



## Workshop Session Plan: Neighbourhood and Communities – Housing Improvement Workshop

**Facilitator:** Charlotte Bailey (Tenant Partnership Manager)

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

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

**Date:**

### 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 **Neighbourhood and Community** 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)

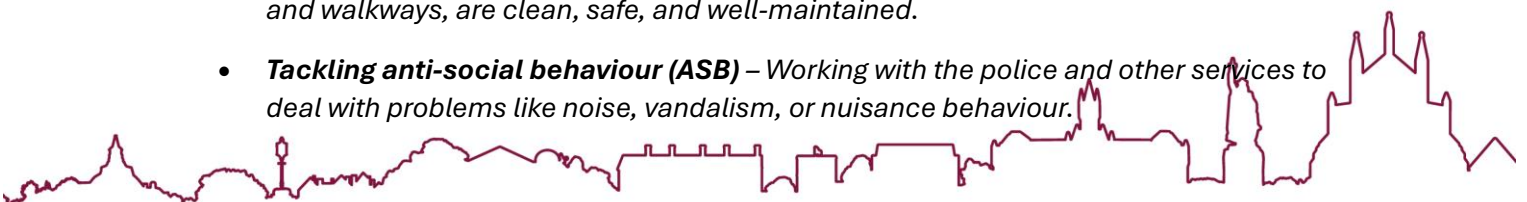
#### 6:00 – 6:10 | Welcome, Warm-Up & Purpose Setting

- 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 provide a **very brief explanation** of the **N&C standard**: “

*The **Neighbourhood and Community Standard** is all about making sure the places where you live are safe, clean, and well looked after. It also ensures that landlords work with tenants and local organisations to create strong, supportive communities.*

*It covers three key areas:*

- **Looking after shared spaces** – Making sure communal areas, like stairwells, gardens, and walkways, are clean, safe, and well-maintained.
- **Tackling anti-social behaviour (ASB)** – Working with the police and other services to deal with problems like noise, vandalism, or nuisance behaviour.





- **Building stronger communities** – Supporting tenants to feel part of their neighbourhood and working with local services to make improvements.

## 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?

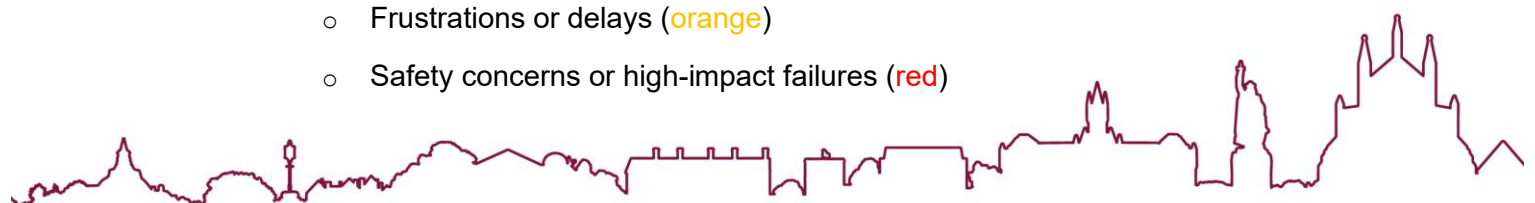
## 6:25 – 7:10 | Main Activity: “Fix the Journey” – A Tenant-Led Service Mapping and Redesign Exercise

**Time:** 30 minutes small group work + 10 minutes feedback

**Goal:** To map the real tenant experience of allocations and lettings, 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 Estate Improvements journey:
  1. Request for improvement is raised
  2. Assessment
  3. Tenant Consultation (for larger projects only)
  4. Leaseholder engagement (formal legal process involving Tender)
  5. Schedule of works is communicated
  6. Works are carried out
  7. Feedback from residents is gathered
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 scale of improvement 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)





## 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

