

People Power Toolkit: People Power in Southwark

*An introduction to some of our flagship programmes
that are people powered.*

Contents

Introduction	3
Climate Change Citizens Jury	5
Engaging with Faith Organisations	6
Family Hub Transformation Programme	7
Great Estate Improvement Pilots	8
Livesay Exchange	9
Southwark 2030	10
Tustin Estate Regeneration	11
Pension Credit Take Up Campaign	12
It Takes a Village	13
Streets for People	14
Age Friendly	15

Introduction

People power is an idea that we – residents, communities, and practitioners and professionals working together in our borough are exploring. It is a form of practice, or an approach, that is about working together in making decisions, designing and delivering services and identifying and solving challenges facing the people in our place. It is about giving equal weight to professionals and to those with lived experience and sharing power or giving more power to our communities.



People power captures a range of different activities, approaches, and initiatives. However, all these different approaches share the common principle that communities have unique knowledge, skills and assets which mean they are well placed to identify and understand what they need to resolve any challenges they face, and to thrive.

This slide deck features a range of our flagship projects and programmes that are linked to people power. They have been led by Southwark Council working with our partners and communities.





Hear how some
of our staff are

POWERING SOUTHWARK



Climate Change Citizens Jury

In 2021, Southwark Council agreed to fund a Citizens' Jury as part of our declaration of a climate emergency and our strategy to achieve net-zero by 2030. The jury's recommendations helped refresh the Climate Action Strategy.

The Climate Change Team led a people powered deliberative process, which involved a long-term and intensive engagement approach with residents. The jury took place for 30+ hours starting on the 25th of November 2021 and finishing on the 3rd of February 2022.

The Jury's recommendations were compiled into a report which went before Cabinet. 95% of the recommendations were adopted and incorporated into the strategy which can be found [here](#).

For more details on the project and its approach to people powered engagement contact Tom.Sharland@southwark.gov.uk, Head of Climate Change.

Further information for this flagship can be found in the People Power Toolkit.



Engaging with Faith Organisations

The Community and Voluntary Sector Engagement Team adapted their engagement techniques to reflect the needs of local faith groups, using co-design techniques and by responding to feedback.

The Community and Voluntary Sector Engagement Team developed a people powered action plan to strengthen relationships between the council and faith leaders. This enabled the development of a truly people powered faith strategy and action plan shaped by the voices of faith groups. This approach also:

- ✓ Built and strengthened relationships between the council and local faith groups
- ✓ Reduced feelings of frustration from faith group leaders

For further information or to learn more about the team's approach, please contact Ambrose.Omoma@southwark.gov.uk, Consultation and Involvement Officer or view the People Power Toolkit.



Family Hub Transformation Programme

The vision is to deliver a Family Hub local to all residents to provide a single accessible place over which families feel a sense of ownership, and where families can come to get the help and support they need to thrive.

The Children and Families Team are working to develop a people powered approach at the neighbourhood level by developing new Family Hubs.

Family hubs will be one-stop-shops providing multi-agency services and a 'Start for Life Offer' tailored to local needs, where all families with children can get the help they need, quickly, easily, and from the right people. The team have built in resident collaboration, engagement and co-design techniques as part of the programme's delivery approach.

For more details on the project and its approach to people powered engagement contact Michael.Crowe@southwark.gov.uk, Strategic Programme Lead or visit the People Power Toolkit.



Great Estate Improvement Pilots

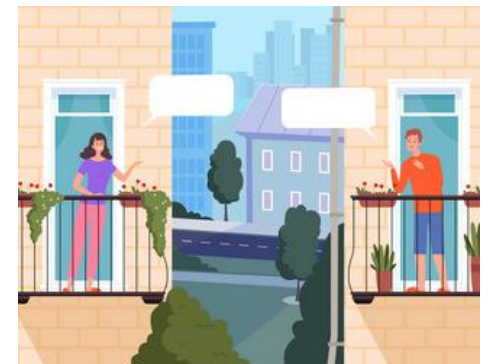
The Great Estates Team have adopted a people powered approach to the programme and have built in resident collaboration, engagement and co-design techniques as part of the delivery approach.

The Great Estates Programme is about celebrating our estates as integral parts of our long-term vision for the borough. To demonstrate their commitment the Great Estates Team developed the Great Estates Guarantee:

“Southwark Council will listen to and respond to our residents and work effectively together to make our estates clean, safe and cared for.”

The Team trialled their people powered approach by developing seven pilots across Southwark estates, some of which such as Brandon were very large with more than one Tenants and Residents Association (TRA).

If you would like to learn more about the Great Estates Programme and how they have used people powered approaches to develop and deliver this work, please contact Jay.Shaw@southwark.gov.uk, Great Estates Project Manager or visit the People Power Toolkit.



Livesey Exchange

The Sustainable Growth Team have adopted a people powered approach and have worked in partnership with the community over the years to enable community ownership and delivery of the project.

Livesey Exchange is a local grassroots project initiated in 2015 by the community with the aim of transforming the garages of the Ledbury Estate on Old Kent Road into workshops, studios, and multidisciplinary spaces, to provide skill development training and cultural programmes.

By recognising the vision and skills within the community the Sustainable Growth Team were able to empower residents to deliver their vision and create a brilliant community resource.

For more details on the Livesey Exchange and the council's approach to people powered community development contact Matt.Derry@southwark.gov.uk, Regeneration South Programme Manager.

The full case study and interview can be found in People Power Toolkit.



Southwark 2030

The Policy, Partnerships and Performance Team have led a people powered approach to the development of Southwark's Borough Plan known as Southwark 2030

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

Southwark 2030 is being developed in three stages, with the first two stages having been completed and the third and final stage underway. To ensure a truly people-powered approach each stage was overseen by collaborative governance comprised of key stakeholders and partners within the borough.

If you would like to learn more about Southwark 2030 and how they have used people powered approaches to engage residents, please contact Tricia.Boahene@Southwark.gov.uk, Head of Policy, Partnerships and Performance or you can find more information in the People Power Toolkit.



Tustin Estate Regeneration

The Major Estates Team have adopted a people powered approach to the redevelopment on the estate by delivering a resident manifesto and a resident led feasibility and options programme to shape plans for the estate in March 2021.

Works to refurbish and rebuild Tustin Estate have been ongoing since 2016. The first phase of the work focused on the estate's 3 towers, which were refurbished and brought in line with building safety standards. The second phase of the Tustin Low Rise Redevelopment is underway with the delivery of the Tustin Estate Low Rise Development Programme.

The close working relationship between residents and the council helped to create a common understanding and shared perspectives resulting in increased engagement. 80% of residents voted on the design options. The winning option resulted in the redevelopment of low-rise homes and retention of houses in Manor Grove with improvements to the tenanted homes.

If you would like more information, please contact Osama.Shoush@southwark.gov.uk, Enabling and Delivery Team Strategic Lead or Sarfraz.Hussain@southwark.org.uk, Ledbury Estate Director or visit the People Power Toolkit



Pension Credit Take Up Campaign

In response to the Cost of Living crisis the Customer and Exchequer Team have adopted a people powered approach by working closely with a coalition of local VCS and national organisations to develop a programme designed to increase the take up of Pension Credits.

The coalition included national organisations such as Age UK and Citizens Advice, alongside smaller local organisations such as Ageing Well Southwark, Southwark Pensioners Centre and Link Age Southwark.

The Customer and Exchequer Team were able to develop bespoke messaging and target households with information by working with the VCS sector in exploring resident views and barriers. As a result, by March 2023 almost 700 pension-age Southwark households had been added to the borough's Pension Credit roll.

If you would like to learn more about the campaign and the way in which it has utilised partnerships and resident insights, then please contact Eugene.Nixon@southwark.gov.uk, Head of Strategy and Compliance.

Further information can be found in the People Power Toolkit



It Takes a Village

Developed as a new way of working with the networks of people facing multiple disadvantages. It was originally developed through a project funded by Guys and St Thomas's Charity, London Borough of Southwark's Children's Services and Pembroke House.

The pilot was designed to enable people facing multiple disadvantages to be met with a more personalised, psychologically informed and bespoke response, across the whole system. The pilot therefore created a people powered model which supported the networks to make reasonable adjustments for people who, as a result of various psychological and socio-economic reasons, find it harder to access support. The pilot has supported 44 networks of individuals with experience of multiple disadvantages between October 2021 to September 2023.

If you would like to learn more about the It Takes a Village Approach and its impacts, please contact ItTakes.aVillage@southwark.gov.uk or find further information in the People Power Toolkit.



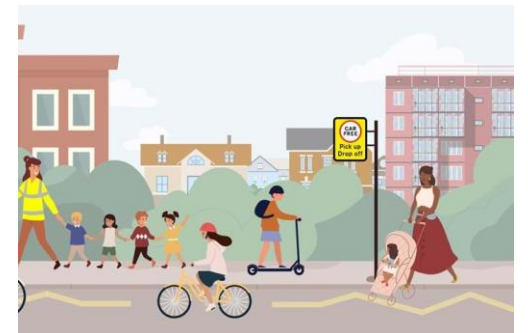
Streets for People

The Streets for People Strategy adopted a people powered approach to its development by analysing data, engaging with residents, communities and other stakeholders, and utilising evaluations of the impacts of current actions and policies

The Streets for People Strategy has been developed using a multi-disciplinary approach involving teams across the council led by the Environment and Leisure Department. The strategy's vision is to reclaim space for our communities to connect and socialise; ensure safe and healthy journeys; a thriving local economy and to protect our natural world.

As part of the projects ongoing engagement phase the team will trial the surveys and questionnaires and wider research methods. The Streets for People Team will then develop the strategy's delivery plans directly in line with resident's feedback.

If you would like to learn more about Streets for People and how they have used people powered approaches to develop and deliver this work please contact Jonathan.Hamston@southwark.gov.uk, Consultation and Improvement Officer or visit the People Power Toolkit



Age-Friendly

In 2015 Southwark joined the World Health Organisation (WHO) Age-Friendly Communities. The WHO describes age-friendly communities as places where older people, communities, policies, services, settings and structures work together in partnership to support and enable us all to age well.

The Consultation & Involvement Team worked alongside over 1000 older people, family, carers and support services to agree what they needed to do to become a truly age-friendly place. The team held a series of workshops, conversations and an online consultation to check in with people across the borough about how they are experiencing getting older. This resulted in qualitative data about what is positive across the borough as well as what makes things more challenging for older people. The Team's next steps are to develop a People Powered action plan that is collectively created and owned by communities, the council, and the voluntary and faith sectors. The vision is to put people at the heart of the work and create action planning workshops that are truly collaborative.

If you would like to learn more about the Age-Friendly flagship, how they have used people powered approaches to develop and deliver this work please contact Katy.Griffith@southwark.gov.uk, Consultation and Improvement Team Leader or visit the People Power Toolkit.





SCAN THE QR CODE OR VISIT
southwark.gov.uk/people-powered
to find out more.

