

Charter of Principles Consultation Report

February 2015

What you told us about our pledges to ensure residents can get involved in the delivery of 11,000 new council homes



11,000 new council homes

You told us we needed to build more council homes. We have promised to build 11,000 in the next 30 years.

Now we need your help. We want your opinion on some of the biggest decisions we have to make about these new homes.

Our residents know Southwark better than anyone else. With your input, we can make these new neighbourhoods great places.

Our six pledges to you

We have made six pledges to our residents. These pledges explain how we will make sure you are involved in the most important decisions.

We call these six pledges our “Charter of Principles”. The pledges cover the following:

Pledge 1: How we will work with you on developing the principles for housing investment and renewal of our estates

Pledge 2: How we will work with you on the development of the new homes on your estate

Pledge 3: How we will involve you in ensuring that the new homes are delivered to a high standard

Pledge 4: Giving you a real say in how the new homes are managed

Pledge 5: We will demand high standards for the quality and affordability of new homes

Pledge 6: Your housing options if you are affected by redevelopment of your estate

If you would like a free copy of the full version of the pledges please contact us (see details on the final page of this report) or go to www.southwark.gov.uk/11000homes to download a copy.



What you said about the Charter of Principles

We wanted to know what you thought of our Charter of Principles.

We sent a letter to everyone living in a council home. We visited dozens of community meetings and events. And we put a questionnaire on our website.

- **More than 2,000 of you replied.**
- **90% of you agreed with our 6 pledges.**
- **700 have asked to stay involved in the project long-term.**

This shows us how much residents want to be involved.

Some of you also used the opportunity to tell us what you thought about the 11,000 homes project in general.

The issues raised with us were about

- how we should involve people
- what the homes should be like
- and concerns about our commitment to listen to what you have to say

What you said about how we should involve you

- Work closely with Tenants and Residents Associations, but also talk to other residents who live on estates
- Provide opportunities for people to talk to the council individually through drop ins, door knocking, one-to-ones
- Write to people, ensure materials are online, hold meetings at times that enable everyone to get involved, including carers, disabled or older people and those that work
- Involve people at the start of the process, give them enough time to think about proposals, discuss them with neighbours and then comment. Be open and involve residents in the hard decisions
- Involve people in discussions about design, amenities and problem solving



- Make sure that everyone has a chance to get involved e.g. leaseholders, businesses, private tenants, young people, voluntary and community organisations and all of our diverse communities. Use cost-effective methods



What you said about what the homes should be like

The most often mentioned factors for the design of new homes were:

- sound insulation
- energy efficiency and
- decent sized rooms

You were also concerned about the places new homes were going to be built and thought that:

- Green areas and play spaces were very important and should not be compromised by new homes. Rather, existing open places and play areas should be improved
- New homes should be safe and their design should help prevent crime and anti-social behaviour
- New homes should promote healthy living through play and cycle facilities and increasing recycling
- There needed to be enough transport, shops and jobs if there were to be more people living in the area

There will be further opportunities to have your say about what the 11,000 new council homes should look like from spring 2015.

Visit www.southwark.gov.uk/11000homes



Your concerns about our commitment to deliver the pledges

90% of you supported our proposals but some of you had some reservations about our commitment to these pledges, and expressed concern about whether we would listen and actually do what we have said. You thought the pledges were good on paper but lacked confidence that we would do what we have said.

You-just-do-what-you-want

You-never-use-our-ideas

You've-already-made-your-mind-up

It's-just-lip-service
We-need-more-detail

Residents-should-have-more-influence

Hold-the-council-to-account

We're-never-involved

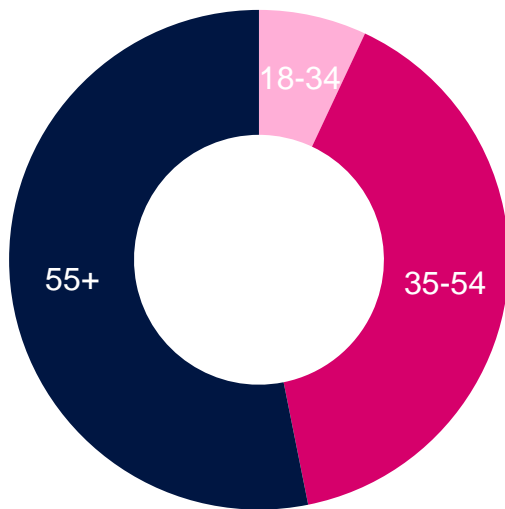
As a result, **we have agreed a yearly resident-led review of how we are doing to check whether the Charter of Principles is being followed** by our project teams. This should make sure we are keeping our promises.



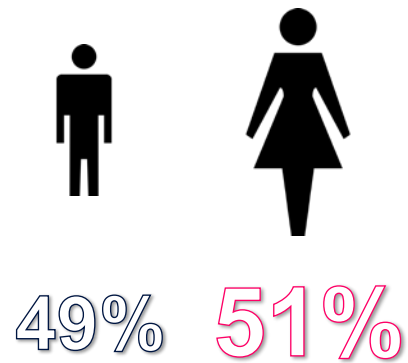
A few words about diversity

Southwark is home to people from many different backgrounds. It's important that any feedback we get from you reflects this diversity. Here is a break down of the residents that responded to this consultation:

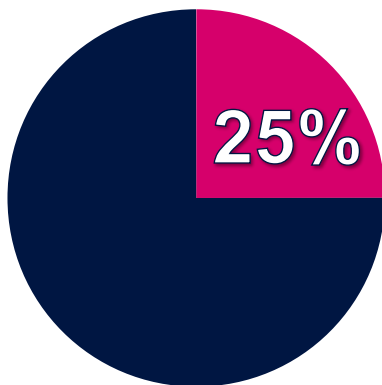
Age



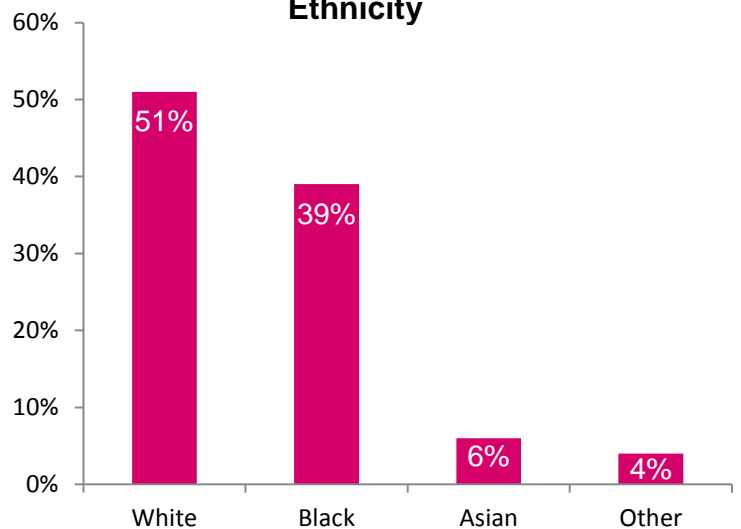
Gender



Disability



Ethnicity



Next steps

We have officially agreed the six pledges because of your support. Residents will review the Charter of Principles every year to make sure we are keeping our promises.

We will begin asking for your opinion on some of the key decisions we have to make at the start of 2015.

Here is a rough timetable:

Month

Questions for you

From February...

Where could we build these new homes?

From April...

What should these homes look like?

How can we make these new homes and neighbourhoods better places?

From May...

How should we decide when to improve an estate and when to rebuild it?



Get involved

This was just the first stage of a long conversation between us and you.

If you want to be involved in future discussions about the 11,000 homes project then

☎ Phone 0207 525 7791

✉ Email community.engagement@southwark.gov.uk

🌐 Website www.southwark.gov.uk/11000homes

 Facebook www.southwark.gov.uk/residentsinvolvement

Get in touch, we would love to hear from you!

This document is a summary of a longer, more detailed report. For a free copy of the full cabinet report, or the Charter of Principles, just contact us or read them online at www.southwark.gov.uk/11000homes

