

## APPENDIX 1

### Borough Plan Interim Performance Report 2018/19 – 2021/22

#### Leader's Foreword

As Leader of Southwark Council, I am proud of our continued record of delivery for our residents, even during the most difficult years we have faced as a borough. The COVID-19 pandemic has had a huge impact on our borough, including sadly the loss of many lives. As a council, we took urgent action to respond to the pandemic and I am proud that our staff have gone above and beyond over the last two years to keep frontline services operating and to support residents and businesses through the crisis. This has not been an easy time for any of Southwark's residents, businesses or community groups. But the resilience we have shown as a borough, and the way communities have come together to support our most vulnerable residents, is truly inspiring. We have come so far together, and I am confident that as we continue to work together to overcome the lasting impacts of the pandemic, we will not just rebuild from the crisis, but build something better.

I was elected Leader in September 2020 and I was proud to take forward the incredible work we have done over the last ten years to deliver on commitments to residents: to make Southwark clean, green and safe, to build more homes local people can afford, to create jobs and opportunities for residents and to give young people in our borough the best start in life. In November 2020, we refreshed the Borough Plan, not just to account for the necessary work to keep residents safe and supported during the pandemic, but also to renew our commitment to equality in response to the Black Lives Matter movement. The new Borough Plan reflected our ambition to tackle the climate emergency, continue to build the homes our residents need, and make sure that our young people have the best start in life. It set out our bold commitments to residents and the actions we would take to build a stronger, more equal borough. I am proud that despite the significant challenges of the pandemic over the last two years, we have delivered on those commitments.

We have made great progress on our work to tackle the climate emergency, halving the council's carbon emissions and planting 10,000 trees. We built 255 new council homes and started building another 1,586. We exceeded our ambitious jobs target, supporting 5,500 residents into employment even in the face of repeated lockdowns. We helped 300 people off the streets and into long term homes. We opened our ground breaking new mental health drop in service for young people. We supported over 73,000 vulnerable residents during the pandemic through the Community Hub, distributing over 29,500 food parcels. And we have taken a stand against racism and discrimination in all its forms, putting equality at the heart of everything we do.

I am incredibly proud of all of our staff, partners, community groups, volunteers, businesses and residents who have helped us to deliver this ambitious Borough Plan. There is more to do, and I know that working together, we can build a Southwark where everyone has a home, where everyone can get a decent job, where we end our carbon

emissions, where we break down inequalities and where everyone is empowered to make the best of their life.

A handwritten signature in black ink, appearing to read 'Kieron Williams', written in a cursive style.

**Cllr Kieron Williams**  
Leader, Southwark Council

## Since 2018 the council has...

- ✓ Supported over 73,000 vulnerable residents during the pandemic through the Community Hub.
- ✓ Made significant progress in delivering the Southwark Stands Together recommendations and developed a new equalities framework putting equalities at the heart of everything we do.
- ✓ Supported 5,500 residents into jobs, exceeding our target despite the significant challenges of the pandemic.
- ✓ Supported local businesses through the pandemic with over £253m of support in grants and retail relief.
- ✓ Halved the council's carbon emissions and agreed our climate strategy which has been independently ranked 2<sup>nd</sup> in London.
- ✓ Planted over 10,000 trees.
- ✓ Rolled out free school meals to nursery schools and provided free meals over the school holidays, so no child in Southwark needs to go hungry.
- ✓ Built 255 new council homes and started construction on another 1,586 since 2018, on track to exceed our target to build or start construction on more than 2,500 new council homes by May 2022.
- ✓ Provided emergency accommodation to 447 rough sleepers during the pandemic, and supported 300 people off the streets and into long term homes.
- ✓ Launched the new young person's mental health drop-in centre, The Nest, providing over 400 individual levels of support in addition to one-off visits since the service opened in May 2020.
- ✓ Opened new libraries, including the Walworth Library and Southwark Heritage Centre, which has hosted 2,000 visitors per week.

## Keeping Southwark safe during COVID-19

COVID-19 has had a huge impact on our borough and the council has worked hard to keep residents safe, informed and supported during the pandemic. During this unprecedented challenge for the council, we have kept frontline services operating while also support residents and businesses through the crisis. From setting up the Community Hub to support tens of thousands of residents with food, medicines and other support, to distributing millions of pounds of grants and relief to local businesses, we have been on the side of our communities supporting them through this very difficult period. The resilience and response of our communities has been incredible, and the borough has come together to support our residents through the crisis in ways that should make our whole community proud. We will continue supporting residents and businesses through the pandemic and recovery.

### We have:

- Supported over 73,000 vulnerable residents through the Community Hub, including providing over 29,500 food parcels for those who needed them most, making 89,370 welfare calls and making over 13,000 referrals.
- Supported over 119,000 people registered with a Southwark GP to get at least one dose of their Covid vaccine (67% of the population aged 16 and over). We have worked closely with the NHS to improve access for our residents and uptake, including identifying a range of vaccination centres, promoting vaccine take up through a wide range of channels and working with community groups to support those hesitant to come forward.
- Created the Community Support Alliance, working together with the NHS and local voluntary and community groups and charities to provide continued support.
- Launched the Community Health Ambassador programme to develop relationships with our communities and share quality information about preventing COVID-19, accessing testing, vaccines and support to isolate. We have trained 97 ambassadors who are working with our most deprived and under vaccinated communities, and over 70% are from Black, Asian and minority ethnic communities.
- Trained 70 contact tracers to support the nationally led NHS Test and Trace, exceeding our 80% target of Covid cases contacted and traced using our system.
- Ensured that social care, schools and community services had access to appropriate PPE, testing and support.
- Ensured that 100% of all those within the Clinically Extremely Vulnerable (CEV) group assessed as requiring additional tailored support received it - this included over 4,000 residents within the CEV group.
- Taken over 19,000 actions through our Regulatory Services teams to support businesses in being COVID-19 compliant.
- Maintained regular contact with around 10,000 vulnerable council residents throughout the pandemic through our Residents Services teams.

- Worked with voluntary sector partners to establish an annual 'Connected at Christmas' campaign to support vulnerable people and tackle loneliness.
- Supported more than 5,500 vulnerable residents through the Southwark Emergency Support Scheme since the start of the pandemic.
- Provided 19,000 low-income households with support with energy costs through the Southwark Energy Support Fund this winter, working with VCS partners to identify vulnerable residents, and lobbied government alongside members of the Southwark Community Support Alliance, to put long-term measures in place to tackle the cost of living crisis and rise in energy bills.
- Used every channel available to us to get key messages out to local people and keep them safe, including regular e-newsletters, councillor briefings, additional COVID-19-specific editions of Southwark Life magazine, social media posts, regular updates for our faith leaders, translated materials, park and street signage, DigiVans and outdoor advertising.
- Worked with the NHS to support effective health recovery in Southwark following the pandemic.
- Successfully lobbied government to provide the funding and resources needed to effectively respond to the pandemic, and pushed for more funding to support low income families.

## **Southwark Stands Together**

As a council, we have always been committed to breaking down inequality and creating a fairer, more just society. The pandemic shone a light on wider inequalities that persist in our society, and the council has worked with local communities to identify and implement solutions to entrenched racism and injustice through Southwark Stands Together, our borough-wide response to these challenging issues. Southwark Council will always strive to be at the forefront of tackling racism, discrimination and inequality and we have challenged ourselves and others to be better at every opportunity. Over the last two years, we have taken significant steps to strengthen our approach to equalities, embedding it further in everything we do as a council. We will continue to take action across all areas of the council's work, and to work with our communities, partners, faith groups, charities and voluntary organisations to take positive action to make Southwark a fairer and more equal borough.

### **We have:**

- Developed a new equalities framework entitled “a fairer, more equal Southwark” putting equalities at the heart of everything we do.
- Prioritised funding programmes that are in line with the Southwark Stands Together initiative, including the development of a new £152,000 Culture Grant programme.
- Reviewed the council's grants to make sure they develop the best value for communities and remove barriers to equal access to funding, particularly for Black, Asian and minority ethnic groups. We have approved the allocation of an additional £400k in grant funding with £200k of this to be available specifically for groups that self-identify as Black, Asian and minority-led.
- Launched the Black on Board - Diversifying Arts Boards programme in Southwark to help the borough's arts organisations to diversify their boards. 17 individuals from Black, Asian and minority ethnic backgrounds are participating in the programme with 11 confirmed organisations.
- Launched Southwark's “I Create...”, a research and development fund for Black, Asian and Minority Ethnic artists to help them develop and deliver creative ideas, with support from one of Southwark's leading creative organisations.
- Developed a new process for recording and evaluating the cumulative impact of our budget changes across each of the protected characteristics.
- Coordinated a joint letter to the Home Office, signed by over 20 community organisations and our local MPs, calling on the Home Office to release local authority level data about the Windrush compensation scheme. We will continue to work with the Windrush Justice Partnership and advocate for better information about and support for Southwark applicants to the compensation scheme.

- Supported the successful delivery of the Black History Month grants programme, funding 21 events in 2021, and promoted Southwark-based Black History Month events through the Southwark Presents website and social media channels.
- Supported 157 unaccompanied asylum-seeking children since 2018 – our legacy of supporting many children in recent years can be seen in the very high numbers who have gone on to become our care leavers and the more than £1 million annual investment in their wellbeing provided by the council over and above the insufficient government funding provided.
- Opened a pop up LGBT+ cultural space in Bankside and started building the permanent space at Bankside Yard - the first such venue secured through planning powers in London.
- Approved a new delivery plan to respond to the risks of radicalisation and violent extremism. Southwark's programme has now successfully engaged with 22,147 residents and professionals through training, projects, and support offers, helping to build the resilience of communities against the harmful, hateful narratives of terrorists and violent extremists.
- Tackled hate crime through a victims-led approach, including training for staff and volunteers, working with victims to ensure they are satisfied with the process and outcome.
- Established a Youth Independent Advisory Group (YIAG) with over 25 members who are driving work linked to all aspects of Community Safety across Southwark to ensure the voice of those most affected influences our approach. Their work includes improving relations with the police, specifically Stop and Search, through events with young people and Police, Violence against Women and Girls and the work in schools through Safer Streets work and work linked to serious youth violence.
- Supported and promoted the EU settlement scheme resulting in over 63,000 applications for settled status in Southwark.
- Welcomed and provided wraparound support to around 260 Afghan refugees arriving in our borough as they start to rebuild their lives in the UK and the council is currently providing much needed support to over 270 migrant households through the NRPF service.

## **A green and inclusive economy**

Southwark has a thriving local economy and our businesses and employers are an essential part of what makes Southwark a unique place to live and work. Over the last 4 years we have continued to grow Southwark's economy, create more jobs and opportunities for local residents, and campaign for better work and more quality, well paid jobs. COVID-19 has had a huge impact on our economy and on local businesses, and the council has prioritised supporting businesses through the pandemic, setting up a hardship fund and distributing hundreds of millions of pounds of grants and rate relief. Despite the pandemic, we have continued to create new jobs for residents, exceeding our 5,000 target - an incredible achievement in spite of the significant challenges of the pandemic and repeated lockdowns. We have also ensured a green economic recovery, with green new jobs that contribute to tackling the climate emergency, from retrofitting homes to EV charging points to cycling infrastructure.

### **We have:**

- Supported 5,500 residents into employment across all council initiatives exceeding our ambitious target.
- Created over 500 green jobs.
- Created over 2,000 apprenticeships, more than any other London borough, and supported 240 young people to take up paid internships, despite the significant challenges of the pandemic.
- Supported local businesses through the pandemic with over £253m of support in grants and retail relief, including £18.3m in discretionary grants, getting over 20,000 grants out to Southwark businesses.
- Set up a £2m Business Hardship Fund to support local businesses through the early days of the pandemic, including those who did not qualify for government support – one of only 2 London boroughs to do so.
- Contacted and supported 4,553 local businesses through our business helpdesk throughout the pandemic to help them access support and adhere to restrictions, as well as sharing information and support to over 12,000 businesses through our weekly business newsletter.
- Supported over 160 businesses through the Start Up in London Libraries programmes.
- Supported 12 high streets projects via the High Streets Recovery Fund, with grants totalling £263,124.
- Launched a Young People's Opportunities campaign - our regular email updates are reaching over 2,700 subscribers with news of training and employment opportunities.



- Guaranteed access to education, employment, training or volunteering for every school leaver and ensured that 99.3% of Southwark's 16 and 17 year olds had an offer of an education place, the 4<sup>th</sup> highest in the country.
- Supported 4,333 residents with training through the Southwark Construction Skills Centre since it opened in 2016.
- Supported 118 creative, cultural and tech businesses through business support programmes since 2020.
- Supported over 5,500 cultural events across the borough.
- Created 15 affordable workspace schemes - the schemes deliver 114 affordable workspace or retail units and 300 desks.
- Supported an increase in the number of Southwark Living Wage employers by 113 since 2018, with 234 organisations in Southwark now accredited.
- Gained accreditation from the Mayor's Good Work Standard, recognising Southwark Council as an excellent employer.
- Launched our business resilience support, which will address the needs of many Black, Asian and minority ethnic businesses with the aim of increasing businesses' prospects of applying for future funding. 517 businesses have been assessed as eligible for the programme, with 53% identifying as a minority ethnic business.
- Ensured that 81.3% of client registrations and 84.5% of our job starts through Southwark Works were residents from Black, Asian and minority ethnic backgrounds.

## The climate emergency

Southwark declared a Climate Emergency in 2019, recognising that this is one of the biggest issues affecting our borough, the country and indeed the world. Since then, we have agreed a climate strategy which outlines the bold action we will take to halve emissions in Southwark, and which has been ranked 2<sup>nd</sup> best of all councils in London by independent action group Climate Emergency UK. We have met our target to halve the council's carbon emissions and we are ensuring that our schools, public buildings and council homes contribute to reducing emissions too. We have made it easier to walk and cycle around the borough, moved to 100% renewable electricity and started work on our ambitious plans to retrofit our council homes to make them greener. We've also planted more than 10,000 trees and continued to protect Southwark's green spaces and biodiversity, for all residents to enjoy.

### We have:

- Halved the council's carbon emissions.
- Agreed a climate strategy and action plan which has been independently ranked 2<sup>nd</sup> in London.
- Set up a Citizens' Jury, made up of a representative group of local residents, to make recommendations to tackle the climate emergency.
- Increased the number of green flag parks from 8 to 30.
- Planted over 10,000 trees, exceeding our ambitious target.
- Dedicated more of our highways to zero carbon uses including walking and cycling, delivering over 13k of cycle lanes and creating almost 100 modal filters, School Streets and widened footways.
- Doubled the number of cycle hangars in the borough, working towards every home in Southwark having a safe space to keep a bike.
- Moved to 100% renewable electricity for council operations and communal housing areas, with plans to roll this out further to estates and schools.
- Retrofitted 1,011 council homes to make them greener (improving EPC standard), developing a roadmap to net-zero for all council homes by 2030.
- Consented planning for 429 new low waste, low energy council homes and begun a low embodied carbon pilot scheme at Ann Moss Way to deliver Passivhaus (the highest green standard) homes.
- Installed rooftop solar panels on 7 council buildings.
- Installed new water source heat pumps on 3 estates to replace inefficient boilers and help reduce our carbon footprint, with 4 new air source new heat pumps being installed in council buildings
- Continued the rollout of new LED lighting for all our street lights, with over 6,000 LED lights installed in our street lighting across the borough and 28% of Southwark's street lights converted to energy efficient LEDs.

- Continued to protect and enhance Southwark's biodiversity, with 86% of Southwark's sites of importance for nature conservation positively managed to improve their ecological value and ability to support biodiversity - the 6th highest rate in England.
- Reduced the carbon footprint of our pension fund by 50%, divesting from all direct investments in fossil fuels, and committed to complete decarbonisation of the fund by 2030.
- Ensured that 100% of new homes in Old Kent Road area action plan are carbon neutral and can be connected to SELCHP.
- Installed 379 Electric Vehicle (EV) Charging Points, including 345 new lamp post-charging points, with another 100 currently being installed.
- Installed or started construction on 69 EV Charging Points in the Old Kent Road, with 105 more being granted planning permission.
- Installed 143 new cycle hire docks where people want them.
- Achieved 99% of Southwark's waste now being diverted from landfill for recycling or energy recovery.
- Launched the Back the Bakerloo campaign and got 22,000 Londoners to sign up to support the Bakerloo line extension, as well as gaining support from MPs, London boroughs, businesses and developers.

## Tackling health inequalities

In 2018, the council set out its commitment to reduce health inequality, supporting residents to live healthy lives whatever their background. The need for this important work has become even more stark in light of the pandemic, as the disproportionate impact of COVID-19 has shown the need to break down barriers which affect different communities and prevent people from living a healthy life. We have taken steps to close the gap in health inequalities and strengthen trust in the health system for our Black, Asian and minority ethnic communities. We have also invested in mental health services, supporting almost 10,000 people in the community through the Southwark Mental Health and wellbeing hub, supported survivors of domestic abuse, introduced a Residential Care Charter and provided free school meals over the holidays to ensure that no child in Southwark needs to go hungry.

### We have:

- Supported over 16,000 children through food security interventions including offering food vouchers to families of all free school meal eligible children, and delivering 162,674 meals to over 4,000 children through holiday clubs.
- Redistributed 1,000 tonnes of surplus food to community food projects in the borough.
- Distributed activity packs to 736 families who were accessing community food hubs, containing items such as balls and frisbees so they could be active at home when accessing the programme virtually.
- Funded 15 Black-led organisations to further strengthen trust in the health system and commissioned a Black-led organisation to undertake a review of systemic bias in public health commissioning.
- Trained 202 managers and service leads in ways to tackle health inequalities, as part of our newly agreed health inequalities framework.
- Increased the proportion of Black, Asian and minority ethnic residents taking a Health Check to 60%, exceeding our 50% target.
- Supported almost 10,000 adults in the community through the Southwark Mental Health and Wellbeing Hub.
- Launched the Safe Spaces project - offering a safe space for survivors of domestic abuse to access information and make contact with services, with 42 locations across the borough signed up to the initiative.
- Launched a new targeted sexual health promotion service, "Love Sex Life" in collaboration with Lambeth and Lewisham boroughs.
- Introduce free swimming lessons and developed new outdoor activity opportunities, including family fun fitness sessions at Burgess park and Coin Street, and tennis sessions in Dulwich and Belair parks.
- Delivered 32 controlled crossings (zebras, traffic signals, pelicans/puffins etc.) supported by 111 uncontrolled crossings (pedestrian islands etc.) to support residents when walking and staying active.

- Begun construction of the Aylesbury Health Hub.
- Approved at least 199 new extra care homes.
- Begun construction of a new nursing home at Burgess park, which is due to open shortly.
- Introduced a Residential Care Charter to protect vulnerable residents and the people who are working with them to keep them safe, with 4 residential care providers having already expressed interest in signing up.
- Increased satisfaction with home care from 88% to 95%, transforming this vital social service for older and disabled residents.

## Homes for all

Every resident should have access to a high quality and genuinely affordable home and all of the benefits this provides. As a council we are committed to doing everything we can to ensure everyone in our borough has a safe place to call home, from building new council homes and maximising the delivery of social rented homes in planning, to preventing homelessness and supporting rough sleepers into long term homes. We're also investing in our existing homes and we have launched the Great Estates programme to deliver estate improvements, and made it easier for residents to grow food and garden on their estates, and to get more involved in decisions which affect their homes. We're also driving up standards in the private rented sector with our landlord licensing schemes and Southwark Gold Standard for private rented properties. During the pandemic we took swift and widespread action to get all rough sleepers off the streets of our borough and despite the challenges of COVID-19, we're continuing with our ambitious long-term homebuilding programme.

### We have:

- Built 255 new council homes and started construction on another 1,586, bringing the total number of new council homes we have started work on to more than 2,500, exceeding our target.
- Achieved planning permission for 4,197 new affordable homes, including 2,614 social rented homes.
- Prevented or ended homelessness for 3,019 households since 2018, helping people rebuild their lives.
- Provided emergency accommodation to 447 rough sleepers over the course of the pandemic, and supported 300 rough sleepers into long term homes.
- Delivered the Great Estates guarantee, working with residents to deliver estate improvement pilots on 7 estates, including new lighting and CCTV, new and improved play areas and public art installations.
- Introduced over 100 growing plots on estates, trained 122 community gardeners and launched the new food growing and allotments expansion scheme.
- Introduced a Southwark Gold Standard for private rental properties and clamped down on irresponsible short term lets.
- Introduced a Good Homes Standard for temporary accommodation (currently 90% reaching target).
- Empowered more people who live in council homes to get involved in decisions about their homes and estates, expanding the ways people can get involved.
- Delivered new affordable housing on the Old Kent Road with 2,000 homes under construction, delivering the highest proportion of affordable homes in London.
- Invested over £185m to improve existing council homes.
- Brought 329 empty properties back into use.
- Bought back 20 Right to Buy properties to provide homes to rough sleepers.

- Completed our first two residents' estate ballots to ensure they have the final say on the redevelopment of the Tustin and Ledbury Estates.
- Delivered estate-wide improvements to the Brandon Estate, including to green and communal spaces, and worked with the community across the estate to enhance cohesion. This included events in TRA halls with local park users and a summer football training programme for 60 young people from the Brandon Estate, run by the youth football club which has been awarded £10,000 from the Mayor of London Sport Unites fund to deliver ongoing football training and coaching from Unity Football Club.
- Started construction of 581 new council homes on the Aylesbury estate, as well as extra care housing, housing for people with learning difficulties and key community buildings including the Una Marson Library, a new Health Centre and an Early Years Centre which are scheduled to open by Autumn 2022. Through partnership, a further 59 homes have been completed by L&Q and works are underway by Notting Hill Genesis to build a further 122 homes including accommodation for over 55s.
- Installed almost 2,000 new kitchens and bathrooms in residents' homes, with the programme back on track in 2022/23 following a pause in work during the pandemic.
- Established a Southwark Private Renters' Forum from key stakeholder organisations which is meeting monthly to support work in achieving the goal of a Renters' Union.
- Handled 2,776 complaints against private landlords.
- Invested more than £5 million in new water source heat pump technology at Consort, Newington and Wyndham estates that will enable residents to benefit from low carbon renewable heat all year round, and identified 3,000 additional homes for connection to the network, which would result in around 9,000 tonnes of CO2 saving per year.
- Launched Southwark Construction, dedicated to building thousands of high-quality new homes across the borough while also creating training and employment opportunities for Southwark residents focusing on 'green construction' skills.
- Lobbied the government to fix the broken housing market, pushing for national action on issues including new homes funding, building safety and cladding remediation, Right to Buy and private rented sector improvements.

## Great start in life

We want all children and young people in the borough to grow up in a safe, healthy and happy environment where they have the opportunity to reach their potential. Since 2018 we have launched our ground-breaking new mental health drop-in centre for young people, The Nest, rolled out free healthy meals to school nurseries, opened a new secondary school, closed roads around schools to make it easier for children to walk and cycle to school, and improved opportunities for young people through the Positive Futures Fund. Schools in Southwark have gone above and beyond during the pandemic. We have supported them to ensure that pupils were able to learn at home – including providing over 1,700 laptops for disadvantaged children – and to return to school safely. We provided food and activities over the school holidays to ensure no child in Southwark needed to go hungry, and worked with schools to reduce the attainment gap, ensuring no pupils are left behind.

### We have:

- Launched the new young person's mental health drop-in centre, The Nest, providing over 400 individual levels of support in addition to one-off visits since the service opened in May 2020.
- Made available investment of £2 million to Southwark schools to improve mental health and wellbeing, with funding now supporting 76 schools and more than 25,000 pupils.
- Trained more than 260 Mental Health First Aiders in 79 schools across Southwark.
- Improved equity of access to specialist mental health services for Black, Asian and minority ethnic young people.
- Match-funded the £246,120 raised from our residents and local businesses to fund 'Laptops for Learning' to support remote learning and provide laptops for 1,708 disadvantaged children in the borough.
- Increased standards in Southwark schools, with 95% of schools now rated Good or Outstanding.
- Opened a new secondary school in Borough.
- Provided every school nursery class in the borough with Free Healthy Nursery Meals.
- Worked with schools to reduce the attainment gap and ensure pupils have been able to catch up with learning missed during the pandemic, including tutoring targeted at those with the pupil premium.
- Invested £25,000 in community support initiatives to support digital exclusion throughout the pandemic, funded through network providers.
- Launched 39 trial School Streets schemes to improve air quality and road safety at primary schools, with 19 permanent schemes now in place.
- Ensured that over 16,000 children had access to food over the school holidays through our summer holiday programme and holiday food voucher schemes.



- Achieved the highest levels of employment, education, or training for 17-21 year old care leavers in the top ten across all local authorities in the country.
- Supported over 6,900 young people through the Positives Futures Fund - an innovative initiative providing grant funding to local projects; offering creative and inspiring opportunities for young people to divert them away from crime.
- Developed the multi-agency Community Harm and Exploitation Hub that provides targeted support to young people - and their families - at risk from gang related activity and serious violence. 131 individuals have received a wide range of support from the programme this year.
- Launched the Youth New Deal, including £2.5 million investment in adventure play, a further £200,000 for mental health support, £100,000 for a new Youth Parliament and an additional £100,000 to implement other Youth New Deal recommendations.
- Delivered a successful 'Summer of Play' in 2020 - summer programme of activities for children and young people delivered by a range of services in the council including the play service, library service, youth service, the culture team, the physical activity team and many more. These events were popular, with over 1700 people coming along.

## Thriving neighbourhoods

The pandemic has shown more than ever how important it is to have inclusive, prosperous and sustainable neighbourhoods in every part of the borough, as more people want or need to stay local. We take pride in our town centres and we are working with local communities to make sure all of our neighbourhoods can thrive. We have invested in Southwark's neighbourhoods delivering a new library and heritage centre, improving connectivity and broadband infrastructure, supporting residents to return to our leisure centres following lockdowns and keeping Southwark's streets clean and continuing to improve recycling rates despite the challenges of the pandemic. During the pandemic we launched our Stay At Home library to ensure residents could continue to access our library services even during lockdowns, and we've helped more residents to get online by ensuring over half the homes in Southwark have fibre broadband available – up from only 9% in 2017. As part of our Southwark Stands Together work we have also completed our Public Art, Public Realm & Naming Policies review, to ensure that Southwark's local environment reflects and celebrates our diverse communities.

### **We have:**

- Opened the new Walworth Library and Southwark Heritage Centre in Walworth, hosting 2,000 visitors per week on average.
- Begun restoring Walworth Town Hall including a small business start-up space with café and a community space in the former Newington Library, with construction expected to complete in 2025.
- Opened a new library at Grove Vale in East Dulwich.
- Invested £2.6 million in the new Southwark Sports and Athletics centre. The centre compliments the council's Olympic grade running track and field facilities. The facility will support local athletic clubs, schools and visitors of all levels and there have been 4,345 visits since it opened in November 2021.
- Had over 1.8m visits to our leisure centres in the last year, supporting residents to return to leisure after lockdown restrictions.
- Ensured libraries remain at the heart of our communities, even during the pandemic, with over 25,000 views of our digital Stay At Home library and more than 4,500 attendees of online events. We also achieved over 400,000 loans of e-books and e-audio over the past two years.
- Started construction on a new library and GP Health Centre on the Aylesbury Estate, due to complete in summer 2022.
- Ensured developments have GPs, parks and affordable homes and are child-friendly, including a new 0.8-hectare open space at Elephant Park and planning permission for new parks in Canada Water and Old Kent Road as part of the masterplans.
- Welcomed and supported cultural institutions to come to our borough including the Central School of Ballet and Mountview.

- Completed the Public Art, Public Realm & Naming Policies review to ensure Southwark's local environment reflects and celebrates our diverse communities.
- Connected 39,750 council homes and 21,550 to full fibre broadband, increasing the proportion of Southwark homes with fibre broadband available to 54%, up from 8.82% in 2017.
- Worked with a broadband provider to install a reliable wireless broadband service across the borough which all residents have access to, generating over £5m in income for the next 10 years, and supported telecoms providers in Southwark to leverage £50m fibre infrastructure in the borough.
- Piloted free and affordable broadband by working with providers to support 47 families with a free connection for 12 months, and started a pilot broadband routers loan scheme in a number of libraries targeted at users with specific needs.
- Ensured that 80 community halls now have a free gigabit broadband connection.
- Continued to improve recycling rates despite the impact of the Covid-19 pandemic and diverted over 99% of waste from landfill.
- Cleared 97.86% of all reported or identified fly tips within 24 hours.
- Carried out 30,896 minor highways repairs with 96% completed in good time, with Southwark consistently scoring highly in customer satisfaction including being ranked second in the country in 2020, scoring 9% above the national average.
- Kept a good response to noise nuisance in our communities by responding to 75.5 % of calls, where noise is occurring, within 1 hour.