

# Half year business report 2009/10

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## Introduction

1. This report tracks progress on the council's main priorities over the first half of 2009/10 in line with council's corporate plan 2009-11 and with Southwark 2016, the sustainable community strategy. This report provides an update position on progress in advance of a full evaluation in the council's end of year business report which is planned to be published in June.
2. The council's achievements and challenges to date in 2009/10 should be placed within the context of the current economic climate and the global recession.
3. Some of the key achievements over the first half of 2009/10 are highlighted below:
  - The council's major development schemes are broadly on track and work is continuing to ensure progress is maintained through the recession.
  - Unlocking previously stalled housing regeneration schemes, e.g. Elmington, Wooddene and Silwood.
  - Attainment figures for Southwark continue to rise, improving the life chances of the borough's children and young people.
  - The council's schemes to help people through the recession are proving successful in reducing the impact of the recession in Southwark.
  - The numbers of social care clients receiving direct support is rising.
  - Although still high, teenage pregnancy rates in the borough are showing signs of improvement through recent joint strategies between the council and the PCT.
  - Recycling rates are continuing to rise and the borough is on track to meet its target of 30% recycling by the end of 2010/11.
  - Partnership working is helping to reduce incidents of crime and fear of crime in the borough.
4. Based on progress to date, the key areas which will form a focus for further work and development during 2009/10 and beyond are highlighted below:
  - Continued commitment to monitor and address the impact, both social and financial, of the recession across all council services.
  - 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.
  - Ongoing implementation of the climate change strategy and related action plans.
  - Continuing to implement a comprehensive action plan for improvement with regards adult social care.
  - Continued development of the council's modernisation programme.
5. It would not be possible to undertake this report without reference to the tragic events on Friday 3 July 2009. The major fire at Lakanal, on Sceaux Gardens Estate in Camberwell was one of the largest emergency situations that Southwark has dealt with in recent years. The deaths of six residents are now subject to a police investigation and a Coroners Inquiry. All residents required temporarily re-housing and all Lakanal tenants have now accepted an offer to move from emergency accommodation in to a new home. Households were assisted into new accommodation and the council also offered financial support to residents by offering statutory/discretionary homeless payments and well being payments.

Residents received a start up pack of new furniture and disturbance payments to help them make a fresh start in their new homes and throughout the process counseling services and other support services were made available. Following the fire, Southwark implemented a £4m programme of precautionary capital works on residential blocks that share similar design characteristics to Lakanal.

## Places where people love to live

7. The council has made significant progress through 2009/10 towards developing a strategy to guide future regeneration within the borough. In October 2009 executive approved the council's new housing strategy, which alongside the core strategy, sets out the framework within which future plans for housing and regeneration in the borough will be developed.
8. The Aylesbury programme continues to make steady progress. Building work has started in the south-west corner of the site and the remaining tenants, in the first blocks to be redeveloped, are in the process of being re-housed. The Area Action Plan (AAP) is available to be examined by the public and will be discussed by council assembly in early 2010. In October 2009 executive agreed to take the next steps to delivering phases one, two and three of the Aylesbury programme. Specifically, the executive gave approval for the commencement of a joint procurement between the council and the Homes and Communities Agency to identify suitable development partner(s) for phase 1 sites and for the production of an interim outline business case to propose a private finance initiative (PFI) or other delivery options for phases two and three.
9. The council's plans for redeveloping the Elephant and Castle are broadly on track, with negotiations with Lend Lease continuing towards a new agreement which will reflect current economic conditions. The council's programme of rehousing Heygate tenants continues, with 43 secure tenants, 28 leaseholders and 7 non secure tenants remaining on the estate at 21 December 2009. Of the 28 leaseholders 10 are nearing completion of buy backs and moving to alternative accommodation; the remaining 18 are being interviewed by senior officers whilst work commences on obtaining a compulsory purchase order. The Heygate Case management team, who were 'highly commended' at the Local Government Chronicle Awards 2009 have now arranged the welding of 92% of properties on the entire estate and the dedicated community safety team and additional night time security was extended to the end of the year. The number of squatters on the estate remains at zero.
10. Bermondsey Spa has continued to deliver to plan and 2009 will see the completion of 520 new homes to add to the 180 already built. Planning consent has been granted for two new schemes totalling 347 residential units and 12 shop units. Hyde Housing are to due to start work on these sites in January 2010. All these new homes meet the highest standards in term of design and sustainability and nearly 50% are affordable. Terms have also been agreed for the sale of a further 1.2 hectares of land for redevelopment and at least two other sites in private ownership are coming forward for planning this year. The public realm is also being significantly improved with schemes to refurbish Spa Railway Arch and St James Churchyard underway.

11. The last six months has seen the Canada Water project pass a number of key milestones. June 2009 saw the completion of the first phase of housing by Barratt - 63 new homes of which 21 are affordable. All of the private units were sold within weeks of completion. The construction of the second phase is also well under way, which will provide 169 new homes, of which 43 will be affordable. Further shaping of the regeneration took a significant step forward when in July executive adopted the Canada Water area action plan preferred options report. Work has also begun on the iconic Canada Water library, which is expected to be completed in early 2011.
12. Recent improvements in planning continue to be delivered. In line with improvements in the planning service from recent years all targets concerned with processing planning applications are performing above target to date in 2009/10.
13. The council's commitment to delivering affordable homes for its residents has been stretched by the current recession. Current forecasts predict that by the end of 2009/10 the council will have delivered around 650 affordable homes, against a target of 900. However the target of 900 for 2009/10 is set within a broader programme of delivering 2,215 affordable homes by 2011. This programme, aided by the unlocking of previously stalled regeneration schemes such as Elmington, Wooddene and Silwood, has considerably increased projections of the delivery of affordable homes in the borough beyond the 3 year LAA targets. The council's new housing strategy and core strategy will provide improved focus on partnership working with the Homes and Communities Agency and will help to bring forward further schemes for delivering affordable homes.
14. Achieving the Southwark decent homes standard continues to represent a significant challenge for the council. By the end of September 391 homes had been made decent, against an end of year target of 1,806. With Southwark remaining as one of the largest social landlords in the country the challenge of ensuring that all of Southwark's homes meet the Southwark decent homes standard is dependent upon appropriate levels of resources being made available. Within the current financial climate the council recognises that the level of resources available through both the council's investment and regeneration programmes are insufficient to meet the original decent homes target by 2010/11. However Southwark is committed to maintaining its programme of ensuring all Southwark homes are made decent and the planned award of a new major works contract at the end of 2009/10 will help to improve performance in this area moving forward.
15. The council continues to recognise and value the voluntary and community sector (VCS) in Southwark. This sector makes a significant contribution to the vitality and well being of the borough. On 20 October 2009 the executive agreed the Southwark Compact that reflects the principles that underpin the work we do to develop our very positive partnership with the VCS. This approach is being embedded across all council departments and includes better consultation with and involvement of hard to reach groups, promoting volunteering and sharing resources where this leads to doing things in a better way. The work that the Council does in partnership with the VCS covers a very wide range of council services. The commitment to working with the VCS was recognised in October when the council and its partners received an award, by Government Office London (GOL), in partnership with the voluntary and community sector, for its innovative working on financial inclusion, which aims to help residents through this difficult economic period.

Half year outturn data 2009/10

Places where people love to live						
What are we measuring?	Measurement	2008/9 End Year Outturn	Q1 09/10 Performance	Q2 09/10 Performance	09/10 end of year target	Comments
(Local) Number of homes made decent	No.	1,997.00	Not available	391	1,806	
(Local) No. of non-LA owned dwellings returned to occupation or demolished	No.	142.00	13	80	130	
NI001 % of people who believe people from different backgrounds get on well together	Percentage	74.70	Not applicable	Not applicable	No survey due.	Place survey. Biennial.
NI154 Net additional homes provided	No.	1,228.00	Not available	Not available		Final outturn for this indicator will be available in the end of year report.
NI155 Number of affordable homes delivered (gross)	No.	479.00	29	207	900	
NI156 Number of households living in Temporary Accommodation	No.	909.00	873	829	714	

## Everyone achieving their potential

16. Overall Southwark's Children's Services has been rated in the CAA a score of three, 'performs well' and continues to demonstrate improvement across a range of areas. Pupil attainment is particularly strong and reflects the hard work of staff, the council and pupils. Southwark's secondary school pupils achieved record results in 2009 at key stage 4; with the borough's maintained schools now well ahead of national figures. Overall provisional results show 45% of young people in the borough achieving 5+A\*-C in GCSE or equivalents qualifications (to 45%) including English and maths. This equates to an increase of 2.3 percentage points, compared to a 2.1 percentage point increase nationally. Furthermore, we saw a 9.8 percentage point increase in 5+A\*-C grades in GCSE or equivalents qualifications (to 66%) compared to a 4.7 point rise nationally; once again closing the gap with national averages.
17. Results at key stage 2 have maintained good progress and Southwark has closed the gap with the national average and now sit at the national average rate for English, Maths and English and Maths combined. This compares to a national average decrease of one percentage point in English and no improvement in Maths or Science. Results at key stage 1 have remained stable and remain a priority for improvement.
18. In the early years the percentage of children who achieve a good level of development has risen over the last three years to 42.6% through a continued combination of universal support to improve quality and targeted intensive challenge of settings with a focus on communication, language literacy, social and emotional development.
19. The attainment of looked after children in 2009 remains a priority for the borough and is an area that will be given focus in 2010/11. This year some 67.5 per cent of looked after children sat one GCSE or more, and our performance at KS2 and KS4 is above inner-London averages. Some 88.4 per cent have a personal education plan

(PEP), and the audit programme has shown signs of improvement in their quality and effectiveness. The council is currently reviewing local provision to secure further improvements.

20. Southwark continues to narrow the gap in outcomes between some under achieving groups and their peers, especially those with children and young people with SEN. The council continues to work in partnership with schools and parents to improve outcomes and help those from particularly ethnic groups and on free school meals reach their potential.
21. Through a range of programmes to improve quality in Southwark's schools nearly two-thirds of the borough's schools are now identified as good or outstanding by Ofsted. Nearly a quarter of Southwark's primary schools are also now rated as outstanding. This represents an excellent achievement in delivering improved outcomes for children and young people.
22. In line with our LAA and Children and Young People's Plan (CYPP), the council continues to work in partnership to address our local priorities for improving outcomes for young people. Raising attainment levels at age 19 and reducing those not in education, employment and training continue to be key work areas for the Children's Trust. This includes targeted programmes of support to enable care leavers and young offenders to access education, training and employment opportunities.
23. The Southwark Safeguarding Children Board (SSCB) are taking forward the government's proposals in response to Lord Laming's recommendations on safeguarding children and young people. The partnership has appointed an independent chair of the SSCB. The board has developed measures to ensure that all council staff are aware of how to escalate issues of concern relating to child safety and welfare, including through the provision of up-to-date guidance and escalation procedures to staff in all agencies, and encouraging staff to complete a free e-learning 'Signs and Systems' course.
24. The economic data which is available through the national indicator set mainly relates to early 2008/09 and therefore cannot yet accurately reflect the effects of the recession within the borough. Recent local data collection that is able to more accurately reflect local impacts of the recession suggests that there has been a 41.1% (to March 2009) increase in Jobseeker Allowance claimant stocks since the beginning of the 2008/09 financial year. The borough's claimant count percentage increase compares well to London (61%) and Great Britain (86.4%) averages. Whilst this performance is good it still demonstrates that Southwark residents need continued support to improve their skills and find jobs in increasingly difficult times. Employment and enterprise training and support programmes, put in place by the council and its partners across the borough, are performing to target and in some instances are achieving above target at this point in the year. The latest information available indicates that the overall employment rate across Southwark within the working age population has increased from 67.4% to 68.5% from January to March 2009. However this positive trend is not expected to continue due to the impact of the recession. The council will continue to closely monitor progress.
25. In July 2009 the council's partners were involved with a two day event in Peckham Square, as part of the corporate employment campaign. It was specifically aimed at

local residents who had been affected by the recession and were worried about their job, their business, or were on benefits. This event saw around thirty partners and providers, along with council staff providing advice and guidance to enable local residents to understand the impacts of the recession and seek to access the services available in order to join or re-join the labour market.

26. Other successful schemes that have seen Southwark help its residents through the recession and build towards a successful recovery have been a pledge to pay all invoices within 20 days, instead of 30, and to promote rate relief to small businesses where appropriate. In addition, Southwark's Future Jobs Fund "Earn and Learn" programme is still on track to create 112 jobs across the public, private and voluntary sector within the next twelve months. The Education Business Alliance fosters partnerships with local and national employers to ensure access to a range of work experience and enterprise opportunities. In the past year, over 2,200 young people have benefited from work experience placements through this programme.

### Half year outturn data 2009/10

Everyone achieving their potential						
What are we measuring?	Measurement	2008/9 End Year Outturn	Q1 09/10 Performance	Q2 09/10 Performance	09/10 end of year target	Comments
(Local) Number of young people 16/17 spending more than 6 weeks in B&B	Number	0.00	0.00	0.00	0.00	
(Local) Apprentices achieving full framework qualification	Number	Not available	Not available	Not available	85.00	
NI062 Stability of placements of looked after children: children with 3 or more placements in a year	Percentage	14.10	11.90	12.60	11.50	
NI072 At least 78 points across Early Years Foundation Stage with at least 6 in each of the scales	Percentage	40.3	Not applicable	42.6	50	2008/09 End Year Outturn figure relates to 07/08 academic year. Q2 09/10 figure relates to final figures for the 08/09 academic year. 09/10 target is 08/09 academic year target.
NI073 Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)	Percentage	70.1	Not applicable	72.0	75.00	See comment for NI072.
NI075 Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths	Percentage	42.7	Not applicable	45.0	51.6	2008/09 End Year Outturn figure relates to 07/08 academic year. Q2 09/10 figure relates to provisional figures for the 08/09 academic year. 09/10 target is 08/09 academic year target.
NI082 Inequality gap in the achievement of a Level 2 qualification by the age of 19	Percentage Points	67.8	Not applicable	Not available	N/A	2008/09 End Year Outturn figure relates to 07/08 academic year.
NI087 Secondary school persistent absence rate	Percentage	5.10	Not applicable	Not available		See comment for NI082.
NI092 Narrowing the gap - lowest achieving 20% the Early Yrs Foundation Stage Profile vs the rest	Percentage	35.5	Not applicable	35.2	33	See comment for NI072.
NI093 Progression by 2 levels in English between Key Stage 1 and Key Stage 2	Percentage	86.3	Not applicable	88.5	89	See comment for NI075.
NI094 Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2	Percentage	79.8	Not applicable	85.5	88.0	See comment for NI075.



Appendix 1

Everyone achieving their potential (continued)						
What are we measuring?	Measurement	2008/9 End Year Outturn	Q1 09/10 Performance	Q2 09/10 Performance	09/10 end of year target	Comments
NI099 Children in care reaching level 4 in English at Key Stage 2	Percentage	31.00	Not applicable	Not available	56.00	2008/09 End Year Outturn figure relates to 07/08 academic year. Baseline year. 09/10 target is 08/09 academic year target.
NI100 Looked after children reaching level 4 in mathematics at Key Stage 2	Percentage	27.00	Not available	Not available	56.00	See comment for NI099.
NI101 Looked after children achieving 5 A*-C GCSEs (or equivalent) at KS 4 (with English and Maths)	Percentage	Not applicable	Not applicable	Not applicable	17.10	For introduction in 2009/10.
NI108 % KS4 Attaining 5+ A*-C including Eng & Maths - White British	Percentage	38.60	Not applicable	Not available	58.00	2008/09 End Year Outturn figure relates to 07/08 academic year. Baseline year. 09/10 target is 08/09 academic year target.
NI108 % KS4 Attaining 5+ A*-C including Eng & Maths - Any Other White Background	Percentage	42.90	Not applicable	Not available	51.00	As above
NI108 % KS4 Attaining 5+ A*-C including Eng & Maths - Black African	Percentage	51.00	Not applicable	Not available	56.00	As above
NI108 % KS4 Attaining 5+ A*-C including Eng & Maths - Mixed White and Black Caribbean	Percentage	40.60	Not applicable	Not available	N/A	As above
NI108 % KS4 Attaining 5+ A*-C including Eng & Maths - Any Other Mixed Background	Percentage	46.90	Not applicable	Not available	58.00	As above
NI108 % KS4 Attaining 5+ A*-C including Eng & Maths - Black Caribbean	Percentage	27.30	Not applicable	Not available	35.00	As above
NI108 % KS4 Attaining 5+ A*-C including Eng & Maths - Any Other Black Background	Percentage	36.00	Not applicable	Not available	29.00	As above
NI108 % KS4 Attaining 5+ A*-C including Eng & Maths - Any Other Ethnic Group	Percentage	37.30	Not applicable	Not available	48.00	As above
NI114 Rate of permanent exclusions from school	Percentage	0.06	Not applicable	Not applicable		Indicator source is defined as school census - this has an element of under reporting so EMS is used in combination with the school census to provide a more accurate picture of exclusions. Note school census figures do not include all academies.
NI117 16 to 18 year olds who are not in education, employment or training (NEET)	Percentage	8.80	10.60	11.90	N/A	2008/09 End Year Outturn figure relates to 07/08 academic year. 09/10 figures relate to figures for the 08/09 academic year.
NI148 Care leavers in education, employment or training	Percentage	61.90			71.00	Provisional data.
NI152 Working age people on out of work benefits	Percentage	14.45	Not available	Not available	13.90	The 08/09 outturn now relates to Q4 of 08/09, it shows an increase on the previous quarter's 14.29%. This rise is likely to continue in future releases.
NI163 Proportion aged 19-64 for males and 19-59 for females qualified to at least Level 2	Percentage	72.44	Not applicable	Not applicable	66.17	

## Promoting healthy and independent living

27. One of the main areas of focus for the council and the PCT moving forward is to increase the number of social care clients receiving services through direct payments or personal budgets (self directed support). The target requires a significant increase on current numbers, from 318 clients in Quarter 2 to around 1000 in 2011. Although a challenging target it is expected that most new service users and existing clients who have been reviewed will be offered personal budgets under these arrangements, enabling a quicker build up of numbers than was previously possible. In Quarter 2 personal budgets were implemented for reviewed clients and 106 people accepted the offer of a personal budget following a review, increasing overall performance from 6.6% to 9.1% (201 to 318 service users).
28. The Care Quality Commission (CQC) have now formally published the results of the Annual Performance Assessment for adult social care for all councils across the country. Southwark was rated as 'adequate' overall, which was partly because of the CQC inspection 'independence well-being and choice'. A comprehensive action plan for improvement is already being implemented, with some key achievements already been made. The council Chief Executive has requested parliamentary scrutiny of the CQC and we are awaiting this decision.
29. A risk management tool to support staff working on Safeguarding cases and aid contingency planning has been developed, and is currently being implemented across adult social work teams. Substantial progress has been made in moving forward personalisation to benefit service users in Southwark, with an additional 109 people accepting the offer of a personal budget since July 2009, in excess of target. A specialist review team has been established which has reviewed the support needs for 221 older people living in the north of the Borough, and is now starting to review people in the south; this approach has been extended to include Adults with physical disabilities with a total of 51 reviews so far carried out. A safeguarding performance scorecard has been developed and been ratified by NHS Southwark's board. This is being used by the board to inform priorities for further improvement in safeguarding practice. Southwark places safeguarding of elderly and vulnerable people as a high priority and improvements in this area are a key priority and actions to recruit an independent chair of the Adult Safeguarding panel are underway.
30. Alongside executive's decision to change the eligibility threshold, defined according to national criteria, from "moderate" needs to "substantial" needs with effect from 17 November 2008, all service users whose care provision may have been affected by the threshold change, received a comprehensive review to determine their current eligibility.
31. For each person potentially affected by the change in eligibility criteria, social workers identified the level of assistance each person required and a transition plan was put in place where appropriate. 731 service users were re-assessed and of these 572 were found to have a critical or substantial level of need. Changes to care arrangements were implemented in 76 cases with a focus on enabling service users to live independently where possible.
32. Reducing teenage conception rates remain a priority in Southwark as the borough's teenage conception rate remaining one of the highest in London and England. The

council and partners have refocused efforts over the past year on an ambitious programme of workforce training, health interventions in schools, more accessible free contraception and a media campaign. The latest provisional figures from the ONS (for quarter 3, 2008) show some improvement with a reduction to 63 conceptions, which is the lowest since quarter 1 2007. The 12 month rolling average of 71.5 per 1000 female 15-17 year olds is a reduction of 18% on the 1998 baseline rate of 87.2 per 1,000, which is a higher reduction than both England (12.1% reduction) and London (11% reduction). The Department of Health have asked that their specialist action team come into Southwark to work with us on our intervention plans.

33. Reducing unhealthy weight in children remains a key challenge. The current position shows provisional figures highlighting that the target for Year 6 has been met, with 26.7% recorded obese against a target of 27.9%; although this is an increase on the 26.0% reported in 2008. The council and its partners recognise that obesity is likely to remain high over the medium term due to current upward national trends. However, a reduction in unhealthy weight in children remains a priority for the Healthy Southwark Partnership and the Children's Trust. Southwark's Healthy Weight Strategy is addressing this objective, through both a targeted and preventative approach.
34. Reducing the number of people who smoke is a key target of plans to reduce health inequality in the borough. In 2008/09 the borough achieved success by meeting the centrally set smoking cessation target for the first time in the programme. The target for 2009/10 is for NHS stop smoking services to support 1,306 smokers to quit. The initial result for Quarter 1 was 180 quitters, against a target of 266. However it is expected that performance will improve during the year.

Half year outturn data 2009/10

Promoting healthy and independent living						
What are we measuring?	Measurement	2008/9 End Year Outturn	Q1 09/10 Performance	Q2 09/10 Performance	09/10 end of year target	Comments
NI040 Number of drug users recorded as being in effective treatment	Number	1,554	1,537	Not available	1,880	Target is 12% reduction on 2007/8 outturn.
NI056i Percentage of children in Year 6 with height and weight recorded who are obese	Percentage	26.00	Not applicable	26.70	27.86	2008/09 End Year Outturn figure relates to 07/08 academic year. 2009/10 figures relate to 08/09 academic year.
NI112 Under 18 conception rate	Percentage reduction of conceptions amongst 15-17 year olds on 1998 baseline	Not available	Not available	Not available	22.40	Latest provisional data shows a 18% on the 1998 baseline. Technical NI guidance advises there is at least a 14 month time-lag in the release of conception statistics. The 12 month rolling average of 71.5 per 1000 female 15-17 year olds (or 18% reduction on baseline) is based on latest available data up to Sept 2008. This is an improvement on the position up to Dec 2007, which showed a 12.6% reduction on baseline.
NI120f All-age all cause mortality rate - female	Rate per 100,000	474.04	Not applicable	Not applicable	456.00	
NI120m All-age all cause mortality rate - male	Rate per 100,000	753.08	Not applicable	Not applicable	701.00	
NI123 Stopping smoking	Rate per 100,000	567.00	312.00	Not available	565.00	
NI126 Early access for women to maternity services	Percentage	49.00	60.90	60.20	65.00	
NI130.09 Social care clients receiving Self Directed Support	Percentage	3.70	6.12	9.10	17.00	
NI141 Percentage of vulnerable people achieving independent living	Percentage	80.31	72.00	Not available	77.00	

## Valuing the environment

35. Southwark's recycling and composting rate continues to improve. Year to date performance is 21%, compared to 20.3% over the same period last year. However in order to meet ambitious targets the recycling provision for all (private and social) housing estates in the borough the council is exploring opportunities to improve services or install new services where appropriate. In addition the council has commissioned Veolia Environmental Services to build an Integrated Waste Management Facility (IWMF) at the former gas works site on Old Kent Road. The site has recently been granted planning permission by the council's planning committee and this will facilitate a significant improvement in the borough's recycling levels as well as diverting most of the waste that would previously have gone to landfill.
36. The council is committed to reducing its CO2 emissions and the carbon footprint from its estates by 8.5% by 2011. In order to help achieve this ambitious target, in October 2009, the council and key partners from across the borough came together for a Big Switch Off event. This event kicked off a campaign of activity to help reduce carbon emissions across the borough and save energy. It is supported by the two hundred biggest emitters of CO2 in the borough. On the 'Big Switch off' day a bus toured the borough, visiting residents, organisations and schools who have come up with the most inventive or effective ways to save energy, culminating in an event which saw all lights at council buildings and participating businesses turned off.

37. As part of the council's programme to reduce carbon emissions and promote sustainable modes of travel, the council works with all schools in the borough to develop and review school travel plans. The plans look at how schools can minimise the need for private car journeys and promote walking and cycling. Specific actions in the plans cover road safety issues, cycle training and parking facilities, and promotional schemes such as the Walk on Wednesday's (WoW) scheme for primary school children. This rewards school pupils with a collectable enamel badge if they walk to school regularly. In the last quarter an average of 2,578 young people gained a WoW badge each month through the scheme. The travel surveys conducted as part of the annual review of the plans show that across the borough there is a modal shift away from private cars being used for journeys to and from school.

### Half year outturn data 2009/10

Valuing the environment						
What are we measuring?	Measurement	2008/9 End Year Outturn	Q1 09/10 Performance	Q2 09/10 Performance	09/10 end of year target	Comments
NI186 Per capita reduction in CO2 emissions in the LA area	Percentage	5.63	Not applicable	Not applicable		
NI192 Percentage of household waste sent for reuse, recycling and composting	Percentage	20.89	21.40	20.70	24.20	This is currently (April - September) 21.0% compared with 20.3% for the same period in 2008. The target for the whole year is 24.2%. The recycling rate varies seasonally, so in Quarter 3 for example we expect a significant increase due to the quantity of leaf fall from trees in the borough which are recycled. We are working closely with Veolia to ensure that the 24.2% target is met this year.
NI195a Improved street and environmental cleanliness (litter)	Percentage	5.67	4.00	Not available	8.00	Quarter 1 data covers tranche 1 of the indicator which is measured April - July. Tranche 2 covers August - November.
NI195b Improved street and environmental cleanliness (detritus)	Percentage	11.67	15.00	Not available	12.00	Quarter 1 data covers tranche 1 of the indicator which is measured April - July. Tranche 2 covers August - November.
NI197 Improved local biodiversity- proportion local sites with positive conservation management	Percentage	66.10	Not applicable	Not applicable	66.70	
NI198 Overall proportion of children travelling to school by car and Park & Walk	Percentage	15.50	Not applicable	Not applicable	17.00	2008/09 End Year Outturn figure relates to 07/08 academic year. 09/10 target figure relates to 08/09 academic year.

## Tackling the crimes which concern people the most

38. Reducing violent crime and the impact of the threat of violence, in particular gang, gun and knife violence, on our communities remains a key priority. Half year results indicate that serious acquisitive crime in Southwark has fallen by 17%, which includes significant reductions in residential burglary and theft from motor vehicles, 11% and 30% respectively. However serious violent crime has seen an increase of 11%, which is in part due to increases in domestic violence assaults.
39. The council and its partners are involved in a number of programmes and projects to help tackle crime and improve community safety, including Operation Pathways (a multi-agency programme to reduce gang-related violence) and SERVE (working with residential social landlords to re-house victims of violence). Our gang awareness training sessions for council staff and partners have been well received and positively evaluated, leading to the roll-out of the training sessions to borough residents. Sessions have been organised for each of the community council areas.
40. Considerable progress has been made on addressing anti-social behaviour in 2009/10. The introduction of the Street Based Team, funded through the Youth Crime Action Plan grant has been deployed over the last 6 months on estates in Peckham and Elephant and Castle, engaging with approximately 400 young people. The Street Based Team engages with youths in the area to inform and encourage them into positive local activities. We have also been able to establish additional youth engagement sessions working in partnership with the Youth Service and REPA (Rockingham Estate Play Association). To date, we have taken out 55 Acceptable Behaviour Contracts.
41. The council has worked with partner agencies to take action on the increases in violent and anti-social behaviour in Peckham by introducing a dispersal zone in the summer of 2009 and instigating 7 gang ASBOs against a group who have caused serious intimidation and criminal behaviour in the area. The interim orders were obtained in early July 2009 and we have already seen significant reductions in robbery, shop theft and violence against the person incidents, totalling 14% when compared to last year.
42. Another key achievement in 2009/10 has been the continuing success of the MARAC (multi agency risk assessment conference) launched in 2008/09 to support domestic violence victims, share information between agencies and reduce repeat victimisation. In the first half of the year, 93 cases have gone to the MARAC, of which only 8 cases involved repeat victims.
43. Through the work of the council and its partner agencies, Southwark has continued to see a reduction in both crack houses and squatted properties. On average there are now no more than 11 crack houses in the borough compared to 25 in 2008/9. The council has also taken the lead role in developing an Alcohol Strategy for Southwark focusing on the priorities of treatment, young people and reducing the crime caused by alcohol misuse. The strategy will be completed by the end of the financial year.

44. Following Southwark's success in securing the Community Safety Accreditation Scheme (CSAS) for the community wardens (the first local authority in London to receive this accreditation), wardens now have increased powers to tackle anti-social behaviour. So far there have been 456 uses of this power in the last six months that includes 343 seizures of alcohol. The junior warden scheme was also launched in April 2009. The scheme promotes good citizenship and breaks down barriers between young people and those in authority. 75 young people from around the borough are now junior wardens. The young advisors programme has been re-invigorated in the last six months, with 17 young advisors as part of the team that has played a leading role in a street outreach programme which has engaged 400 young people in local activities, helped libraries and the Connexions service with community engagement projects as well as taking forward a training programme for police safer neighbourhoods teams.
45. The council will continue to work in partnership to reduce youth crime and have seen improvements in performance this year including a 2% reduction in serious youth violence over the first two quarters of 2009/10. Improvements have also been made in both reoffending and custody levels.

### Half year outturn data 2009/10

Tackling the crimes which concern people the most						
What are we measuring?	Measurement	2008/9 End Year Outturn	Q1 09/10 Performance	Q2 09/10 Performance	09/10 end of year target	Comments
NI015 Serious violent crime rate	Number per 1000 pop	2.46	0.84	0.74		2008/9 is the baseline year.
NI019 Rate of proven re-offending by young offenders	Rate per offender	0.78	Not available	Not available	0.71	
NI032 Repeat incidents of domestic violence	Percentage	Not applicable	Not applicable	Not applicable		To commence in 2009/10.
NI045 Young offenders engagement in suitable education, employment or training	Percentage	70.50	72.80	80.90	90.00	
NI111 First time entrants to the Youth Justice System aged 10 - 17	Number (From 2009/10 measurement will change to rate per 100,000 pop.)	2,460.00	435.00	Not available		2008/09 outturn calculated from Youth Offending Service (YOS) and Police National Computer (PNC) data. 2009/10 Q1 figure relates to YOS data only. 2008/09 Youth Justice Board data = 367 offenders
NI143 Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence	Percentage	75.00	70.60	71.50	77.50	Q2 Data covers 1 April 09 - 31 August 09.
NI144 Offenders under probation supervision in employment at the end of their order or licence	Percentage	36.00	34.60	35.50	36.00	Data covers 1 April 2009 - 31 August 2009.

## Transforming public services

46. Over the first half of 2009/10 customer satisfaction with Southwark's housing repair service remained high at around 90%. This is set against the number of days taken to complete housing repairs of 6.94 days and the number of repairs completed on time at 95.73% (as at end of November 2009). The council is committed to ensuring that residents receive the best and most efficient services, which is why in August 2009 the council invited potential contractors to submit plans on how they would deliver investment on council homes through a major works programme over the next ten years. The council is currently reviewing submissions and it is expected that contracts will be awarded by the end of 2009/10.
47. Latest customer satisfaction data from the customer service centre stands at 71%, which is an improvement on previous figures. Satisfaction with One Stop Shops stands at 86%, again an improvement on previous figures. Delivering improved customer care is a key priority action for the council.
48. On 9 December, the joint inspectorates for local government and public services announced the first year of judgements on the Comprehensive Area Assessment (CAA). On a score of 1-4, Southwark was judged to be: performing well (or 3) in managing performance, performing well (or 3) for children's services, adequate (or 2) for adult social care and adequate (or 2) in the use of resources. The joint inspectorate have not made it clear to the council as to how these different scores are brought together. However in bringing together scores of 3, 3, 2 and 2 Southwark council was deemed to be performing adequately (or 2) overall. In the report the CAA Lead stated "Overall the council is performing adequately....The council has performed well against its priorities in most areas... Overall, the council has made good progress in improving the services for which it is responsible." Detailed information is available via the 'OnePlace' website (OnePlace is the 'user friendly' name devised by the joint inspectorates for CAA).

### Half year outturn data 2009/10

Transforming public services						
What are we measuring?	Measurement	2008/9 End Year Outturn	Q1 09/10 Performance	Q2 09/10 Performance	09/10 end of year target	Comments
(Local) Council tax collection rate	Percentage	91.70	Not applicable	71.11	92.50	Q2 data is in year collection rate and represents the position at end of November.
(Local) Percentage of housing repairs completed on time	Percentage	96.80	Not applicable	95.73	95.00	Q2 data is year to date (at end November).
NI004 % of people who feel they can influence decisions in their locality	Percentage	39.20	Not applicable	Not applicable	No survey due	Place survey. Biennial.
NI160 Local Authority tenants' satisfaction with landlord services	Percentage	62.00	Not applicable	Not applicable	No survey due	STATUS survey. Biennial.
NI179 Value for money- total net value of on-going cash-releasing gains since start of 2008-9	£	11,507,000	Not available	Not available	15,535,000	

## National indicator comparisons

49. As 2008/09 was the first full year of the national indicator set, a significant



proportion of the national indicators reported in the end of year business report 2008/09 had not previously been collected in a comparable format. 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. On agreeing the end of year business report for 2008/09 council executive and scrutiny requested that the Southwark's 2008/09 end year performance against other boroughs and national averages be made available. This information, including detail on Southwark's priority indicators (as set out through the corporate plan) and other national indicators is available via working papers on request.

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

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