

Southwark 2030
Engagement Methodology and Outcomes

Contents

Introduction	2
What is Southwark 2030?	2
Methodology and co-design principles.....	2
Engagement with people who live, work, study and visit Southwark.....	4
Conversation events	5
Listening events.....	5
Survey	6
Stage 3 Methodology.....	6
Who engaged.....	7
Stage 2 - Conversations	8
Stage 2 - Listening Events.....	11
Stage 2 - Survey	12
Stage 3 - Public events.....	13
Stage 3 - Survey	15
Stage 3 - Public Boxes	16
What we heard	17
Stage 2 - Summary.....	17
Stage 2 - Detailed Report	24
Stage 3 – Feedback.....	32
Annex A – Southwark’s Success and Strengths	36

Introduction

What is Southwark 2030?

Southwark 2030 is our shared vision for the borough developed by people who live, work, study and visit Southwark. It is underpinned by three elements:

1. **The borough's strengths** – Southwark 2030 builds on what the borough has already achieved and its strengths, focusing on the future and how the borough can move forward.
2. **A shared vision** – an understanding what people who live, work, study and visit Southwark want Southwark to be like in 2030. Building on what they have already told us is important, to identify their priorities for the future. It is about enhancing trust as we listen and respond to people and laying the foundations for future collaborative working with the public.
3. **Shared endeavour** - bringing partners together to develop ambitions and actions that will deliver Southwark 2030 and in doing so, deepening relationships and working collaboratively.

Methodology and co-design principles

Southwark 2030 has been developed in three stages. Each stage has been overseen by collaborative governance with local people and partners:

- **Co-design group** – a group made up of local VCS organisations, staff from strategic partners and Southwark Council staff. This group has developed the framework for engagement and the methodology underpinning each stage of work.
- **S2030 steering group** – chaired by Althea Loderick (Chief Executive, Southwark Council), this group is made up of senior staff from Anchor Institutions and Directors from Southwark Council. It has provided senior sponsorship and guidance to promote and support the development of Southwark 2030. Its members include Partnership Southwark, Community Southwark, Guys & St Thomas's NHS Foundation Trust, South London and Maudsley NHS Foundation Trust, Kings College London, London South Bank University, London College of Communication, Tate, Police, Better Bankside, Team London Bridge, Charter Schools Educational Trust, Vodafone UK, Peabody Housing Association.

We have worked through three stages to develop Southwark 2030:



Stage 1 – Research, collaborate and plan

- Mapped and examined the existing work that has been done and what people have told us was important, through desktop analysis, meetings with partners and council departmental management teams
- Held design workshops involving council staff and partners to develop a set of key principles, questions and methods for reaching people
- Co-designed the framework for engagement in Stage 2 through the Co-design Group and S2030 Steering Group

Stage 2 – Engage, listen and learn

- Planned and undertook extensive engagement across the borough, with over 2000 people getting involved through three different routes to engage
- Analysed the outputs from the engagement and identified key themes – this was done by:
 - Taking the notes captured during the conversations and grouping them into themes
 - Reviewing survey responses and identifying key messages
 - Comparing the feedback from the listening events and key messages from the survey against the themes generated from the conversations to identify any contradictory feedback or missing elements

Stage 3 - Test themes and ambitions

- Public testing - tested the ambitions and themes with the public to validate what we heard in stage 2
- Partners - via three workshops in May, June and July 2023, we developed 'ambitions' that reflect what people want Southwark to look and feel like in 2030
- Southwark 2030 - a focused document capturing the strengths of the borough, ambitions and themes.

It was also important in the process to recognise the existing achievements and strengths of Southwark. Information boards with Southwark achievements were developed and used at events to share key successes with participants (see Annex A).

Stage 2 Methodology

During stage 2 (engage, listen and learn), the public could get involved in developing Southwark 2030 in three ways – conversation events, listening events and an online survey.

Conversation events

Eight in-depth conversations with people who live, work, study and visit the borough took place between 24 January and 8 March 2023.

Six of the events were in-person spread across the borough (see figure 2) and two were online. The conversations took place on different days of the week and different times of the day, including weekend and evening events to increase reach.

As these were the most in-depth opportunity to get involved, people were offered a £20 ‘thank you’ voucher to try and ensure attendance was as representative as possible of the borough’s diverse population.

The events were widely promoted through a single-issue Southwark 2030 edition of the resident e-newsletter, twitter, VCS, faith groups and TRA mailing lists and other avenues such as the Council’s business newsletter. Posters were put up in the libraries and housing officers also displayed posters.

Council staff received training and support to facilitate the table discussions at these events.

Listening events

Listening events were an opportunity for people to be involved in developing Southwark 2030 through existing meetings, forums and smaller-scale workshops (compared to conversation events). A toolkit was developed with the Co-design group to help community groups, networks and forums to run listening events themselves. People had the option to run the events themselves, and then to provide

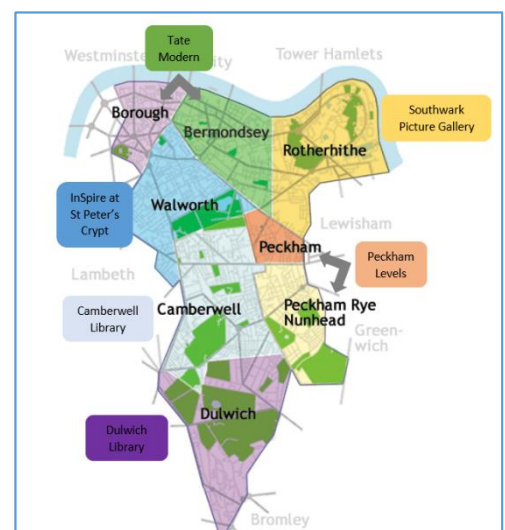


Figure 2 - Map showing the locations of in-person conversation events

feedback, or for the Southwark 2030 team to help facilitate or take notes at the discussions.

The toolkit was available on the Southwark 2030 webpages and was also promoted via:

- The Empowering Communities VCS mailing list, including over 200 organisations.
- Community groups that registered early interest at the Health AGM, Faith Leaders Forum and the Equalities and Human Rights Forum.
- Key contacts via staff involved in Southwark 2030.

A school's toolkit was also developed together with local schools, to enable them to run listening events with their pupils in a way which was more flexible and engaging to young people.

These were also supplemented with pop-up stands at specific locations where it was important to reach audiences which were less represented in the engagement, such as the Eid festival.

Students at the London College of Communication also designed methods to engage young people in Southwark 2030 as part of their user design masters degree. They tested them on local university students and one of the groups tested their game with students at Southwark College, which provided valuable input into the process.

Survey

An online survey was developed and made widely accessible through different formats, e.g., easy-read. This enabled people to contribute should they not be able to, or wish to, attend an event or take part in a listening activity. The survey was open from 16 January to 31 March 2023.

The same methods were used to promote the survey as the conversations. It was included in the Council's e-newsletter, twitter, VCS mailing lists, business newsletter and posters with the QR code were in libraries, where a hard copy version was also available.

Stage 3 Methodology

Stage 3 was an opportunity to test what we heard and the themes and ambitions from the engagement activity in Stage 2. There were three ways for the public to get involved:

- **Workshops** – three 90-minute events were held in different parts of the borough – Kingswood Arts Centre (Dulwich); Canada Water Theatre and Walworth Methodist Church – plus one additional session online. Participants received a £10 voucher as a ‘thank you’ for taking part.
- **Online survey** (including easy-read version) - the survey was advertised through the Council e-newsletter, VCS mailing list and directly via email with participants from stage 2.
- **Post boxes in public spaces** – Southwark 2030 boards and boxes were placed in different locations across the borough including youth centres, libraries, family centres, Southwark Pensioners Centre and Council offices. People were able to complete a feedback card and post it in the box.



In addition to the public testing, three partner workshops were held from May-July 2023. These were an opportunity for partners to reflect on the themes from the engagement and begin working together and what role they would play in supporting the borough to achieve the ambitions for Southwark 2030.

The series of workshops focused on:

- **Workshop 1 (23 May 2023)** – reflecting on the themes and draft ambitions from Stage 2 engagement and identifying existing activities that partners are working on that align with/deliver the themes and ambitions.
- **Workshop 2 (15 June 2023)** – reviewing partner commitments, agreeing which partners are aligned to particular ambitions, exploring how partners can work together as well as individually to deliver Southwark 2030
- **Workshop 3 (27 July 2023)** – considering what might be required to deliver Southwark 2030, e.g. time-limited ‘challenges’ that multiple partners could work on with people who live, work or study in the borough

Who engaged

In stage 2, over 2,200 people who live, work, study or visit Southwark got involved in the development of Southwark 2030. 220 people got involved in Stage 3 to test what we heard from stage 2 and the draft ambitions

Throughout the process, we collected data on who was taking part and their backgrounds to ensure we reached as many people as possible through the engagement activity. For example, early in stage 2 we became aware that the Latin

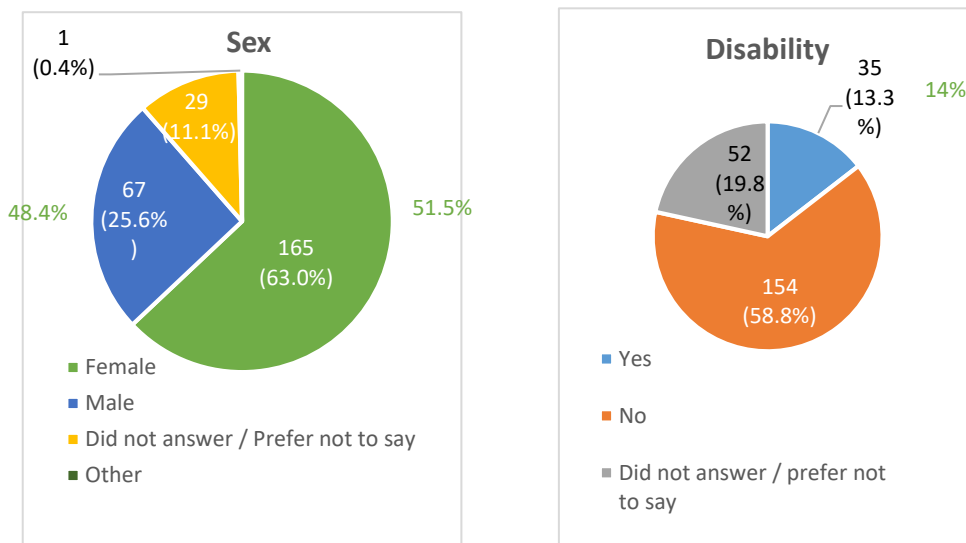
American community were not as represented as we had hoped. To address this gap, we worked with local organisations Latin American Women’s Rights Service (LAWRS) and Indoamerican Refugee and Migrant Organisation (IRMO) to encourage their networks to attend the Conversations, to run drop ins at pre-existing groups and in one instance run a dedicated Southwark 2030 focus group. This successfully enabled us to ensure the voice and ideas of this community were reflected.

The following sections provide detailed information on the demographics of attendees at the conversations and those who responded to the survey. Whilst we did not collect data on those who participated in Listening events, the list of groups who took part demonstrates the diversity of groups and communities who engaged through this route.

Stage 2 - Conversations

Over the course of the eight conversations, we spoke to 262 residents.

The following diagrams show the breakdown in terms of sex, disability, age and ethnicity of the people who attended the events:



Percentages in green denote % of Southwark’s population according to the 2021 Census

Sex

Females were slightly overrepresented in Southwark 2030 Conversations making up 63% of attendees compared to being 51.5% of the borough’s population.

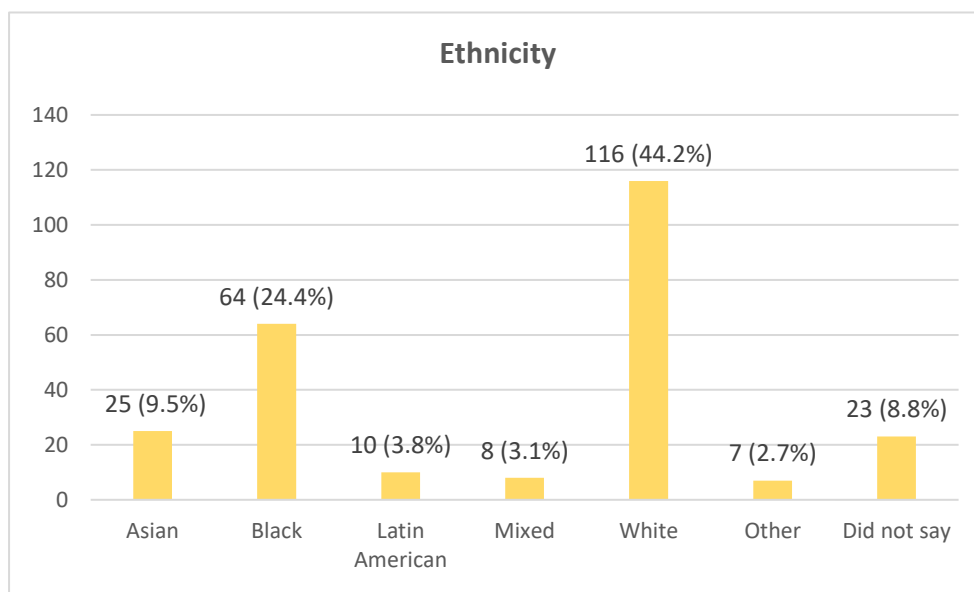
Recognising the need to hear from more males we reached out to several organisations who targeted men and had mixed success. We were able to hear from a considerable number of young males through the Latin American football teams as well as via our youth clubs. A higher percentage of males engaged with the survey (35% of respondents compared to 25% attending conversations).

Disability

13.3% of attendees at the Southwark 2030 Conversations declared themselves to have a disability which is similar to the borough’s population, of which 14% are disabled. To note, there were a significant number (19.8%) of attendees who did not answer the question about whether or not they had a disability.

Ethnicity

Attendance at Southwark 2030 conversation events was broadly representative of the borough’s different ethnic backgrounds. There was a slight over representation of the Latin American community as these were a group from whom the council particularly wanted to hear from due to historically low levels of engagement.



Percentages in green denote % of Southwark’s population according to the 2021 Census

Age

Compared to the Census 2021 data less younger people (under 34) attended the conversations and this was particularly prevalent for those under 18. We were aware this may be an issue and developed a work stream specifically looking at reaching out to young people. This included, youth clubs, schools, colleges and other groups that engage with young people (for example several Latin American football teams) to ensure their ideas were heard through the process. A more detailed breakdown of these groups is provided below.

CENSUS: Age bracket	%	S2030: Age bracket	% (equivalent Census %)
Under 19	21.0%	Under 18	0.8% (21.0%*)
20 -24	8.3%	18 – 24	5.3% (8.3%**)
25 – 29	12.4%	25 – 34	15.6% (23.8%)
30 – 34	11.4%		
35 - 39	8.6%	35 – 44	18.7% (15.7%)
40 - 44	7.1%		
45 - 49	6.5%	45 – 54	15.3% (12.8%)
50 - 54	6.3%		
55 - 59	5.7%	55 - 64	19.5% (10%)
60 - 64	4.3%		
65 - 69	2.7%	65 – 74	9.9% (4.9%)
70 - 74	2.2%		
75 - 79	1.4%	75 – 84	4.2% (2.5%)
80 - 84	1.1%		
85 - 89	0.6%	85 – 94	0% ***
90 +	0.4%		
		95+	0.4% ****
*Census data records under 19			
**Census data records 20 - 24			
*** Census data records 85 – 89			
**** Census data records 90+			

Those aged over 35 were slightly more represented in our conversation events, particularly the 55 – 64 year old age group who made up 19.5% of attendees as opposed to representing just 10% of the population. This may speak to their ability to attend events and pre-existing levels of engagement with the council.

Stage 2 - Listening Events

Over 780 people took part in listening events.

Many of these events took place within existing meetings. However, a small number of listening events were organised as dedicated Southwark 2030 discussions, such as the Southwark Pensioners event. As listening events were undertaken through existing meetings and forums, demographic information was not captured through this part of the process.

Listening events included:

Event	Number of people that attended
Black Parents Forum	156
Multi-ward forum x5	164
Youth services x6 (WHYC Nunhead, Coin Street, the OBC + youth centres at Success House, Brandon and DTC)	~130
Youth Parliament	~5
LCC Group 1 (incl. Southwark College)	~20
Southwark Parks Association	~50
Bede House	6
Walworth Society	~10
Link Age	~10
Care leavers and looked after children	12
Restorative Justice 4 all	19
Pause	19
It takes a village	13
Bermondsey Street, London	~5-10
Southwark staff listening event	37
Southwark Pensioners	29
Southwark Living Streets	12

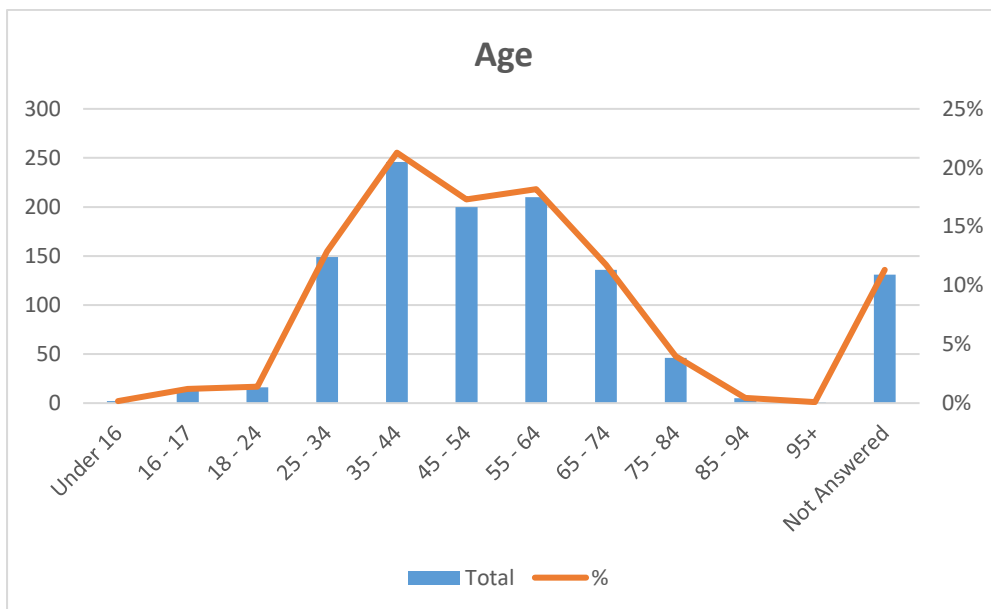
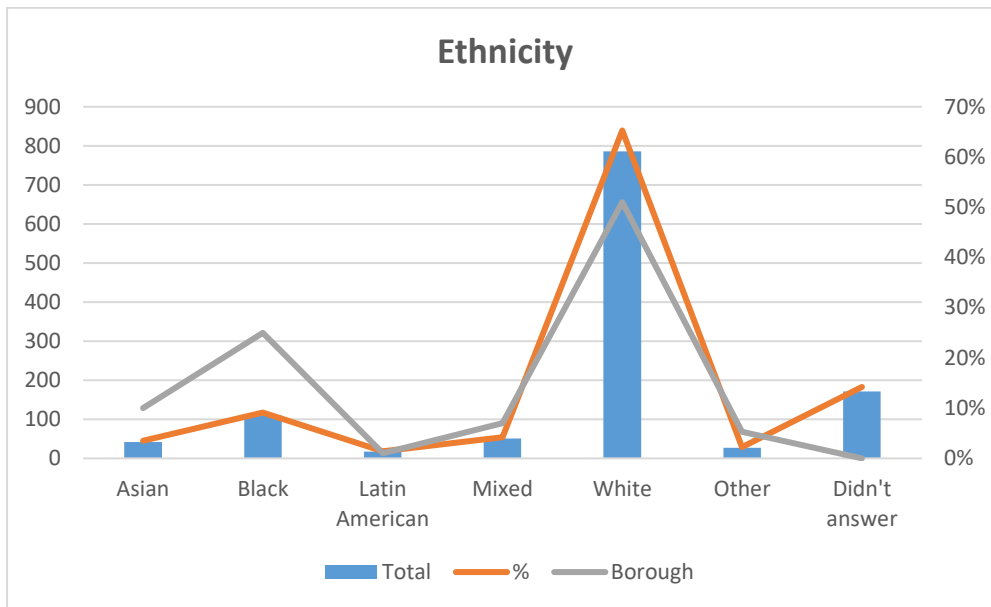
North Walworth Labour Group	~10-15
Time & Talent groups x2	29
Climate Conference	<10
Primary School drop-in	11
Latin American football teams	62
TRAs x2 (Brandon 3 and Astbury Road) + a community collective	23
Pecan / Southwark foodbank	~15
IRMO + LAWRS coffee morning	~30
Somali Integration & Development Association	~10
SEND parents group	5
STAG youth group	12
LGBTQ+ centre	<5
Eid Festival	~10-15

The listening toolkit was also used by community groups who chose to upload short 'vox-pops' of their vision for Southwark 2030 directly to Twitter, which can be found by [clicking here](#).

Stage 2 - Survey

We received over 1200 responses to the survey, with 1156 responses to the main survey and 48 responses to the easy-read version.

- 13% of respondents said they had a disability compared with 14% of the population
- 48% were Female (compared to 51.5% of the population), 35% Male (compared to 48.4% of the population), <0.5% other, 1.5% preferred not to say and 15% didn't answer.



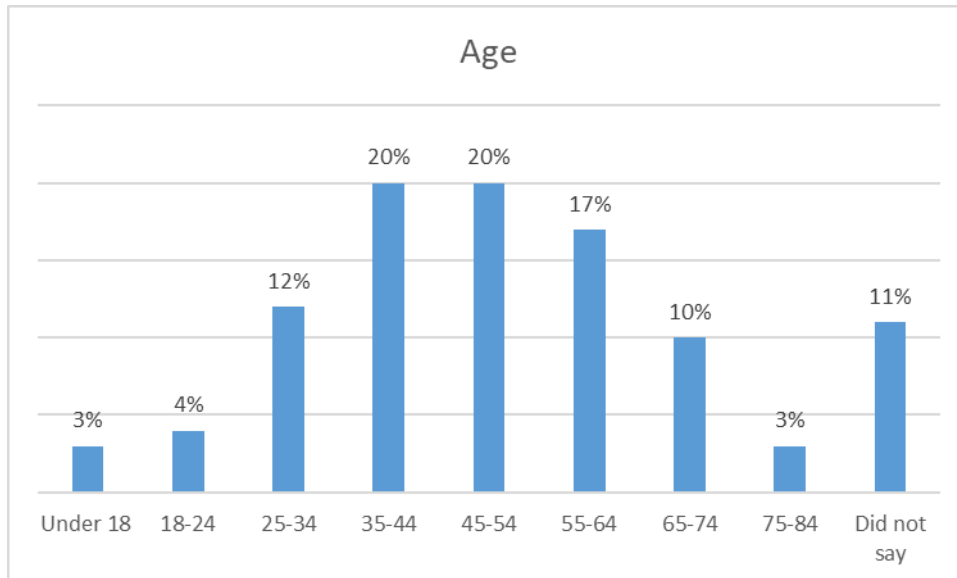
The majority of respondents to the survey were aged between 25 – 74 years old with almost a fifth being between 35 – 44. Whilst those under 18 were underrepresented (compared to their population in the borough) this was to be expected in the survey and was addressed via Listening events with youth clubs, youth centres, schools and events such as the Black Parents Forum.

Stage 3 - Public events

106 people took part in the in-person or online events. The demographics of those attending in relation to age, ethnicity, sex and disability are outlined below.

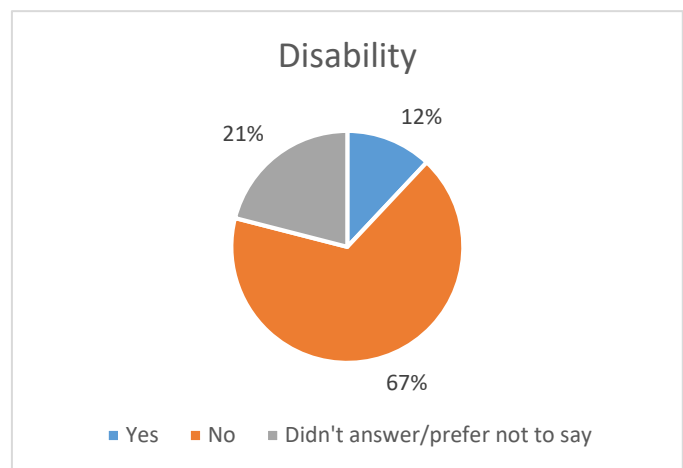
Age

There was a spread of ages but compared to the Census 2021 data less younger people (under 34) and slightly fewer people aged 75+ attended the events.



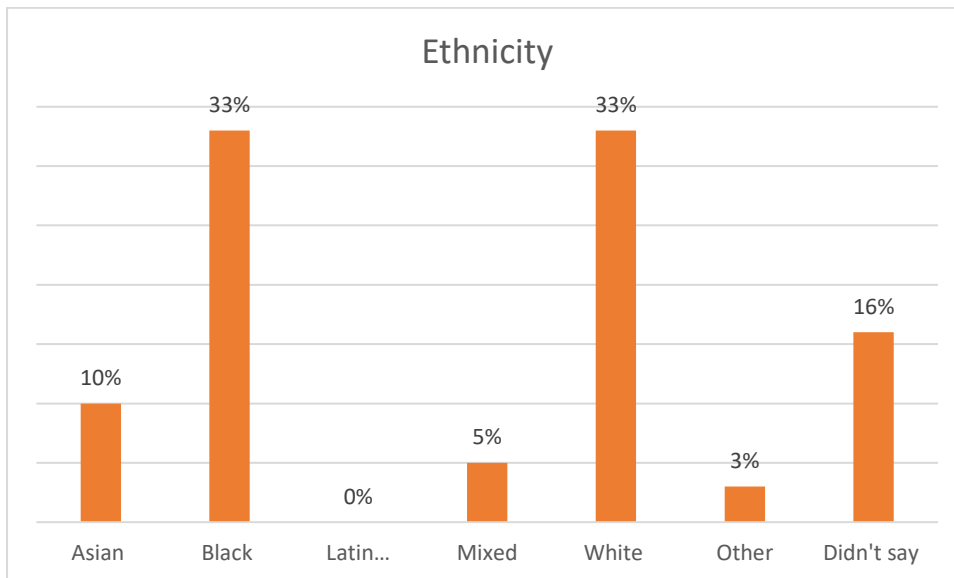
Disability

There were slightly fewer people who declared themselves as disabled (12%) compared to stage 2 public events (13.3%) and the borough population statistics (14%). However, there was also a higher number of people who preferred not to say or didn't answer.



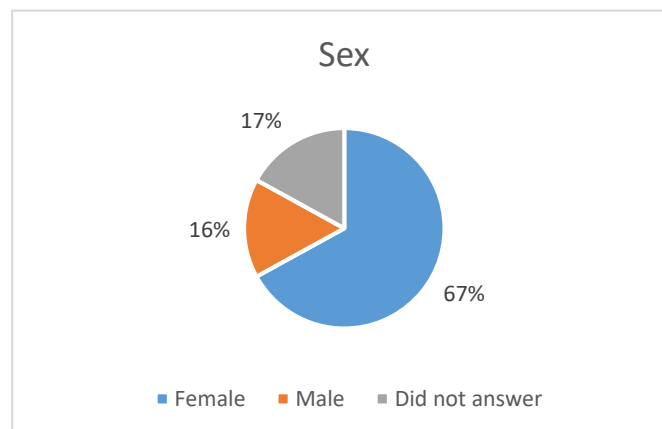
Ethnicity

People identifying as Black were overrepresented (39% of people who responded to the question, compared to 25% of Southwark population). People identifying as White were underrepresented (39% of people who responded to the question, compared to 51% of Southwark population). There was 1-2% difference across other ethnicities. We received no responses from people who identified as being from the Latin American community. However, this community was overrepresented in Stage 2 engagement.



Sex

As mirrored in stage 2, women were represented higher than any other group.



Stage 3 - Survey

60 survey responses were received in total. 54 responses to the standard survey and 6 responses to the easy read.

- **Age** - mirroring the other involvement opportunities, under 18's or over 75's was underrepresented (there were no responses from their age groups).
- **Ethnicity** - people identifying as White were significantly overrepresented at 79.6%. All other ethnicities were underrepresented.
- **Sex** - 37.04% were male and 53.70% female, meaning that females were slightly overrepresented.
- **Disability** - disabled people were over represented (20.37%).

Stage 3 – Boxes in public spaces

60 responses were received, broken down as follows:

Box locations

Location	Number of responses
C & D Family Centre	7
Canada Water Library	1
Dulwich Library	24
John Harvard	1
South Pensioners Centre	2
Tooley Street	20
Youth Centre 1	5
Total	60

What we heard

Stage 2 - Summary

Eight key themes emerged from the engagement activity. These themes represent the overarching priorities from what people said they want the borough to look and feel like in 2030. Underneath each theme are distinct things that people want to see happen. These are not based on a 'majority' view – i.e., what we heard most from the largest number of people – rather they are the things we heard more than once across the different types of engagement which means in some cases, there are different or opposing views on what people want to see happen under each theme.

The headline messages from each theme are outlined below.

Housing

Housing consistently came out as one of the top issues across the conversation events and 151 survey respondents choose to focus on housing; and consistently came out across listening exercises.

- Affordability – families and communities should be able to stay living close to each other, especially where young people want to move out of their family home.
- Good quality housing – housing should be well maintained; of suitable size; energy efficient; and fit for the future. We heard that people wanted a council Repairs Service that is consistent and responsive.
- Homes for – there were various views on who homes should be for, including homeless people, local people and local workers (especially key workers). People also talked about accessible homes for older and disabled people.
- People's voice – people wanted to be heard in the development and planning process and for improved democracy in Housing Associations and Tenant's Associations
- New housing – there were divergent views but a general acceptance of the need for new homes, but also desire not to become borough of high rises.
- Be innovative – Southwark should be open to trialling and testing new approaches.
- Accountability – improve levers to hold developers and landlords to account.
- Mixed communities – communities should not be segregated based on home ownership, private vs social renters.

People said...

“Everyone in Southwark should have a warm safe healthy home, with nutritious food and access to exercise and art, and easy access for help and support for mental health and addictions.”

Neighbourhoods

Issues relating to neighbourhoods and active citizens came out strongly across conversation events and was a focus consistently across listening events.

- Connected - People want to know their neighbours, support and care for each other; and connect with people who are different from themselves.
- Inclusive – it was important to tackle social isolation, digital exclusion and for the borough to have a good understanding of different people, especially children and adults with additional needs.
- Community spaces – people wanted spaces to come together, especially free spaces.
- Promotion of events – there was acknowledgement that there are lots of positive things going on but people don't know about them so more needed to be done to improve promotion of them
- Active citizens – differing views on the role that people can play in creating the future and how this links with the council's role. However, it was clear there are more people who are interested in getting involved than currently have the opportunity to do so. Communities should be able to share skills and knowledge with each other. There was also an emphasis on people being made aware of how to get involved in local activities with an open invitation to everyone but with a recognition that this would not mean the council is stepping away from its responsibilities.
- Investment in local areas - People wanted to see investment in their neighbourhoods / high streets. Many felt that over the last 10 years their areas had become tired.

People said...

"I hope to live in a neighbourhood that feels safe and is wholly inclusive. Everyone and anyone at any time should feel comfortable walking the streets to their home and should be able to walk at whatever pace they feel and not looking over their shoulder. I hope the community can lead the way for change in making everyone - no matter race, sexuality, gender identity, age, social status, no matter if they fit the 'social norm' - feel included, and their voice is heard. I hope the community remains affordable for those who have lived in the neighbourhood for years, can stay in the neighbourhood, and perhaps even buy a house in the neighbourhood. I hope the local community has less crime, is more environmentally friendly, affordable, safe and place I want to continue to call my home"

Green spaces and nature

Green spaces and nature were a consistent theme in conversations. Responses in the survey in relation to this were split across several topics. Amongst our listening event participants Southwark Park Association hosted a dedicated session.

- Protect and enhance existing green and blue spaces – for example wildlife feeding areas, wildflower areas and improvements to children’s playgrounds.
- Greening urban areas - extending greenery beyond current green spaces and taking over known 'grot-spots'.
- Trees – people wanted more of them
- Community growing spaces and allotments – there was an ask for more places to bring people together. For example, reclaiming rooftops and unloved space.
- Biodiversity – people were keen to enhance biodiversity, rewild areas and promote nature.
- Participation - this was an area where people expressed an interest in being involved, supported and empowered to make these changes happen.

People said...

“That importance and attention and consideration are given to cleaning up the borough - focussing on the graffiti, rubbish in the streets, changing people's attitudes so there is more pride in the appearance of the streets - it is not acceptable to just drop litter in the street, tag every surface etc.”

Climate change

The most popular topics in the survey were transport (290 responses) and climate change (274 responses). Activities which would contribute to addressing the climate emergency consistently came out in the conversations and was the focus of listening events hosted by more climate and transport oriented groups, such as Southwark Living Streets.

- Pride and vision – people want to feel proud of the contribution people and organisations in Southwark are making to tackle the climate emergency, with a clear shared vision and plan to achieve this.
- Ideas – across a range of topics there was lots of energy and ideas that directly and indirectly address the climate emergency.
- Active travel – it was important to people that the borough was walkable, cycle friendly and with good public transport links. Accessibility and improved infrastructure being key to this. There were differing views on the level of car use which is acceptable and measures to support walking and cycling. Car sharing and more electric charging for those who need a car was suggested.

- Environmentally friendly energy
- Less waste – reduce consumption and better waste management, including making recycling as easy as possible and effective waste management contract.
- Better water management - more permeable material to be used for pavements and driveways.

People said...

“Camberwell is so polluted - it's horrible walking down the high street as the road is so busy, the park is noisy and polluted, and there aren't really any flowers or wild areas. It doesn't feel welcoming or like a place for families, which are all the things I'd hope for. I'd like more options for recycling, less pollution, more wild areas, more investment in green initiatives, more green areas and planting. I'd also really love an allotment - the one on my road has a waiting list of 10 years. I'd like to grow my own food because bills are so high”

Safety

Safety came out strongly in the conversation events and 209 people responded to the topic of community safety in the survey. It also came out strongly in the listening events with young people in particular.

- Safety while walking around - people are worried about their loved ones and their own physical safety. This was a particular concern for and from children, young people, women and older people.
- Focus on young people – there was an emphasis on a need for increased provision of activities / spaces for young people to keep them engaged, as well as being safe travelling to and from school and when in school.
- Recurrent concerns around certain crimes – such as anti-social behaviour, phone theft and gang violence which were mentioned repeatedly.
- Action – a need for increased police and warden presence was a contested suggestion and other people suggested better lighting; and more surveillance would help reduce crime.

People said....

“I hope that Southwark can be a safe place for all in the community. I hope that there is easy access for women who are experiencing trauma or needing support with any issues that they may have, and that this is well sign posted. I hope that all young people girls and boys are taught what respect is. I hope the elderly are cared for and that more of a community spirit is fostered”

Education, finances, jobs and local business

With the exception of housing costs, this theme didn't come out as strongly as others in the conversations, but was important to particular groups. It came out in listening events, especially with younger and older people, and in the survey responses with 105 responses to jobs, local economy and financial security. Through the survey there were also 86 responses to education and 104 to children, young people and families.

- Affordability of Southwark - it is increasingly difficult to afford to live well in Southwark, there had been an erosion of people's safety net and the cost of living along with some examples of poor employment practices was making it difficult for people to afford to live in the borough
- Good jobs – whilst overall there are a good number of jobs, younger, older people and those without English as a first language are finding it difficult to get work. There is a need to tackle discriminatory employment practice and ensure employment support is tailored to the individual.
- Education and training – we heard support for the expansion of apprenticeships, enhanced English language support and continued improvement in schools (SEND and high-schools in north).
- Thriving local business – people had a keen interest in supporting local businesses.
- Vibrant high streets – it was important to people that their local high street was clean and attractive a range of shops and things to do, including independent small businesses.

People said...

“We need an equitable education system for everyone irrespective of family background - education is a driver of social mobility”

Health and well-being

Health and well-being was a cross cutting theme in the conversations, coming into discussions on housing, community and nature for example, rather than a strong theme in its own right. 210 responses were received the topic of health and well-being in the survey. Health and wellbeing came out strongly in listening events, particularly amongst older people and the Latin American community.

- People want to stay healthy - they appreciate the existing free and low-cost access to leisure centres

- Activities – there should be a variety of activities, open to everyone, to enable people to stay physically and mentally well
- Maintaining good mental health – this was important for all age ranges and there was an ask for better mental health support
- Food - access to good, healthy and affordable food is important
- Access to healthcare – people discussed the difficulties they experienced accessing their GPs in particular. There was a particular barrier for communities who required an English translator and often struggled to get one

People said...

“I love that Southwark initiated free swimming lessons for adults and the free swim/gym access for residents. I hope these initiatives continue and are expanded. I’d like to see even more outdoor gyms. Could you produce materials on interesting walks we could take around the borough, highlighting different locations and places of interest?”

Culture

Whilst not the most explicitly stated ambition, people in some of the conversations did reference how much they appreciated the current cultural offer of Southwark and that they would like to see more celebrations of the borough’s diverse communities. 56 respondents to the survey provided ideas on “things to do” in Southwark.

- Diverse cultural offer – there was an appreciation for the current cultural offer of Southwark but people would like to see more, particularly as a way to bring different communities and generations together
- Public art – people gave Dulwich and Peckham Rye as good examples of public artwork. They would like to see more opportunities for local artists to showcase their work in these ways
- Libraries - People appreciated the libraries in Southwark and wanted them to still be available to in 2030.
- Local people’s access to the cultural offer – people were keen to encourage and support more local people to make the most of the cultural offer available.

People said...

“There are more opportunities for people of different backgrounds, educational and income levels and ages to interact, like the 'Where are you from' intergenerational devised show at Blue Elephant Theatre last year about immigration in Southwark. And in turn, that there are stronger, meaningful relationships among neighbours whose paths may otherwise not cross except superficially in the Tesco queue.

As important as 'what' they wanted Southwark to be like, people also were clear on how they wanted the council to work. This came out consistently across all methods of engagement. To note, the council specific comments will be picked up in the 'well-run and managed Southwark' change programme.

How the council works

People welcomed the opportunity to have a say in the future of Southwark. In addition to the key messages on hopes for 2030, people also focused on *how* they wanted the council to work. This included:

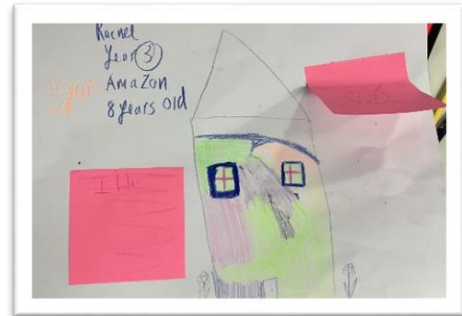
- Treating everyone with respect, with a need for staff training to achieve this.
- Working in partnership with residents and partners to solve problems.
- Enhancing democracy.
- Improving communication and transparency, including an improved council website.
- Respond promptly, such as answering phones and replying to emails.
- Simplifying processes and reducing bureaucracy.

Stage 2 - Detailed Report

Homes

What do people love / want to see changed?

Reflecting broader national concerns Southwark residents were worried about the affordability of homes in the borough, in particular, but not limited to, rent levels. Linked to this we heard people's strong desire to stay living in Southwark with their families and social networks also able to stay close. There was some anxiety about families and local communities being broken up due to the cost of housing, in particular young people not being able to afford their own place in the borough, and some residents shared real life examples of this already happening. There was a concern that this was exacerbated by the wealth inequality in the borough. People felt there was a role for the council to use the levers available to them to lobby for more affordable housing.



People liked how diverse Southwark's communities are and some residents expressed an interest in new developments being mixed and not being segregated between home owners, private renters and social renters.

People had different perspectives on what should be the focus of the approach to housing, ranging from implementing a housing first policy to end homelessness; building homes for key workers in the borough to ensuring there was accessible homes for disabled people and older generations.

We heard a strong desire for people to have more of a voice in the development process, from an improved approach to consulting them on new developments, having more say in the planning process to strengthening tenants' associations and making housing associations more democratic.

There was a recurrent point made about the need for all homes – regardless of tenure type – to be of better quality including ensuring they were energy efficient, fit for the future and had well maintained communal areas. People felt that the council had a role to play in holding developers to account to ensure these aspects were delivered. There was a strong desire for the council's repair service to have a consistent approach to prioritising repairs, which should take into consideration the impact on health and wellbeing. When we spoke to young people they shared specific concerns about the size of the property.



In terms of new housing there was divergent views on how many homes need to be built in Southwark, ranging from no further developments (with the desire to not increase the population size) through to completely unrestrained development

(anyone who wants to should be able to live here). There was a strong desire from residents that developments were sympathetic to the local area and that Southwark did not become a "borough of high-rises".

During our Southwark 2030 engagement we heard people's pride in Southwark being an innovative place which had been at the forefront of many social changes. There was a desire to build on this to tackle the challenge of affordable, high-quality homes, whether through retrofitting or refurbishing existing properties through to trialling and testing new approaches such as modular, pre-fab homes and other housing solutions.

We heard from residents who had experienced specific difficulties with their landlords and they felt the council could play a stronger role in holding them to account.

Climate Change

There is a real energy and commitment from people to take action to combat climate change, with many ideas generated which directly address the climate emergency. It was also striking that many of the ideas across the themes that were primarily about making people's lives better now, would also have a positive impact on the climate. For example, reducing the cost of home and business energy by increasing the use of solar panels, through to planting more trees to improve mental health and improve the overall feel of areas.



What do people love / want to see changed?

People asked for a clear vision and plan with shared ownership to help Southwark lead the way.

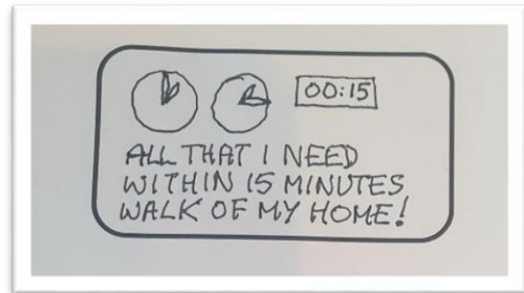
They want Southwark to be even more walkable, cycle friendly and with good access to public transport, being able to access everything they need using these options:

- Walkable - more pedestrian areas and routes, with well-maintained pavements and good lighting. Making sure they are accessible to all.
- Cycle friendly – people wanted to feel safer and more confident cycling, with improved cycling lanes and infrastructure.
- Good access to public transport – People really valued having good public transport links within Southwark and to the rest of London. Disabled access to trains and buses needs to improve, both in terms of physical access and understanding from staff. There was also a feeling that the loss of some bus routes in recent years has led to some areas being underserved.

There were divergent views on how these priorities should be balanced with car and other vehicle use. At one end of the spectrum of views, some people felt car use should be made as difficult as possible and they saw very few circumstances where car use was acceptable.

At the other end, some people felt that people should still be able to get around by car if they want and this shouldn't be made more difficult. There were also discussions on how recent measures to improve walkability and safety for cyclist have not received widespread support. On balance, there was acknowledgement that some car use will be needed and people made suggestions around the potential for greater car sharing and more electric charging points.

There was some discussion about creating neighbourhoods with everything you need close by, such as home, work/school, shops etc., with questions raised about how far Southwark is away from this. Some felt Southwark is likely to be close, while others identify specific gaps which prevent this such as lack of secondary schools in the north of the borough.



Environmentally friendly energy was important to people. We heard from homeowners interested in installing energy efficient heating but struggling to find a company who could fit it, to interest in seeing more communal heating options.

People wanted less waste. They were interested in reducing consumption, such as single use plastic, and how one person or organisations waste could be used by others. Where there is waste, they wanted better waste management. This was both for households, businesses and in public spaces like parks. They wanted recycling to be as easy as possible, have better bin designs and better management of the waste contract.

People also talked about wanting better water management. Ensuring more permeable material to be used for pavements and driveways. This would be particularly important when thinking about flood prevention.

Nature and Green Spaces

What do people love / want to see changed?

People told us about how much they value the current green spaces in the borough. They are places where friends and family can get together and people can be active. It also brings them closer to nature, while still having all the benefits of being in the heart of London. They are places where everyone in the community can come together without needing the spend money. This contributes to both their physical and mental well-being. These spaces were especially valued by people without outdoor space in their homes and families with children. Southwark waterways were also identified as an asset.



It was recognised that many of these green spaces have seen significant improvements over the last decade. People were keen to continue to protect and enhance both the green and blue spaces in Southwark. For example, exploring the potential for wildlife feeding areas, wildflower areas and improvements to children’s playgrounds.

People wanted to:

- Extend greenery beyond the current green spaces;
- Make the urban areas greener;
- Plant more trees;
- Have more allotments and community gardens, for example reclaiming rooftops and unloved spaces.
- Take over local areas once known as ‘grot spots’, aligning with people’s wish for Southwark to be cleaner. Recognising that growing spaces can also be places which can bring communities together.

People were interested in enhancing biodiversity, rewilding areas and the promotion of nature.

Critically, people wanted to be involved, supported and empowered to make these changes happen.

Neighbourhoods

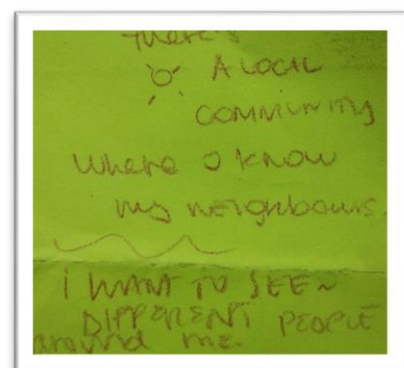
People want to know their neighbours and feel part of their community and they would welcome more opportunities to come together and get to know each other.

What do people love / want to see changed?

People loved the vibrancy and cultural diversity of Southwark. During our Southwark 2030 engagement it became clear that there is a real appetite - from a wide range of residents – to connect with people who are different from themselves, across generations, races/ethnicity and social classes. In essence, to make the most of this cultural diversity. People want to live in communities where people know their neighbours, support each other and to be part of “a borough that cares”. There is a desire to build up a sense of community spirit, kindness and respect and to be a place where people share their skills and knowledge with each other.

People felt there were a lot of activities going on in Southwark and many people who we spoke to were keen to be more active and play their part in the local community.

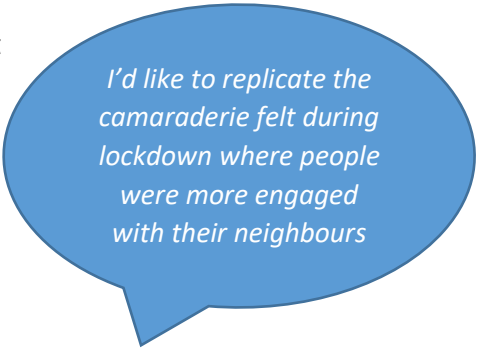
We heard that people were keen to ensure that everybody had equality of access to these opportunities and



activities. Examples given included wanting to help to keep their local area clean and green and events celebrate the cultural diversity in the borough. . The want their energy and ideas to be harnessed and supported by the council and other large institutions.

People told us they needed spaces and events to help them come together. It was important that these spaces or events were accessible for disabled people and those on low income, specifically it was felt it was important to have free spaces, where there was no pressure to spend when you were there. They could include community centres, TRA halls, community gardens, libraries, high-streets, arts and cultural spaces.

People want a place where everyone feels welcome, included and understood. This was especially important for adults with additional needs and for those experiencing social isolation. People were keen for communities to be upskilled so they can better support each other and for volunteering opportunities to be enhanced. A 'sign up for Southwark' volunteering initiative could be launched with potential for discounts for volunteers to access cultural, art and leisure opportunities.



I'd like to replicate the camaraderie felt during lockdown where people were more engaged with their neighbours

People felt that there was a lot already going on in Southwark but there was more to do in terms of publicising events and activities so people are made aware of what's available and how they can get involved. It was felt that honest and clear communication through a variety of channels, including an improved council website, would help to support this.

These events would also need to be accessible to all and may need to consider how people with barriers (such as lack of confidence) are supported to be involved.

People told us that high streets also play an important role in neighbourhoods. They wanted high streets where they were able to get the things that they needed; that they feel proud of; and offered a place where people from different communities could come together. People told us that some high streets felt really vibrant, but the physical space didn't match this vibrancy and could be improved with street cleaning, reduced litter and more attractive shop fronts. There was concern that some high streets were seeing an increase in empty shops. Linked to high streets, there was also an appreciation for the diverse food, restaurants and nightlife in the borough, which a desire to further enhance this.

People overall, especially at the conversation events, expressed a view that they wanted to have a greater say in the decisions that are important to them. However, the appetite to get involved and how this related to the role of the council varied. When asked what role they could see themselves playing in creating the future they want, some people felt that full responsibility should lie with the Council and they didn't see themselves as having any role. Some felt powerless to have any impact and others felt that they were doing as much as they could already.

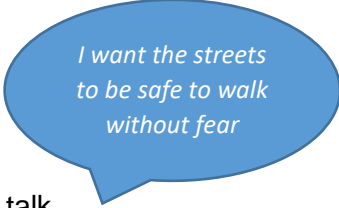
However, on the whole, there was more appetite to get involved in a meaningful way than there are current opportunities to do so. There was a recurrent theme about the role of the council in connecting people together and also bringing them closer to decision making

processes. In order to do this there needed to be an increase in trust between the public and organisations, especially the Council. This would be supported by the council and others consistently delivering on their promises and following through on actions. People felt the council could do more in terms of transparency (especially linked to the rationale for funding decisions) and be better connected into local communities, and community groups.

Safety

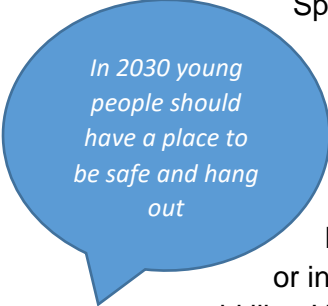
What do people love / want to see changed?

Hearing from people throughout the Southwark 2030 engagement process it became clear that a significant number of people were concerned about not feeling safe walking the streets of Southwark, especially after dark. This concern was particularly prevalent amongst children and young people, women and older people. For example, we heard from women about the harassment they experienced from men with talk of toxic masculinity and we heard from young people about the racism they face.



*I want the streets
to be safe to walk
without fear*

A recurrent ask across all age groups and events was for more spaces and activities for young people so that they had plenty of things to do and therefore may not be drawn into criminal activities. There was also concern that young people did not currently feel safe when travelling to and from, and whilst they are in, school.



*In 2030 young
people should
have a place to
be safe and hang
out*

Specific crimes such as ASB, phone theft and gang violence came through as key issues to be tackled. There was a strong sense that people wanted to see an increase in police and warden presence, better lighting and more surveillance. There was also some feedback that the response by the police didn't meet the expectations of people who had raised concerns or issues. For example, police being visible, but at the wrong time of the day or in the wrong locations, or not responding to calls as quickly as they would like. However, it was also clear that for other people the police did not in fact make them feel safer. There was an interest in resetting the relationship between the public and police.

Money, jobs and business

What do people love / want to see changed?

Overall, people talked about three aspects which were making it more difficult to live well in Southwark:

- They felt that the safety net has been eroded, with less support from national government.
- The cost of living has been going up, with rises across the board from rent, heating, food and childcare.
- Employment practices also play a role, such as zero-hour contracts and paying below London Living Wage.



People told us that having a good job was important to them. A good job provided a route out of poverty, provided financial stability, contributed to good mental wellbeing and provided a sense of community. It also enabled people to be positive role models for younger generations.

Southwark has a high number of jobs compared to the number of people who live here. As a result, overall, we didn't hear comments about there being no jobs in particular areas. However, we heard that there were specific groups who were finding it difficult to get a good job:

- Young people struggled to bridge the gap between education and employment, as employers are requiring experience as well as qualifications.
- Older people found finding employment and retraining a challenge.
- People without English as a first language had additional language barriers

People also expressed the need to tackle racism and discrimination in employment practices.

Education and training were critical to setting people up to access good employment opportunities. It was recognised that schools in Southwark have made significant improvements in the last 10 years and people were keen to see this trend continue. There were three key areas of education and training which people identified as areas for continued improvement.

- Apprenticeships - there was appetite for the expansion of apprenticeships, including exploring all age apprenticeships.
- English language support - enhanced language support, with childcare options and flexible times.
- Schools – continue to improve education, with an emphasis on ensuring children with additional needs get the support they need to thrive.

When people are struggling to find employment, it was felt that employment support should be tailored to the individual, rather than a one-size fits all approach.

People also wanted thriving local businesses. They were interested in having more opportunities to support smaller local businesses whilst also having more of an ask of businesses about how they would support the community. For example, people were interested in enhanced support for people who wanted to start their own business and in exploring the potential of local exchange trading like the Brixton Pound. They were also interested in how businesses could help provide more access to toilets.

Health and well-being

People want to be able to stay healthy, with health and well-being underpinning many of the key messages we heard.

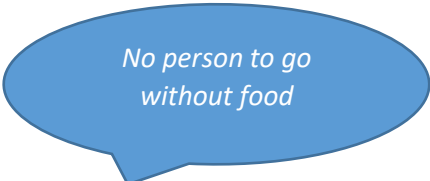
What do people love / want to see changed?

People really welcomed the ability to access Southwark leisure centres for free or a reduced rate. The green spaces in the borough were also seen as important for supporting good health and well-being.

Equality of health came through as a key focus.

There were four key areas where people would like to see an improvement:

- Everyone should have access to healthy and affordable food. People wanted to address food poverty, reduce the use of food banks and to enhance the healthy food options available on high streets.
- Mental health support was seen as paramount. They wanted better access to services and improved training for staff.
- People are struggling to get timely appointments with doctors.
- People wanted more opportunities to get active, from physical activities for older people through to the expansion of wellness activities such as yoga and meditation to everyone.



*No person to go
without food*



Wellness is for all

Cultural Offer

What do people love / want to see changed?

People told us that one thing they love about Southwark was the access to cultural offer, not only in Southwark but the whole of London.

People expressed an interest in having more public art by local artists. For example, we heard that the public art of East Dulwich as a good example of how unused spaces can be

used to bring art and culture to an area and it was suggested that this was encouraged across the borough.

Linked to the want to connect with their neighbours and local community, people were keen for there to be more events, such as festivals, and activities that would bring together communities who don't often interact. People were keen for there to be more events that celebrated the cultural heritage of Southwark and the various communities who have made their homes here.

People told us that they appreciated the libraries in Southwark and wanted them to still be available to them in 2030.

How the council works

People welcomed the opportunity to have a say in the future of Southwark. In addition to the key messages on hopes for 2030, people also focused on *how* they wanted the council to work. This included:

- Treating everyone with respect, with a need for staff training to achieve this.
- Working in partnership with residents and partners to solve problems.
- Enhancing democracy.
- Improving communication and transparency, including an improved council website.
- Respond promptly, such as answering phones and replying to emails.
- Simplifying processes and reducing bureaucracy.

Stage 3 – Feedback

Partners agreed during the workshops that Southwark 2030 represented an opportunity to work together in a more collaborative way as a group of anchor organisations together with the VCS and residents and working together address a series of challenges.

Overall, there was a positive response to the draft ambitions from the public. This included people who had previously participated in Southwark 2030 and those who were new to the discussions.

People generally found the prioritisation of ambitions more challenging and didn't feel that one ambition was more important than another. The majority felt that all the ambitions were important and interconnected. For example, if you improve homes you will improve health and wellbeing. Where people did see some ambitions as less important than others they often felt that Southwark was already doing well in a particular ambition and greater focus should be on other ambitions. This is as opposed to an ambition not being relevant or important for Southwark in 2030 at all.

The feedback on each ambition was as follows:

Homes

78% of people who responded to the survey said that it was the right ambition for Southwark 2030. This was 4th highest out of all the ambitions. 57% people said it should be a high or very high priority (4th highest) and only 17% said it should be low or a very low priority.

Homes was one of the top three priorities which emerged across the public events and was identified as the top ambition via the public boxes (i.e., it appeared the most often in the top three priorities).

Neighbourhoods

74% of people who responded to the survey said that it was the right ambition. This was relatively low (6th lowest).

It was also relatively low in terms of the number of people who thought it was a high or very high priority (44%) and was the highest number of people saying it should be a low or very low priority (26%). However, the neighbourhoods' ambition often came in the middle priority during the events and was second highest in the feedback from the public boxes.

Nature

Respondents to the survey strongly agreed that this was the right ambition for Southwark 2030 (85%, the second highest of all the ambitions).

It also had the second highest number who agreed it should be a very high or high priority (61%) and second lowest number of respondents who said it should be a low or very low priority (only 13%). Although, it was lower priority in the public events and was sixth lowest priority via the public boxes.

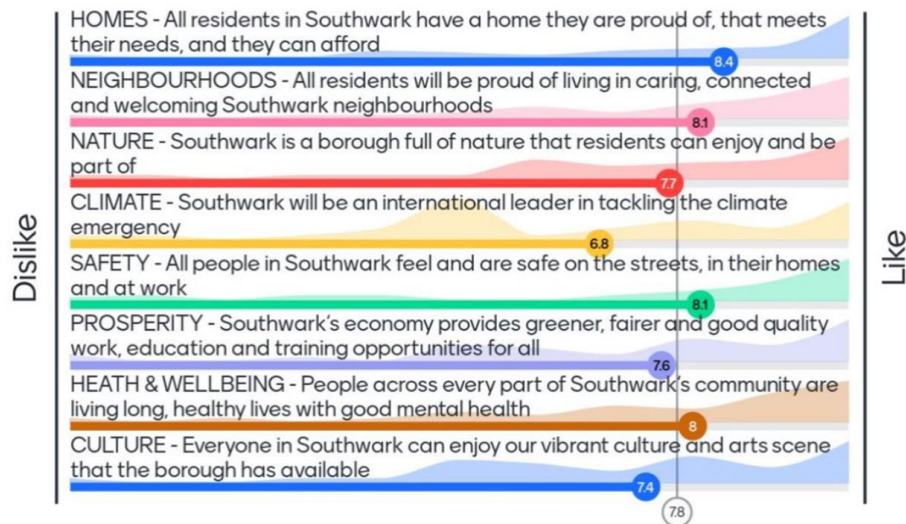
There were some discussions at the public events about whether nature could be combined with other priorities, such as climate or neighbourhood.

Climate

The climate ambition had the least number of people saying it was the right ambition in response to the survey, with 70% agreeing that it was the right priority.

It had the third highest number of people who said it should be a very high or high priority (59%), but also the 4th highest number of people who said it should be a low or very low priority (20%). It was 4th place in terms of the number of people who identify it within their top three via the public boxes but was equally 4th in terms of the number of people who placed it in their bottom three priorities. This suggests that this ambition divided opinion the most out of all the ambitions.

This was also seen in the online event, where support for the ambition was the lowest (see yellow in graph below) of all the ambitions and there a greater difference in the distribution of responses compared to other ambitions.



Safety

Safety came out as a clear priority. When asked if this was the right ambition in the survey, safety received the most 'yes' votes (87%). Safety also had the highest number of people saying it should be a very high or high priority (64.82%) and the lowest number of people saying it should be a low or very low priority (9.26%).

The safety ambition was the 2nd most identified priority via the public boxes and was consistently one of the top three in the public events.

Prosperity

74% of people who responded to the survey said that it was the right ambition for Southwark 2030. This was the 6th lowest out of eight ambitions. It also had relatively low numbers of people who said it should be a very high or high priority (43%). This was also reflected in the public events and responses via the public boxes (7th lowest number of people placing this priority in their top 3).

It was recognised while developing this ambition that it was not an overarching message that came from the engagement but was particularly important to specific groups. Therefore, this result is to be expected.

Health and Wellbeing

83% of people who responded to the survey said that that it was the right ambition for Southwark 2030. This was the third highest out of the eight ambitions.

While they agreed it was the right ambition, it wasn't as high a priority among survey respondents. 56% felt it should be high or very high priority (5th highest) and 22%

said it should be low or very low priority (3rd highest). This was mirrored in the public boxes, being 5th highest in terms of number of times health and wellbeing appeared in peoples top three. However, health and wellbeing was one of the top three priorities across all the public events.

Culture

70% of people who responded to the survey said that it was the right ambition. This is lowest response of all the ambitions. Only 33% of people thought it should be a very high or high priority, the lowest of all ambitions, and 24.07% said it should be a low or very low priority (the second highest of all ambitions). This was also reflected in the events where culture was often a lower priority and in the public boxes, where it appeared in peoples top three the least and appeared in the bottom three priorities the most.

At the public events, there was some discussion about whether this could be amalgamated with other priorities e.g., neighbourhoods.

Additional points

Much of the feedback repeated many of the same message gathered in stage 2 (as outlined above). In addition, there were comments that people wanted to have a greater focus of the ambitions on the following areas:

- Children, young people and parents.
- Transport
- Behaviour and role of the council

Annex A – Southwark’s Success and Strengths

You told us that **tackling inequalities** matters to you

AVERAGE INCOME in Southwark varies significantly depending on where you live:

£24,632 OLD KENT ROAD
£61,271 DULWICH

Southwark is closing the gap by helping people get the skills they need through training and apprenticeships to move into a well-paid career of their choice.

WE ARE CREATING

2,000 APPRENTICESHIPS & 3,000 TRAINING OPPORTUNITIES so local people can take up exciting careers close to home.

What more can we all do to reduce inequality further by 2030?

SOUTHWARK 2030

You said you want to make a difference and help **make Southwark fairer**

2017-2022
75,000 consultation responses on the Southwark consultation portal.

We are working more closely with local groups and communities to make sure people can contribute ideas, help design projects and services, and have real influence over decisions that affect them.

We have launched **SOUTHWARK 2030** so we can share ideas and hopes for what living in Southwark will look and feel like in 2030.

People have told us they want to know more about and influence local decisions, to see changes in their neighbourhoods and more.

What can we all do to make Southwark fairer by 2030?

SOUTHWARK 2030

You told us you want us to work together and **tackle the climate emergency** with action

largest source of air pollution = road transport

1/3 contribute but damaging PM2.5 emissions

WE ARE REDUCING our borough’s usage of petrol and diesel vehicles

WE HAVE DELIVERED 13km+ CYCLE LANES & 500 CYCLE HANGARS

Domestic and commercial fuels, which come mostly from cooking and heating, are another significant pollutant in the borough.

WE HAVE PLANTED 17,000+ TREES IN LAST TWO YEARS

What can we all do to make Southwark carbon neutral by 2030?

SOUTHWARK 2030

Southwark in 2023
key facts

7th highest population density in London
10,659 people per sq km

32.4 Average age

120+ LANGUAGES SPOKEN
18% of population speak a language other than English at home

40% of population born in London
8% born in London
50% born in other parts of the UK
11% born in other parts of Europe
55% of population born in other parts of the world

2021 POPULATION 307,600

44,800 (15%) HAVE A DISABILITY

21% of population are in the most deprived nationally

8% of population are LGBTQ+

26,000 UNPAID CAREGIVERS

23% UNDER 18

SOUTHWARK 2030

You told us that you want more **safe and affordable homes** locally

143,000 HOMES in Southwark

39% SOCIAL HOUSING
61% PRIVATELY OWNED

17,500 PEOPLE on our waiting list

WE HAVE BUILT/ARE BUILDING 2,500 & 1,000 NEW COUNCIL HOMES PLANNED BY 2025 and are working hard to deliver new homes of all kinds

15,000+ BUILT IN THE LAST DECADE

WE HAVE INVESTED £1.85m improving existing council homes including installation of new kitchens and bedrooms

What can we all do to make sure there are more safe and affordable homes by 2030?

SOUTHWARK 2030