

## **Workshop Session Plan: Tenancy – Housing Improvement Workshop**

**Facilitator:** Charlotte Bailey (Tenant Partnership Manager) / Sarah Hobbs (Housing Policy & Projects Manager)

**Duration:** 1.5 hours (90 minutes)

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

**Date:** 25th 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 **Tenancy** 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 (12:00 – 1:30pm)**

#### **12:00 – 12:10 | 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

#### **12:10 – 12:20 | 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?

### 12:20 – 12:25 | Update on Rebranding of the Groups

- Brief overview of any rebranding or changes to tenant groups and involvement structures
- Invite quick reactions, questions or ideas

### 12:25 – 12:30 | Introduction to the Social Housing Standard

- Provide a **very brief explanation** of the **Tenancy**

““This standard is about making sure tenants are supported to live in safe, secure, and well-managed homes. It covers things like how tenancies are allocated, how tenants are helped to sustain their tenancies, and how landlords manage things like tenancy agreements, support during key life changes, and promoting stability for residents.”

- Display the full standard (link or summary) on a screen or flipchart for those who want more detail

### 12:30 – 1:00 | 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. Allocations and lettings
2. Tenancy Sustainment
3. Tenure
4. Mutual Exchange

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.

### 1:00 – 1:10 | Whole Group Feedback

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

### 1:10 – 1:25 | 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.

### **1:25 – 1:30 | 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