



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: 5th June 2025

Resources Required:

- Flipchart paper
- Marker pens
- Post-it notes (optional)

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)

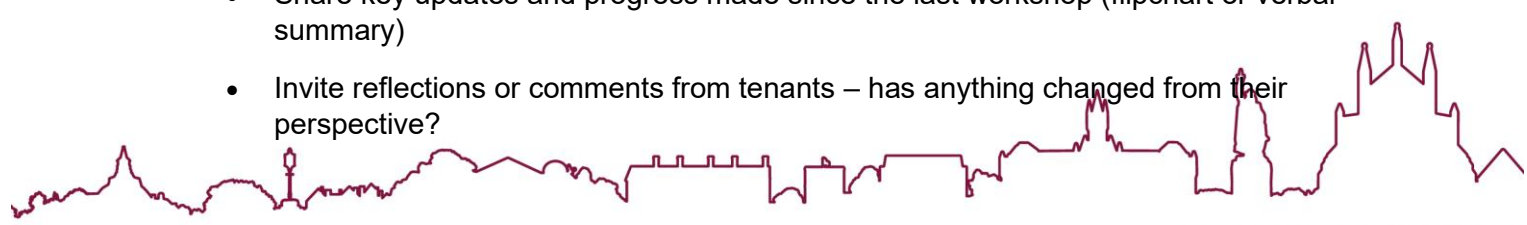
6:00 – 6:10 | Welcome, Warm-Up & Purpose Setting

- 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 March

- 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: “Fix the Journey” – A Tenant-Led Service Mapping and Redesign Exercise

Time: 30 minutes small group work + 10 minutes feedback

Goal: To map the real tenant experience of reporting and receiving a repair, identify where things break down, and suggest improvements.

Instructions:

1. Give each group a long sheet of flipchart paper laid out horizontally. Draw a timeline across the top.
Label key moments in a typical repairs journey:
 1. Identifying the issue
 2. Reporting it
 3. Booking the repair
 4. Waiting for the appointment
 5. Repair visit
 6. Aftercare/follow-up
2. Ask each group to walk through the journey and discuss:
 - Where does it work well?
 - Where does it go wrong?
 - What causes those breakdowns?
 - What could be done better?
 - Are there differences depending on the type of repair or vulnerability of the tenant?
3. Use coloured sticky notes or pens to mark:
 - Good experiences (**green**)
 - Frustrations or delays (**orange**)
 - Safety concerns or high-impact failures (**red**)
 - Ideas for improvement (**blue**)

7:00 – 7:10 | Whole Group Feedback

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





7:10 – 7:25 | Evaluation Activity: “The Repair Tree” – Reflect, Root & Reach

Time: 10–15 minutes

Resources: Flipchart paper (with a large tree shape drawn), coloured sticky notes or pens

Instructions:

Draw a large tree with three distinct zones:

1. **Roots (●) – *What grounded you today?***
 - Ask: “What part of today felt most important, useful or connected to your experience as a tenant?”
2. **Branches (●) – *What did you learn or realise?***
 - Ask: “What’s a new idea, question, or insight you’re taking away from the session?”
3. **Leaves or Fruit (●) – *What would you like to grow next time?***
 - Ask: “What should we cover or build on in the next session?”

Set topic for next meeting

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

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

