

<p>Stage 1 Research and produce the draft resident involvement strategy (Getting the initial views) (August 2022 to December 2024)</p>	<p>Stage 2 Appoint a specialist independent tenants and residents advisory service with residents through the council's governance procurement process (Engage residents, listen and learn) Plan and deliver resident engagement activities to consult on the draft resident involvement strategy using the formal resident consultation framework, informal consultation mechanisms and digital platforms (January 2025 to September 2025)</p>	<p>Stage 3 Develop the strategy, test the findings with residents and launch the new resident involvement strategy. (October 2025 to December 2025)</p>
<ul style="list-style-type: none"> • Review of the existing work that has been done • Horizon scanning to identify key issues for residents and discuss the priorities • Attend TRA meetings, community engagement events and engage residents informally • Attended Southwark Group of Tenants Organisations (SGTO) to listen to residents and discuss the key challenges in their neighbourhoods and to tease the discussions on their suggested solutions 	<ul style="list-style-type: none"> • Online survey • Consultation hub • Videos • Podcasts • Workshops facilitated by residents • Social media and digital media platforms • 5 Local housing forums • Tenants' forum • Homeowners' forum • Joint tenants' and homeowners' forums • Tenants and residents associations • Tenant management organisations • Resident day activities and other community events • Themed cultural events 	<ul style="list-style-type: none"> • Collation analysis • Automated consultation hub analysis • Identify the key themes and priorities of residents • Analyse and evaluate the feedback from residents • Redraft the strategy based on the feedback and input from residents • Test the revised draft and review further comments from residents using the engagement methods set out in stage 2 • Finalise and submit the revised draft to DMT, SMT,

<ul style="list-style-type: none">• Review complaints from residents• Map key stakeholders and community influencers and TRA leads• Engage focus groups to tease out the key issues for residents• Draft the resident involvement strategy• Present the draft strategy to DMT, SMT, LMB and seek permission to engage residents on the draft strategy	<ul style="list-style-type: none">• Southwark Black parents forum• Targeted home visits by tenants and homeowner involvement officers to carry out in person surveys to improve diversity, inclusivity and facilitate a representative sample.• Councillors• Members of staff	LMB and Cabinet for their approval
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