

Appendix 4 – Summary of Recommendations

No.	Recommendation	Accepted/ Rejected	If “Accepted”, Action plan for Implementation or if “Rejected”, Reason for Rejection
1.	Given the issues with the written report provided to the Housing and Community Engagement Scrutiny Commission on 5 October 2021, the Cabinet member takes steps to ensure all officers in housing understand the function of scrutiny and the importance of providing a full and accurate assessment of where things may have gone wrong, for lessons to be learned for the future.	Accepted	All officers in housing continue to be trained to understand the function of scrutiny and the importance of providing full and accurate assessments of where things may have gone wrong
2.	Cabinet member asks officers to build early discussions with key local stakeholders into the new homes process including arranging webinars or online meetings where ward councillors, TMOs and TRAs can explain their perspective on new housing projects, and how councillors seek to input into these.	Accepted	Early discussions with key local stakeholders in the new homes process forms part of its standard processes and procedures.
3.	The Cabinet should give due consideration to incorporating the principles of the Southwark Group of Tenants Organisation (SGTO) consultation charter into its own consultation protocols.	Accepted	Housing officers involved in delivering new homes take best practice from Southwark Group of Tenants Organisation (SGTO) consultation charter and other recognised bodies associated/working closely with the council to meet its objectives.
4.	The Cabinet member asks officers to implement a consultation protocol which prioritises clear, consistent and timely communications for all development projects where the council is building on existing estates. This protocol should take account of recommendations made in the SGTO consultation Charter.	Accepted	A consultation protocol which prioritises clear, consistent and timely communication for all development projects is in place and in is in line with the council’s 6 pledges set out in the Charter of Principles.
5.	The Cabinet member should ensure that the protocol on consultation makes clear that it is the council’s project team who is responsible for consultation with all residents and that TMOs and TRAs are important bodies to consult, but they are not a replacement or proxy for all residents.	Accepted	The council’s project team’s literature and consultation platform, Commonplace, explicitly states that they are responsible for the consultation with all residents and that the TMOs and TRAs are important bodies to consult, but they are not a replacement or proxy for all residents.
6.	The Cabinet member should review consultation practice to ensure there is always an easily available non-digital alternative route for residents to find out about proposals and contribute their views. The Cabinet member should also review the effectiveness and reliability of Commonplace as a tool for engagement.	Accepted	The officer’s consultation processes do and will continue to include non-digital routes and other forms, which meet the needs of the individual consultee needs. They will clearly communicate how and why we are building the new homes. They will also continue to ensure other stakeholders are involved and consulted on plans for new homes building within their communities.
No.	New Recommendation	Accepted/ Rejected	Action or Implementation
1.	To annually review the Charter of Principles and make local adjustments and improvements enhance resident consultation and engagement	N/A	This will enable Southwark Construction to amend, improve or incorporate new ways of working seamlessly