

Fairer, Greener, Safer Council

Delivery Plan **2022-26**

Annual Performance Report **2022-23**

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Foreword

This report sets out the remarkable achievements of the council and our partners for the last year, against our four year council delivery plan. Many of the things we have achieved would not have been possible without the close support of others, working in partnership, whether the health service, local voluntary groups & residents' organisations. I want to thank all those who have been involved in supporting the delivery of this long list of accomplishments over the last 12 months.

We also cannot escape the fact that residents are facing unprecedented challenges; rising bills and public services under strain from ongoing government funding cuts. Nonetheless, we have worked together to respond to these challenges. In one year we launched a comprehensive cost-of-living package for residents funded through a special cost-of-living fund. By spring this year, we had distributed cost of living support worth over £30m to more than 100,000 local people – including free meals for more than fifteen thousand children attending Southwark schools on every day of every school holiday period. We worked with voluntary sector partners to open more than 40 warm spaces. We also provided social care to 5,190 older and vulnerable residents, supported 70 rough sleepers into long-term homes, and looked after 635 children over the course of the year.

While supporting those in need is our absolute priority, we must also keep our borough clean, green and safe; and always have one eye on the future. In 2022/23 we planted 8,092 trees, developed our Streets for People initiative to improve air quality and reduce car use, and took big steps forward in reducing our carbon emissions and directly addressing the climate emergency. Our climate action strategy and plan was assessed among the top plans in the UK. We successfully lobbied Transport for London to protect our bus routes, and launched the Southwark Land Commission to look at how we can identify and protect more land for public good.

As London's largest council housing landlord, Southwark manages 52,000 homes on behalf of our tenants and leaseholders, about a third of the homes in the borough. It is a huge privilege to support so many of our residents, with this fundamental need, and this year we have continued to push forward with our efforts to build more council homes with almost 700 new council homes granted planning permission in 2022/23. We are building more homes than ever from a strong track record in delivery – in 2021 one third of all council homes were built here in our borough.



Our young people continue to shine, with the most recent summer GCSE results showing their achievements positively bucking national trends. Over 9 in 10 our schools were judged good or outstanding. We were proud to be rated 'Good' for our Children's Services in our last Ofsted in September 2022, where we were told that children are at the heart of practice in Southwark and children's lives are improved as a result of our impact.

This summer saw the council take direct control of leisure services and centres across our borough. We welcomed new staff into the council and our new service will give residents and Southwark Leisure members better choices to access leisure and wider health opportunities as a result of being under one council roof.

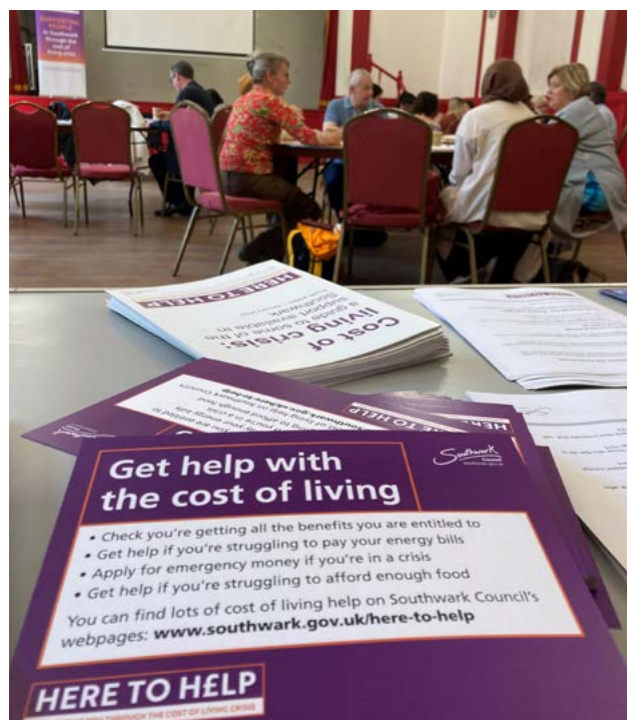
This was also the year we launched Southwark 2030 – our bold campaign to involve everyone in the borough in designing how we want Southwark to look and feel in the future. This work has continued throughout 2023, and we look forward to sharing our new shared borough vision and missions with you in the coming months.

There are many more achievements detailed in this report, which demonstrate the council's and our community's clear commitment to improving our borough and supporting residents to live happy, healthy and fulfilling lives. We look forward to what we can continue to achieve together in the coming years.

Councillor Kieron Williams
Leader, Southwark Council

Over 2022/23 the council has...

- Delivered £30m in day-to-day cost of living support to over 100,000 households, including free holiday meals to 14,949 children on every day of every school holiday period.
- Helped 942 residents who face the most barriers into employment to get work.
- Created 568 apprenticeships, supported some 6,500 residents into training to improve their skills and employability and launched the Southwark Pioneers Fund supporting 75 new start and growing enterprises.
- Took direct control of the borough's eight leisure centres welcoming thousands of new Southwark Leisure members.
- Delivered 1,764 new council homes on site and under construction.
- Planted more than 8,000 new trees.
- Launched our trail blazing Streets for People initiative, greening our streets and making the borough more pleasant to walk and cycle around whilst improving the quality of air we all breathe.
- Built thousands of new homes and created jobs as part of delivering a brand new town centre at Canada Water, and progressing development along the Old Kent Road.
- Supported 70 rough sleepers into long-term homes, meaning they can start to rebuild their lives and future opportunities.
- Launched our anti-misogyny campaign with our campaign video, 'through her eyes', with the campaign registering 396,400 social media views and made available to over 1,000 schools across London.
- 98% of schools are judged as 'good' or 'outstanding', eleventh nationally, with Children's services rated overall 'good' by Ofsted in September 2022.
- Our Nest mental health walk-in support services has helped and supported 373 children, with 85% of schools taking up the service.
- Brought our hostel service under direct council control providing support to the most vulnerable in our community at a time when they need us most.
- Supported almost 5,000 carers over the year, working with Southwark Carers and other voluntary organisations.
- Our climate action strategy and plan was assessed among the top plans in the UK, demonstrating our tangible commitment to addressing the global climate emergency at the most local level.
- Launched Southwark 2030, our engagement with the community and partners on how we want the borough to look and feel in the future; and set up the independent Southwark Land Commission to consider how we free-up more land for public good.



Transforming our borough

Southwark is a fantastic place, full of brilliant people, community groups, businesses, cultural institutions, schools, university, public services and so much more. At the heart of our approach is a commitment to empower communities to shape the places they live in and make decisions about the issues which affect their lives; to close the gap in life chances that holds so many people back; and to create thriving

and sustainable neighbourhoods. We will work together with the people and organisations of our borough to develop a renewed 2030 vision for Southwark, setting out the long-term change we will collectively work to deliver over the decade ahead. From creating more good jobs, to making Southwark net zero, to ensuring local people have the support they need to live healthy, fulfilling lives.



How have we begun to transform our borough in 2022/23?



- Over 2,000 people got involved in our extensive Southwark 2030 engagement on what the borough could look and feel like by the end of the decade.
- We've engaged with many different local groups and organisations through specially designed listening events, where local organisations lead their own sessions on how they want the borough to be now and by 2030, supported with an online survey and drop in points in libraries for people to record feedback and post ideas on our future vision.
- We're delivering on our Southwark Stands Together commitments including supporting Black, Asian and Minority Ethnic residents to take up director and trustee roles on arts organisations in the borough and partnering with Olmec through the Black on Board Programme to tackle the underrepresentation of our Black, Asian and Minority Ethnic staff at board level.
- As part of Southwark Stands Together we've awarded ten culture together grants to deliver grants and festivals that showcase the diversity of our community including Arte Latino Culture Project; Bold Theatre; Dulwich Picture Gallery; Into Art; London Bubble Theatre; Peckham Platform; Peckham Studios (Groundwork London); South London Gallery; Theatre Peckham, and the Unicorn Theatre.
- Begun work on developing our approach to neighbourhood working and delivery, including £5million in neighbourhood investment through the voluntary and community sector.

A thriving and inclusive economy

What are we committed to doing?

Together we will support our residents during the cost of living crisis and our community will drive growth and investment in our key industries, make our borough more digitally connected and support our high streets, creating new opportunities, jobs and apprenticeships. We will champion the London Living Wage and drive up standards at work by making residents and businesses more aware of the benefits of trade unions. We will keep more wealth in our community by ensuring the council and our partners buy local goods and services and bringing more services under council ownership and democratic control.

How have we delivered a thriving and inclusive economy in 2022/23?

- Established a cost of living fund of £30m to support the local community including benefit support for residents, support to over 10,000 pensioners with their energy costs and provided free meals for nearly 15,000 children during school holidays.
- Distributed over £1.3m of support to those most in need through referrals from over 100 community organisations, including over 40 schools, local councillors and MPs to the community referral pathway.
- Supported over 29,000 households on the lowest incomes to claim council tax bill support or housing benefit through a one off cost of living payment of up to £270 each.
- We helped upskill some 6,500 residents through support in libraries, adult learning, the Southwark Construction Skills Centre and Southwark Works, the Council's innovative employment support service. This far exceeded our target to train 3,000 people and the work continues.

- Prepared the groundwork for launch of the Livesey Exchange Community Hub, a people powered, community-led initiative that will bring together and invest in the talents of our local community.
- Created 1,240 green jobs supporting net zero projects, which is 5 times more than was anticipated. We also trained over 200 residents in skills for the green economy through a new Green Skills Hub in partnership with London South Bank University.
- Supported 75 new start and growing enterprises, the majority from women, black, Asian and minority-led businesses through our Southwark Pioneers Fund
- Launched our Living Wage Unit as part of our Southwark Living Wage Place Action Plan; we have 287 Living Wage employers across the borough and we are on track to double in four years the number of Southwark organisations which are accredited London Living Wage employers.
- 158 community buildings across the borough have access to free WiFi connectivity and hundreds of residents are in receipt of digital inclusion support and training through our network of local digital champions.



A healthy environment

What are we committed to doing?

We will cut carbon emissions and clean up our air. We will keep pollution away from our schools and help make homes greener and cheaper to run. We will plant more trees and create more parks and nature sites, always seeking to protect and enhance the borough's biodiversity. We will make Southwark a walking and cycling friendly borough and improve public transport. We will keep our streets and our estates clean, increasing recycling rates and reduce waste.

How have we helped deliver a healthier environment in 2022/23?

- Launched our trail blazing Streets for People initiative, greening our streets and making the borough more pleasant to walk and cycle around whilst improving the quality of air we all breathe.
- Planted more than 8,000 new trees, far exceeding our target of 5,000 for this year.
- Achieved 30 Green Flag Awards for our parks and open spaces, positioning us with the second highest number of awards in London and the third highest nationally.
- Made substantial improvements to Cossall Park, Pelier Park and Burgess Park Sports Centre Hub including new landscaping, provision of sports facilities and improved playground space; and at Burgess Park built two new full-sized 4G all-weather pitches built using recycled material.

- Finalised the masterplan for Bramcote Park on the Old Kent Road following consultation with the community.
- Updated our climate action strategy and plan, which was assessed among the top plans in the UK, strengthening our commitment to embedding positive climate actions across the all council services and facilities.
- Launched the Green Savers campaign working with residents to help reduce the borough's overall carbon footprint.
- Established the Green Homes Advice Service in partnership with London South Bank University's Energy Advice Centre, offering bespoke advice on energy saving measures and retrofit of properties.
- Successfully lobbied Transport for London to protect our bus routes and continued to promote the development of the Bakerloo line extension through our borough to secure it as the top priority investment project across the capital.
- Invested in station improvements that will improve access and enhance the quality of the environment at Peckham Rye, Elephant and Castle and Surrey Quays stations.
- Launched the Southwark Land Commission, the first of its kind for London, which is an independent body set up to look into ways in which we can free up more land for public good within Southwark.



Quality, affordable homes

What are we committed to doing?

We will start building a thousand new council homes, on top of the 2,500 we have already built or have started. We will improve our estates and give residents a greater say over the services that matter to them where they live. We will look to reduce the number of empty homes and give greater support to private renters who are facing spiralling rents and tumbling conditions. We will seek to reduce homelessness and seek to ensure everyone has a home they can be proud of.

How have we delivered quality, affordable homes in 2022/23?

- Delivered 1,764 new council homes on site and under construction.
- Approved 291 intermediate homes, including shared ownership homes at sites across the borough such as Maudsley Hospital and Canada Water.
- Strengthened our Great Estate Guarantee, working with residents, including roll out of the 'Fix My Street' app that will enable residents and staff to report cleaning issues on their estate.
- Supported 17 Tenant Management Organisations across our estates, meeting our annual target and 74 Tenant and Residents Associations meaning more council tenant and leaseholders can get involved in decision making in their neighbourhoods.
- Continued to deliver outreach and welfare support through our tenant and homeowner involvement officers, supporting residents in greatest need and acting as important eyes and ears with our residents in our neighbourhoods.



- Focused our major improvement works on the Aylesbury, Tustin and Ledbury Estates, including work commencing on site at the Tustin and Ledbury.
- Brought 24 empty private sector homes back into use and approved a comprehensive package of support to support homeowners with grants and loans to bring their homes back into use.
- Made significant progress in clearing the backlog of empty properties with 1,425 void properties being re-let in the last year, improving performance from the previous year.
- Supported 70 rough sleepers into long-term homes.

Keeping you safe

What are we committed to doing?

We will launch an anti-social behaviour task force and invest in our CCTV network. We will upgrade all our street and estate lighting and work with you to identify and redesign the spots where you feel most unsafe. We will take on misogyny and violence against women and girls, rolling out our women's safety charter to pubs and venues across the borough and delivering a women's safety centre where women can turn to for support when facing abuse. We will work to tackle youth violence, putting young people, victims and their families at the heart of our work. We will take a zero tolerance approach to hate and seek to make our borough safe for all our communities.

How have we helped keep you safe in 2022/23?

- Increased the number of CCTV operators by 20% and are investing £3million to upgrade CCTV systems boroughwide; the service continues to operate 24/7 to respond to concerns for crime, environmental crime and anti-social behaviour.
- Upgraded 1,895 street lights across the borough.
- Launched our anti-misogyny campaign with our campaign video, 'through her eyes', with the campaign registering 396,400 social media views and made available to over 1,000 schools across London.

- Expanded the Safer Spaces scheme, where victims of domestic abuse can access support to include libraries, leisure centres, cultural and arts venues, places of worship and community venues (in addition to Children and Family Centres), with some 50 venues signing up boroughwide.
- Continued to develop the Women's Safety Centre, providing crucial advice and support to those at risk and in greatest need.
- Engaged over 100 young people on the community harm and exploitation hub programme with 98% of those who have been on the programme for six months not being convicted of an offence.
- Supported the Southwark Young Advisor network in their work with the police on stop and search and improving relations between the police and the community.
- Commenced development of a Champions Programme as part of our zero tolerance approach to hate crime with 13 local champions recruited so far.
- Recognised by Ofsted as working skilfully with partners to reduce risks to vulnerable adolescents in the community through a specialist team within Children's Services.
- Reduced the rate of reoffending by young people in the borough through the work of the Youth Justice Service alongside partners.

Investing in communities

What are we committed to doing?

Southwark's community celebrates the diversity and heritage of our borough. We will continue to expand our library services and offer more free English, maths and digital skills courses. We will improve community facilities including a new LGBTQ+ community centre and supporting a new Latin American cultural centre. We will make Southwark a Borough of Sanctuary and continue to welcome migrants and refugees to our neighbourhoods.

How have we invested in communities in 2022/23?

- Prepared to launch the 'Library of Things' at Canada Water library, where the community will be able to come and rent things they don't often need, saving residents money and better for the environment too



- Secured £50 million of Community Infrastructure Levy income in one year to secure a range of benefits for communities all across the borough.
- Delivered a new library and new health centre on the Aylesbury Estate and a new library on the Kingswood Estate.
- Celebrated our culture with over 27,000 residents coming along to local events, workshops and activities that showcase the borough's diverse history, music, food and art.
- Over 4,000 local residents benefitted from the borough's cultural projects including through initiatives for young people such as Mountview's Generation N*xt programme, free audition places, and free or discounted tickets to performances.
- Directly supported 1,456 refugees, asylum seekers and vulnerable migrants including 556 children, and published, with the Migrant Health Research Group at St George's University, a needs assessment to better support some of the most marginalised groups in our community.
- Supported over 500 people through our Homes for Ukraine scheme, directly supporting those fleeing war and persecution and making our borough their home and place of safety.
- Worked with and supported the extensive State of the Community Sector findings (published April 2023), led by Community Southwark, on how we get the best out of our relationship with the voluntary and community sector to deliver the very best support for residents; later in 2023 we will use the findings to inform our future approach to funding and development.

Supporting families

What are we committed to doing?

We support residents at every stage of their lives. We will support children and young people to thrive, ensuring our schools are excellent and that they are guaranteed mental health support when they need it. We will offer a range of activities to keep all our residents fit and healthy, including a new council-run leisure service. We will support older people with the care they need through new residential and home care support. We will tackle fundamental inequalities in access to healthcare so that all our residents can stay healthy.

How have we supported families in 2022/23?

- Took direct control of the borough's eight leisure centres welcoming thousands of new Southwark Leisure members.
- Supported almost 5,000 carers over the year, working with Southwark Carers and other voluntary organisations and as a corporate parent provided social care support to 5,190 older and vulnerable residents and supported 635 looked after children.
- Our Nest mental health walk-in support services has supported 373 children, with 85% of schools taking up the service and 100% of Nest service users reporting a positive outcome.
- 98% of schools were judged as 'good' or 'outstanding', eleventh nationally, with Southwark's 2022 performance in all statutory assessments, from Early Years Foundation Stage to Key Stage 4 remained well above national performance.
- We celebrated our Children's services being rated overall 'good' by Ofsted with the inspectors judging us to have children at the heart of practice.
- We're supporting more care leavers to enter employment, education and training, with our performance one of the highest in the country.
- Invested in and upgraded Peckham Rye Park Adventure Playground, Peckham Rye Under 5's playground and Ellen Brown Adventure playground in Bermondsey.
- Delivered the Active Communities Network, which works with local groups to deliver mentoring support for young people across Southwark with some 1,245 young people benefiting.
- Opened a new nursing home at Camberwell Lodge.
- Approved the Residential Care Charter which ensures that all care home staff are paid at least the London Living Wage and since September 2023 over 85% of all care home staff in Southwark work in a home that is fully compliant with the Charter.
- Brought our hostel service under direct council control providing support to the most vulnerable in our community at a time when they need us most.
- Rolled our ground breaking free healthy school meals scheme to secondary schools as part of a London wide initiative to encourage healthier choices.
- Delivered a targeted NHS Health Checks programme, with the majority of health checks (65%) completed with patients of a black, Asian or ethnic minority background.



