Consultation and Engagement: A fresh approach
OUTLINE

• A fresh approach – finding a way forward
• Agreeing principles
• A ‘Residents Consultation Panel’
• Next steps
A Fresh Approach

• On 27\textsuperscript{th} September, the Council agreed that the \textbf{housing management arrangements} would need to change

• \textbf{Residents will be consulted and engaged} with on the options

• Tonight = an important \textbf{first step}
A Fresh Approach:
What we are trying to achieve

1. A **transparent** and **independent process** where residents feel listened to and where their views inform decisions

2. The process needs to be **2 way, providing information** to residents and **gathering their views** – the Council’s role is to support / facilitate - but **NOT to do to or for!**
A Fresh Approach: What we are trying to achieve

3. Residents need to feel that the process supports them to design services and direct improvements.

4. The approach used needs to be inclusive and mindful of diversity to ensure all views are heard, including voices less frequently heard in the past.
A Fresh Approach: What we are trying to achieve

5. We have to agree **what** residents want and **how** this will be delivered

6. We will tap into the **expertise** and **ideas** of residents – and are looking to **secure a commitment** to get involved / give time etc
Principle 1

The Council recognises its responsibility as landlord to **Consult** and **Engage**
Principle 2

The Council will actively **Listen** to and **Respond** to residents on their views about the future of their estates in an **Accountable** and **Transparent** way.
Principle 3

Consultation and Engagement will include all sections of the community - every voice will be heard
The idea of a ‘Resident Consultation Panel’

It could:

- **shape** and **oversee** all phases of consultation
- **establish** **regular communication channels**
  e.g. newsletter, social media - with residents on the editorial board
- **select and procure** **external advisors** to support throughout the consultation period

There needs to be clear ways to **feedback** to the **TCC** and other representative **bodies**
Resident-led Governance: a potential approach to be shaped by residents

Resident Consultation Panel

**Pre-Consultation**
- Let residents know what to expect
- Raise awareness and encourage participation
- Select and appoint resident engagement and consultation consultants

**Broad Consultation**
- Provide information and receive feedback on services
- Ask strategic level and neighbourhood area level questions
- Provide good quality information that enables residents to get involved in a meaningful way.

**Future Options**
- Set out options in clear and understandable format
- Manage expectations re: viable options
- Accept that some options may not apply to all parts of the Borough
Open discussion

What do you think about:

- The general **approach** and **principles**
- A ‘**Resident Consultation Panel’**
- Any other **comments / ideas**?
Next steps

• Your representation on the ‘Resident Consultation Panel’
• Timetable
• Anything else?
Interim management arrangements?
Contact details

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