The Southwark Conversation
Initial findings

Place Section
Southwark Public Health

2 March 2018

The Southwark Conversation is a discussion with local people about change in the borough

EXECUTIVE SUMMARY

The Southwark Conversation aims to develop a deeper understanding of perceptions and experience of regeneration in the borough

The Southwark Conversation aims to include people from all of our communities

- Creative approaches were used to engage even the most-seldom heard in the borough
- Voices heard are generally representative of people in the borough

The Southwark Conversation took place over nine and a half weeks between October and December

- During this short time we received more responses and attended more events than during any other council consultation undertaken previously
There is positivity about change in the borough and a number of themes have been identified as being important to local people.

**EXECUTIVE SUMMARY**

70% of respondents feel wholly or partly positive about change in the borough and 52% feel they have personally benefitted from change.

Nine main themes were identified in the overall analysis of responses but some were mentioned more than others.

<table>
<thead>
<tr>
<th>Question about…</th>
<th>Top theme (%)</th>
</tr>
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<tbody>
<tr>
<td>Change in the borough</td>
<td>Housing (28%)</td>
</tr>
<tr>
<td>How the council can improve people’s experience of living in Southwark</td>
<td>Housing (24%)</td>
</tr>
<tr>
<td>Leading healthier lives</td>
<td>Transport (27%)</td>
</tr>
<tr>
<td>Supporting future generations to succeed in life</td>
<td>Education (35%)</td>
</tr>
<tr>
<td>Creating a good neighbourhood to live in</td>
<td>Community (58%)</td>
</tr>
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Engagement and communication are seen as most important in actively involving local people in change:

- People like the approach of the Southwark Conversation.
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The Southwark Conversation is a discussion with local people about change in the borough

INTRODUCTION

Southwark is developing a new policy framework for social regeneration
- Our approach is already built into the New Southwark Plan
- The Cabinet agreed a draft version of this framework in September which was the focus of the Southwark Conversation

The Southwark Conversation aims to develop a deeper understanding of perceptions and experience of regeneration in the borough
- It asks what people think has worked well, what we need to keep doing and do more of, as well as what may need to change

Community engagement, involvement and co-production are key to the social regeneration approach
- The Southwark Conversation demonstrates the council’s commitment to this
- The results of the Conversation will enable us to shape the policy framework, ensuring that everyone has a say and no one is left behind
This report aims to summarise key findings from the Southwark Conversation

INTRODUCTION

This report is a factual representation of people’s responses to questions asked in the Southwark Conversation

- Questions gave people the opportunity to identify local issues and offer potential solutions in relation to change in the borough
- Responses identify which themes are important to local people

Key findings are presented both quantitatively and qualitatively

- Recurring broad themes are presented quantitatively
- Topics within these broad themes are further explored through qualitative descriptions

This report does not give any indication of how respondents would prioritise issues raised, nor does it suggest policy solutions
The Southwark Conversation aims to include people from all of our communities

METHODOLOGY

Questions were developed for the Southwark Conversation to encourage people to speak about their lived experience in the borough

- Most of the questions were open-ended to enable a real conversation, providing rich qualitative data
- Questions were asked in person, online and by telephone

We worked to ensure that voices reflected those who live in the borough

- Outreach took place in a range of venues such as libraries, public spaces, leisure centres, shopping centres, markets and our estates to reach those who are not formally engaged
- We worked with partners to reach the seldom-heard
- The team used creative approaches to promote discussion at some of these venues
A range of methods were used to engage people in the Southwark Conversation

**METHODOLOGY**

**Full questionnaire**
- 8 questions
- Online & in person (outreach)

**Residents Survey**
- 5 questions from full questionnaire
- By telephone

**‘Workshops’ & Talkaoke**
- Select questions from full questionnaire
- Sometimes specific community groups
- In person

**Shortened questionnaire**
- 3 questions
- In person

**Reprezent Radio interviews**
- 3 guiding questions
- Young people in person

**Communications**
- Promotion of full questionnaire
- Branding
- Digital & print
The Southwark Conversation took place over nine and a half weeks between October and December

**METHODOLOGY**

<table>
<thead>
<tr>
<th>Method of engagement</th>
<th>Timeframe</th>
<th>No. of times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online consultation hub</td>
<td>19 October – 24 December 2017</td>
<td>Continuous</td>
</tr>
<tr>
<td>Residents Survey</td>
<td>16 November – 10 December</td>
<td>1</td>
</tr>
<tr>
<td>Engagement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Council events</td>
<td>26 October – 11 December</td>
<td>30</td>
</tr>
<tr>
<td>Council services (libraries &amp; leisure centres)</td>
<td>5 November – 16 December</td>
<td>12</td>
</tr>
<tr>
<td>Community groups &amp; events</td>
<td>31 October – 16 December</td>
<td>36</td>
</tr>
<tr>
<td>Street engagement</td>
<td>5 November – 14 December</td>
<td>13</td>
</tr>
<tr>
<td>Staff engagement</td>
<td>24 October – 15 December</td>
<td>17</td>
</tr>
<tr>
<td>Communications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full page ads in Southwark News &amp; Weekender</td>
<td>November &amp; December</td>
<td>4</td>
</tr>
<tr>
<td>Feature in Southwark Life (including questionnaire)</td>
<td>21 November</td>
<td>1</td>
</tr>
<tr>
<td>Digital roadside posters</td>
<td>24 November – 24 December</td>
<td>21 locations</td>
</tr>
<tr>
<td>Feature in Southwark Life Housing</td>
<td>1 December</td>
<td>1</td>
</tr>
<tr>
<td>Print advertising*</td>
<td>November &amp; December</td>
<td>2</td>
</tr>
<tr>
<td>Council’s Social media channels</td>
<td>November &amp; December</td>
<td>88 posts</td>
</tr>
<tr>
<td>Railing banners</td>
<td>December</td>
<td>30 locations</td>
</tr>
<tr>
<td>Poster distribution</td>
<td>November</td>
<td>300</td>
</tr>
</tbody>
</table>

* in Dulwich Diverter and Peckham Peculiar
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<td>Summary</td>
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</tr>
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<td>Appendix</td>
<td>56</td>
</tr>
</tbody>
</table>
2,972 people actively responded to the Southwark Conversation

RESPONSES RECEIVED

Full questionnaire
- Total (2,164 responses)
  - Online (1,178 responses)
  - In person (909 responses)
  - Posted (77 responses)

Residents Survey
- By telephone (531 responses)

‘Workshops’ & Talkaoke
- Community group and in person discussions (227 people*)

Shortened questionnaire
- In person (128 responses)

Reprezent Radio interviews
- Young people in person (149 interviews)

Notes
In addition to the responses received, we have also estimated the potential reach of our physical and digital activities:
- Street outreach including attending events, passing our team in the streets or shopping centres (est. 5,146 people)
- Social and digital media (est. 8,631 engagements)

* Figure included in reach, not responses
We attended a large number of events to ensure we reached every community group

RESPONSES RECEIVED

<table>
<thead>
<tr>
<th>Events</th>
<th>No. events</th>
<th>Types of event</th>
<th>Demographics engaged</th>
<th>No. people engaged</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Fora &amp; TRAs</td>
<td>17</td>
<td>Council meetings</td>
<td>Council tenants/leaseholders</td>
<td>325</td>
</tr>
<tr>
<td>Community Councils</td>
<td>5</td>
<td>Council meetings</td>
<td>Residents</td>
<td>797</td>
</tr>
<tr>
<td>Patient Participation Groups</td>
<td>1</td>
<td>Health groups</td>
<td>Patients</td>
<td>13</td>
</tr>
<tr>
<td>Local events (inc. Fireworks Night)</td>
<td>10</td>
<td>Public events</td>
<td>Residents</td>
<td>605</td>
</tr>
<tr>
<td>Baby &amp; Toddler Sessions</td>
<td>9</td>
<td>Library events</td>
<td>Young families</td>
<td>125</td>
</tr>
<tr>
<td>Schools &amp; Children’s Centres</td>
<td>5</td>
<td>Community groups</td>
<td>Young families</td>
<td>47</td>
</tr>
<tr>
<td>Tenant Council</td>
<td>2</td>
<td>Council meeting</td>
<td>Tenants</td>
<td>44</td>
</tr>
<tr>
<td>Tenant Conference</td>
<td>1</td>
<td>Council meeting</td>
<td>Tenants</td>
<td>155</td>
</tr>
<tr>
<td>Community groups &amp; charities</td>
<td>18</td>
<td>Community groups</td>
<td>BME, LGBT, Pensioners</td>
<td>274</td>
</tr>
<tr>
<td>Homeowners’ Council</td>
<td>1</td>
<td>Council meeting</td>
<td>Homeowners</td>
<td>35</td>
</tr>
<tr>
<td>Leader’s Public Question Time</td>
<td>1</td>
<td>Council meeting</td>
<td>Residents</td>
<td>109</td>
</tr>
<tr>
<td>Faith groups</td>
<td>8</td>
<td>Community groups</td>
<td>Faith leaders &amp; members</td>
<td>122</td>
</tr>
<tr>
<td>Health groups &amp; leisure centres</td>
<td>9</td>
<td>Community groups</td>
<td>Health conditions</td>
<td>57</td>
</tr>
<tr>
<td>Youth Council</td>
<td>1</td>
<td>Council meeting</td>
<td>Young people</td>
<td>37</td>
</tr>
<tr>
<td>Other</td>
<td>21</td>
<td>Other</td>
<td>Residents</td>
<td>600</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>109</strong></td>
<td></td>
<td></td>
<td><strong>3,332</strong></td>
</tr>
</tbody>
</table>
The Southwark Conversation is the largest ever engagement by Southwark Council

RESPONSES RECEIVED

In the nine and a half weeks of the Southwark Conversation we received more responses and attended more events than during any other council consultation undertaken previously.

Comparison of events

- Southwark Conversation: 109
- Ageing Well consultation: 54

Comparison of responses

- Southwark Conversation: 2,923
- Let’s talk about dogs consultation: 2,081
Respondents to the Southwark Conversation are broadly representative of the general Southwark population

PROFILE OF RESPONDENTS

<table>
<thead>
<tr>
<th>Demographics</th>
<th>Southwark Conversation respondents</th>
<th>General Southwark Population</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No.</td>
<td>%</td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7-24</td>
<td>403</td>
<td>14%</td>
</tr>
<tr>
<td>25-64</td>
<td>2,005</td>
<td>68%</td>
</tr>
<tr>
<td>65+</td>
<td>369</td>
<td>12%</td>
</tr>
<tr>
<td>Sex</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>1,546</td>
<td>55%</td>
</tr>
<tr>
<td>Male</td>
<td>1,233</td>
<td>44%</td>
</tr>
<tr>
<td>Ethnicity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>White</td>
<td>1,621</td>
<td>58%</td>
</tr>
<tr>
<td>Black</td>
<td>719</td>
<td>26%</td>
</tr>
<tr>
<td>Asian</td>
<td>199</td>
<td>7%</td>
</tr>
<tr>
<td>Mixed</td>
<td>143</td>
<td>5%</td>
</tr>
<tr>
<td>Income</td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt;£20,000</td>
<td>447</td>
<td>16%</td>
</tr>
<tr>
<td>£20,000 - £50,000</td>
<td>754</td>
<td>27%</td>
</tr>
<tr>
<td>£50,000+</td>
<td>531</td>
<td>19%</td>
</tr>
</tbody>
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Note: Proportions may not tally to 100% due to non-response.
Please see appendix for additional information on the demographic characteristics of respondents.
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Different methods of engagement were analysed separately due to varying questions

ANALYSING RESPONSES

Full questionnaire
- 8 questions
- 2,164 responses

Residents Survey
- 5 questions from full questionnaire
- By telephone
- 531 responses

‘Workshops’ & Talkaoke
- Select questions from full questionnaire
- Sometimes specific community groups
- In person
- 227 people

Shortened questionnaire
- 3 questions
- More quantitative
- 128 responses

Reprezent Radio interviews*
- 3 guiding questions
- Young people in person
- 149 interviews

* Not included in this report but available on request
A thematic analysis was performed on responses to the Southwark Conversation

ANALYSING RESPONSES

All responses were collated into themes
- The nature of the questions mean there is qualitative data for all eight questions of the Southwark Conversation
- Themes were identified for all questions, nine of which are common across six of the eight questions
- Other themes are specific to each question
- Responses from questionnaires and workshops, have followed this approach

Responses were analysed by a small group of officers, led by Public Health
- All comments were coded by theme
- An interactive workshop enabled agreement of the analysis by all those involved in data collection, input and analysis
Nine main themes were identified in the overall analysis of responses

ANALYSING RESPONSES

- Public realm
- Employment / training
- Community
- Services / activities
- Things to do
- Education
- Housing
- Listening to residents
- Transport
- Public realm
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70% of respondents feel wholly or partly positive about change in the borough and 52% feel they have personally benefitted from change

WHAT PEOPLE SAID

<table>
<thead>
<tr>
<th>How positive/happy do you feel about change in Southwark?</th>
<th>Do you think you have personally benefitted from changes in your area?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive</td>
<td>Yes</td>
</tr>
<tr>
<td>Mixed</td>
<td>Partly</td>
</tr>
<tr>
<td>Not Positive</td>
<td>No</td>
</tr>
<tr>
<td>Undecided</td>
<td>Undecided</td>
</tr>
<tr>
<td>Not answered</td>
<td>Not Answered</td>
</tr>
</tbody>
</table>

As a proportion of those who were asked the question (* n=2,695; † n=2,164)
When talking about change in the borough, people were most likely to mention ‘housing’

WHAT PEOPLE SAID

Proportion of respondents mentioning each theme

- Housing: 28%
- Community: 18%
- Public Realm: 16%
- Not answered: 16%
- Things to do: 14%
- Transport: 10%
- Services & Activities: 9%
- Listening: 8%
- Education: 3%
- Employment & Training: 2%

Q1 of full questionnaire (How positive / happy do you feel about change in Southwark?) and similar to Q1 of Residents Survey (Do you think Southwark is changing for the better and why?)
Percentages are proportions of those who were asked the question (n=2,695)
1. How positive / happy do you feel about change in Southwark?

**HOUSING**

**28% of respondents mentioned housing**

Key ‘housing’ topics raised were:

- Building of housing
- Affordability
- Private development and social/council housing
- Mix of housing in relation to young, single people and families
- Empty properties in the borough
- Maintenance of council housing

“All other Southwark developments are irrelevant without a comfortable home”

Q1 of full questionnaire and similar to Q1 of Residents Survey (Do you think Southwark is changing for the better and why?)
1. How positive / happy do you feel about change in Southwark?

COMMUNITY

18% of respondents mentioned community

Key ‘community’ topics raised were:

- Sense of community
- Community identity
- Fragmentation of communities
- Diversity and vibrancy of communities
- Fear of ‘gentrification’
- A changing population
- Ensuring change is for everyone

“It is visibly nice to see Southwark’s changing landscape and the new businesses and homes being developed… However I can’t help to think about the people who feel marginalised by these changes”

“One of the great aspects of Southwark is the people mix and we do not want to lose that, it benefits all of us”

Q1 of full questionnaire and similar to Q1 of Residents Survey (Do you think Southwark is changing for the better and why?)
1. How positive / happy do you feel about change in Southwark?

PUBLIC REALM

16% of respondents mentioned public realm

Key ‘public realm’ topics raised were:
- Green spaces
- Maintenance of open space
- Rubbish and litter
- Lighting in open areas
- Safety
- Anti-social behaviour
- Visible policing

“More social housing is needed and green spaces left alone so that people living in high rise flats have space for their families to play, grow things and integrate as part of a community, feels like community is being lost”
2. Do you think you have personally benefitted from changes in your area?

THINGS TO DO

18% of respondents mentioned things to do

Key ‘things to do’ topics raised were:

- Libraries, leisure centres, shops and eateries
- Affordability for local businesses
- Free Swim & Gym

Q7 of full questionnaire

“The library was not here when we moved to Peckham. I use it at least once a week and it is always packed…”

“I think that change has led to a lot of local people leaving the area, which has caused problems for my business. I fear that the area will be full of more wealthy people who won’t shop here”

“Changes to the area – such as new community and arts spaces have personally benefitted me”
2. Do you think you have personally benefitted from changes in your area?

PUBLIC REALM

16% of respondents mentioned public realm
Key ‘public realm’ topics raised were:
- Green spaces
- Cleanliness and refuse collection
- Safety, anti-social behaviour and police stations

HOUSING

15% of respondents mentioned housing
Key ‘housing’ topics raised were:
- Affordability
- Aesthetics of local areas
- Availability of council housing
- Standard of housing

Q7 of full questionnaire
When talking about how the council can improve people’s experience of living in Southwark, people were most likely to mention ‘housing’

WHAT PEOPLE SAID

Proportion of respondents mentioning each theme

- Housing: 24%
- Public Realm: 23%
- Transport: 18%
- Services & Activities: 13%
- Listening: 13%
- Things to do: 11%
- Community: 10%
- Not answered: 6%
- Education: 3%
- Employment & Training: 3%

Q3 of full questionnaire & Q3 Residents Survey (What can the council do to improve your experience of living in Southwark?)
Percentages are proportions of those who were asked the question (n=2,695)
3. What can the council do to improve your experience of living in Southwark?

**HOUSING**

24% of respondents mentioned housing

Supply of affordable and social/council housing are of biggest concern, including:

- More affordable housing
- More social/council housing
- Better integration of people from different types of housing
- Housing quality and maintenance
- Housing for those who are less fortunate or homeless
- Empty properties

"As a single tenant in full time employment it would be really beneficial to be able to arrange appointments for repairs, visits etc. outside of standard office hours"

"I would like the council to stop buying into the term 'affordable housing', when there are many residents who cannot afford the properties defined as affordable"
3. What can the council do to improve your experience of living in Southwark?

PUBLIC REALM

23% of respondents mentioned public realm

Safety and cleanliness are most important and include:

- More police presence and better lighting on the streets
- Rubbish and fly-tipping
- Value and maintenance of green spaces
- Number of green spaces

“Council should look into the future of Nunhead Cemetery and how it could be improved for the benefit of local residents”

“The single most important improvement in our immediate locality would be to make an irresponsible landlord, who owns a number of properties, deal with the rubbish generated by overcrowding in his properties”

“Work to reduce petty crime”
3. What can the council do to improve your experience of living in Southwark?

**TRANSPORT**

18% of respondents mentioned transport

Traffic and air pollution are particular issues, including:

- The link between traffic volume and air pollution
- The effect of population growth on public transport
- Accessibility of stations for the elderly and disabled
- Reduction in use of cars and increase use of public transport
- Better facilities for cycling (cycle routes and bicycle storage)
- Parking

“Continue to prioritise walking and cycling at the expense of car use”

“a staffed bus shelter just made such a difference to Vauxhall - I think the Elephant needs one too”

“Reinstate the cycle scheme and/or bring Santander bicycles to this area”

“Whilst, I understand that efforts are being made to extend the Bakerloo line into Southwark, I do feel that the current station infrastructure could be better set up”
When talking about leading healthier lives in Southwark, people were most likely to mention ‘transport’

WHAT PEOPLE SAID

<table>
<thead>
<tr>
<th>Proportion of respondents mentioning each theme</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport</td>
<td>27%</td>
</tr>
<tr>
<td>Things to do</td>
<td>23%</td>
</tr>
<tr>
<td>Public Realm</td>
<td>21%</td>
</tr>
<tr>
<td>Services &amp; Activities</td>
<td>15%</td>
</tr>
<tr>
<td>Not answered</td>
<td>9%</td>
</tr>
<tr>
<td>Housing</td>
<td>7%</td>
</tr>
<tr>
<td>Community</td>
<td>5%</td>
</tr>
<tr>
<td>Education</td>
<td>4%</td>
</tr>
<tr>
<td>Listening</td>
<td>2%</td>
</tr>
<tr>
<td>Employment &amp; Training</td>
<td>2%</td>
</tr>
</tbody>
</table>

Q4 of full questionnaire & Q5 of Residents Survey (What would help you and your family to lead a healthier life in Southwark?)

Percentages are proportions of those who were asked the question (n=2,695)
4. What would help you and your family to lead a healthier life in Southwark?

TRANSPORT

27% of respondents mentioned transport

Cycling and air pollution were popular topics in relation to healthier lives, suggesting measures to:

- Improve air quality (generally)
- Reduce air pollution specifically with more people travelling by bicycle and electric cars, as well as controlling high emissions vehicles
- Improve access to cycle hire including free cycle hire
- Improve cycling infrastructure, including safe cycling routes and bicycle storage spaces

“For me, to be able to move around Southwark streets on foot and by bicycle without the daily intimidation one receives from motor vehicles would be enormously liberating”

“Please, please improve air quality”

“Dramatically reduced traffic pollution. Camberwell’s main arteries are clogged with buses, cars and commercial vehicles churning out diesel and petrol fumes”

“Cycling has definitely increased since we moved here nearly 5 years ago...this is a good”

Q4 of full questionnaire & Q5 of Residents Survey
4. What would help you and your family to lead a healthier life in Southwark?

THINGS TO DO

23% of respondents mentioned things to do

Exercise and healthier eating facilities are important for people to lead healthier lives including:

- Affordable local leisure facilities and membership options
- Continued improvement to leisure facilities and opportunities like Free Swim and Gym
- More women-only swim sessions
- A greater variety of affordable and healthier food shops and less unhealthy fast food outlets

“Safe cycling and keeping swimming pools. Keep public libraries open please… Southwark Council puts other London boroughs to shame by not just keeping existing libraries open but by building new ones”

“Cheaper healthy food”

“Protection and encouragement of market traders who sell cheap fruit and vegetables…”

Q4 of full questionnaire & Q5 of Residents Survey
4. What would help you and your family to lead a healthier life in Southwark?

PUBLIC REALM

21% of respondents mentioned public realm

Green spaces are important to people, key themes on this topic being:

- Protecting green space as well as increasing access to more green spaces
- Ensuring parks and green spaces are safe and well maintained
- Access to a variety of outdoor activities, including allotments as well as fitness equipment in parks
- Clean and safe streets (including traffic noise and anti-social behaviour)

SERVICES / THINGS TO DO

15% of respondents mentioned services/activities

People want better access to GPs and other health provision, specifically:

- Easy access to GP appointments
- Good social care facilities and support for people with disabilities
- Free childcare and/or school clubs
5. Which three things do you think are most important to your health and wellbeing?

WHAT PEOPLE SAID

The top three responses to the question about the most important things for health and wellbeing are:

- Getting out and about
- Services and amenities
- Being connected

Q2 of short questionnaire (multiple choice options are different to the themes identified for the full questionnaire)
Percentages are proportions of those who were asked the question (n=128)
When talking about supporting future generations to succeed in life, people were most likely to mention ‘education’

WHAT PEOPLE SAID

<table>
<thead>
<tr>
<th>Theme</th>
<th>Proportion of respondents mentioning each theme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>35%</td>
</tr>
<tr>
<td>Services &amp; Activities</td>
<td>24%</td>
</tr>
<tr>
<td>Employment &amp; Training</td>
<td>23%</td>
</tr>
<tr>
<td>Housing</td>
<td>22%</td>
</tr>
<tr>
<td>Community</td>
<td>17%</td>
</tr>
<tr>
<td>Things to do</td>
<td>11%</td>
</tr>
<tr>
<td>Not answered</td>
<td>9%</td>
</tr>
<tr>
<td>Public Realm</td>
<td>8%</td>
</tr>
<tr>
<td>Transport</td>
<td>4%</td>
</tr>
<tr>
<td>Listening</td>
<td>3%</td>
</tr>
</tbody>
</table>

Q5 of full questionnaire & Q4 of Residents Survey (Thinking of young people and future generations, what support do you think they will need to succeed in life?)

Percentages are proportions of those who were asked the question (n=2,695)
6. Thinking of young people and future generations, what support do you think they will need to succeed in life?

EDUCATION

35% of respondents mentioned education

Life skills and access to education are seen as important to help young people succeed in life, with frequent comments on the importance of:

- Local, good quality schools
- Affordable higher education
- Alternative learning opportunities e.g. for vocational and life skills
- Emotional and/or mental health support provision in schools
- Careers advice and mentorship

“School’s probably the most important. Attitudes need to change to promote everyone (especially under-represented groups including BAME and girls) into the STEM-type subjects, and getting them interested needs to start at the beginning of primary school”

“My short answer would be to encourage schools and further education institutions to offer more practical courses, not just GCSEs and A levels”
6. Thinking of young people and future generations, what support do you think they will need to succeed in life?

**SERVICES/ACTIVITIES**

24% of respondents mentioned services/activities

Youth provision is seen as a good way to help young people succeed in life, with particular emphasis on the importance of:

- Youth services/clubs/centres
  - For extra-curricular opportunities as well as helping young people stay out of trouble
- Free activities and access to arts and culture
- Health and social care and mental health services
- Support for carers, families, school leavers and others who need it

“More places they can go in an evening – to train/learn but needs to be affordable.”

Q5 of full questionnaire & Q4 of Residents Survey
6. Thinking of young people and future generations, what support do you think they will need to succeed in life?

EMPLOYMENT & TRAINING

23% of respondents mentioned employment & training

Training and preparing young people for work is seen as very important, with frequent mention of the importance of:

- Practical training / apprenticeships and support into work (e.g. mentoring)
- Access to opportunities or training to start a business
- Local job opportunities and support for companies to create more jobs
- Reasonable wages and stopping zero-hour contracts

HOUSING

22% of respondents mentioned housing

Most commonly people said that for future generations to succeed in life they needed:

- Affordable, safe and quality housing
- But felt young people may have more difficulty ‘getting on the property ladder’
6. Thinking of young people and future generations, what support do you think they will need to succeed in life?

**COMMUNITY**

17% of respondents mentioned community

The community is felt to have a role to play in creating well-rounded individuals in terms of:

- Providing good role models for young people
- Contributing to a sense of community
- Helping to improve confidence, motivation and good citizenship through community opportunities like volunteering
- Helping to create an environment that discourages anti-social behaviour in public places

“I think young people and future generations need soft support such as good role models, good networks, and avenues for growing aspirations. But they also need tangible and basic tools to succeed, such as appropriate housing, good housing, financial security, and safe communities”

“Mentoring and role models, space where they can learn outside of school, more extra-curricular activities”

“Community – the young people need space to integrate and talk about feelings, interests and dreams”
When talking about creating a good neighbourhood to live in, people were most likely to mention ‘community’

WHAT PEOPLE SAID

Proportion of respondents mentioning each theme

<table>
<thead>
<tr>
<th>Theme</th>
<th>Proportion</th>
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</thead>
<tbody>
<tr>
<td>Community</td>
<td>58%</td>
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<tr>
<td>Public Realm</td>
<td>42%</td>
</tr>
<tr>
<td>Things to do</td>
<td>21%</td>
</tr>
<tr>
<td>Services &amp; Activities</td>
<td>14%</td>
</tr>
<tr>
<td>Transport</td>
<td>13%</td>
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<tr>
<td>Housing</td>
<td>10%</td>
</tr>
<tr>
<td>Not answered</td>
<td>9%</td>
</tr>
<tr>
<td>Education</td>
<td>7%</td>
</tr>
<tr>
<td>Listening</td>
<td>5%</td>
</tr>
<tr>
<td>Employment &amp; Training</td>
<td>3%</td>
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</tbody>
</table>

Q6 of full questionnaire (In general, what do you think makes a place a ‘good neighbourhood to live in’?) Percentages are proportions of those who were asked the question (n=2,164)
7. In general, what do you think makes a place a ‘good neighbourhood to live in’?

COMMUNITY

58% of respondents mentioned community

A sense of community and bringing people together are very important to people including:
- Good, friendly and helpful neighbours
- Diversity and cohesive communities
- Stable communities
- Social events and activities for local communities
- A sense of pride in their area

“Knowing your neighbours, inclusivity…”

“There’s a sense of pride and ownership which encourages people to actively engage in improving their communities and surrounding.”

“A mix of young and old and all races and cultures and being respectful of differences”

“Sense of community, neighbours that look out for each other, feeling like a part of something.”

“Community life cannot occur with people just living in their own homes. People need to meet and mingle with each other. Southwark does that well with its support for T&RA, Community Councils.”

Q6 of full questionnaire
7. In general, what do you think makes a place a ‘good neighbourhood to live in’?

PUBLIC REALM

42% of respondents mentioned public realm

People like their neighbourhoods to be:

- Clean, green and safe
- Good places for families
- Well-maintained and clean
- Safe – without crime, excessive noise or anti-social behaviour
- Visible police presence and well-lit areas

THINGS TO DO

21% of respondents mentioned things to do

People like access to a variety of things to do including:

- A range of local shops (including affordable chain shops)
- Other things to do including restaurants and bars, cultural facilities, markets, libraries and leisure centres
- Community spaces for people to meet
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<tr>
<td>What did people say?</td>
<td>20</td>
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<td>How could people be more involved?</td>
<td>45</td>
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<tr>
<td>Summary</td>
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<tr>
<td>Appendix</td>
<td>56</td>
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</tbody>
</table>
8. What are some of the ways you are personally involved in contributing to life in Southwark?

**ACTIVE INVOLVEMENT**

Respondents are primarily active members of the community or contribute to the local economy

- 1 in 4 people are active members of their communities
- 1 in 5 feel they contribute to the local economy
- 1 in 6 work in the borough
- 1 in 7 volunteer

Q2 of full questionnaire & Q2 of Residents Survey

Percentages are proportions of those who were asked the question (n=2,695)
8. What are some of the ways you are personally involved in contributing to life in Southwark?

ACTIVE INVOLVEMENT

Over a quarter of respondents volunteer or are active members of their communities

- Volunteering primarily appears to take place in local charities and facilities, including schools, hospitals and libraries
- Some people are active members of their local housing groups and Community Councils
- Some people actively organise community events/activities or help out those around them

A fifth of people talk about their contribution to life in Southwark as using local things to do and attending local activities and events

A sixth of respondents work in the borough

- Some work for the council or local services, a few work for charities and some are local businesses owners, while others didn’t specify
9. How do you think local people could become more actively involved in the changes in their communities?

**ACTIVE INVOLVEMENT**

Engagement and communication are seen as most important in actively involving local people in change

- 1 in 3 people talked about engagement
- 1 in 4 mentioned communication

![Proportion of respondents mentioning each theme](chart)

- **Engagement** 36%
- **Communication** 27%
- **Not answered** 19%
- **Accessibility** 15%
- **Empowerment** 13%

Q8 of full questionnaire and similar to Q3 of short questionnaire
Percentages are proportions of those who were asked the question (n=2,292)
9. How do you think local people could become more actively involved in the changes in their communities?

COMMUNICATION & ACCESSIBILITY

26% of respondents mentioned communication
15% of respondents mentioned accessibility

Suggestions for strengthening Council engagement include:

- More and different types of consultation or engagement (including digital)
- Better, clearer communication and information including:
  - advertisement of council meetings / consultations / community funding schemes
  - feedback to all local people, not just those who attend meetings
- Wider access to Council meetings (frequency, time and locations)

I would love community groups to be more child friendly. At present I have to look after children, so my voice isn’t heard”

“Support networks and inclusion – buddying to help individuals invite other individuals and ‘go with’ them to events”

“Replace community councils with something more welcoming and accessible to a far wider range of people”

Q8 of full questionnaire and similar to Q3 of short questionnaire
9. How do you think local people could become more actively involved in the changes in their communities?

ENGAGEMENT

34% of respondents mentioned engagement

Other people think it’s important to reach out in other ways:

- More effective use of community groups and events can help further our reach into the community
- Link in with and support other organisations to ensure no duplication
- A number of people have suggested taking a problem to the community rather than a solution
- People have applauded the Southwark Conversation in response to this question and more than 700 people have signed up to stay involved in the Southwark Conversation
- Some mentioned the idea of incentives

“I did not realize how important it is that we take part in these consultations/talks and that my views are valid. I did not realise that I do also impact on the area that I live in. I am very happy that I have been able to contribute and will do so in the future.”

“Better technological solutions for feedback, with acknowledgements (even rewards) for being involved in community development”

Q8 of full questionnaire and similar to Q3 of short questionnaire
9. How do you think local people could become more actively involved in the changes in their communities?

EMPOWERMENT

12% of respondents mentioned empowerment

Suggestions to help people feel empowered:

- Check people feel listened to
- Provide clear feedback on actions after consultation
- Involve people through volunteering and organising local stakeholder events

“People need to be aware of opportunities to participate in initiatives and encouraged so that they believe their participation with ‘make a difference’ not only to the community but to themselves”

“If people are shown how they can make an impact it would be a good way to get people involved”

“Perhaps by bringing proposals/issues out for discussion into local areas when people are about”

“Put on activities which promote well-being. Activities which support living in the community.”

“To get passive people more involved you could appeal on a level of interest... A karaoke night would get me motivated, and my wife, a cooking competition. Integrated into such activities would come your engagement exercise.”

Q8 of full questionnaire and similar to Q3 of short questionnaire
The Southwark Conversation has engaged a range of people from across the borough

SUMMARY

The Southwark Conversation is a discussion with local people about change in the borough
- It aims to develop a deeper understanding of perceptions and experience of regeneration in the borough

The Southwark Conversation aims to include people from all of our communities
- Creative approaches were used to engage even the most-seldom heard in the borough
- Voices heard are generally representative of people in the borough

The Southwark Conversation took place over nine and a half weeks between October and December
- During this short time we received more responses and attended more events than during any other council consultation undertaken previously

People like the approach of the Southwark Conversation
There is positivity about change in the borough and a number of themes have been identified as being important to local people.

**SUMMARY**

70% of respondents feel wholly or partly positive about change in the borough and 52% feel they have personally benefitted from change.

Nine main themes were identified in the overall analysis of responses but some were mentioned more than others.

<table>
<thead>
<tr>
<th>Question about…</th>
<th>Top theme (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in the borough</td>
<td>Housing (28%)</td>
</tr>
<tr>
<td>How the council can improve people’s experience of living in Southwark</td>
<td>Housing (24%)</td>
</tr>
<tr>
<td>Leading healthier lives</td>
<td>Transport (27%)</td>
</tr>
<tr>
<td>Supporting future generations to succeed in life</td>
<td>Education (35%)</td>
</tr>
<tr>
<td>Creating a good neighbourhood to live in</td>
<td>Community (58%)</td>
</tr>
</tbody>
</table>

Engagement and communication are seen as most important in actively involving local people in change.

- People like the approach of the Southwark Conversation.
The Southwark Conversation provides rich insight but should not be viewed in isolation

SUMMARY

This report explores local issues and potential solutions as suggested by local people

- It gives a sense of what people think of change in the borough but does not allow respondents to prioritise the issues that are of greatest importance to them

Findings should be triangulated with what we already know

- Findings should be verified using other sources of information such as previous consultations and local data before identifying local implications

The Southwark Conversation is the beginning of a co-production approach to social regeneration
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<td>Appendix</td>
<td>56</td>
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</table>
Appendix
Demographic profile of respondents

Southwark Public Health
Southwark Community Engagement

It is important that the feedback collected during the Southwark Conversation was representative

INTRODUCTION

This appendix compares the demographic profile of respondents to the Southwark Conversation with the general population of the borough

- Ensuring our respondents are representative gives us confidence that the response reflects the general view in Southwark and crucially, that we have not neglected the views of any particular group

This demographic covers the following demographics:

- Age
- Gender
- Ethnicity
- Religion / belief
- Household income
- Education
- Place of residence (by Community Council area)
- Housing tenure
- Disability

Respondents to the Conversation are presented in blue and the general population of Southwark in grey

- The demographic information is based on respondents of the online questionnaire, the shortened questionnaire and the Residents Survey but does not include those who participated in workshops
Age and gender of respondents

DEMOGRAPHIC COMPARISONS

Age

Fewer under 35’s responded to the Southwark Conversation but age follows a similar pattern to the general Southwark population. The youngest participants were 7 years old.

Sex

More women responded to the Conversation than men, following a similar pattern to many online consultations.

Data source of comparators:
ONS, Mid-2016 population estimates
Ethnicity and religion / belief of respondents

DEMOGRAPHIC COMPARISONS

All ethnicities were well-represented in respondents to the Southwark Conversation.

Ethnic group

<table>
<thead>
<tr>
<th>Ethnic group</th>
<th>Conversation</th>
<th>Southwark</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>58%</td>
<td>54%</td>
</tr>
<tr>
<td>Black</td>
<td>26%</td>
<td>25%</td>
</tr>
<tr>
<td>Asian</td>
<td>7%</td>
<td>11%</td>
</tr>
<tr>
<td>Mixed</td>
<td>5%</td>
<td>7%</td>
</tr>
<tr>
<td>Other</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Not answered</td>
<td>7%</td>
<td></td>
</tr>
</tbody>
</table>

Religion / belief

The data indicates a large under-representation of people of a Christian religion but follows a similar pattern to the general Southwark population. Nearly a third of respondents did not answer or were not asked this question.

Data sources of comparators:
GLA, 2016-based ethnic group population projection; GLA 2011, Percentage of Population by Religion, Borough
**Income and education level of respondents**

**DEMOGRAPHIC COMPARISONS**

**Household income**

The data indicates a large under-representation of households with a low income but follows a similar pattern to the general Southwark population. We don’t have household income data for a large proportion of respondents.

**Educational achievement**

The data indicates an under-representation of those with at least graduate level education but follows a similar pattern to the general Southwark Population. A third of respondents did not answer or were not asked the question.

---

Data sources of comparators:
Southwark Council 2015, Southwark Key Housing Data; Nomis 2016, Labour Market Profile
Place of residence and housing tenure of respondents

DEMOGRAPHIC COMPARISONS

Community Council area

There was a fairly even distribution of respondents from different Community Council areas.

Housing tenure

Those who own their own home were slightly over-represented in respondents. Reaching people in the private rented sector remains a challenge but this data may also be linked to the age of those who responded; a higher proportion of under 35’s live in the private rented sector.

Data source of comparator:
ONS, Ward Level Mid-2016 Population Estimates; Southwark Council 2015, Southwark Key Housing Data
Disability status of respondents

DEMOGRAPHIC COMPARISONS

Limitations to daily activities

Fewer respondents are without a disability than the general Southwark population.

N.B. The only available data for the general Southwark population is from 2011, so may not accurately reflect the current picture.

Data source of comparator:
Nomis 2011, Long-term health problem or disability

Slide 63
In general, the final distributions are encouraging and suggest a broadly representative sample

**FINDINGS**

During comment collection, we undertook an interim comparison to get an understanding of which groups were under-represented

- We took corrective action through
  - Targeted street interviews
  - Targeted digital marketing
  - Targeted consultation events

- Progress made to reach those identified in the interim report can be seen below
  - Males
  - People under the age of 35
  - The black population
  - People in Bermondsey & Rotherhithe
  - Those with a household income of less than £20,000
  - Those in social and private rented housing
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