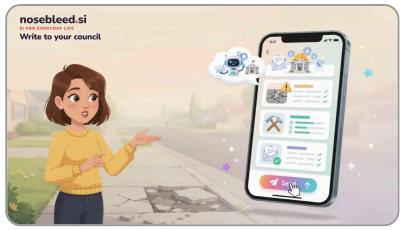
Write to your council



Use AI to report a problem or ask a question clearly, so it gets sorted out sooner.

By the end, you'll be able to:

- give the details a council needs
- use AI to write a clear, polite message
- check the message for anything made up

Warm-up What does your council do?

Tick the ones you think your council looks after, then talk about it with your group.

☐ Bins ☐ Potholes ☐ Streetlights ☐ Libraries ☐ Council Tax ☐ Trains

1 The details a council needs

Mary wants to report a broken streetlight. Tick the details that would help the council.

☐ Exactly where it is (street, nearest house number or landmark)

☐ What's wrong (off all the time, flickering, damaged)

☐ How long it's been like this

☐ Why it matters (a dark corner, a bus stop)

☐ Her favourite TV programme

☐ How to contact her

2 Ask AI to write it

If you have a device, try this prompt.

TRY THIS PROMPT

Please help me write a short, polite message to my council to report a broken streetlight. It's outside 20 Elm Road, near the bus stop. It's been off for three weeks, and that corner is very dark. Keep it under 100 words, and don't add any details I haven't given.

3 Check the message

Here's what an AI wrote. Find **two** details it made up.

EXAMPLE AI MESSAGE

Dear Sir or Madam, I'm writing to report a broken streetlight outside 20 Elm Road, near the bus stop. It has been off for three weeks, and last week a neighbour fell on the dark corner. My reference number is SL-20391. I'd be grateful if it could be repaired soon. Yours faithfully,

4 Write your own

Choose a problem: a pothole, a missed bin collection or a broken bench. Write the key details you'd give the council.

Tip: many councils have an online form for reporting problems. AI can help you get the words ready to paste in.

No device? In pairs, one of you phones "the council" to report a problem. The other asks for the details they need.

Find out more: read the free step-by-step guide, with a 10-second video, at **nosebleed.si/ideas/write-to-your-council**

Teacher notes: Write to your council

Time: 45 to 60 minutes

Level: beginners; no AI experience needed

Group: any size; works well in pairs

You'll need: a copy per learner; phones or tablets with an AI chat app (optional)

Before the session

Try the prompt yourself. Mary and Elm Road are made up. Councils differ in what they look after: in some areas, two councils share the work.

Running order

5 min	**Warm-up.** What councils do.
10 min	**Part 1.** The details a council needs.
15 min	**Parts 2 and 3.** Try the prompt, then spot the made-up details.
15 min	**Part 4.** Write the details for a problem of their own choice.
5 min	**Wrap-up.** Clear, polite and checked.

Answers: warm-up

Councils usually look after bins, most potholes, streetlights, libraries and Council Tax. Trains are run by train companies.

Answers: Part 1

Everything except her favourite TV programme.

Answers: Part 3

1. The neighbour's fall was made up.
2. The reference number was made up.

Made-up details can cause confusion, or make a message look untrue. Always check before you send.

Discussion points

- Use the council's official website to find the right form or email address.
- Keep a note of the date and any reference number the council gives you.

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