



## Workshop Session Plan: Transparency, Influence and Accountability – Housing Improvement Workshop

**Facilitators:** Charlotte Bailey (Tenant Partnership Manager) / Sarah Hobbs (Housing Policy and Projects Manager)

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

**Location:** King George V Pavillion, Highcliffe, Winchester

**Date:** 28<sup>th</sup> 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 **TIA** 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  
  
**“This standard is about making sure tenants are well informed, can influence decisions that affect them, and can hold their landlord to account. It covers things like clear communication, opportunities to shape services, and making sure tenant voices are genuinely heard.”**

#### 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 **Communications**, 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 communication journey:
  1. Decide to contact WCC – what are the reasons for contacting WCC?
  2. Choose how to contact WCC - various methods of communication open to tenants?
  3. Expectation – How do you expect the communication to go?
  4. Experience – How it feels to be in touch with WCC
  5. Outcome – What results does the communication bring about?
  6. Next Time – Do you use the same method next time, or an alternative method? Where are the opportunities to ‘self-serve’?
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

