|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Activity** | **Discussion Summary/ Notes** | **Actions** | **Person Responsible** | **Deadline** |
| One-Word check-in | * Unfamiliar
* Discovery
* Encouraged
* Interested
* Positive
* Lucky/Happy
* Unsure
 | None | N/A | N/A |
| Service Update(Charlotte Bailey (Tenant Partnership Manager) and Iona MacLean – Digital Project Lead) | Annual report reflecting Actions & Outcomes from 2024 – 2025.* It was highlighted how the Housing Improvement Workshops over the past year have led to improvements in Quality and Performance and have helped the council to meet the Tenant Satisfaction Measures & Consumer Standards.

Actions & Outcomes from previous HIW’s* All Actions & Outcomes from the most recent round of HIW’s will be actioned by December this year.

Complaints Committee* Committee introduced to Tenants. Purpose is to scrutinize specific case studies. Each meeting will be a standalone event.

Tenant Satisfaction Measures (TSM) Survey* Tenants discussed need for the survey to be publicized as much as possible and this will be done through usual communication methods.
* Tenants agreed it would be paramount to ensure communication is always inclusive and well timed.
* Possible introduction of a CRM system was raised in discussion, to help streamline communications between Tenants and Tenant Partnership Team however there is no specific date and likely to be towards the end of 2026 – ‘watch this space’!
* Possible actions to promote TSM were discussed and included:
	+ Personal invites (to those engaged already)
	+ Invites via email in upcoming communications
	+ Promotion at Digital Drop-ins / Community Hubs / HIW’s
	+ Posters in local community noticeboards
 | Actions and outcomes to be published on WCC website. | Tenant Partnership Team | October 2025 |
| Main Activity / Deep Dive: **Webpage Feedback** | Step 1 - Group Review * Tenants reviewed 1) Repairs and 2) Tenant Partnership printed web pages using the Armchair Reviewers framework, making notes. This was followed by a group discussion in Step 2.
* The group considered the following points:
	+ **Content** – Is the information useful and accurate?
	+ **Clarity** – Is it easy to understand?
	+ **Accessibility** – Is it easy to navigate, read, or find what you need?
	+ **Gaps** – Is anything important missing, or anything unnecessary included?

Step 2 – Group Discussion* The Group came together to share and record key thoughts and notes made, as follows:

REPAIRS* + **Content**

There were typo’s noticed, e.g. ‘Respose’ needed to be ‘response’. Commented it needed to be more streamlined and made more concise. Happy that there was enough for visitors to find the answer with the new layout.* + **Clarity**

Language – ‘Categories’ should be changed to ‘levels’ as softer language, more engaging. Bold subtitles approved of. It was discussed that the points about lighting should be revised as some lights cannot be changed by Tenants.* + **Accessibility**

Better that it is in Plain English and page can be navigated better.* + **Gaps**

It was raised that there was little mentioned about bathrooms, air vents. Clarity needed on whether wasps come under pest control and the meaning of ‘reasonably modern’. Clarity on space behind cupboard doors for White goods.* TENANT PARTNERSHIP
	+ **Content** –

List of activities should be alphabetised to remove hierarchy and the dates should be removed. Language – ‘on your own schedule’ should be changed to ‘in your own time’ as more familiar and engaging language to most Tenants.* + **Clarity** –

It was discussed if ‘incentives’ was accurate? What happens if budgets are cut- it may not be sustainable to offer lunches, refreshments, prizes. Training should be strengthened as an incentive and there was an idea to offer House plants.* + **Accessibility** –

Allagreed that the wording was concise and not repetitive* + **Gaps** –

Suggestions to signpost readers to Tenancy Sustainment or Complaints with hyperlink. Strengthen Training as Incentive. Strengthen language to rouse ‘call to action’ | Amend typos Revise language so softerGet clarity on all mentioned ‘gaps’Alphabetise list of activitiesRemove date from activitiesRevise sentence – ‘on your own schedule’ to ‘in your own time’Remove unsustainable incentives.Discuss with colleagues in Tenancy Sustainment and web designersAdd Training opportunities to correspondence with Tenants | Tenant Partnership Team / Iona MacLean Tenant Partnership Team / Iona MacLean Tenant Partnership Team / Iona MacLean Tenancy Sustainment Team | November 2025November 2025 |
| Topic for Next Sessions | Option C was chosen — Accountability & Feedback Loops: How tenants know their feedback has made a difference with a focus on: complaints handling, performance reporting, “you said, we did” updates. It was agreed that this linked in well with the service update about the Annual Report that is being worked on. | Date/ Times/ Venues/ Session Plans to be distributed to all tenants | Tenant Partnership Team | November 2025 |