

# Annual Report 2006/07

Shaping Southwark together

[www.southwark.gov.uk](http://www.southwark.gov.uk)

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## **Welcome and introduction**

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Our performance has improved in key areas. Children and young people have continued to increase their educational attainment at both primary and secondary school, closing the gap with the national average. More of our young people are also staying on in post-16 education. Recycling rates have increased, and levels of crime have fallen, especially violent crime and robbery.

The Audit Commission rates us as a three star authority that is improving well. Our residents' survey shows that satisfaction with the council and the services we provide continues to grow.

Many of our services have won national recognition this year, including street wardens in Bermondsey, older people's services, our transport accessibility programme and our customer service centre.

Several of our buildings have also won design awards. You can read more about these achievements throughout this report.

None of this would have been possible without the strong partnership arrangements we have in place. It is these that enable us to deliver now and in the future. Our community strategy, Southwark 2016, sets out how we will achieve our priorities across the partnership.

We are in the midst of one of the biggest regeneration programmes in the UK to deliver our ambition to make Southwark a world class quarter of a world city, with plans

underway for new and improved housing, schools and leisure facilities.

Through this and other work, we will continue to deliver improved services for residents, workers and visitors to our borough.

This annual report sets out our achievements in the past year, alongside information on how we spent your money.

A handwritten signature in black ink that reads "Nick Stanton". The signature is written in a cursive style with a large initial 'N'.

**Nick Stanton**  
Leader of Southwark Council

## **People – improving life chances**

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**Southwark's people are its assets.** People from many cultures and faiths, with different histories and global connections, live and work in our borough. Each makes a contribution to what Southwark is and will be in the future. Our contribution is to help improve life chances and outcomes for all people.

### **Achieve educational potential**

Educational attainment has increased for the fifth year in a row. Primary school results were up in 2006, with an average increase of two percentage points for pupils achieving level 4 or above in key stage 2 English and maths. This is double the national increase in both subjects.

Cobourg Primary School topped the national primary school league table with its value-added score, and Joseph Lancaster Primary School and Boutcher Church of England Primary School ranked seventh and eleventh nationally. Beormund Primary School also topped the value-added table for all schools including special schools.

Other achievements include St Mary Magdalene Church of England Primary School achieving an average 40% increase across all subjects.

Progress has also been made at secondary level, with the proportion of students achieving five or more A\* to C grades at GCSE increasing to 48.8% in 2006. This is now only marginally behind the London average of 49%.

We have committed £200 million to provide schools of the future and support new academies through the Southwark Schools for the Future programme. This will support further gains in academic attainment now and in the future.

### **Supporting transitions**

The number of young people in Southwark staying in post-16 education was 83.7% in 2006, which is higher than the national average. This was achieved by putting in place a transitional year at five secondary schools for students needing extra support and deemed at risk of dropping out.

### **Be safe**

The overall level of crime, as measured by the British Crime Survey, fell by 7% in 2006/07, meeting our target.

This reduction improved our comparative position in our crime and disorder reduction partnership grouping of 15 authorities from sixth place to tenth place (first being the worstplaced position).

In particular, the number of robberies in Southwark dropped by 11% and the number of violent crimes fell by 8% on the previous year. We have worked with our partners to clamp down on knife crime in the borough, leading to a 24.8% decrease. This far exceeds the pan-London average of a 3.7% reduction.

### **Tackling gun and gang crime**

Gun and gang criminality is not a problem that Southwark alone faces. The borough has led the way in establishing a regional focus to address gun and gang violence and has been instrumental in setting up a crossborder group with Lewisham, Lambeth, Croydon and Greenwich councils. This group is working with the police to share intelligence on individuals and gangs who are involved in or are likely to become involved in serious criminal activity or violent behaviour. The agencies supporting schools programme continues to deliver an anti-knife programme in nine secondary schools and three pupil referral units.

### **Be healthy**

The Department of Health describes Southwark as one of the top 13 providers of services to older people in the country. These services include needs assessments, meals on wheels and home care.

The proportion of vulnerable adult assessments completed to timescales was 86.2%, which is an improvement on 2005/06. The percentage of care packages delivered in acceptable waiting times was 88%. This is ahead of the London boroughs' average.

The housing options service prevented more than 500 people becoming homeless throughout the year. The rent deposit and finders fee schemes secured a total of 498 properties for households at risk of homelessness. Performance reflects increased incentives, publicity and efforts to recruit landlords for these schemes.

The sustain service, which aims to prevent tenancy breakdown before reaching the point of homelessness for households living in council accommodation, has a target of receiving 250 referrals a year. This has been exceeded, with 358 in 2006/07. This means that Southwark is placed well within the top quartile for both London and national authorities.

### **Working with the community**

Bermondsey community wardens were shortlisted for a 2006 national warden achievement award for their outstanding work with the elderly community. Aside from regular friendly visits to sheltered housing units, day centres and residents homes, the community wardens participated in a number of key events and partnership initiatives aimed specifically at the local elderly community. This included community safety initiatives, awareness raising and work to foster greater social inclusion.

**Southwark is one of the fastest-emerging quarters of London.** We know that life chances are interwoven with how Southwark as a place develops, driving our plans to make the borough a better place for people. We are taking advantage of the borough's key strategic location in London, and have instigated one of the largest regeneration programmes in the UK. We have also worked to improve the way waste is collected and disposed of, making it easier for residents and businesses to be greener.

### **The sustainable use of resources**

Our environment is getting cleaner, and our streets are the fifth cleanest in London. We have invested more in environmental services in recent years. For the longer term, we recently agreed a £600 million private finance initiative contract over 25 years for the management of waste across the borough.

We have seen increased resident satisfaction across services, especially in recycling which has risen 23 points to 59% compared with 2003/04. Satisfaction with cleanliness is up 20 percentage points to 70%, while waste collection and disposal increased to 76% and 59% respectively.

Southwark exceeded its statutory target of 18% for recycling and composting for the first time, with performance of 18.46% this year. This means that, for the first time, we have moved above the bottom quartile boundary.

The number of missed bin collections per 100,000 fell to 402 in 2006/07. This is an outstanding achievement, representing less than 0.5% of all collections.

Southwark , Dulwich and Peckham Rye parks were awarded Green Flag status in 2006/07. Southwark also won a silver gilt in the London in Bloom competition.

### **Clear improvements in recycling**

One of our biggest successes during the year was the expansion of the clear bag recycling collection scheme, from 22,000 homes to 31,000. This scheme yielded 2,060 tonnes of recycling during the year (up from 508 tonnes in the initial year 2005/06), adding 1.87% to our recycling rate. We have put in place a number of schemes to increase the collection of recycling materials. This includes the 'tag it to bag it' scheme, where residents can win £1,000. The council will continue assessing the scheme to ensure it keeps delivering improvements in recycling rates.

### **Localities of mixed communities**

In February, the council agreed a new ten-year capital investment programme. This represents a significant investment of £911 million.

We have made progress in the transformation of both Elephant and Castle and Aylesbury estates.

In Elephant and Castle, the demolition of Castle House and 50 New Kent Road has begun, and construction is now underway at St George's Tower and on two new buildings on the London South Bank University campus. We also have

initial approval from Transport for London to replace the subways with overland pedestrian crossings.

On the Aylesbury estate, the outline planning application for the first phase of development has been submitted. Construction of a new information shop will begin soon, keeping residents up to date with the latest news on the regeneration work.

The rehousing team has started visiting residents to gather information on needs and help explain the kinds of housing that will be developed.

Our capital investment programme also includes a £12.3 million programme to provide 21st century leisure facilities across the borough.

An innovative plaza-style skate park beneath a rundown railway arch in Bermondsey was officially opened in April. The skate park – the first major facility in the borough – was voted runner up by the Royal Institute of British Architects in its Best Unbuilt Design in London category at the Urban Space 2005 competition.

### **More and better homes**

The council launched a campaign in February to dramatically improve the quality of its housing services – the 100 days of change. Achievements included implementing a flexible, one-call repair service, cutting the average response time for housing-related calls and recruiting 50 street leaders. We also committed to a £5 million lift repair programme, introduced a code of conduct for contractors and announced a £2 million area repairs plan.

In addition, the council pledged a £500 million investment in housing. Overall, the number of new affordable homes built in the borough during the year was 862, an improvement on the year end target of 750. Of the 862 affordable homes completed, 437 (51%) were for social rent and 425 (49%) were for intermediate housing to support residents during regeneration work.

### **Awards success**

The City of London Academy won the Better Public Buildings award at the 2006 Building Construction Industry Awards.

The new-build was funded by the Department for Education and Skills' city academy programme, with contributions from the City of London and Southwark Council

The London Transport Awards showcase transport achievements from across the capital and at this year's ceremony Southwark was a winner in the bus category for its bus accessibility programme. We were also recognised in the Transport for London Sustainable Transport awards for our innovation and commitment to promoting cleaner and healthier ways to travel. This recognition highlights the improvements being made to provide a simpler, more accessible and safer transport system for residents.

### - delivering quality public services

**Southwark is a three star modern council that is improving well, with surveys showing that people are more satisfied now with Southwark as a place to live.** We are making the most of our complex network of public, voluntary and private sector providers.

Southwark Council is delivering. Overall, 76% of residents are satisfied with the area as a place to live, which is above the national average. The council is a three star authority that is improving well. This has been achieved against a backdrop of comparatively low council tax rises.

By the end of the year the rightfully yours programme had secured £3.4 million in additional benefits for elderly residents. Since it started in 2004, it has secured £6.5 million overall. Southwark continues to have the second-highest, and the fastest growing, pension credit caseload of inner-London boroughs.

Our customer service centre received over 1.8 million calls during the year – an increase of 14%. The percentage of those calls answered in 45 seconds has been a story of improvement over the year. In quarter one, the average was 67% and by quarter four this figure had risen to 81%. We also recently reviewed our complaints handling system as part of our commitment to significantly change the way we deal with complaints.

When combined with the positive residents' survey performance results, it shows that Southwark is continuing to move in the right direction and achieve value for money.

In 2006/07 the council put people first. Community councils helped residents shape their area as well as the services they receive. We opened one stop shops so that residents can access council services in one location. Southwark will continue to strive towards delivering more customer-friendly services which represent greater value for money.

### **Winning teams**

We have an award-winning customer service centre – it won the Best Project – Delivering Efficiency category in the Government Computing awards ceremony in April. The award was based on the Southwark team's demonstration of the value created by restructuring customer services delivery. It was also recently named the winner of the prestigious Best Service Improvement award at the London Connects conference.

Also this year, Southwark Life won the Chartered Institute of Public Relations award for the Best Residents' Magazine with over 60,000 circulation.

Southwark has ambition. In December 2006, the council agreed with its partners a new community strategy, Southwark 2016. This sets out our long term vision for improving outcomes for people and place and delivering quality services.

Southwark's new corporate plan was agreed at council assembly in March, and is aligned to the council's financial strategy for the medium term to support the 2016 vision for improving the borough. The new corporate plan outlines six key pledges:

- \_ Keep council tax rises at or below the rate of inflation over the lifetime of the joint administration and below the London average
- \_ Get more powers for wardens to crack down on crime
- \_ Open three secondary schools and improve primary school provision in the borough
- \_ Double the vastly improved rate of recycling
- \_ Replace or upgrade our leisure centres
- \_ Build 3,000 affordable homes for local people to rent or buy

We also have long-term plans for regeneration, housing, waste management and schools which will transform the borough and make Southwark a place where people can aspire to succeed and stay. We will continue our investment programmes across the borough, alongside continuing progress with Southwark Schools for the Future.

**For more information about the council's corporate plan, go to [www.southwark.gov.uk/corporateplan](http://www.southwark.gov.uk/corporateplan) or use the contact details on the back cover.**

The council works inside a network of sophisticated partnerships at national, regional and local level. Southwark Alliance, our local strategic partnership, comprises senior representatives from the council, police, primary care trust, Jobcentre Plus, voluntary and faith organisations, local businesses and residents.

There are six partnerships in Southwark Alliance, each tasked with working around specific issues, for example children and young people (Young Southwark) or crime and disorder reduction (Safer Southwark).

It is these partnership arrangements that allow us to deliver high-quality services to improve life chances and make the borough a better place for people now and in the future.

Southwark's local area agreement is an agreement between Southwark Alliance and the government, and sets out how we will deliver our key partnership priorities. This was agreed in March, and will be monitored closely throughout the year to make sure we are meeting our commitments. It also allows us to pool budgets and make joint decisions on where the money is best spent.

Over the next 12 months, we will update this agreement to meet changes in the way the government requires us to manage performance. This means working with our partners to find better ways to deliver our plans and improve outcomes for all.

## How we spent the money

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During the year we spent £1,219 million providing services and running the council. This table shows where the money went and how it compares to the previous year.

<b>Services</b>	<b>Gross Expenditure</b>	
	<b>2006/07 £000s</b>	<b>2005/06 £000s</b>
Education	325,046	282,198
Social Services	202,998	180,488
Housing services – housing revenue account	198,794	204,366
Housing services – general fund	246,213	230,858
Highways and transportation	26,188	23,296
Culture, environment and planning	132,239	136,010
Other services	87,561	77,086

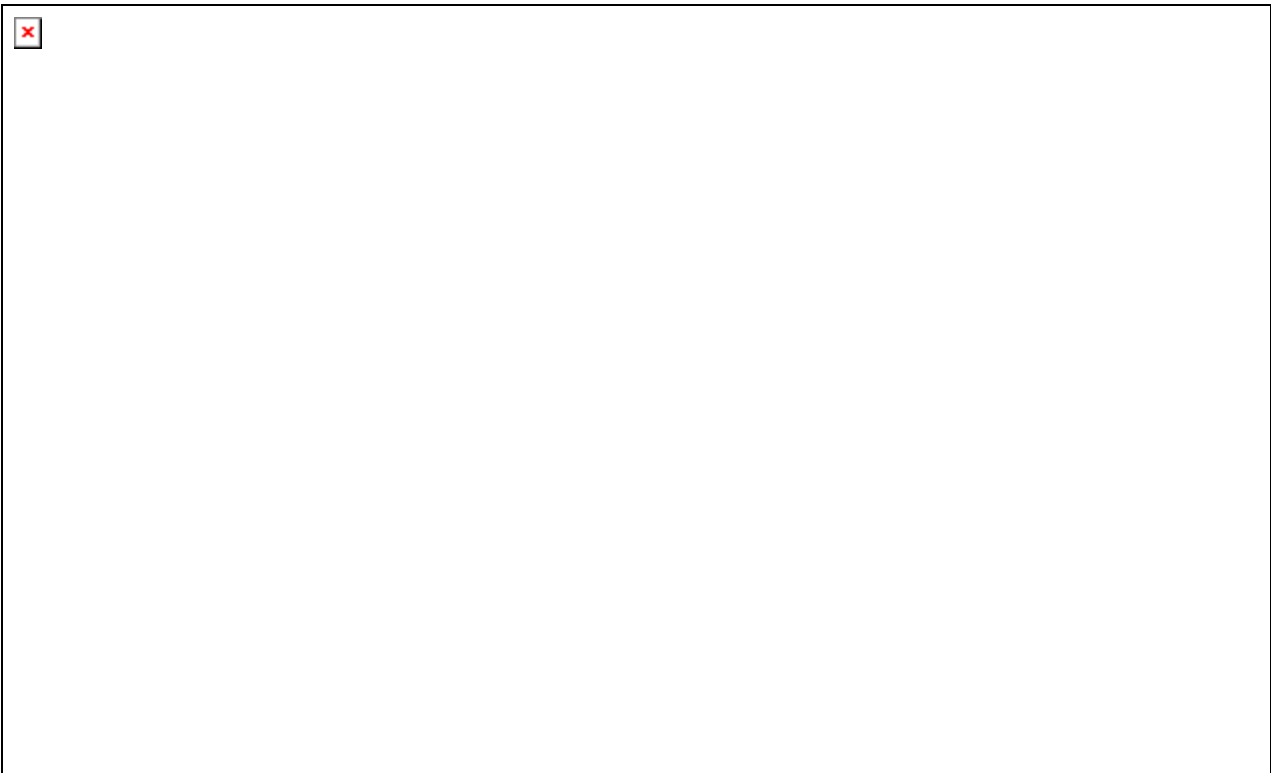
<b>Gross cost of services</b>	<b>1,219,039</b>	<b>1,134,302</b>
Corporate income and expenditure	69,298	113,029
Less accounting adjustments and movements to and from reserves	-7,070	-32,659
<b>Amounts received from rents, fees, government grants, council tax and business rates</b>	<b>1,281,267</b>	<b>1,214,672</b>

In addition to the achievements outlined in this report, the money we spent helped to provide some of the following services:

- Educating students in our 73 primary schools, 11 secondary schools and seven special schools
- Providing support to children and young people, including those at risk of physical abuse, those at risk of offending and those with a disability
- Providing refuse collection, recycling and street cleaning services
- Providing services to adults, including older people, people who have a physical or learning disability and people with poor mental health
- Repairing and maintaining our roads, footways, street lighting, parks and open spaces
- Running our 12 libraries and mobile and housebound library services

## **Where the money comes from**

We receive money to help pay for services from four main sources: rents, fees and other charges; government grants; business rates; and council tax. In 2006/07, we received £1,281.2 million of income in total, 6% of which came from council tax.



## **What we spent on council housing**

Providing council housing is a significant service – Southwark is one of the largest landlords in the UK – and one which we must account for separately. Our income and expenditure for this and last year are shown below.

<b>Income</b>	<b>2006/07 £000s</b>	<b>2005/06 £000s</b>
Rents	143,452	138,375
Charges for services	50,822	42,862
Government subsidy	60,756	68,880
Other income	14,122	14,828
<b>Total income</b>	<b>269,152</b>	<b>264,945</b>
<b>Expenditure</b>		
Repairs and maintenance	54,738	53,618
Supervision and management	100,774	103,149
Deprecation	37,330	36,986
Corporate and democratic costs	1,035	1,010
Other expenditure	4,435	4,357
<b>Total expenditure</b>	<b>198,312</b>	<b>199,120</b>
<b>Net cost of services</b>	<b>70,840</b>	<b>65,825</b>
Other operating income and expenditure	52,078	55,237
Other movements	13,334	6,124
<b>Surplus for the year</b>	<b>5,428</b>	<b>4,464</b>

At March 31 2007, the council owned 41,086 properties, with a total value of £2,382 million.

## **Our balance sheet**

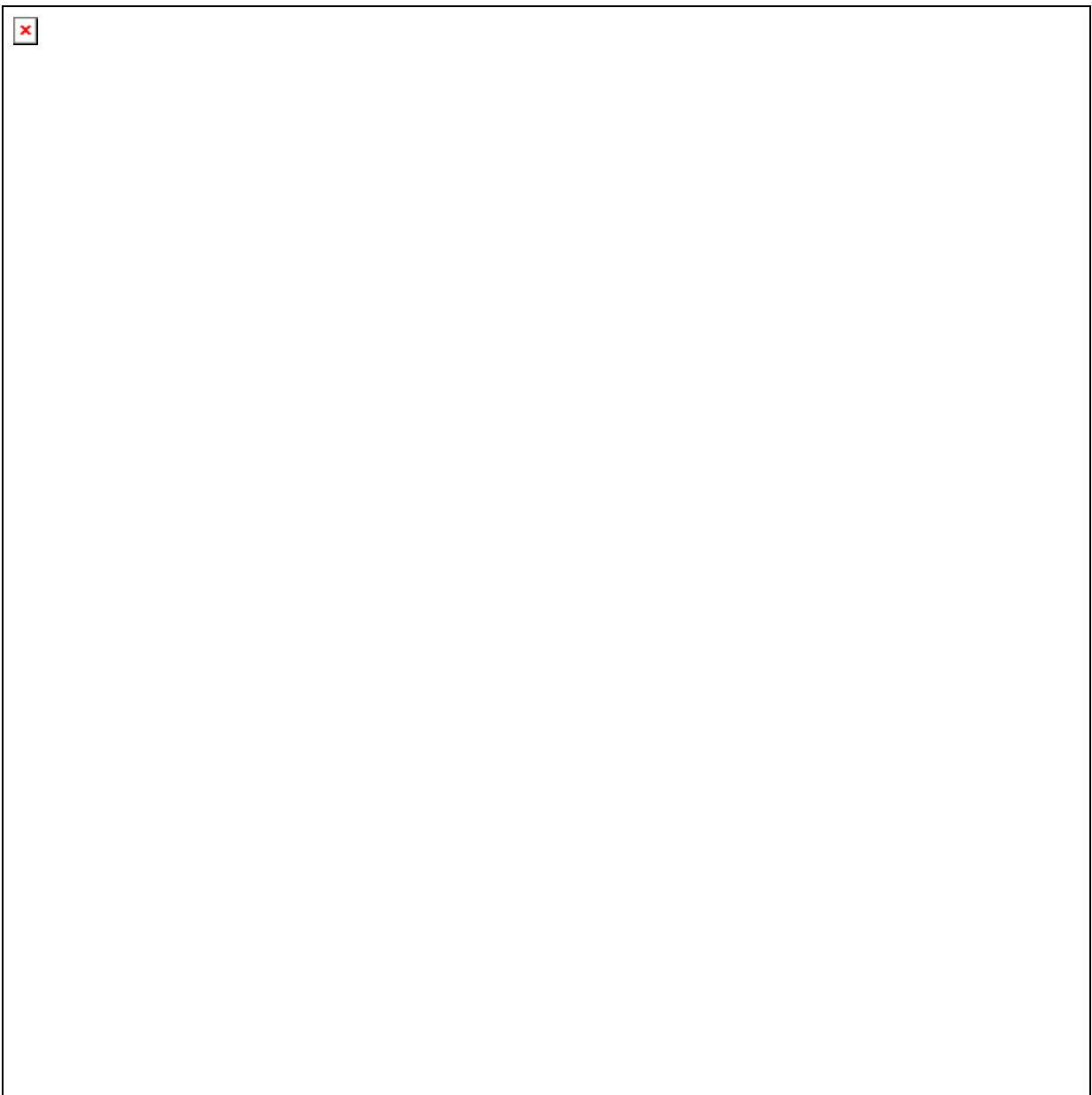
The balance sheet shows the council's financial position at the end of the financial year by providing a summary of all our assets and liabilities. The balance is our net worth and is expressed as money held in reserves and balances. This is summarised in the table below.

<b>Our assets</b>	<b>2006/07 £000s</b>	<b>2005/06 £000s</b>
Land building and other fixed assets we own	3,087,363	3,022,881
Money owed to us	124,965	124,425
Investments we hold	254,966	272,986
Other assets	153,441	14,853
<b>Our Liabilities</b>		
Money we owe	808,788	795,926
Provisions	23,827	27,234
Pension scheme liability for future years	255,912	260,530
Bank overdraft less cash in hand	20,445	23,719

Other liabilities	123,593	98,486
<b>Net assets</b>	<b>2,388,170</b>	<b>2,229,250</b>
<b>Financed by</b>		
General fund balance	16,834	15,556
Housing revenue account balance	37,422	31,994
Useable capital receipts reserve	75,871	83,604
Capital reserves	802,201	757,291
Earmarked reserves	71,484	78,092
Non-distributable reserves	1,640,270	1,523,243
Less pension liability	-255,912	-260,530
<b>Total equity</b>	<b>2,388,170</b>	<b>2,229,250</b>

## **Our capital expenditure**

In addition to spending money on providing services, we also spend money upgrading and improving our assets, such as buildings and roads. This spending is known as capital expenditure and during the year we spent £147.4 million in this way. The charts below show where we spent the money and how it was financed.



## **Future capital expenditure**

The council has now agreed a ten-year capital programme that combines our plans for regeneration with long-term investment in waste, housing, the environment and leisure. The ten-year programme comprises £911 million of capital investment which brings together plans for housing, schools, waste, libraries and leisure provision across the borough. This includes the following key projects:

Housing investment	£400 million
Southwark Schools for the Future	£231 million
Town centres and housing renewal	£29 million
Waste	£21 million
Leisure centres	£12 million
Parks and open space	£6 million

This information is based on the council's statement of accounts, which are subject to audit. For more information, go to [www.southwark.gov.uk](http://www.southwark.gov.uk)



**Other comments/feedback:**


**Please tell us a little bit about you. Are you:**

- Resident
- Stakeholder
- Council employee
- Other Please specify

**Do you live in Southwark?**

- Yes
- No

**Thank you for completing this form. Please return your completed copy to:**

Annual Report Feedback  
Corporate Planning and Performance  
Southwark Council  
Town Hall  
31 Peckham Road  
London SE5 8UB

This is Southwark Council's annual report 2006/07. It tells you about the council's priorities for the past year and how your money was spent. For a large print version please call 020 7525 7341.

### **Somali**

Tani waa warbixin sannadeedka Guddiga Southwark. Waxeey ku saabsan tahay waxyaabaha ahmiyadda la siiyay sannadkii aan soo dhaafnay iyo sida lacagtaada loo kharajgareeyay. Haddii aad u baahan tahay qof tarjubaan ah oo kaa caawiya inaad fahamtid, u geeyso mid ka mid ah xafiisyada degmada ee u adeega dadweeynaha loona yaqaan one stop shops, oo cinwaankoodu hoos ku yaal.

### **French**

Ceci est le rapport annuel de la Mairie de Southwark. Il vous parle des priorités de l'année dernière et vous explique comment votre argent a été dépensé. Si vous avez besoin d'un interprète pour vous aider à le comprendre, apportez-le à l'une des One Stop Shops de l'arrondissement aux adresses ci-dessous.

### **Español**

Este documento es el Informe Anual de Southwark y trata sobre las prioridades del ayuntamiento del año pasado y cómo se emplearon los fondos monetarios. Si necesita un intérprete para que le ayude a entender dicho documento, por favor, llévelo a una de las oficinas de información pública (one stop shops) pertenecientes al municipio, cuyas direcciones aparecen más adelante.

## **Turkish**

Bu Southwark Belediyesi'nin yýllýk raporudur. Size geen yýl iin belediyenin nceliklerini ve paranýzýn nasýl harcandý\_ý anlatýr. E\_er onu anlamak iin tercümana ihtiyacýnýz varsa raporu, a\_a\_ýda adresleri verilen belediyenin one stop shop'larýndan birine gtürünüz.

## **Getting in touch**

### **By post**

Southwark Council, Town Hall,  
Peckham Road, London SE5 8UB

### **By phone**

020 7525 5000

### **By email**

[annualreport@southwark.gov.uk](mailto:annualreport@southwark.gov.uk)

### **Online**

[www.southwark.gov.uk/annualreport](http://www.southwark.gov.uk/annualreport)

### **In person**

Bermondsey one stop shop  
17 Spa Road SE16

Peckham one stop shop  
Ground floor, Peckham Library  
122 Peckham Hill Street SE15

Walworth one stop shop  
151 Walworth Road SE17