

Item No. 1.	Classification: OPEN	Date: 21 April 2004	MEETING NAME Environment & Community Support Scrutiny Sub-Committee
Report title:		The Southwark Alliance and Progress In Making Southwark Cleaner and Greener and Cutting Crime and the Fear of Crime	
Ward(s) or groups affected:		All wards	
From:		Head of Social Inclusion	

RECOMMENDATIONS

1. The Sub Committee is asked to comment upon the report, and to consider how it wishes to be kept advised of the Alliance's work as it affects the Council services within its terms of reference.

BACKGROUND

The Southwark Alliance

2. Local Strategic Partnerships (LSPs) are increasingly the mechanism through which central government expects public sector agencies to deliver cross-cutting quality of life improvements.
3. LSP Boards are comprised of those with executive powers who make the local decisions about public sector policy and service delivery, together with the main community-based 'influencers' and 'advisors of need'.
4. The Southwark Alliance has a Board consisting of 29 members, of whom eight are local residents, five are representatives of voluntary organisations based in the borough, two are faith community representatives, and two are business representatives. The remainder are senior staff and non-executive decision-makers of the main statutory sector bodies. The Council is represented by the Leader, the Chief Executive and a further elected member, currently Councillor Richard Porter.
5. An LSP is not just the Board, but the whole local 'system' of formal partnerships, networks and agencies that feed into the overall framework for delivering quality of life improvements. The Southwark Alliance has a direct link back to the key thematic partnerships in the borough (for crime, employment, health, children and young people) whose work feeds into, and is influenced by, the Alliance. This formal link with thematic partnerships is crucial, as their membership includes other LA Executive Members and professional officers, as well as other statutory bodies and voluntary sector organisations.
6. LSPs are not executive bodies. The Southwark Alliance's terms of reference recognise that whilst each partner will seek to align its work where this fits with both the statutory ability to do so, and local policy frameworks, Southwark Alliance decisions can only be recommendations.

7. Local authorities are usually recognised 'de facto' as having a leadership role within LSPs because of their democratic mandate and community leadership responsibilities. Most LSPs, including the Southwark Alliance, are chaired by the Council Leader, though this is not invariably the case.

Thematic Partnerships

8. In addition, there are a number of strategic 'thematic' partnerships in the borough, such as the Safer Southwark Partnership, the Children and Young People's Strategic Partnership and the Southwark Health Partnership Board. These take a leading role in progressing relevant aspects of the Community and Neighbourhood Renewal Strategies.
9. The Council has also taken a leading role in the development of the Southwark Environment Forum. While this is not a formal partnership, it brings together a wide range of local organisations, which have a particular interest in the environment, together with the Council, to review policy and practice on all aspects of the environment.
10. At a strategic level, the increasing interface between thematic partnerships is ensuring more effective action to tackle cross cutting issues, such as crime reduction.

Accountability and Performance

11. Southwark Alliance is accountable in different ways to central government, the constituent agencies, and the wider network of stakeholders.
12. In conjunction with the main thematic partnerships, the Alliance is currently developing a performance management framework that will seek to integrate the objectives and targets of the Community Strategy, the Neighbourhood Renewal Strategy and those of individual agencies, such as the Council.
13. As part of this initiative, lead partnerships and lead agencies will be identified for co-ordinating and overseeing the delivery of each performance target. The Alliance itself will take responsibility for monitoring progress against the highest level objectives of the Community and Neighbourhood Renewal Strategies and any national government 'floor targets'. The thematic partnerships will take 'ownership' of other important targets and objectives, which are not prioritised by the Alliance. Appendix 1 shows a framework for integrating the targets of the Community and Neighbourhood Renewal Strategies and individual agency targets. This is still under development, but shows the kind of issues that are being focused upon and the lead partnership and lead agency arrangements that are envisaged.
14. The Alliance is also accountable via the accountability structures of each contributory agency, whether statutory or voluntary sector. Thus, where the LSP may identify a need to change existing policies, these cannot be imposed by the LSP unilaterally, but will need to go through the decision-making bodies of each agency. Thus the Community Strategy and Neighbourhood Renewal Strategy were both agreed by the Council prior to final 'sign-off' by the Alliance.
15. The Alliance is also accountable to the wider networks of stakeholders, community organisations, voluntary sector and business organisations.

CUTTING CRIME AND THE FEAR OF CRIME

16. 'Cutting Crime and the Fear of Crime' is one of five priorities of the Community Strategy. All Council service departments must demonstrate in their business and budget planning how they are making Southwark safer in a way that meets the needs and concerns of all sections of the community (e.g. through substantial investment in upgrading CCTV cameras, developing new community warden schemes and rolling out Behaviour Improvement Programmes in all local schools).
17. The Safer Southwark Partnership (SSP) has recently been awarded Beacon Council status, and is regarded nationally as an exemplar of good practice. SSP is following four key strategic themes (young people and crime, challenging and reducing hate crime, reducing crime in neighbourhoods and hotspots, serious and violent crime and reducing drugs and alcohol related crime). Each theme is addressed through a specialist sub group.
18. There is, however, a need to do more than reduce crime: it is also essential to tackle the fear of crime. Reassurance is, therefore, equally important to the Southwark Crime and Disorder Strategy. This approach is also emphasised in the local Neighbourhood Renewal Strategy, which is concerned with the wider regeneration of the borough, including improving the life chances of local residents and the local quality of life. It is also fundamental to the Council's priority of making Southwark a cleaner, greener place, with a high quality environment.
19. The voluntary sector is a key partner, and was consulted when drawing up the Crime and Disorder Strategy. Places on the Safer Southwark Partnership Board are now reserved for the Southwark Police Community Consultative Group, Southwark Housing Associations Group (SOUHAG) and Victim Support Southwark. Voluntary organisations are also represented on the Consultative Group, Neighbourhood Watch groups and the Critical Incident Panel. Local tenants also take a leading role in a number of schemes. Contracts for victim support and mediation work have also been let in the voluntary sector.
20. Among the key achievements in recent years are the following:
 - A 39% reduction in hate crime across the borough, with a 50% reduction in reports of hate crime between 2000/01 and 2001/02 in the borough's worst area. (The borough has been given demonstration status by the Home Office to advise other authorities how to tackle race crime.)
 - The borough's Neighbourhood Warden Schemes have been recognised nationally as a model for other areas. Wardens are a visible reassurance, offering uniformed patrols and close liaison with the local community. There are now in excess of 80 wardens in the borough. Southwark's is one of the most successful and well resourced schemes in the country.
 - The Southwark Anti-Social Behaviour Unit (SASBU) was the first multi-agency unit to be established in London and is seen as a model of good practice by the Home Office Anti-Social Behaviour Unit. It acts on complaints about a range of anti-social behaviour by bringing together a range of agencies and working closely with the local community.

- Southwark now has the largest and most effective Youth Offending Team in London. This has achieved a 21% reduction in youth offending and a 12% reduction in youth reoffending.
- The SSP Youth Sub-Group has developed a Youth Strategy that pioneered a three tiered pyramid approach to tackle youth crime. (At the top of the pyramid a Risk Management Panel comprising of the Police, Social Services, the Youth Offending Team, Education and Health manages the most prolific youth offenders. In the middle of the pyramid are the youth at risk of becoming prolific offenders. These young people are targeted for early intervention programmes by the team, with the aim of steering them away from crime into more positive activities. There is also a gang disruption team, which targets young people who are in danger of getting involved with gangs. The lower end of the pyramid contains activity aimed at all young people in Southwark, and includes the Karrot Youth Inclusion Project - a partnership between the Police, the Youth Offending Team, Education Services and Social Services that has reached thousands of young people aged 11-15.
- The Youth Offending Team partnership programme, the School Beat Officer programme, the Youth Services Summer Programme, and the Karrot project have delivered sustained reductions in youth crime and the victimisation of young people. Youth crime in Southwark has seen a dramatic reduction. Youth on Youth crime fell by 17% between 2001-02 and 2002-03 and Youth Suspects reduced by 8%. This has been achieved against a backdrop of an increasing percentage of crime in the borough committed by and on young people.
- The Borough's Safer Schools Partnership, set up in October 2001, has produced a 38% reduction in violent crime involving young people, together with a reduction of up to 95% in calls from some schools for police help. It has been used as a model of good practice by the national Street Crime Action Group in setting guidance for the Safer School Partnership in 100 schools nationally.
- The Targeted Policing Initiative involves enhanced care for victims, access to mediation, and the a police hotspot team to arrest perpetrators and work in a positive way with neighbourhood wardens and Housing Officers to reduce hate crime. This project was granted demonstration status by the Home Office in 2003, and is seen as one of the best of such programmes in the country. As a result of the Targeted Policing Initiative, race hate crime dropped from 117 reported cases in June 2000 to 54 cases in June 2002. In the year 2002-03, there was a 39% reduction in race crime.
- The SSP Hate Crime Sub-Group has funded a borough-wide campaign against hate crime, which has included a poster campaign to raise awareness and encourage reporting.
- The Serious & Violent Crime Sub-Group has developed a project to mobilise young people in Southwark against guns and raise the awareness of the dangers associated with guns. More than 600 young people have attended open days and gone through the Boyhood to Manhood programme run by a voluntary group, which works with hard to reach young black males through a mix of mentoring and other activities.

- Southwark also has 10 School Beat Officers (SBOs) working with all secondary schools and two SBOs for primary schools.
- The Drug and Alcohol Action team (DAAT) has funded a Drugs Focus Desk in the intelligence unit at Southwark Police station. This provides information and trend analysis to inform policy development and provides the public with a central contact point to register complaints and concerns about drug dealing on their estates, proactive police operations, and multi-agency activity following drugs seizures to disrupt the drugs market. It also offers reassurance and ensures that the community is protected. The DAAT also contributes funding to a problem-solving operation to tackle drugs markets. This involves a proactive police operation, in partnership with local treatment providers and other support services. This is being piloted in Southwark on behalf of the Territorial Policing Unit at New Scotland Yard. Additional resources and procedures are being implemented that should result in higher levels of assessment, with a target of 60 people per month to be referred to treatment
- The Southwark Anti-Social Behaviour Unit (SASBU), Southwark Police and the DAAT have developed an innovative Crack Protocol to close down Crack Houses. This initiative has been awarded a national Home Office award for best practice in dealing with Crack. Over the last year, activity has been concentrated on 12 estates, and over 80 enforcement actions took place.
- Each Council department must show in its business plan how it is complying with S17 of the Crime & Disorder Act in delivering services. For example, Environment & Leisure is focussing resources on developing Warden Schemes, and a Borough CCTV scheme controlled by a centralised control centre at Southwark Police Station and Street Action Teams. The Housing Department has invested in setting up the Southwark Anti-Social Behaviour Unit (SASBU), which is also based at Southwark Police Station. It has a seconded police sergeant, constable and a youth offending team worker, as well as a number of housing officers.
- The Council has introduced a reassurance project, which maximises the efforts of local agencies and communities by carrying out local environmental audits and then prioritises action to improve the area through the removal of graffiti and abandoned cars. This project operates in three wards in the borough and involves providing extra resources to tackling these local priorities. The audits have resulted in improved lighting and cleanliness in subways at the Elephant & Castle, enforcement action against owners of poorly maintained land, litter picking of grassed area and enhanced street cleaning. Overall, the borough has identified a further £3 million to improve its street cleaning.
- In 2002-03 Southwark achieved the highest reduction in street crime in London of 29%. The SSP formed a Street Crime Management Panel, where partners from the key agencies (Police, Social Services, the Youth Offending Team, Probation and Education) review cases of people arrested for street crime to see what can be offered, like access to youth programmes, to reduce the likelihood of reoffending.

- Our targets for substance misuse and young people include education and advice for all young people in the borough and their parents and carers with treatment where needed. All schools in the borough will have a drug related incident policy in place by 2004.
- As part of the Council's strategy for a cleaner environment and safer neighbourhoods, targets are set for clearing 90% of fly tipped rubbish within 24 hours. In the first quarter of 2003-04, performance was 91.33%. In the same period, 365 enforcement notices were issued. One important element of this campaign is the role of the Street Leaders, who are local residents recruited to report problems of lighting, street scene, vandalism.
- As part of the Council's cross-cutting strategy to improve the health of the Borough, targets are set for increasing visits to leisure centres in the Borough by 11-19 year olds. The target for 2001-02 was 8,013 visits, the achievement was 15,572 visits, a 113% increase on the previous year. In 2002-03, the target was set at 17,519 and the achievement was 25,813, a further increase of 66%. This is likely to contribute to a drop in young people becoming involved with crime.

21. The table below sets out major future projects and plans identified to cut crime and the fear of crime over the coming year.

Project	Action	Targets/ Milestones	Key Plan/ Strategy	Lead Officer
Reduce crime in neighbourhoods and hot-spots	<ul style="list-style-type: none"> • Develop Anti-Social Behaviour Strategy & Action Plan. • Implement CCTV Strategy • Install motor cycle locking points & continue to secure car parks by design • Extend the Eldercare Crime Prevention Service to the Borough • Extend Warden Schemes • Implement Safer Neighbourhood Policing teams in 3 Wards/ Community Council areas in Southwark 	<ul style="list-style-type: none"> • Reduce vehicle crime by 30% from 1998/9 – 2004 • Reduce domestic burglary by 25% from 1998/9 – 2004 • Reduce robbery by 14% from 1999/00-2005 	Crime and Disorder Strategy	Adrian Rabot
Reduce involvement of young people in crime as victims and perpetrators	<ul style="list-style-type: none"> • Extend the SkyVoc Young Victims Project • Extend and develop the Gangs Disruption Programme 	<ul style="list-style-type: none"> • Youth PSA crime and re-offending targets 	Crime and Disorder Strategy	

	<ul style="list-style-type: none"> • Extend & develop the Community Reparations Programme • Continue to support the provision of the Karrot and Safer Schools programme across the Borough 			
Reduce hate crime and serious and violent crime	<ul style="list-style-type: none"> • Develop a Hate Crime Strategy • Raise the profile and awareness of Hate Crime in the community through a communications programme • Develop Assisted Reporting of Hate Crime • Improve the capacity and the engagement of the voluntary sector to support victims of hate crime. 	<ul style="list-style-type: none"> • Racial incidents BVPI 	Crime and Disorder Strategy	
Reduce drug – related offences and improving treatment	<ul style="list-style-type: none"> • Commission a crack and stimulant service providing access to structured community services • Reduce waiting times to access specialist treatment prescribing services, in patient de-toxification and residential rehabilitation provision. • Develop an integrated system with clear pathways for client groups • Develop comprehensive service specifications with targets for capacity improvement for service development. 	<ul style="list-style-type: none"> • Reduce use of Class A drugs and frequent illicit drug among all young people under 25, especially vulnerable. 	Crime and Disorder Strategy	

MAKING SOUTHWARK CLEANER AND GREENER

22. In 2001, Southwark recognised it had a problem with performance on the environment and decided to take radical action. It created a new Directorate of Environment and Leisure and committed itself to improving environmental services. This commitment is set out clearly in all its high-level policy documents, including the Community Strategy, in which Making Southwark Cleaner and Greener is one of the five priorities for the Borough.
23. Since that time, the Council has substantially increased revenue expenditure and capital investment. This includes making capital provision for a Waste Management PFI scheme, and improvements to parks, as part of a cleaner, greener, safer programme. An additional £3.9m of capital resources were set aside for local Community Councils to select their own local cleaner, greener, safer schemes. This resulted in 73 schemes being identified, 1200 new litter bins, 434 new light columns, 350 replacement trees and 220 trees in new sites.
24. The result of this prioritisation, investment and improved management has been a rapid and dramatic impact on environmental indicators and the level of service delivery. Since 2001-02, performance against key environmental indicators has risen considerably.
25. Recycling rates in Southwark in 2001-02 were one of the lowest in London, at 3.6%. The figure for 2002-03 rose to 4.7%, and in February 2004 stood at 8.5%. The rate for year end will be approximately 9%.
26. In April 2002, the Council introduced a door-to-door collection service to all street based properties. Initially for paper only, the scheme was extended to include glass and cans in March 2004.
27. In addition, to ensure recycling opportunities for all residents, over 250 estate recycling sites have been put in place, equating to one site for every 350 dwellings, and exceeding considerably the Mayor of London's recommended density of 1 site per 500 dwellings. Complementing the estate recycling sites are 50 new 'bring sites', strategically located at supermarkets, parks and major transport and shopping areas.
28. Other initiatives to increase recycling within the borough include a new Reuse and Recycling Facility and a Recycling handling facility at Manor Place Depot; the provision of subsidised compost units; the recycling of paper from over 75% of schools in the borough, and a publicity campaign to raise awareness and encourage sustainable waste management practices in all sections of the community.
29. The cleanliness of the Borough has also been transformed. The residents' satisfaction survey in 2002 made it clear that what most people wanted was for the borough to be cleaner. In response, the Council created a new internally delivered service, 'Southwark Cleaning'. The organisation was set up from scratch in three months, with an increase in street workforce from 450 to 700 operatives, all working to local beats on a neighbourhood model.

30. There was a 25% increase in cleanliness standards across the borough. (71% of roads inspected were of a high or acceptable standard pre 1 April 2003, 90% by year end). Additionally, 95% of graffiti and over 95% of dumped waste is now cleared within 24 hours, as opposed to less than 85% previously.
31. Additionally, there has been an emphasis on improved enforcement, public awareness and community involvement. The level of fixed penalty notices for littering and illegal dumping rose from 0 in 2001-02 to 826 in 2003-04. 91 prosecutions were levied for environmental health matters, 154 street leaders have been recruited, over 70 schools involved in recycling and environmental campaigns, and a new dedicated community street improvement team has been created.
32. Community wardens working on the crime and grime agenda have also been part of the push on 'cleaner, greener, safer'. The Council increased the number of schemes from two to seven in 2003-04, and with 80 wardens, now has the largest warden service in the country, with plans to extend to further areas of the borough and to parks in early 2004-05. Some of the achievements of these wardens include successfully working in partnership with the London Fire Service and Housing on Bonfire night to reduce deliberate fires and arson in a known arson hotspot. Wardens have worked closely with Southwark's Anti Social Behaviour Team in gathering a considerable amount of intelligence on perpetrators of ASB, which resulted in the issuing of eight Anti Social Behaviour Orders. Wardens also work in close partnership with the Police to gather critical intelligence on known 'Crack Houses', which resulted in a closure of a number in scheme areas.
33. All Warden schemes have worked proactively to reduce the amount of graffiti in all areas, have assisted in the removal of hundreds of abandoned vehicles and have provided intelligence that lead to a successful prosecution for fly-tipping. Wardens have contributed to the 'Safer' or 'Reassurance' agenda through targeted patrols in crime hotspots. They have also provided victim support and crime prevention advice to a large number of vulnerable residents across the borough. In addition, the sharper focus on enforcement has dramatically improved compliance by local businesses.
34. The biennial MORI surveys of public satisfaction indicate that net public satisfaction with parks in Southwark continued to increase (in the 2002 survey from 57%-61%). Southwark has had great success in securing external funding for investment in its parks: Southwark Park, for example, has been transformed with an investment programme of £4m. Major investment programmes are also in process for Peckham Rye Park (£3.2m) and Dulwich Park (£4.5m). A variety of other smaller projects (totalling almost £5m) are intended to improve sports facilities and enhance the enjoyment of other parks in the borough.
35. The Council has also tackled other areas of the environment, such as abandoned vehicles and de-cluttering. Abandoned vehicles has been identified as an e-government project in the Council's forward@southwark improvement programme, which has resulted in an improvement to the service to the public by the introduction of a call centre, and the implementation of a system which allows a member of the public to track vehicle status by one phone call. This has resulted in the turnaround times

on abandoned vehicles improving considerably, from 14 days in 2001-02 to 4.5 days in 2003-04.

36. The Council has also recruited a dedicated team, which targets persistent offenders in relation to all nuisance vehicles in the borough. Several 'blitzes' have been carried out on garages and illegal traders across the borough. The team has also begun to build relationships with neighbouring boroughs to avoid direct displacement of the problem.
37. A project to de-clutter the public realm of old or unwanted signage resulted in over the removal of 653 illegal or redundant signs and an action plan to limit the installation of new unwanted signage in the future.
38. Public lighting has continued to provide an upper quartile performance in terms of lights working at any one time, and costs have been reduced sufficiently to move from being the 24th most expensive borough to 9th.
39. In addition, the Council has introduced a wide range of customer care initiatives that have had a dramatic impact on the quality of services experienced by the public. For example, the environment call centre has increased the percentage of calls answered within 15 seconds from under 40% to over 90%.
40. Southwark's environment department has also fully embraced the liveability agenda, creating a 'Living Southwark' approach to managing the public realm. Pilot projects are underway to manage the public realm proactively, by creating street action teams that link into the Community Councils; by mapping all public investment on GIS and co-ordinating physical interventions in an area; by creating a design excellence strategy; through 'cleaner, greener, safer' special planning guidance and pilots in the Walworth road and Rotherhithe to create a design character for the area.
41. The following table sets out a number of key actions that have been recently undertaken or are planned.

What actions will we take?	Update	Which other partners are involved?
Implement Waste Management Strategy (PD)	<p>Waste Management Strategy adopted by Executive 23 November 2003.</p> <p>Implementing the Strategy:</p> <p><u>Short Term</u></p> <ul style="list-style-type: none"> • Borough wide door to door recycling scheme extended to include glass and cans - commenced 9 February 2004 • 200 estate based recycling sites around the borough • 50 new bring sites around the borough 	<ul style="list-style-type: none"> • Southwark Community Recycling • Waste Recycling Group • London Recycling Fund • London Remade • Community Recycling Network • Greater London Authority • DEFRA

	<ul style="list-style-type: none"> • Borough wide seasonal green waste collection service to be launched May 2004 • New Recycling and Reuse Centre opened at Manor Place Depot – December 2002 • New bulking facility opened Manor Place Depot – April 2004 • Bulky household waste and dumped waste segregated and recycled – January 2004 • Business Waste Recycling Scheme established • Education and awareness campaign established – January 2004 <p><u>Medium to Long Term</u></p> <ul style="list-style-type: none"> • Site identified in UDP for new waste facility • Options analysis on all available technologies undertaken to determine reference project • Funding structure in place for land acquisition and design, build and operate Private Finance Initiative • Business Plan established to build new Environmental Future centre at Chumleigh Gardens to include community organic recycling centre • Site identified in the south of the borough for new Reuse and Recycling Centre 	
<p>Develop a neighbourhood approach to service delivery, which encourages people to take pride in their locality. There will be a greater focus on enforcement and better publicity and access for customers (PD)</p>	<p>Development of Street Action Teams (see last box). The new borough wide cleaning service is managed in 4 areas each of which feeds into 2 Community Council areas and 4 Housing Neighbourhoods.</p> <p>The new service was specified to deliver local solutions to local problems recognising that all parts of the borough have different challenges. The in house delivery ensures that flexibility as well as high visibility through the strong brand of 'Southwark Cleaning' are key drivers for encouraging community pride.</p>	<ul style="list-style-type: none"> • Community organisations such as Groundwork Trust • Encams • Environment Agency • Home Office • Police • Association of London Government

	<p>Underpinning the new service delivery arrangements are a robust education and awareness raising programme and a zero tolerance approach to envirocrime enforcement.</p> <p>Examples of the work on Education/Awareness Raising include:</p> <ul style="list-style-type: none"> • High profile publicity campaign – drop it and cop it • Shop em and stop em campaign targeting graffiti • Launch of the London Environmental Schools Awards • Bin it to win it – rewarding people for using the bins • Envirocrime stickers – to raise awareness of 'Envirocrime' • Launch of the street leaders scheme <p>The zero tolerance approach to enforcement against envirocrime is starting to change perceptions. A dedicated team of 13 officers now undertake enforcement action as a matter of course and the seconded Police Officer to the service assists in delivering our objectives.</p> <p>During 2003/04 898 Fixed Penalty Notices and 40 prosecutions have been delivered for issues ranging from dog fouling to fly tipping.</p> <p>Coupled with this, income from tackling fly posting and abandoned shopping trolleys comes to over £100,00 over the last 18 months.</p>	
<p>Put measures in place to achieve the expected standards of air quality (AB)</p>	<p>There are 83 measures in the AQ improvement plan agreed by Members in Jan 2003. There is not space here to record the current status of all these.</p> <p>Producing Update Screening Account (USA) 2nd part of the review and assessment process of Local Air Quality Management.</p>	<p>There are a vast number of partners which include DEFRA, GLA / TFL, ALG, other London Boroughs, Environment Agency, other regulatory bodies, representative bodies of industry, passenger and haulage transport, construction industry and many more</p>

<p>Award a new borough wide cleansing contract, managed on an area basis (PD)</p>	<p>New borough wide cleaning contract commenced on 1 April 2003. The new service is delivered in-house through Southwark Cleaning. New service is managed in 4 areas each of which feeds into 2 Community Council areas and 4 Housing Neighbourhoods</p> <p><u>Performance 2003/04</u></p> <ul style="list-style-type: none"> • 89% of roads of a high or acceptable standard when inspected compared to 71% in 2002/03 • 95% of fly tips removed within 24 hours • 95% of graffiti removed within 24 hours or 4 hours if racist or obscene 	
<p>Establish and environmental call centre so that customer enquiries can be dealt with quickly and efficiently (DC/AG)</p>	<p>Operational since October 2002. Service levels have increased and corresponding abandoned percentages decreased. Reduction in complaints both by inability to get through to contact centre and from back office service failures. Improvement in front and back office working relationship. Process mapping and process improvement combined with training plan for ITECHS, Confirm, ECC combined application and Customer Focused call handling techniques.</p>	<p>Back office: interaction to provide seamless end to end service Mitel: telephone supplier ASC Telcom: voice recording system</p>
<p>Produce a 'State of Local Environment' report (GD)</p>	<p>No progress to report at present.</p>	
<p>Build a proper recycling facility in Southwark (PD)</p>	<p>New recycling facility established at Manor Place Depot. Facility consists of:</p> <ul style="list-style-type: none"> • Reuse and Recycling Centre • Bulking facility for Paper, glass, cardboard and cans • Bulking Bays for Wood, metal, rubble, green waste. 	<ul style="list-style-type: none"> • Southwark Community Recycling • London Recycling Fund • London Remade • Community Recycling Network • Greater London Authority • DEFRA • Private Sector

	<p>Larger facility will be established as part of the proposed PFI to deliver the Council's long term recycling and recovery targets of 50% and 75% respectively. New facility will include:</p> <ul style="list-style-type: none"> • Reuse and Recycling Centre • Material Recycling Facility (MRF) • In vessel composting unit • Mechanical Biological Treatment facility 	
Extend kerbside recycling to include other materials in addition to paper (PD)	<p>Glass and cans added to the Council's existing paper only door-to-door recycling scheme on 9th February 2004. The addition of glass and cans has resulted in a 100% increase the amount of tonnage collected through the door-to-door scheme.</p>	<ul style="list-style-type: none"> • London Recycling Fund • Greater London Authority
Establish Street Leader Scheme in 5 priority neighbourhoods (PD)	<p>Street Leaders scheme established from March 2003. To date the Council has 154 street leaders and the scheme is being extended borough wide in 2004/05. A Junior Street Leader scheme is also being introduced.</p>	<p>Police, neighbourhood groups</p>
Ensure, through the Southwark Plan (Southwark's UDP) that land use proposals support more sustainable development (JS)	<p>The Southwark Plan 2004 (Second Deposit UDP) is going to consultation on April 30th 2004 for six weeks until June 11th. There will then be further revisions and consultation before the public inquiry, which is planned for March 2005.</p>	<p>The Council is the lead agency, all interested residents, groups, businesses and statutory organisations are involved in a five year consultation process</p>
Introduce mini recycling centres for blocks of flats (PD)	<p>200 mini recycling sites have been established on both public and private estates during 2003/04. In addition 50 new mini bring recycling sites have been established. Currently, only approximately 10% of Southwark residents do not receive a door to door collection or have easy access (1 site per 300 dwellings) to a mini recycling facility.</p>	<ul style="list-style-type: none"> • London Recycling Fund • Greater London Authority

	It is intended to extend coverage to 100% of the borough's residents in 2004/05.	
Employ neighbourhood wardens (DW/CG)	Community Warden Teams are operating in Peckham, Camberwell, Aylesbury, Elephant & Castle & East Street, Bermondsey, Walworth Rd and the Bankside & Pool of London area. Two new schemes are being developed in the Rotherhithe area, due to come on line in Summer 2004 and Dulwich, in Spring 2005. There are currently 51 wardens in post, which will increase, to 75 by Summer 2005. All warden schemes work with a range of agencies.	Police, Better Bankside, Pool of London partnership, Southwark Alliance, ODPM MPS, London Fire Service, Voluntary Sector Organisations, Victim Support, Local Regeneration agencies, including Pool of London and Better Bankside Partnerships, New Deal for Communities, SRB, DVLA, ODPM, Neighbourhood Warden Unit, Guys Hospital, Kings College, Local Businesses & Tourist Attractions, Tenants & Residents Associations, Registered Social Landlords, Churches, Youth Providers, Schools, Groundwork Trust, Sheltered Housing for the Elderly & those who have Mental illness, Local Drug and Alcohol Services, Southwark Drug & Alcohol Action Team. Southwark Youth Offending Team, Southwark Anti-Social Behaviour Unit, Southwark Mediation Service, Transport for London, Rail Track, Street Leaders, and ENCAMS. Wardens also work directly with a majority of the Council departments
Give Borough wide coverage to Multi-Functional Street Action Teams (SAT) to improve local environment and help tackle anti-social behaviour related to environmental crimes (e.g. Vehicle crime) (SB-D)	The Street Action Teams are now borough-wide (eleven established) and are a major link in connecting environmental and social issues and introducing short-term and developing long term solutions to problems. Environmental audits are undertaken that basically address short term issues, such as litter, flytipping etc. and long term issues are addressed at Street Action Team meetings such as cleaning run down	Cross departmental working. Police, Voluntary sector, local businesses. Other partners particularly youth providers (internal and external) and Community Involvement and Developmental Unit. External organisations such as Renew Trust and Ilderton Motor Project. Will involve other partners as SATs develop.

	sites/locations (grot-spots), CCTV surveillance, linked to the more positive schemes such as creating a motor project for Bermondsey youth and the investigation to establish an electric goods recycling and training factory/workshop	
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Lead Officer	Nathalie Hadjifotiou	
Report Authors	Nathalie Hadjifotiou/ Gill Davies/ Adrian Rabot/ Steve Tennison	
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CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / EXECUTIVE MEMBER		
Officer Title	Comments Sought	Comments included
Borough Solicitor & Secretary	No	No
Chief Finance Officer	No	No
Executive Member	No	No
Date final report sent to Constitutional Support Services	14.4.04	

APPENDIX 1: FRAMEWORK FOR INTEGRATING COMMUNITY STRATEGY, NEIGHBOURHOOD RENEWAL AND INDIVIDUAL AGENCY TARGETS

Note: Neighbourhood Renewal Floor targets in Bold; Objectives and targets not yet finalised in italics.

CS PRIORITY	CS / NR OBJECTIVES (Provisional)	TYPES OF TARGETS (Provisional)	PSA / FLOOR TARGETS	LEAD PARTNERSHIP	LEAD AGENCY
Tackling Poverty	<input type="checkbox"/> Close the deprivation gap between priority neighbourhoods and borough as a whole	N'hood targets - SRB/NDC/NM2 targets	Area – level targets in each scheme that relate to PSA/floor targets	Southwark Alliance	Accountable Body usually Southwark Council
	<input type="checkbox"/> Build cohesive and empowered communities	Cohesion targets/MORI satisfaction survey/ Equality targets	<i>To be identified from 'national' basket of cohesion indicators at completion of Cohesion Pathfinder in September 2004</i>	Southwark Alliance	Southwark Council
	<input type="checkbox"/> Increase participation in employment	NR floor target and sub-targets	Over 3 years to Spring 2006, increase employment rates of disadvantaged areas and groups (lone parents, ethnic minorities, people aged 50 and over, those with lowest qualifications) and reduce gap in local employment rate and overall national rate (PSA)	Southwark Alliance (Employment Task Group)	Job Centre Plus
	<input type="checkbox"/> Enhance the sustainability of local businesses	Decent homes target Any 'new unit' targets	Further work required to refine objective, targets and responsibilities linked to the Enterprise Strategy	Southwark Alliance (Enterprise Task Group)	Southwark Council

	<ul style="list-style-type: none"> ❑ Improve access to and quality of affordable / social housing 		<p>By 2010, bring all social housing to decent condition, and increase proportion of private housing in decent condition occupied by vulnerable groups</p>	Southwark Alliance	
Making Southwark Cleaner and Greener	<ul style="list-style-type: none"> ❑ Improving the quality of our streets and estates 	BVPIs on street and estate cleaning	<p>LW07 Percentage of streets cleaned to grade B or better LW 11 Cleanliness index for housing estates LW16 Percentage of flytips cleared within 24 hours</p>	Southwark Alliance	Southwark Council
	<ul style="list-style-type: none"> ❑ Improve the quality of our public spaces 	Public perception surveys Investment in cleanliness of parks	<p>Mori survey LW10 Cleanliness Index Parks LS08 Annual cost of maintenance per hectare</p>	Southwark Alliance	Southwark Council
	<ul style="list-style-type: none"> ❑ Reducing the number of environmental crimes in the borough 	Enforcement targets	<p>LP03 Number of parking charge notices LW21 Number fixed penalty notices issued LP02 Time taken to remove an abandoned vehicle</p>	Southwark Alliance	Southwark Council
	<ul style="list-style-type: none"> ❑ Minimising waste and increasing recycling 	Recycling BVPIs	<p>BV82a Percentage of household waste being recycled BV82b Percentage of household waste being composted BVPI Percentage of population served by kerbside collection of recyclables</p>	Southwark Alliance	Southwark Council

Cutting crime and Fear of Crime	<ul style="list-style-type: none"> ❑ Reduce crime in neighbourhoods and hot-spots 	Overall crime target, street crime, domestic burglary, vehicle crime	Reduce vehicle crime by 30% from 1998/9 – 2004 Reduce domestic burglary by 25% from 1998/9 – 2004 Reduce robbery by 14% from 1999/00-2005	Safer Southwark Partnership	Metropolitan Police & Southwark Council
	<ul style="list-style-type: none"> ❑ Reduce involvement of young people in crime as victims and perpetrators 	Youth crime targets	Youth PSA crime and re-offending targets	SSP	Metropolitan Police and Southwark Council
	<ul style="list-style-type: none"> ❑ Reduce hate crime and serious and violent crime 	Hate crime targets SVC targets	Racial incidents BVPI Other targets to be identified in new hate crime strategy by June 2004	SSP	Metropolitan Police & Southwark Council
	<ul style="list-style-type: none"> ❑ Reduce drug – related offences and improving treatment 	DAAT targets	Reduce harm caused by drugs by reducing use of Class A drugs and frequent illicit drug use among all young people under 25, especially vulnerable (+ other DAAT targets?)	SSP	Metropolitan Police, Southwark Council and Southwark PCT
Raising standards in our schools	<ul style="list-style-type: none"> ❑ Give children a good start in life 	Sure Start and KS1 targets	Local Sure Start targets	Children & YP Board	Southwark PCT, Southwark Council
	<ul style="list-style-type: none"> ❑ Improve achievement at Key Stage 2 	KS2 / attendance	85% of 11year olds at KS2 Level 4 in English and Maths by 2004 (90% by 2007), with reduced number of schools by 2006 where fewer than 65% achieve Level 4 or above	Partnership structure for education under development following joint Council/DfES	Southwark Council

	<ul style="list-style-type: none"> □ Improve achievement at KS3 and at GCSE 	KS3/GCSE /attendance	<p>By 2004, reduce school truancies by 10% compared to 2002, and sustain new lower level</p> <p>By 2004, 75% of 14 year olds achieve level 5 or above in English, maths and ICT (70% in science), and number of schools where fewer than 60% achieve this level is significantly reduced.</p> <p>No school with less than 20% of pupils by 2004 and 25% by 2006 gaining 5+GCSE A*-C</p> <p>At least 38% of pupils in the authority getting 5+A*-C GCSE by 2004</p> <p>Reduce school truancies by 10% between 2002-2004 and sustain lower level</p>	review	<p>Southwark Council</p> <p>Southwark Council</p> <p>Southwark Council</p> <p>Southwark Council</p> <p>Southwark Council</p>
	<ul style="list-style-type: none"> □ Improve participation in post-16 education and training 	Staying on Adult participation rate	<p>Youth PSA staying-on rate target</p> <p>Reduce by 40% the number of adults who lack NVQ2 or equivalent qualifications by 2010.</p>		<p>Learning and Skills Council/Southwark Council</p>

	<input type="checkbox"/> Support parents and develop the role of schools as centres of the community		<i>Objective and targets around school/community links to be further developed</i>		
Improving the health of the Borough	<i>All health objectives and targets to be revised by 31st March – indicative list only</i>	<i>Low birth-weight T Pregnancy Green Paper Targets</i>	Starting with children under 1 year, by 2010 reduce by at least 10% the gap in mortality between 'routine and manual' groups and the population as a whole <i>Reduce the under 18 conception rate by 15% by 2004 and 60% by 2006.</i> By 2010, reduce by at least 10% the gap between local rates of life expectancy and the population as a whole	<i>Health Improvement & Modernisation Board</i> HIMP / CYPB HIMP HIMP	PCT/Southwark Council PCT/Council PCT/Council PCT/ Southwark Council

Note: Targets in bold are the NR and deprivation PSA targets. *Notes in italics indicate where partnerships/lead agencies will finalise appropriate objectives and targets.*