

End of year business report 2008/09

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Introduction

1. This report represents the council's end of year business report for 2008/09. The report tracks progress against the council's core objectives, as set out in the refreshed corporate plan and in line with Southwark 2016, the sustainable community strategy.
2. The council's achievements and challenges over 2008/09 should be placed within the context of the current economic climate and the global recession.
3. Some of the key achievements of the council during 2008/09 are highlighted below:
 - Good progress was achieved on the Local Development Framework with consultation completed on: the Core Strategy issues and options, the Aylesbury Area Action Plan submission document, and issues and options for the area action plans covering Canada Water and Peckham and Nunhead.
 - All of the boroughs major regeneration schemes are broadly on track and are continuing to deliver through the recession. The Aylesbury team have recently been successful in receiving a share of £1.7 billion from the Homes and Communities Agency to deliver new homes in the borough.
 - Supporting residents affected by the recession through innovative schemes such as Southwark Works.
 - Good progress on reducing the number of NEETs in the borough.
 - Continued improvement in young people's achievement at both Key Stage 2 and Key Stage 4.
 - Improvements across a range of key health inequalities targets, including life expectancy.
 - Reductions in almost all categories of offending and crime over the past year.
 - MUSCo selected by the Clinton Foundation as one of twelve worldwide projects that promotes sustainable development.
 - Recognition that Southwark's streets are the fourth cleanest streets in the capital.
 - The council's move to a new administrative headquarters at Tooley Street continuing on time and to budget.
 - The council is rated as a three star authority judged to be improving well.
4. Based on progress over the past year some of the areas that will be a focus during 2009/10 include:
 - Improving the quality of all homes and neighbourhoods, including continuing to deliver a programme of investment to improve the condition of our housing stock to the Southwark decent homes standard.
 - Progress on the local development framework to submission of the Core Strategy to the Secretary of State and adoption of the Aylesbury Area Action Plan.
 - The development and implementation of a new housing strategy closely aligned with the housing elements of the new Local Development Framework Core Strategy.
 - Closer working between planning, housing and property in achieving site regeneration.

- Close working with development partners and the GLA on the production of a planning document for the London Bridge and Bankside Opportunity Area to continue high levels of investment and quality of regeneration activity in those areas.
- Understanding the implications, for the council and its partners, of the Lakanal House fire and addressing the outcomes of the investigations currently underway.
- The agreement and implementation of a health inequality strategy for the borough and delivery of personalisation programme for health and social care.
- A comprehensive review of Southwark's Children and Young People's Plan.
- Improving the attainment of looked after children.
- Work across all areas of community safety particularly within the context of the recession, such as programmes to reduce the number of incidents of domestic violence.
- Continue to address the rate of council tax collection.
- Ongoing implementation of the climate change strategy and related action plans.
- Continued development of the council's modernisation programme.
- Monitoring the impact, both social and financial, of the recession across all council services.

Places where people love to live

Whether in Bermondsey, Peckham, Dulwich or any other of Southwark's unique areas, residents are proud of where they live. People want well designed, safe areas with good public services and attractive green space that they can enjoy. We will work with residents to support economically active, healthy and strong communities where people love to live and participate and where they can achieve their potential.

Achievements 2008/09

5. The Local Development Framework Core Strategy sets out the strategic spatial plan together with targets for new housing in the borough for the next 15 years. The process of achieving widespread support for the strategy through consultation on issues and options was started in 2008/09.
6. Southwark has continued to progress in its major regeneration schemes during 2008/09. However the council recognises that the impact of the recession will increase the challenge to delivering core objectives. All of the council's projects will continue be monitored closely during 2009/10, particularly within the context of the changing market conditions for development and renewal across the borough.
7. The council is committed to work towards the regeneration of the Aylesbury estate. The regeneration aims to incorporate the highest design standards, a good mix of uses, and a layout that will meet the needs of current and future generations and create a place with a strong sense of community. To achieve this vision, during 2008/09 there was considerable work underway at the Aylesbury estate, not least the signing of Phase 1a of the Aylesbury Development Agreement in August 2008. The Aylesbury Area Action Plan sets out how regeneration of the area will be achieved and, in consultation with the community, it has reached the stage of submission to the Secretary of State. Work has also begun on the south-west corner of the site.
8. Other key achievements in 2008/09 include the establishment of specialist residents groups to input into the regeneration process, including the Aylesbury Steering Group and the Aylesbury Neighbourhood Team. Following their success in 2008/09 the Aylesbury Neighbourhood Team has recently been successful in receiving a share of £1.7 billion from the Homes and Communities Agency to deliver new homes across the borough.
9. The regeneration of Bermondsey Spa is a key component of the borough's regeneration programme. The programme delivered key milestones during 2008/09 with the completion of over 100 new affordable homes. St James' Churchyard has now been completed and the completion of the first phase of St James Square, including new affordable homes, is due during 2009. The construction of a further 552 mixed tenure homes in the area has commenced, and the Artesian building has been completed as part of the Bermondsey Spa redevelopment with homes of public and private tenure, a health centre and community facilities.

10. The Canada Water Area Action Plan has reached the issues and options stage. The Canada Water Library works contract was awarded in October 2008 and construction work commenced in June 2009. This will provide a 21st century library service, space for cultural activity, adult and family learning, community meeting space integrated with a new public plaza. Construction of homes at the heart of Canada Water is continuing apace as part of the development agreement between the Council and partners.
11. There has been extensive work at the Elephant and Castle during 2008/09. Achievements include the refurbishment of St. Mary's Churchyard, the successful implementation of the Heygate action plan and rehousing of residents, and development of the MUSCo programme, which has led to the recent selection of Elephant and Castle as one of the projects on the William J Clinton Foundation as an example of sustainable growth.
12. The Cleaner Greener Safer (CGS) programme continues to make a substantial impact on the environment and quality of life across Southwark. 2008/09 was the sixth year of the CGS programme and saw 220 CGS projects completed, with a target for 2009/10 of 300 completions. CGS is a successful and popular programme, in which all the ideas come directly from the public. Each year more than 500 applications come in from individuals and communities across Southwark, following extensive publicity, consultation and local engagement work. Projects address a wide range of social needs, and range in size from planting just a few trees up to complete transformations of shopping parades, ball courts and playgrounds.
13. Larger scale environmental and transport projects are also underway. During 2008/09 the Salisbury Row Streets for People project got underway, which will see a new park, traffic calming and resurfacing works that will address many issues across the area. Funds were secured for the Connect 2 project, a network of cycle and walking routes radiating out from a refurbished railway bridge in South Bermondsey. A design completion was held for improvements to the Amelia Street neighbourhood, where again residents have taken a central role in defining the scope of works and helped to choose the winning consultant. Several other transport projects have been implemented, such as footway and carriageway resurfacing, 20mph zones, cycling facilities and measures to improve bus stops and routes.
14. There has been continued improvement across the council's planning indicators. The council improved its time in processing of planning applications that are submitted from small scale building extensions through to large scale regeneration projects. During 2008/09 all statutory targets for planning applications were exceeded, with particularly strong improvement from 2007/08. This is particularly important through the current recession to ensure that the council provides the opportunities for regeneration and development projects to be undertaken, which will provide jobs and employment for local people and local firms.
15. In line with delivering an improved space for people to live, the council exceeded its target of reducing the number of households living in temporary accommodation. From 1105 households living in temporary accommodation in quarter 1, this figure was reduced to just 909 households at the end of quarter 4.

Areas of Challenge

16. In consultation with its tenants and leaseholders, Southwark took the positive decision in 2005, reaffirmed in the Council's decent homes review in 2008, to retain ownership and management of its housing stock (where it is the wish of residents), remaining one of the largest landlords in the country. Despite the challenging economic conditions, during 2008/09 Southwark invested over £73 million in measures contributing to the decent homes and Southwark decent homes standard, in addition to carrying out other improvement works to its stock; 23,000 properties had such work. Southwark's decent homes target is however marginally below target for 2008/09. Provisional figures, based on the 2002 stock condition survey, show that the number of properties made decent during 2008/09 was 1,997, compared to a target of 2,300. The current outturn figures and targets are provisional and will be subject to change after the stock condition database is updated in the autumn following the most recent stock condition survey.
17. There are twenty-eight housing regeneration schemes that are currently due for completion in 2009/10, providing local people with the opportunity to live in properties that meet Southwark's decent homes criteria. Additionally, a new Housing Strategy is in the process of being finalised. The Housing Strategy has been developed with input from the multi-agency Housing Strategic Partnership and residents and will outline Southwark's ambitions to meet housing need and improve the housing stock across all tenures.
18. The council was marginally below its target on the creation of new affordable homes. Against a target of 500, during 2008/09 the council delivered 479 new affordable homes. This reflects difficult economic conditions and the challenges this poses for the council in delivering regeneration across the borough.

Outturn data 2008/09

Indicator	LAA	Unit of measure	2008/9 Performance End year outturn	2008/9 Target	Comments
(Local) Number of homes made decent		Number	1997.00	2300.00	Provisional. Complete dataset expected November 2009.
(Local) No. of non-LA owned dwellings returned to occupation or demolished	LAA	Number	142.00	120.00	
(NI1) % of people who believe people from different backgrounds get on well together	LAA	Percentage	74.70		Place survey

Indicator	LAA	Unit of measure	2008/9 Performance End year outturn	2008/9 Target	Comments
(NI154) Net additional homes provided	LAA	Number	Not available	1630.00	Annual survey started July 2009 to assess the number of homes provided. Final outturn for this indicator will be available in the Annual monitoring return in December 2009.
(NI155) Number of affordable homes delivered (gross)	LAA	Number	479.00	500.00	
(NI156) Number of households living in Temporary Accommodation	LAA	Number	909.00	990.00	

CASE STUDY – Heygate Rehousing Team

The rehousing of Heygate residents and demolition of the Heygate estate is central to the regeneration of the Elephant and Castle.

In November 2007 the council set up the Heygate Rehousing Team to provide the seamless planning and delivery of services.

This management team of strategic and operational officers covers a range of disciplines. The team has two areas of focus in order to deliver against its objectives:

Case management:

- An end to end proactive management of cases. A one size fits all solution is not appropriate, instead transition plans are developed for each resident

Estate management:

- Managing the area to ensure the estate remains a safe and clean place.

Key successes to date (June 2009) include:

- 573 secure tenants re-housed
- A new approach for elderly and vulnerable residents
- 23 crack houses closed
- A new anti squatting strategy resulting in 0 squatters on the estate since Jan 2009
- 957 properties welded and 0 re-entries
- 80% of leaseholders re-purchased
- A pioneering leaseholder assistance package
- 34% reduction in crime and ASB during last quarter of 2008/09

The feedback to management team from tenants, leaseholders, staff and partners has been overwhelmingly supportive. Under difficult and complex circumstances, the project has been a huge success. This has been due to the management team's drive and commitment to deliver a sustainable change for those who live, work, enjoy and travel through the area.

As recognition of this success the Heygate Rehousing Team was 'Highly Commended' in the Management Team of the year award category at the Local Government Chronicle Awards. To put this success into perspective, Southwark's Heygate Rehousing Team, were only one of 36 finalists across 17 categories in a field of 600 entries.

Plans for the future

19. In 2009/10 the Local Development Framework Core Strategy will progress through submission to the Secretary of State and an examination in public to adoption. This will provide a robust, deliverable regeneration programme for the borough for the next 15 years and strategic direction for the more detailed area action plans for Aylesbury, Canada Water and Peckham and Nunhead. There will also be supplementary planning documents (SPDs) providing direction for future development in the London Bridge and Bankside, Dulwich, Camberwell and Old Kent Road areas.
20. Over the next two years the council plans to advance the regeneration of the borough by progressing plans in Bermondsey Spa, Canada Water, Peckham, Camberwell, Elephant and Castle and Aylesbury, and through the Local Education Partnership (LEP) building and refurbishing schools across 13 sites borough-wide. At the Aylesbury this will include an outline bid for submission to secure £120 million of Private Finance Initiative (PFI) funding for the area. In July 2009 the Executive agreed to enter into a new exclusivity agreement with Lend Lease Europe Ltd. This enables the council and Lend Lease to conduct commercial negotiations with the confidence that no other developer is being considered by the council.
21. Work will continue on the establishment of the Multi-Utilities Services Company (MUSCo), a revolutionary way to deliver utilities to an expanded population with no intended increase in the carbon footprint.
22. The council will continue its commitment to improve individual life chances and the educational potential of young people by overseeing the commencement of work at Walworth Academy, Globe Academy, St Michaels and Tuke schools.
23. The first phase of the Aylesbury Project will deliver 260 new homes for Aylesbury residents, commercial units and a state-of-the art Aylesbury Resource Centre, which will provide facilities for people with sensory, neurological and physical disabilities, along with health and therapy services, adult education, employment support, and IT.
24. The council will work collaboratively with our central government partners, particularly the new Homes and Community Agency, to secure the necessary financing for the delivery of the rest of the regeneration programme at the Aylesbury.
25. Work will start on multiple sites across Canada Water and Bermondsey Spa and the new Canada Water Library will be completed, as well as a new public square. Work will also begin on the Wooddene site in Peckham and on multiple sites on the Elmington Estate in Camberwell. These schemes will contribute to the delivery of over 1,000 new homes over the medium term. The redevelopment of the Wooddene site will also deliver a Combined Heat and Power facility that will serve the new development and the existing community.
26. The council's housing strategy will be developed for agreement by Executive in 2009/10. The implementation of this key strategy will enable the council to improve the quality of existing housing; increase the supply of good quality housing; enable

choice while meeting housing needs; and prevent homelessness and reduce the use of temporary accommodation.

27. In light of the current recession a revised affordable housing target was agreed with the Mayor's office in February 2009. The new target is 2,453 homes for 2008/9 – 2010/11. The council has also entered into a strategic partnership arrangement with the Homes and Communities Agency to focus investment into supply of housing in borough to 2010/11 and beyond.
28. On Friday 3 July 2009, there was a major fire at Lakanal House. As a result of the fire, six lives were lost and the council needed to re-house the entire block. The fire was one of the largest emergency situations that Southwark has dealt with in recent years. Responding to this tragedy will be a key focus for the council with regards to re-housing of residents, ensuring the safety of residents in similar blocks across the borough and addressing outcomes from the ongoing investigations to supporting planning for the future.

Everyone achieving their potential

We want people to have a real chance to succeed and to have the opportunity to achieve their potential. For this to happen, and to help break the cycle of poverty, children and adults need the backing of their families, communities and the council. We need to ensure that people have access to the skills, training and advice they need and that businesses are supported and attracted into the borough.

Achievements 2008/09

29. 2008/09 has seen Southwark building on educational improvements of recent years and delivering programmes and projects, such as Southwark Works, which continue to offer training and employment for Southwark residents; particularly important within the context of the recession.
30. In 2008 Southwark's pupils achieved the best ever results at key stage 2 with results for English, maths and science improving at a greater rate than the national average. There was a rise in the rate for English from 76.5% to 78%, a rise in the rate for Maths from 71.6% to 76% and a rise for Science from 83% to 85% when compared to the previous year. The provisional Key Stage 1 results showed improvement for reading and writing, rising from 78% to 79% for reading and from 73% to 74% for writing. Performance was 85% for maths, and rose from 80% to 81% for science.
31. GCSE results have also shown a considerable improvement. The 2008 data shows that the proportion of pupils achieving 5+ GCSEs at grades A*-C has improved from 52.7% to 56.2%, a rate of improvement that is in line with the national rate of improvement. Similarly the proportion achieving 5+ GCSE's at grades A*-C including English and maths has improved by over 4 percentage points to 42.7%. This is considerably above the national rate of improvement of 2%.
32. Provisional KS2 results released in July 2009 continue to demonstrate the progress that Southwark is making in raising educational attainment in the borough. Southwark's results are now the same as the national results for maths and English combined, and the council is now performing in-line with outer-London boroughs. Provisional KS4 results also mirror this progress towards national averages, with an improvement of 3.9% reported in the headline indicator of 5+ A*-C including English and mathematics. A more detailed analysis of provisional results, including trend analysis, will be reported in the council's half-year business report for 2009/10.
33. Improving the borough's schools is core to the council's ambition for major regeneration. A core part of this is the council's commitment to the Building Schools for the Future (BSF) project. During 2008/09 the council reached agreement on the £200m Local Education Partnership (LEP). This concluded an intensive 20-month procurement process, with Balfour Beatty (trading as Transform Schools) and Building Schools for the Future Investments joining Southwark council to form the new Local Education Partnership (LEP) company, 4 Futures.

34. In the current economic climate it is imperative that the council concentrates efforts on the reducing the number of young people not in employment or training (NEET) in the borough. There has been a reduction in NEETs to 8.8%, down from 10% in 2007/08 and above the LAA target for 2008/09 of 10%. The reduction has been due in part to targeted work with those with poor attendance at end of Year 11 (e.g. 5 hot spot schools targeted and being supported) and the development of Foundation 2 Work programme in Southwark College where 40 young people NEET have been enrolled since January 2009 and therefore taken off the NEET register.
35. The Southwark Works programme is a key component of the council's response to the recession and provides a network of employment advisers linking across key service areas including health, social care, housing, refugee and offender support. 700 people have been supported through this programme during 2008/09 with 27% moving into accredited training and 18% into work. Also 2008/09 saw the launch of Young Southwark Works, providing access to part time retail opportunities for 30 young people since November.
36. Southwark's Adult Learning Service provides further opportunities for people aged 19 and above as well as for family learning. In recent years the service has made significant improvements, significantly exceeding national average achievement in some areas and achieving a "satisfactory" rating in the recent OFSTED.
37. A further aspect of the council's response to the recession has been in the construction industry where the council's Building London Creating Futures programme has continued to work on major developments in the borough including sites at Canada Water, Camberwell and Elephant and Castle to support local people in accessing the job opportunities they generate.
38. Supporting businesses through the recession is a key local priority. Southwark's self-employment rate increased by almost 1% between 2008 and 2009 after a 2.2% decline in the previous three years. It will be important to continue to monitor the impact of the recession through such indicators to help strengthen appropriate preventative strategies and plans.
39. To support Southwark businesses access public sector contracts the Supply Southwark Group was launched and a local procurement action plan developed. This will improve advertising of local authority contract opportunities and help to embed wider economic benefit clauses within the contracting process and planning agreements.
40. Jobseekers allowance (JSA) data shows a 43.5% increase in the borough's 'stock' of claimants between April 2008 and April 2009, bringing the total 'stock' to 8,974. This was the 9th smallest increase in comparison to all 33 London Boroughs and compares well to London's 61% increase and the UK average rise of 86.4%.
41. The working age population qualified to at least level 2 (GCSE, NVQ Level 2) has increased by 7.14% of working age residents (to 73.79%), surpassing London and England figures. Those qualified to at least level 3 and 4 in the borough are also higher than regional and national figures at 59.85% and 44.38% respectively. The up skilling of local residents is particularly important given the current economic climate and the need to effectively plan for recovery.

Areas of Challenge

42. The attainment of looked after children is a key area of focus. In 2008 just under a third (8 out of 26 or 31%) of children in care reached a level 4 or above in English at Key Stage 2. This is a decrease from 60% in 2007 and was below the target of 50%. In maths 27% (7 out of 26) of children in care reached a level 4 or above at Key Stage 2. This compares to 40% last year and is below the target of 50%. The council recognises the importance of delivering further improvement in educational outcomes for our children looked after, particularly at KS2. In particular there is a programme of work with the British Association for Adoption and Fostering (BAAF) to develop 13-week training courses for foster carers looking after children who are currently studying at KS1 and KS2.

Outturn data 2008/09

Indicator	LAA	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
(Local) Number of young people 16/17 spending more than 6 weeks in B&B	LAA	Number	0.00	0.00	
(Local) Apprentices achieving full framework qualification		Number	Not available	85.00	Target is for August 2010 and data will be available then.
(Local) % of working age population with no qualifications	LAA	Percentage	13.30	20.17	2008 calendar year data from Office for National Statistics (ONS)
(Local) Working age people on out of work benefits - in the worst areas	LAA	Percentage	Not available	25.30	Data expected October 2009.
(NI62) Stability of placements of looked after children: number of moves		Percentage	14.10	12.00	
(NI72) At least 78 points across Early Years Foundation Stage with at least 6 in each of the scales	LAA	Percentage	40.30	50.00	2007/8 academic year.
(NI73) Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)	LAA	Percentage	70.10		2007/8 academic year. 2007/8 is the baseline year.

Indicator	LAA	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
(NI75) Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths	LAA	Percentage	42.70	44.00	2007/8 academic year.
(NI82) Inequality gap in the achievement of a Level 2 qualification by the age of 19	LAA	Percentage Points	67.76	63.00	2007/8 academic year.
(NI87) Secondary school persistent absence rate		Percentage	5.10		2007/8 academic year.
(NI92) Narrowing the gap - lowest achieving 20% the Early Yrs Foundation Stage Profile vs the rest	LAA	Percentage	35.50	33.00	2007/8 academic year.
(NI93) Progression by 2 levels in English between Key Stage 1 and Key Stage 2	LAA	Percentage	86.30		2007/8 academic year. 2007/8 is the baseline year.
(NI94) Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2	LAA	Percentage	79.80		2007/8 academic year. 2007/8 is the baseline year.
(NI99) Children in care reaching level 4 in English at Key Stage 2	LAA	Percentage	31.00	50.00	2007/8 academic year.
(NI100) Looked after children reaching level 4 in mathematics at Key Stage 2	LAA	Percentage	27.00	50.00	2007/8 academic year.
(NI101) Looked after children achieving 5 A*-C GCSEs (or equivalent) at KS 4 (with English and Maths)	LAA	Percentage	Not applicable		To commence in 2009/10.
(NI114) Rate of permanent exclusions from school	LAA	Percentage	0.06	0.08	2007/8 academic year.
(NI117) 16 to 18 year olds who are not in education, employment or training (NEET)	LAA	Percentage	8.80	10.00	
(NI148) Care leavers in education, employment or training	LAA	Percentage	61.90	68.00	
(NI152) Working age people on out of work benefits	LAA	Percentage	Not available	14.70	Data expected October 2009.

Indicator	LAA	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
(NI163) Proportion aged 19-64 for males and 19-59 for females qualified to at least Level 2	LAA	Percentage	73.79	65.83	
(NI108ia) % KS4 level 4+ English & Maths - White British	LAA	Percentage	38.60	39.00	2007/8 academic year.
(NI108ie) % KS4 level 4+ English & Maths - Any Other White Background	LAA	Percentage	42.90	51.00	2007/8 academic year.
(NI108) % KS4 level 4+ English & Maths - Black African	LAA	Percentage	51.00	44.00	2007/8 academic year.
(NI108iia) % KS4 level 4+ English & Maths - Mixed White and Black Caribbean	LAA	Percentage	40.60	40.00	2007/8 academic year.
(NI108iid) % KS4 level 4+ English & Maths - Any Other Mixed Background	LAA	Percentage	46.90	58.00	2007/8 academic year.
(NI108iva) % KS4 level 4+ English & Maths - Black Caribbean	LAA	Percentage	27.30	34.00	2007/8 academic year.
(NI108ivc) % KS4 level 4+ English & Maths - Any Other Black Background	LAA	Percentage	36.00	29.00	2007/8 academic year.
(NI108vi) % KS4 level 4+ English & Maths - Any Other Ethnic Group	LAA	Percentage	37.30	51.00	2007/8 academic year.

CASE STUDY – Southwark Apprenticeship scheme

Since 2006 Southwark have provided a comprehensive apprenticeship programme providing local people with the opportunity to earn and learn.

We are one of 17 London councils who have set specific apprenticeship targets, being committed to securing 82 fully qualified apprentices by 31st August 2011, and a total of 157 apprentices by 2012.

We recruit local residents including many young people leaving care and give them the opportunity to gain the necessary experience, qualifications and skills that provide a solid foundation for a life of work. This scheme tackles worklessness, supports social regeneration, and reduces local benefit claims. It has also led to sustainable employment opportunities

To date we have provided apprenticeships in the trade areas of plumbing, plastering, electrical and carpentry and also business and administration, customer service, health and social care, accounting and ICT at Levels 2 & 3. In September we will welcome a further 25 apprentices to the programme, some undertaking new apprenticeships, such as Family Aids and placements in community safety to tackle issues such as guns and knife crime.

The scheme is proving extremely successful with apprentices moving into permanent jobs within the Council or partner organisations (such as Vangent, the PCT and the council's development partners) and others moving to organisations such as the probation service. Some apprentices are choosing to use the UCAS points they gain when they complete their Level 3 Apprenticeship to access university facilitating their academic aspirations.

We are exploring new partnerships with organisations such as the Imperial War Museum to develop and ensure the growth of the partnership approach, led and facilitated by the Council.

Plans for the future

43. 4 Futures (the council's new LEP) will deliver seven secondary school rebuilds, two brand new schools and four building refurbishments across Southwark. This is a central part of Southwark's £4bn regeneration programme. The shared expertise that the partners involved in 4 Futures will bring to Southwark will help to provide residents with good quality education choices.
44. Southwark will review, refresh and re-launch the Employment and Enterprise Strategies in 2009-10 to ensure support for Southwark's most disadvantaged communities into work or training, increasing employment in the borough and enhancing the sustainability of local businesses. To encourage commercial landlords to support businesses through a difficult economic period, the Local Authority plans to permit all tenants of 'low and medium value shops' with a rent payable level at or below £50,000 per annum to move from quarterly to monthly payments on application. Southwark's enterprise partnership has pledged to focus Working Neighbourhoods Fund (WNF) to support provision to businesses most in need of assistance in 2009/10, in order to allow them to keep trading. The partnership also plans to further roll out of the Improving Local Retail Environments (ILRE) programme across priority sites in the borough.

45. Southwark's enterprise partnership will also direct WNF funded support in 2009/10 for people out of work through Southwark Works and other specialist provision. The council will also develop a programme of employment support and work placement for younger people through the Future Jobs Fund. To extend the reach of employment and training support the council will continue to provide access to these services through a range of different sites across the borough. In addition Southwark will continue to work with developers to ensure that major regeneration projects and developments including Aylesbury Estate, Elephant and Castle and the Shard of Glass are linked to improved economic outcomes for local people and businesses.

46. Southwark will continue to support schools through 2009/10 and beyond, including through the Key2Success programme. Work will also take place collaboratively between the council and local families to improve attainment at all key stages, with a particular focus on KS1, KS2 and high achieving pupils. Alongside this, a programme of targeted work to improve outcomes for underachieving and vulnerable groups, particularly children looked after and KS4 for BME, is being delivered. There will be further joint working with all schools across the borough to improve attendance and exclusion levels.

Promoting healthy and independent living

When people are able to make informed choices about the way they live their lives they are happier and healthier. We will foster independence, help people to take more responsibility for improving their own health, encourage active lives and recreation, and make services more accessible and responsive to community needs. We will continue to support our most vulnerable residents to live fulfilling lives and not allow physical or mental ill health to be a barrier to self-confidence and employment.

Achievements 2008/09

47. The council recognises that there are several challenges in improving the overall health of people in Southwark and is therefore working to tackle health inequalities. For example in 2008/09, in partnership with the PCT, the council launched initiatives such as MOT health checks and stopping smoking outreach clinics amongst vulnerable groups in the borough.
48. A key achievement for the year was the delivery of the centrally set smoking cessation target for the first time in the programme. This was prioritised and driven by the Healthy Southwark Partnership. Southwark met its smoking cessation target, with 1,277 people recorded as quitting smoking, against a target of 1,225.
49. Good progress is being made on a range of key health inequalities measures. Life expectancy targets for both males and females as set by the Department of Health as a contribution to national targets have been exceeded. This is not the case in the majority of "spearhead" areas with high levels of inequalities who were given these stretch targets. Of particular importance is the improvement in male life expectancy where the gap between Southwark and comparators has been significantly reduced. Mortality rates in the 'big' killers such as cardio-vascular disease have declined steeply over recent years with the help of focused interventions with our partners. Recent survey data indicates that people report experiencing higher levels of good health than in many comparator areas with lower levels of deprivation indices.
50. Other positive trends include mortality rates from suicide. Local mental health services have been recognised as excellent by the Healthcare Commission in 2008 ratings, and comparatively high numbers of people are in effective treatment for substance misuse problems.
51. The healthy schools initiative has been a key programme in tackling health inequalities in Southwark. In 2008/09 83% of Southwark schools (79 schools) have attained National Healthy Schools Status (NHSS) and 100% (95 schools) are participating in the program. This reflects an improving performance from 07/08 outturn of 69% NHSS (66 schools) and exceeding the current 2008/09 target of 80%.
52. There was improved performance around early access for women to maternity services. Around 60% of pregnant women in Southwark had completed a full assessment by a midwife or a maternity healthcare professional, against a target of 50%. This service helps gives women the full benefit of personalised maternity care and therefore improves outcomes and experiences for both mother and baby.

53. During 2008-09, significant progress was made towards meeting the LAA improvement target to increase the number of social care service users receiving self directed support, with an overall increase of 20% during the year; including a 40% increase in the number of older people choosing to direct their own care arrangements. However this is short of the step change in numbers anticipated. Moving forward through 2009/10 the broader personalisation programme for social care will support improvement and create greater opportunities to further encourage independence and well being.
54. The Council's innovative approach to addressing key priorities such as the ageing population has been spearheaded through working in partnership with a new social enterprise, Southwark Circle, which was launched in spring 2009. Southwark Circle is a membership organisation that will provide a new level of support to the over 50s with the aim of helping older people live fuller and more independent lives. By building strong social networks based in neighbourhoods, members will be empowered to make more informed choices and decisions in their daily lives.
55. The Mayors charity in 2008/09 was Diabetes UK and over the course of the year £30,000 was raised on behalf of the charity. Furthermore, in May 2009 the Guys & St Thomas Charity trustees agreed to support a Modernisation Initiative for diabetes. The partners in this initiative (other than the Charity) are Southwark PCT, Lambeth PCT, Guys & St Thomas Foundation Trust and Kings Health Partners (the new Academic Health Sciences Centre). £400,000 will be released to establish the programme. Further funds will be made available to run the 3 year programme.
56. The council is investing £12.3 million in its leisure centre provision. This will significantly improve facilities in order to encourage more local people to take part in physical activity as well as harnessing enthusiasm for sport generated by the 2012 London Olympic and Paralympic Games. The council is participating in the national free swimming programmes for over 60's and under 16's and this provision is built into the new leisure management contract with Fusion. In the last two years, satisfaction with leisure provision in Southwark has continued to rise, and participation rates have also improved.
57. As well the council's commitment to improving the health of its residents, during 2008/09 Southwark also offered a range of opportunities for council staff to enable them to live healthy and independent lives. The offer of flexible working hours will ensure that staff members are able to secure a good work/life balance. The council has created partnerships with local gyms in order to offer discounted gym membership for its staff. Southwark has also held sessions for staff, on relaxation, healthy eating workshops and health MOTs.

Areas of Challenge

58. There remain a number of areas where health inequalities indicators for Southwark as a whole are below average. However the council, together with the Primary Care Trust, will be focussing on World Class Commissioning and LAA priorities including cancer, heart disease, infant mortality, diabetes, mental health, improved access to psychological therapies and substance misuse.

59. Tackling the causes of unhealthy weight in children is a complex issue at both a local and national level requiring partnership solutions to achieve improved outcomes for children and young people. Although there has been much progress in this area during 2008/09, especially ensuring that targets will be reached with regards obesity in year six and the healthy schools initiative, this area still remains a concern and childhood obesity rates in Southwark remain one of the highest in the country. 2009/10 will see activities progressed to continue to tackle childhood obesity, including the family weight programme, community games and the healthy schools initiative.

60. The rate of teenage conceptions is of concern at both a local and national level. Southwark has a high rate at 76.2 per 1,000 per population, compared to its statistical neighbour's average of 57.5. However, looking at longer term trends, teenage pregnancy has still fallen considerably from the 1998 baseline of 87.2. While rates of pregnancy in teenage years remain high when compared with the national average, there has been an ongoing programme of work to reduce these rates using analyses of lessons from elsewhere. A recent review of the strategy and action plan has led to an increased focus on easier availability of contraception including a comprehensive communication strategy developed in partnership with young people themselves, and a higher profile approach to sex and relationship education for young people in schools and youth centres.

Outturn data 2008/09

Indicator	LAA	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
(NI40) Number of drug users recorded as being in effective treatment	LAA	Number	1554.00	1698.00	
(NI56i) Percentage of children in Year 6 with height and weight recorded who are obese	LAA	Percentage	26.00	27.86	2007/8 academic year (data and target).
(NI112) Under 18 conception rate	LAA	Percentage	Not available	-22.50	Data available for 2007/8 outturn: - 12.6%. Rate actual 76.2 per 1,000 15-17 year old females. Calendar year 2008 data, used to calculate 2008/9 outturn will be available February 2010. 2008/9 target expressed as a rate is 67.6 per 1,000 15-17 year old females.

Indicator	LAA	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
(NI120f) All-age all cause mortality rate - female	LAA	Rate per 100,000	479.71	472.00	2008 calendar year provisional data. Final data expected January 2010.
(NI120m) All-age all cause mortality rate – male	LAA	Rate per 100,000	764.98	727.00	2008 calendar year provisional data. Final data expected January 2010.
(NI123) Stopping smoking	LAA	Rate per 100,000	567.00	564.00	1,277 people were supported to quit smoking, and the target was 1,225.
(NI126) Early access for women to maternity services	LAA	Percentage	59.90	50.00	
(NI130.09) Social care clients receiving Self Directed Support	LAA	Percentage	137.13	199.00	
(NI141) Percentage of vulnerable people achieving independent living	LAA	Percentage	80.31	75.00	

CASE STUDY – Community Stop Smoking Advisors

The aim of community stop smoking advisors is to target hard to reach groups within Southwark; those smokers who are less likely to make use of NHS stop smoking services.

After an initial assessment clients are seen on a weekly basis. The clients smoking history is examined and the twin aspects of their addiction to smoking, physical and emotional, are discussed. With this information they are assisted to plan their quit attempt, examining the pharmacological aids for reducing cravings for nicotine and the coping strategies that will help to get them through the first few difficult weeks after stopping smoking.

One such person was a fifty-eight year old Peckham resident. When the advisor met her she had been smoking for over thirty years. She was smoking five to six cigarettes a day, having the first one almost as soon as she got up. This, together with the fact that she recorded a CO2 score of 20 ppm (parts per million) suggested that she had a high level of dependence on nicotine, higher than might have been expected given the number of cigarettes she smokes.

The first few weeks were very difficult however having the opportunity to talk about these situations at weekly follow-up sessions helped the patient to see that giving in to the urge to smoke would have made her feel worse rather than better. The patient and the advisor often kept in touch via text messages, allowing the advisor to respond promptly to any difficulties that she was experiencing.

Despite initial problems she remained smoke free and her self-esteem grew with each week that she continued not to smoke. A considerable improvement in her breathing was noted and her CO level reduced from 20 ppm at her assessment session to 2 ppm afterwards. After now not smoking for some period of time she also started to realise various benefits including a greater sense of smell, becoming more calm and positive thinking, the ability to do more exercise and increased levels of confidence.

Plans for the future

61. 2009/10 will see the roll-out of an overarching Health Inequalities Strategy that has been developed for the borough. The strategy will aim to strengthen the community engagement systems utilised by the Healthy Southwark partnership.
62. The council, with its partners, will continue to tackle the main challenges around teenage pregnancies. A new strategy has been developed between the council and its partners, which will focus on easier access to contraception for young people and a higher profile approach to sex and relationships education. Intervention plans will include a comprehensive communications strategy developed with young people in order that they have improved access to sexual health services and a targeted approach to groups of young women who are at a greater risk of pregnancy.
63. The council will prioritise keeping people safe by embedding safeguarding arrangements across the council and partner agencies. This will include speedier completion of investigations and more training for care staff and assuring the quality of investigations, plans and partnership working. Further, in 2009/10 the Southwark Safeguarding Adults Partnership Board will prioritise the development of strategies to combat financial abuse and implement recommendations from the Care Quality Commission's Independence, Wellbeing and Choice inspection of adult social care.
64. With the support of the Safeguarding Children Board the council will continue to ensure that all staff in front line services are adequately trained to recognise the signs and symptoms of child abuse and that all staff working with children have up to date CRB checks that are regularly reviewed. In addition the council will ensure that post baby Peter, social workers receive good support, training and supervision to constantly improve the quality of practice.
65. The council is in the process of developing work to personalise health and social care services for local residents and this will be a key area of focus over the medium term. During 2009/10 the council will promote through the personalisation programme a number of key projects and programmes. These include aiming for at least 1000 people to have agreed a Personal Budget during 2009/10, to enable them to have more control over their package of care. This is a major change in approach to delivering social care services and will require a focus on building staff capacity through appropriate training in order to achieve policy objectives.

Valuing the environment

Southwark is a cleaner and greener borough. Over the past six years residents and business have worked with the council to increase recycling by more than 17 percentage points and through sustained investment, our streets have become the fourth cleanest in London. We will continue to protect the environment through incorporating environmental planning into development schemes and rationalising our office estate, making a major reduction in our carbon footprint.

Achievements 2008/09

66. Valuing and protecting the environment is key to Southwark becoming a cleaner and greener borough and to encourage more people and businesses into the local area. Continuous improvements have been made to make Southwark cleaner and greener. In 2008/09 Southwark was recognised as being the fourth cleanest borough in London. This achievement was in part down to improved rubbish collections, a 24/7 street cleaning service, an education programme about the impact of litter and an effective and robust enforcement team. Furthermore satisfaction with street cleaning has risen to 78% from 70% in 2006/07.
67. The percentage of waste recycled or composted continues to rise in Southwark, and the 2008/09 end of year outturn of 20.89% marks the seventh consecutive year that the council has seen an increase in overall recycling rates. Furthermore the borough's ambition to reach 30% of waste recycled or composted by 2010/11 will be supported by the opening of the Old Kent Road site. Veolia have now submitted the planning application for the proposed new facilities. It was validated by the planning department in September and is now working through the planning process. The Old Kent Road site is scheduled to be opened in May 2011.
68. Missed collections of refuse and recycling in the borough are at an all time low, ensuring that residents receive the highest level of service. The number of missed collections reported by the public fell by 41% last year, from 10,334 to 6,090 and the council is exceeding its target for both refuse and recycling.
69. 2008/09 results also show that the council is above its target on the number of local sites where positive conservation management has been implemented. In total 66.1% of the borough's sites are now positively managed, in comparison to the 2008/09 target of 61.7%. This demonstrates Southwark's commitment to its parks and open spaces and to ensuring that improving local biodiversity is managed across the borough's green spaces. We now have five green flag parks (Southwark, Dulwich, Bermondsey Spa, Peckham Rye and Sunray Gardens) with the intention of adding a further two this year.
70. A notable achievement in 2008/09 was Burgess Park being selected as the Mayor of London's Premier Park. As a result the park will receive a £2 million grant from the Mayor's priority parks programme. The council is working with the Aylesbury NDC to ensure a further £4 million of funding to give the park a facelift and make it an attractive place for local people to meet, exercise and relax. This demonstrates not only the council's commitment to protecting and enhancing our green and open

spaces, but also our commitment to improving Southwark to ensure it is a place where people love to live and work.

71. During 2008/09, the council continued to develop its environmental education programme. To date, Southwark has 87 schools registered for the Eco Schools scheme, more than any other London borough.
72. All of the council's main regeneration schemes in the borough have a strong focus on sustainability and ensuring that their impact on the environment is as minimal as possible. The importance that the council places on this aspect of its schemes is highlighted by the Multi-Utility Services Company (MUSCo) at the Elephant and Castle being selected by the Clinton Foundation as only one of 12 projects worldwide to promote sustainable development in cities.
73. The council's new building in Tooley Street is subject to high environmental standard reflecting the council's dedication to directly reducing its environmental impact in the borough. The building at Tooley Street and the council's change to a low carbon IT system have been designed to reduce carbon emissions by up to 20 tonnes every year. There are various ways that the building will do this, including automated lighting systems which only operate when required; heating supplied through air grilles in the floor, saving 10 to 20% energy compared to conventional systems; biomass fuel heating; solar thermal heating (to heat the buildings hot water); and rainwater harvesting.
74. 2008/09 has also seen a strong focus on reducing CO2 emissions and eradicating fuel poverty. There has been a focus on continued investment on council dwellings to improve insulation and heating systems. To do this Southwark secured £1.2 million from the LDA to upgrade district heating infrastructure and boilers. To further promote the energy efficiency agenda the council has promoted reflecting radiator panels that are free to tenants and at a reduced price for leaseholders, as well as providing energy efficiency advice to tenants. In order to reduce CO2 emissions further the council engaged the business and public sector to establish a "club" of the highest non-domestic emitters. It was agreed that the club would share CO2 footprints and examples of best practice in energy reduction in order to help achieve our shared reduction targets.
75. The council also redeveloped its environmental support scheme for small and medium sized enterprises (SMEs) following a consultation process during 2008/09, and to date more than 100 SMEs have participated in the scheme through supporting them in the transition to new ways of working and seeking to achieve reductions in carbon emissions in the borough.

Areas of Challenge

76. Further reducing CO2 emissions will be a key focus over the next few years. It is important therefore that the council sustains its rate of improvement across environmental services and delivers and keeps under review the targets contained within the climate change strategy and related action plans.

Outturn data 2008/09

Indicator	LAA	Unit of measure	2008/9 Performance Year End Outturn	2008/9 Target	Comments
(NI186) Per capita reduction in CO2 emissions in the LA area	LAA	Percentage	5.63	2.80	
(NI192) Percentage of household waste sent for reuse, recycling and composting	LAA	Percentage	20.89	20.30	
(NI195a) Improved street and environmental cleanliness (litter)	LAA	Percentage	5.67	9.00	
(NI195b) Improved street and environmental cleanliness (detritus)	LAA	Percentage	11.67	13.00	
(NI197) Improved local biodiversity- proportion local sites with positive conservation management	LAA	Percentage	66.10	61.70	
(NI198) Overall proportion of children travelling to school by car	LAA	Percentage	15.50	18.00	2007/8 academic year - primary, secondary and academies.

CASE STUDY - MUSCO

The Multi-Utility Services Company (MUSCo), that is leading the sustainability strand of the regeneration of the Elephant and Castle has recently been selected by the Clinton Foundation as one of twelve worldwide projects that promotes sustainable development. This is an incredible achievement placing Southwark's regeneration of the Elephant and Castle amongst some of the most sustainable sites in the world.

The programme is breaking new ground in its approach to sustainability with an ambitious goal of net zero carbon growth despite tripling the amount of developed floor space in the area.

The MUSCo programme includes plans for every building to be heated, powered and cooled by a comprehensive tri-generation network. The council has also committed to responsible water consumption and will deliver a comprehensive network of green water for non-drinking use to every address in the development and the deployment of a fibre optic communication network to ensure environmental sustainability remains the development's hallmark. The council will connect into existing estates to allow the potential to extend this scheme into the Aylesbury regeneration area to the south. These targets represent a comprehensive area based approach beyond current national standards, which will reduce the borough's carbon emissions by at least 15000 tonnes per annum in the Elephant and Castle development alone, will reduce the consumption of treated water by 30% and deliver one of the most robust communications infrastructures in Europe.

Plans for the future

77. 2008/09 saw the creation of Southwark's sustainability and environment partnership which brings together the key agencies with the community to deliver the broader sustainability agenda within Southwark. The creation of the partnership represents a key milestone for the borough and work is underway, through the partnership, with the council's emissions club to agree shared carbon reduction targets. The partnership has also agreed a "big switch off" event, which has been organised with larger businesses and organisations in the north of the borough for October 2009 to promote energy conservation. Other work moving forward will focus on cross-departmental working to deliver carbon savings in housing stock and our own services and operations. Across the borough we will work with our partners to adapt services and infrastructure, including approaches to transport policy, to deal with the challenges of climate change.

Tackling the crimes which concern people the most

In the last five years overall crime in Southwark has fallen by 24% but crime and the fear of crime, and in particular serious and violent crime (such as knife crime, gang crime and domestic violence), remains a major concern for people. The council will continue to support the police to address the crime and antisocial behaviour which have the greatest impact on local people, as well as understanding how we can together tackle its root causes.

Achievements 2008/09

78. There have been reductions in almost all categories of offending over the past year. Personal robbery, knife and gun crime all show reductions compared to 2007/08. Southwark has also seen an improvement on our overall serious acquisitive crime, with burglary, robbery and theft of motor vehicle all showing reductions on last year. Some of the key successes over 2008/09 have been a 25% reduction in gun crime, a 13% reduction in knife crime, a 9% reduction in serious youth crime and a 15% reduction in robbery of personal property.
79. Tackling fear of crime is an important objective for the council in order to enhance the lives of local people and ensure that they feel safe near their homes and their places of work. Since the Resident's Survey in 2006, people have told the council that they feel safer with a 6% increase in day time feelings of safety and an 8% increase in night time feelings of safety across the borough according to 2008 survey data.
80. Through the Safer Southwark multi-agency team/partnership, a dedicated warden and police team has been established on the Heygate to reduce crime levels and ensure that remaining residents' are safe. As a result of this programme crime on the estate has reduced by 34% over the last quarter. There are now no squatters on the estate.
81. The council and its partners are committed to tackling youth crime and gang activity and have seen considerable successes over 2008/09. The work of the Five Boroughs Alliance has been crucial in contributing to this success. Direct personal contact has been made with young people already involved or at risk of becoming involved in gang activity. Home visits take place with parents or guardians present. Council officers, with youth advisors, talk in an open manner about the serious risks in becoming involved in gang activity. So far 34 young people have been visited with the signing of 18 acceptable behaviour contracts.
82. The council and its partners also launched Operation Pathways in 2008/09. This programme supports those who wish to exit their gang lifestyle while using robust enforcement techniques against those who continue to engage in serious violence.
83. Other pioneering approaches to tackling crime in the borough include the SERVE (Southwark's Emergency Re-Housing Victims of Violence Enterprise) scheme. SERVE is provided in partnership with registered social landlords to offer a temporary refuge and on going advocacy support for residents who face serious risk of violence due to their association with a suspect or victim of gang related

violence. This scheme has been recognised as best practice by Communities and Local Government (CLG).

84. Southwark's community warden's service continues to provide an effective service for local residents. During 2008/09 Southwark's community wardens became the first local authority officers in Greater London to be accredited by the Metropolitan Police. The accreditation gives wardens power to tackle issues, such as underage drinking and anti-social behaviour, on the spot without the involvement of the police.

Areas of Challenge

85. The incidents of domestic violence increased in 2008/09 and the council and its partners are committed to reducing this in future years. As a result the Safer Southwark Partnership have established a comprehensive IDVA (independent domestic violence advocate) service providing victims with services at court, hospital, housing offices and children's centres. A local evaluation showed that 72% of victims became safe as a result of the IDVA intervention.

86. There is still considerable work to be undertaken as the council moves forward to reduce both the incidents and impact of youth crime in the borough. Following the restructuring of youth support and prevention services within the council there will be work to implement targeted youth support and integrated youth support services to coordinate provision and ensure a reduction in first time entrants to the youth justice system.

Outturn data 2008/09

Indicator	LAA	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
(NI15) Serious violent crime rate	LAA	Number per 1000 pop	2.50		2008/9 is the baseline year
(NI19) Rate of proven re-offending by young offenders	LAA	Number	78.50	73.00	
(NI32) Repeat incidents of domestic violence	LAA	Percentage	Not applicable		To commence in 2009/10
(NI45) Young offenders engagement in suitable education, employment or training	LAA	Percentage	70.50	85.00	
(NI111.09) First time entrants to the Youth Justice System aged 10 - 17	LAA	Number per 100,000	1736.00	1863.00	

Indicator	LAA	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
(NI143) Offenders under probation supervision living in settled and suitable accommodation at the end	LAA	Percentage	75.00	75.00	
(NI144) Offenders under probation supervision in employment at the end of their order or licence	LAA	Percentage	36.00	32.00	

CASE STUDY - Kingswood revisited: young people, gangs and knives

Kingswood Estate is a large council estate with high levels of deprivation, compared with the surrounding area. Residents have expressed concern about increasing crime and anti-social behaviour. Fears of knife and gang culture emerged in 2008 following the high profile murder of a teenager from the estate. Police and partners resolved to work with the community to tackle these serious issues.

Once problems were identified, a multi-agency problem solving partnership was set up. A triple track approach of tough enforcement, non-negotiable support and prevention was taken, incorporating prosecutions, evictions, and increased patrolling, Anti-Social Behaviour Orders and Acceptable Behaviour Contracts agreed with young people to reduce anti-social behaviour and gang activity, the establishment of a youth club and further youth engagement amongst other things.

There was a 50% reduction in violent crime against young people, and subsequently 77% of young people now feel safe on the estate, 72% of residents think the police and partners had done a "very good job" in tackling anti-social behaviour and 84% of residents now consider Kingswood estate to be a "good place to live".

This scheme at the Kingswood Estate was recently awarded first place in the 2009 Safer London Problem Solving awards, which recognises crime fighting and community safety projects across the capital.

Plans for the future

87. The four year Safer Southwark Partnership will guide activity over the next year in line with the findings of strategic assessment and varied consultation. During 2009/10 the council will develop a CCTV strategy that will ensure the best use of this asset in the fields of crime prevention, detection and enforcement, integrating relevant supporting strategies to foster a robust and continually improving service. Alongside this Southwark will tackle violent crime, including reducing gang activity by working in cross border partnerships and developing a positive behaviour programme in schools.

88. Following the restructuring of youth support and prevention services the council will work to implement targeted youth support and integrated youth support services to coordinate provision and reduce first time entrants to the youth justice system.
89. In order to improve safety around the borough and after positive feedback from residents on the Aylesbury Estate, during 2009/10 the council will look to extend a fine system for residents who do not keep their dogs on a lead.

Transforming public services

Just as residents have great pride in their communities, we are proud of the jobs we do supporting local people and we want to ensure that all of our work has the greatest possible impact. Over the past five years, the council has made £29.4 million of efficiency savings, but as residents tighten their belts it is more important than ever that we continue to strengthen and achieve value for money and high quality services. Strong partnership relationships and joint commissioning arrangements support the effectiveness of investment. None of the ambition set out in this plan will be achieved without continual improvement in the way public services operate and an ever closer working relationship with residents.

Achievements 2008/09

90. During 2008/09 the council was awarded Beacon Status for Cohesive and Resilient Communities. This reflected the excellent work taking place across the borough on community cohesion. The Stronger Communities Partnership has supported active citizenship through working alongside the Active Citizenship Hub (ACH) to develop and fund programmes that help residents to become more active in their area of interest, i.e. school governor, magistrate, tenants activist, and getting involved in council decision making. Further to this, the ACH has been awarded “Take Part” funding from government to encourage participation amongst marginalised groups such as travellers and refugees.
91. At the heart of the council’s ambition for change is the desire to further deliver a modernised and efficient local authority. Central to this is the strategic office accommodation move which involved co-locating some 2,100 employees to a new administrative centre at Tooley Street in 2009. This is much more than just an office move and has acted as a catalyst for change in the way the council works and ensured that outcomes for local people and value for money are further improved. In August 2009, the final members of staff were relocated to the new building, completing the project both on time and on budget.
92. Overall customer satisfaction data compiled by the customer service centre indicates that the majority of residents are increasingly satisfied with the way that the council delivers its customer facing services. 2008/09 saw an increase in the average satisfaction rating for the council’s One Stop Shops, with 87.25% of customers rating the service provided as good to excellent, compared to 84.75% in 2007/08. There was a similar increase in the level of satisfaction with the council’s Customer Service Centre, which saw an average 69.75% of customers’ rate the service provided as good to excellent, compared to 65% in 2007/08.
93. The Audit Commission’s assessment of the council’s Use of Resources in 2008 noted that the Council currently achieves “good value for money” and, in particular, “has a good knowledge of its costs and performance”. In the last year Southwark has continued to embed and build on improvements made in achieving value for money. In the three years to 2007/08 (inclusive) high levels of efficiency savings of £32.6m (against a London average of £24m) were generated; savings for 2008/09 are estimated at above £9m and future efficiencies have been identified, largely through the council’s modernisation programme. With council taxes already below the London average and with lower than average historic council tax increases, the

Council has identified further savings which have enabled it to freeze council taxes for 2009/10 which is important in helping residents through the recession.

Areas of Challenge

94. The average number of days taken to complete repairs has fallen from 8.14 days in 2007/08, to 7.5 days in 2008/09. However, the outturn for completing housing repairs on time is 94.47% compared to a target of 99%. Customer satisfaction with the service has consistently been around 90% throughout the year and with the new Major Works contract expected to be signed in 2009/10 there will be a further drive to improve performance and ensure that residents receive services that are efficient and demonstrate value for money.
95. Council Tax collection is below target, at 91.7% against a target of 93%. The council recognises that to ensure it delivers best value services to local residents the level of council tax collection will need to be increased. A significant review of options is therefore currently underway relating to the operational delivery of the service. A gateway 1 report setting out a preferred option for the future will be presented to Executive in autumn 2009.

Outturn data 2008/09

Indicator	LAA	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
(Local) Council tax collection rate		Percentage	91.70	93.00	
(Local) Percentage of housing repairs completed on time		Percentage	94.47	99.00	
(NI4) % of people who feel they can influence decisions in their locality	LAA	Percentage	39.20		Place survey
(NI160) Local Authority tenants' satisfaction with landlord services		Percentage	62.00		
(NI179) Value for money- total net value of on-going cash-releasing gains since start of 2008-9		£k	11,507	15,535	

CASE STUDY - Talkaoke

The council is keen to develop a more interactive relationship with its residents in order to respond to resident concerns and develop services that are able to effectively meet the needs of the local community.

One concept that the council has developed, which has been used across a number of council departments to increase interaction with residents has been the concept of Talkaoke. Talkaoke is about bringing people together around a large roundtable to discuss any issues that they feel are relevant to them concerning a particular topic, such as crime or youth service provision.

Talkaoke has proved an extremely effective way to engage with the public. All the ideas at each session are captured and fed into the development of the council's strategic approach to the service as appropriate.

One particular Talkaoke session the council held focused on the issues of violent crime and the fear of crime. It was held at the council's Mix Festival at Burgess Park in August 2008. This particular session generated over five hours of uninterrupted constructive debate between members of the community, council and police officers. A member of the public was involved in moderating the debate for some three hours.

Plans for the future

96. Following the completion of the move to Tooley Street, the council will focus on further delivering its broader modernisation and improvement programme. This includes developing the local service delivery programme, delivering a renewed customer services strategy, building and focusing management and staffing capacity through organisational development and strong workforce planning and achieving plans for efficiency as part of the transformation of support functions council-wide.

Final Table of National Indicators 2008/09

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI001 % of people who believe people from different backgrounds get on well together	Percentage	74.70		Place survey
NI002 % of people who feel that they belong to their neighbourhood	Percentage	48.90		Place survey
NI003 Civic participation in the local area	Percentage	20.30		Place survey
NI004 % of people who feel they can influence decisions in their locality	Percentage	39.20		Place survey
NI005 Overall/general satisfaction with local area	Percentage	76.60		Place survey
NI006 Participation in regular volunteering	Percentage	21.50		Place survey
NI007 Environment for a thriving third sector	Percentage	14.70		
NI008 Adult participation in sport	Percentage	Not available		Data expected from Active People Survey, results due for publication November 09.
NI009 Use of public libraries	Percentage	53.04		
NI010 Visits to museums or galleries	Percentage	64.41		
NI011 Engagement in the arts	Percentage	54.47		
NI013 Migrants English language skills and knowledge	Percentage	Not available		Data expected November 2009.
NI014 Avoidable contact: the proportion of customer contact that is of low/no value to the customer	Number	16.40		
NI015 Serious violent crime rate	Number per 1000 pop	2.50		2008/9 is baseline year.
NI016 Serious acquisitive crime rate	Number per 1000 pop	29.24	34.56	
NI017 Perceptions of anti-social behaviour	Percentage	29.40	29.00	Place survey
NI018 Adult re-offending rates for those under probation supervision	Percentage	8.87		
NI019 Rate of proven re-offending by young offenders	Number	78.50	73.00	

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI020 Assault with injury crime rate	Number per 1000 pop	10.10		2008/9 is the baseline year.
NI021 Dealing with local concerns about ASB and crime	Percentage	27.30		Place survey
NI022 Perceptions of parents taking responsibility for the behaviour of their children in the area	Percentage	28.90	38.00	Place survey
NI023 Perceptions that people in the area treat one another with respect and dignity	Percentage	44.40		Place survey
NI026 Specialist support to victims of a serious sexual offence	Percentage	Not applicable		To commence in 2010/11.
NI027 Understanding of local concerns about ASB and crime by the local council and police	Percentage	26.30		
NI028 Serious knife crime rate	Number per 1000 pop	2.64	2.93	
NI029 Gun crime rate	Number per 1000 pop	0.54	0.69	
NI030 Re-offending rate of prolific and priority offenders	Number	1.67	1.86	
NI032 Repeat incidents of domestic violence	Percentage	Not applicable		To commence in 2009/10.
NI033i Arson incidents (primary fires)	Number per 10,000	4.56	5.49	
NI033ii Arson incidents (secondary fires)	Number per 10,000	8.71	14.67	
NI034 Domestic violence - murder	Number per 1000 pop	0.01	0.00	
NI035 Building resilience to violent extremism	Scale	52.00		
NI036 Protection against terrorist attack	Scale	Not applicable		2008/9 is the baseline year. This is an Analysis of Policing and Community Safety (APACS) indicator which is being trialled. 2008/9 data will not be published or used for assessment.
NI037 Awareness of civil protection arrangements in the local area	Percentage	12.00		Place Survey
NI038 Drug-related (Class A) offending rate	Number	Not applicable		To commence in 2009/10.
NI039 Rate of Hospital Admissions per 100,000 for Alcohol Related Harm	Rate per 100,000	Not available		Data expected October 2008/9.

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI040 Number of drug users recorded as being in effective treatment	Number	1554.00	1698.00	Baseline data revised after target set. Target not revised to reflect change.
NI041 Perceptions of drunk or rowdy behaviour as a problem	Percentage	37.10	29.00	Place survey
NI042 Perceptions of drug use or drug dealing as a problem	Percentage	41.10	49.00	Place survey
NI043 Young people within the YJS receiving a conviction in court who are sentenced to custody	Percentage	14.20	10.00	
NI044i Ethnic composition of offenders on Youth Justice System disposals (white)	Percentage	-17.90		Calculated with 10-17 mid 2006 census population data.
NI044ii Ethnic composition of offenders on Youth Justice System disposals (mixed)	Percentage	3.50		Calculated with 10-17 mid 2006 census population data.
NI044iii Ethnic composition of offenders on Youth Justice System disposals (black or black British)	Percentage	19.10		Calculated with 10-17 mid 2006 census population data.
NI044iv Ethnic composition of offenders on Youth Justice System disposals (Asian or Asian British)	Percentage	-2.62		Calculated with 10-17 mid 2006 census population data.
NI044v Ethnic composition of offenders on Youth Justice System disposals (Chinese/other)	Percentage	-2.03		Calculated with 10-17 mid 2006 census population data.
NI045 Young offenders engagement in suitable education, employment or training	Percentage	70.50	85.00	
NI046 Young offenders access to suitable accommodation	Percentage	96.30	100.00	
NI047 People killed or seriously injured in road traffic accidents	Percentage	-8.1		Data is for 2006-8 calendar years, and shows % change on previous period, 2005-7.
NI048 Children killed or seriously injured in road traffic accidents	Percentage	-67.60	-50.00	11 children were killed or seriously injured. The 2008/9 outturn using 2007 calendar year data shows a 67.6% reduction from the baseline year 1994-8 in which 34 children were killed or seriously injured.
NI049i Number of primary fires per 100,000 population	Number per 100,000	207.73	197.62	
NI049ii Number of primary fire fatalities per 100,000 population	Number per 100,000	1.46		2008/9 is baseline year.

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI049iii Number of primary fire non-fatal casualties per 100,000 population	Number per 100,000	10.20	21.55	
NI050 Emotional health of children	Percentage	60.30		Data calculated from nearest statistical neighbours.
NI051 Effectiveness of child and adolescent mental health (CAMHs) services	Score	16.00	16.00	
NI052 Take up of school lunches	Percentage	66.70		Primary and secondary schools.
NI053i Percentage of infants being breastfed at 6-8 weeks (breastfeeding prevalence)	Percentage	57.50	66.20	
NI053ii Percentage of infants for whom breastfeeding status is recorded (breastfeeding coverage)	Percentage	84.10	85.00	
NI054 Services for disabled children	Percentage	Not applicable		To commence in 2009/10.
NI055i Percentage of children in Reception with height and weight recorded who are obese	Percentage	14.30	13.69	
NI056i Percentage of children in Year 6 with height and weight recorded who are obese	Percentage	26.00	27.47	2007/8 academic year (data and target).
NI057 Children and young people's participation in high-quality PE and sport	Percentage	Not applicable		To commence in 2009/10.
NI058 Emotional and behavioural health of looked after children	SDQ Score	Not available		Data expected September 2009.
NI059 Percentage of Initial assessments for children's social care carried out < 7 working days	Percentage	73.00	78.00	
NI060 Percentage core assessments for children's social care carried out < 35 working days	Percentage	88.40	83.00	
NI061 Timeliness and stability of adoption of looked after children	Percentage	87.10	85.00	
NI062 Stability of placements of looked after children: number of moves	Percentage	14.10	12.00	
NI063 Stability of placements of looked after children: length of placement	Percentage	67.40	69.00	
NI064 Child protection plans lasting 2 years or more	Percentage	7.20	12.00	

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI065 Children becoming the subject of a Child Protection Plan for a second or subsequent time	Percentage	15.20		Provisional data. Update expected September 2009.
NI066 Looked after children cases which were reviewed within required timescales	Percentage	94.10	96.00	
NI067 Percentage of child protection cases which were reviewed within required timescales	Percentage	100.00	100.00	
NI068 Percentage of referrals to children's social care going on to initial assessment	Percentage	54.20		
NI069 Children who have experienced bullying	Percentage	41.90		Data calculated from nearest statistical neighbours.
NI070 Hospital admissions caused by unintentional and deliberate injuries to CYP	Rates per 10,000	61.60		
NI071 Children who have run away from home/care overnight	Number	Not applicable		To commence in 2009/10
NI072 At least 78 points across Early Years Foundation Stage with at least 6 in each of the scales	Percentage	40.30	50.00	2007/8 academic year.
NI073 Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)	Percentage	70.10		2007/8 academic year. 2007/8 is the baseline year.
NI075 Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths	Percentage	42.70	44.00	2007/8 academic year.
NI076 Reduce number of schools where under 55% of pupils achieve level 4 in KS2 English and Maths	Number	9.00		2007/8 academic year. 2007/8 is the baseline year.
NI078 Reduce number of schools where under 30% of pupils achieve 5 A*-C GCSE with English and Maths	Percentage	20.00		2007/8 academic year.
NI079 Achievement of a Level 2 qualification by the age of 19	Percentage	71.19		2007/8 academic year.
NI080 Achievement of a Level 3 qualification by the age of 19	Percentage	46.90		2007/8 academic year.
NI081 Inequality gap in the achievement of a Level 3 qualification by the age of 19	Percentage Points	9.38		2007/8 academic year.
NI082 Inequality gap in the achievement of a Level 2 qualification by the age of 19	Percentage Points	67.76	63.00	2007/8 academic year.

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI084 Achievement of 2 or more A*-C grades in Science GCSEs or equivalent	Percentage	36.20		2007/8 academic year.
NI085i Post-16 participation in physical sciences (A Level Physics)	Number	13.00		2007/8 academic year.
NI085ii Post-16 participation in physical sciences (A Level Chemistry)	Number	36.00		2007/8 academic year.
NI085iii Post-16 participation in physical sciences (A Level Maths)	Number	48.00		2007/8 academic year.
NI086 Secondary schools judged as having good or outstanding standards of behaviour	Percentage	58.30		2007/8 academic year.
NI087 Secondary school persistent absence rate	Percentage	5.10	7.70	2007/8 academic year.
NI088 Percentage of schools providing access to extended services	Percentage	76.00	76.00	2007/8 academic year.
NI089a Reduce number of schools requiring special measures	Number	4.00	0.00	2007/8 academic year.
NI089b Improve time taken for schools to come out of special measures	Months	24.00		2007/8 academic year.
NI090 Take up of 14-19 learning diplomas	Number	Not applicable		To commence in 2009/10.
NI091 Participation of 17 year-olds in education or training	Percentage	Not applicable		To commence in 2009/10.
NI092 Narrowing the gap - lowest achieving 20% the Early Yrs Foundation Stage Profile vs the rest	Percentage	35.50	33.00	2007/8 academic year.
NI093 Progression by 2 levels in English between Key Stage 1 and Key Stage 2	Percentage	86.30		2007/8 academic year. 2007/8 is the baseline year.
NI094 Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2	Percentage	79.80		2007/8 academic year. 2007/8 is the baseline year.
NI099 Children in care reaching level 4 in English at Key Stage 2	Percentage	31.00	50.00	
NI100 Looked after children reaching level 4 in mathematics at Key Stage 2	Percentage	27.00	50.00	2007/8 academic year.
NI101 Looked after children achieving 5 A*-C GCSEs (or equivalent) at KS 4 (with English and Maths)	Percentage	Not applicable		To commence in 2009/10.

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI102i Achievement gap between pupils eligible for free school meals and their peers (KS2)	Percentage Points	12.40		2007/8 academic year.
NI102ii Achievement gap between pupils eligible for free school meals and their peers (KS4)	Percentage Points	10.50		2007/8 academic year.
NI103a Special Educational Needs - statements issued within 26 weeks excluding exceptions	Percentage	76.00		
NI103b Special Educational Needs - statements issued within 26 weeks	Percentage	75.00		
NI104 The SEN/non-SEN gap - achieving Key Stage 2 English and Maths threshold	Percentage Points	45.10		2007/8 academic year.
NI105 The SEN/non-SEN gap - achieving 5 A*-C GCSE inc. English and Maths	Percentage Points	42.50		
NI106 Young people from low income backgrounds progressing to higher education	Percentage Points	Not applicable		To commence in 2009/10.
NI107ia % KS2 level 4+ English & Maths - White British	Percentage	73.20		2007/8 academic year.
NI107ie % KS2 level 4+ English & Maths - Any Other White Background	Percentage	68.00		2007/8 academic year.
NI107iia % KS2 level 4+ English & Maths - Mixed White and Black Caribbean	Percentage	68.60		2007/8 academic year.
NI107% KS2 level 4+ English & Maths - Black African	Percentage	69.60		2007/8 academic year.
NI107iid % KS2 level 4+ English & Maths - Any Other Mixed Background	Percentage	76.70		2007/8 academic year.
NI107iva % KS2 level 4+ English & Maths - Black Caribbean	Percentage	61.00		2007/8 academic year.
NI107ivc % KS2 level 4+ English & Maths - Any Other Black Background	Percentage	66.10		2007/8 academic year.
NI107vi % KS2 level 4+ English & Maths - Any Other Ethnic Group	Percentage	65.40		2007/8 academic year.
NI108ia % KS4 level 4+ English & Maths - White British	Percentage	38.60	39.00	2007/8 academic year.
NI108ie % KS4 level 4+ English & Maths - Any Other White Background	Percentage	42.90	51.00	2007/8 academic year.

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI108iia % KS4 level 4+ English & Maths - Mixed White and Black Caribbean	Percentage	40.60	40.00	2007/8 academic year.
NI108% KS4 level 4+ English & Maths - Black African	Percentage	51.00	44.00	2007/8 academic year.
NI108iid % KS4 level 4+ English & Maths - Any Other Mixed Background	Percentage	46.90	58.00	2007/8 academic year.
NI108iva % KS4 level 4+ English & Maths - Black Caribbean	Percentage	27.30	34.00	2007/8 academic year.
NI108ivc % KS4 level 4+ English & Maths - Any Other Black Background	Percentage	36.00	29.00	2007/8 academic year.
NI108vi % KS4 level 4+ English & Maths - Any Other Ethnic Group	Percentage	37.30	51.00	2007/8 academic year.
NI109 Delivery of Sure Start Children's Centres	Percentage	100.00	100.00	
NI110 Young people's participation in positive activities	Percentage	65.30		Data calculated from nearest statistical neighbour.
NI111.09 First time entrants to the Youth Justice System aged 10 - 17	Number per 100,000	1736.00	1863.00	Provisional: Data source is internal Youth Offending Service. Police National Computer data expected November 2009.
NI112 Under 18 conception rate	Percentage	Not available	-22.50	Data available for 2007/8 outturn: -12.6%. Rate actual 76.2 per 1,000 15-17 year old females. Calendar year 2008 data, used to calculate 2008/9 outturn will be available February 2010. 2008/9 target expressed as a rate is 67.6 per 1,000 15-17 year old females.
NI113ii Prevalence of Chlamydia in under 25 year olds	Percentage	26.10	17.00	
NI114 Rate of permanent exclusions from school	Percentage	0.06	0.08	2007/8 academic year.
NI115 Substance misuse by young people	Percentage	4.00		
NI116 Proportion of children in poverty	Percentage	33.70		Source: Child Poverty Unit, Department for Work and Pensions April 2007.
NI117 16 to 18 year olds who are not in education, employment or training (NEET)	Percentage	8.80	10.00	

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI118 Take up of formal childcare by low-income working families	Percentage	28.70		Data from financial year 2007/8.
NI119 Self-reported measure of people's overall health and wellbeing	Score	79.80		Place survey
NI120f All-age all cause mortality rate - female	Rate per 100,000	479.71	472.00	2008 calendar year provisional data. Final data expected January 2010.
NI120m All-age all cause mortality rate - male	Rate per 100,000	764.98	727.00	2008 calendar year provisional data. Final data expected January 2010.
NI121 Mortality rate from all circulatory diseases at ages under 75	Rate per 100,000	Not available		Data expected from the National Centre for Health Outcomes Development (NCHOD) January 2010.
NI122 Mortality from all cancers at ages under 75	Rate per 100,000	Not available		Data expected from the National Centre for Health Outcomes Development (NCHOD) January 2010.
NI123 Stopping smoking	Rate per 100,000	567.00	564.00	1,277 people were supported to quit smoking and the target was 1,225.
NI124 People with a long-term condition supported to be independent & in control of their condition	Percentage	Not available		Data expected December 2009.
NI125 Achieving independence for older people through rehabilitation/intermediate care	Percentage	92.96		
NI126 Early access for women to maternity services	Percentage	59.90	50.00	
NI127 Self reported experience of social care users	Percentage	Not applicable		To commence in 2009/10.
NI128 User reported measure of respect and dignity in their treatment		Not applicable		To commence in 2009/10.
NI129 End of life access to appropriate care enabling people to be able to choose to die at home	Percentage	Not available		2008 calendar year data expected December 2009.
NI130.09 Social care clients receiving Self Directed Support	Percentage	137.13	199.00	
NI131 Delayed transfers of care	Rate per 100,000	4.53	4.54	
NI132 Timeliness of social care assessment (all adults)	Percentage	64.53		
NI133.09 Timeliness of social care packages following assessment (all Adults 18+)	Percentage	84.82		

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI134 The number of emergency bed days per head of weighted population	Number	108,325.00		
NI135 Carers receiving needs assessment or review and a specific carer's service, or advice & inf.	Percentage	1.60	19.00	
NI136 People supported to live independently through social services (all adults)	Rate per 100,000	2118.45		
NI137 Healthy life expectancy at age 65	Value	Not available		Data expected 2012/13 when census 2011 data becomes available.
NI138 Satisfaction of people over 65 with both home and neighbourhood	Percentage	74.40		Place survey
NI139 > 65s receive inf., assistance and support to exercise choice & control to live independently	Percentage	19.90		Place survey
NI140 Fair treatment by local services	Percentage	62.00		Place survey
NI141 Percentage of vulnerable people achieving independent living	Percentage	80.31	75.00	
NI142 Number of vulnerable people who are supported to maintain independent living	Percentage	96.20		Data is for Q4 2008/9 not 2008/9 outturn.
NI143 Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence	Percentage	75.00	75.00	
NI144 Offenders under probation supervision in employment at the end of their order or licence	Percentage	36.00	32.00	
NI145 Adults with learning disabilities in settled accommodation	Percentage	31.97		
NI146 Adults with learning disabilities in employment	Percentage	17.30		
NI147 Care leavers in suitable accommodation	Percentage	97.60	93.00	
NI148 Care leavers in education, employment or training	Percentage	61.90	68.00	
NI149 Adults in contact with secondary mental health services in settled accommodation	Percentage	33.93		
NI150 Adults receiving secondary mental health services in employment	Percentage	2.70		
NI151 Overall employment rate (working-age)	Percentage	Not available		Data expected October 2009.

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI152 Working age people on out of work benefits	Percentage	Not available	14.70	Data expected October 2009.
NI153 Working age people claiming out of work benefits in the worst performing neighbourhoods	Percentage	Not available	25.30	Data expected October 2009.
NI154 Net additional homes provided	Number	Not available	1630.00	Annual survey started July 2009 to assess the number of homes provided. Final outturn for this indicator will be available in the Annual monitoring report in December 2009.
NI155 Number of affordable homes delivered (gross)	Number	479.00	500.00	
NI156 Number of households living in Temporary Accommodation	Number	909.00	990.00	
NI157a Processing of major applications within 13 weeks	Percentage	74.00		
NI157b Processing of minor applications within 8 weeks	Percentage	78.00		
NI157c Processing of other applications within 8 weeks	Percentage	86.00		
NI158 % non-decent council homes	Percentage	47.22		Provisional. Complete dataset expected November 2009.
NI159 Supply of ready to develop housing sites	Percentage	Not available		Data expected January 2010.
NI160 Local Authority tenants' satisfaction with landlord services	Percentage	62.00		
NI161 Learners achieving a Level 1 qualification in literacy	Number	Not available		Data expected March 2010.
NI162 Number of Entry Level qualifications in numeracy achieved	Number	Not available		Data expected March 2010.
NI163 Proportion aged 19-64 for males and 19-59 for females qualified to at least Level 2	Percentage	73.79	65.83	
NI164 Proportion aged 19-64 for males and 19-59 for females qualified to at least Level 3	Percentage	Not available		Data expected October 2009.
NI165 Proportion aged 19-64 for males and 19-59 for females qualified to at least Level 4	Percentage	Not available		Data expected October 2009.
NI166 Median earnings of employees in the area	£s per week	598.90		
NI167 Congestion - average journey time per mile during the morning peak	Minutes	Not available		Data expected January 2010.

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI168 Principal roads where maintenance should be considered	Percentage	10.00		
NI169 Non-principal classified roads where maintenance should be considered	Percentage	12.00		
NI170 Previously developed land that has been vacant or derelict for more than 5 years	Percentage	100.00	100.00	
NI171 New business registration rate	Number per 10,000	Not available		Data expected December 2009.
NI172 Percentage of small businesses in an area showing employment growth	Percentage	Not available		Data expected December 2010.
NI173 Flows on to incapacity benefits from employment	Percentage	Not available		Data expected December 2009.
NI174 Skills gaps in the current workforce reported by employers	Percentage	Not available		Data expected February 2010.
NI175 Access to services and facilities by public transport, walking and cycling	Percentage	81.00 63.00 66.00 55.00 78.00 37.00		Secondary schools Further education colleges GPs Food shopping Open spaces Primary school 2008/9 is the baseline year.
NI176 Working age people with access to employment by public transport (and other specified modes)	Percentage	88.00		
NI177 Local bus passenger journeys originating in the authority area	Number	Not applicable		Not applicable - information only available at a London wide level.
NI178i Bus services running on time - % non-frequent services on time	Percentage	Not applicable		Not applicable - information only available at a London wide level.
NI178ii Bus services running on time - excess waiting time of frequent services	Minutes	Not applicable		Not applicable - information only available at a London wide level.
NI179 Value for money- total net value of on-going cash-releasing gains since start of 2008-9	£k	11,507.00	15,535.00	
NI180 The number of changes of circumstances affecting HB/CTB entitlement processed within the year	Number per 1000 pop	697.50		
NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Days	Not available		Data publication date yet to be announced.

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI182 Satisfaction of businesses with local authority regulation services	Percentage	79.00		
NI183 Impact of local authority regulatory services on the fair trading environment	Number	0.49		
NI184 Food establishments in the area which are broadly compliant with food hygiene law	Percentage	Not available		Data expected December 2009.
NI185 CO2 reduction from Local Authority operations	Percentage	Not available		2008/9 is the baseline year.
NI186 Per capita reduction in CO2 emissions in the LA area	Percentage	5.63	2.80	
NI187i Tackling fuel poverty - % of income based benefits recipients in low energy efficiency homes	Percentage	14.41		2008/9 is the baseline year.
NI187ii Tackling fuel poverty - % of income based benefits recipients in high energy efficiency home	Percentage	23.98		2008/9 is the baseline year.
NI188 Planning to adapt to Climate Change	Level	0.00		2008/9 is the baseline year. Level 0 of 0-4 scale.
NI189 Flood and coastal erosion risk management	Percentage	100.00		
NI190 Achievement in meeting standards for the control system for animal health	Percentage	Not applicable		To commence in 2009/10.
NI191 Residual household waste per household	Kg/Household	717.04		
NI192 Percentage of household waste sent for reuse, recycling and composting	Percentage	20.89	20.30	
NI193 Percentage of municipal waste land filled	Percentage	41.86		
NI194i Emissions of NOx	Tonnes	51.56		2008/9 is the baseline year.
NI194ii Percentage reduction in NOx emissions	Percentage	Not applicable		2008/9 is the baseline year. % reduction in emissions will commence in 2009/10.
NI194iii Emissions of PM10	Tonnes	1.54		2008/9 is the baseline year.
NI194iv Percentage reduction in PM10 emissions	Percentage	Not applicable		2008/9 is the baseline year. % reduction in emissions will commence in 2009/10.
NI195a Improved street and environmental cleanliness (litter)	Percentage	5.67	9.00	
NI195b Improved street and environmental cleanliness (detritus)	Percentage	11.67	13.00	
NI195c Improved street and environmental cleanliness (graffiti)	Percentage	3.00		

Indicator	Unit of measure	2008/9 Performance End Year Outturn	2008/9 Target	Comments
NI195d Improved street and environmental cleanliness (fly posting)	Percentage	0.00		
NI196 Improved street and environmental cleanliness - fly tipping	Grade	Not available		Final score to be confirmed by DEFRA in October 2009.
NI197 Improved local biodiversity- proportion local sites with positive conservation management	Percentage	66.10	61.70	
NI198 Overall proportion of children travelling to school by car	Percentage	15.50	18.00	2007/8 academic year, primary, secondary and academy schools.
NI199 Children and young people's satisfaction with parks and play areas	Percentage	54.80		2008/9 is the baseline year.

Glossary

National indicator comparisons

The council's final 2008/09 outturns are subject to audit. The council's half year business report for 2009/10, due to be presented to Executive later in the financial year will therefore give a fuller appraisal of Southwark's 2008/09 end of year results against national benchmarks and relative to other London boroughs where appropriate.

A significant proportion of the national indicators reported have not previously been collected in a comparable format, including the Place Survey. The 2008/9 figures will therefore form a baseline figure for the council and partners to set future targets and to benchmark against other authorities.

A full list of indicator definitions is available at the department for communities and local government website:

<http://www.communities.gov.uk/publications/localgovernment/finalnationalindicators>

Acronyms used in the report

ACH – Active Citizenship Hub
ASB – Anti social behaviour
BAAF – British association for adoption and fostering
BME – Black and minority ethnic
BSF – Building Schools for the Future
CGS – Cleaner, Greener, Safer
CLG – Department for communities and local government
CO – Carbon monoxide
CO₂ – Carbon dioxide
DEFRA – Department for Environment, Food and Rural Affairs
IDVA – Independent domestic violence advocate
ILRE – Improving local retail environment
JSA – Jobseeker's allowance
KS2 – Key Stage 2 (Pupils aged 7 - 11)
LAA – Local Area Agreement
LDA – London Development Agency
LEP – Local Education Partnership
LFB – London Fire Brigade
MUSCo – Multi-Utility Services Company
NDC – New deal for communities
NEET – Not in education, employment or training
NHS – National Health Service
NHSS – National healthy schools status
NVQ – National Vocational Qualification
OFSTED – Office for Standards in Education, Children's Services and Skills
PCT – Primary Care Trust
PFI – Private Finance Initiative
SERVE – Southwark's Emergency Re-housing Victims of Violence Enterprise
SME – Small and medium sized enterprises

UCAS – Universities and Colleges Admissions Service
WNF – Working Neighbourhoods Fund