

Workshop Session Plan: Safety & Quality – Housing Improvement Workshop

Facilitator: Charlotte Bailey (Tenant Partnership Manager) / Adrian Wilgoss (Repairs, Compliance and Voids Manager)

Duration: 1.5 hours (90 minutes)

Location: The Carroll Centre, Somers Close, Stanmore, Winchester

Date: 20th March 2025

Resources Required:

- Flipchart paper
- Marker pens
- Post-it notes (optional)
- Printed headings for Smiles / Frowns / Lightbulbs / Butterflies (optional)
- Projector/Screen (to display Social Housing Regulatory Standard link)

Session Objectives:

- Reflect on progress and changes since the last meeting
- Understand what the Social Housing Regulatory Standard on **Safety & Quality** means in practice
- Evaluate what's working well and what needs improvement within Housing Services
- Identify ideas for transformation and influence future improvement plans
- Reconnect and energise the tenant voice

Session Timetable (6:00 – 7:30pm)

6:00 – 6:10 | Welcome, Warm-Up & Purpose Setting

- Welcome all participants, especially new attendees
- Quick check-in icebreaker:
“One Word Check-In” – Ask each person to say one word that reflects how they feel about housing services right now (can be hopeful, frustrated, curious, etc.)
- Briefly introduce the purpose of the session and what you hope to achieve together

“The purpose of these workshops is to work together to ensure your homes are safe and are well-maintained, and that we, as your landlord, are taking action on repairs/maintenance issues.”

6:10 – 6:25 | Service Update and Review of Actions and Outcomes Since December

- Share key updates and progress made since the last workshop (flipchart or verbal summary)

- Invite reflections or comments from tenants – has anything changed from their perspective?

6:25 – 7:10 | Main Activity – Smiles, Frowns, Lightbulbs, Butterflies

Small Group Exercise (30 mins), followed by Group Feedback (10 mins)

Break into **3 small groups (4 people per group)**

Ask each group to pick **one Housing Service Area** from the list below (or suggest their own if something feels more important to them):

Housing Service Areas Menu:

1. Repairs and maintenance
2. Communication, complaints and feedback handling
3. Managing Damp and Mould
4. Managing Safety in your home (Fire, Electric and Gas)

Each group uses **flipchart paper** to explore their chosen area through this metaphor:

Smiles 😊 What's going well?

Frowns 😞 What's not working or frustrating?

Lightbulbs 💡 What's innovative or outstanding?

Butterflies 🦋 What's possible? Where's the potential for growth or transformation?

Encourage groups to be honest, creative and specific. Add real examples.

7:00 – 7:10 | Whole Group Feedback

- Ask each group to briefly present highlights from their discussion (2-3 minutes each)

7:10 – 7:15 | Set topic for next meeting

- Ask participants to choose an area from previous activity to focus on in more detail at next meeting (June '25)

7:15 – 7:25 | Participatory Evaluation Activity – “The River”

- Draw a large river shape on a flipchart
- Ask participants to reflect on their **journey through this session**:
 - **Pebbles (challenges)**: What was hard or uncomfortable today?
 - **Flowing water (what worked well)**: What felt energising, useful or clear?
 - **Fish (new ideas or insights)**: What are you taking away from the session? What would you like to see next session?

Participants can add drawings, words or symbols to the river using markers or post-its.

Facilitator to reflect back what's been shared and thank participants.

7:25 – 7:30 | Closing & Next Steps

- Share how the outcomes will be used
- Confirm next meeting date or how feedback will be followed up
- Thank everyone for their contributions and encourage them to stay connected