“Southampton – a city of opportunity where everyone thrives”

WHAT DO WE WANT TO ACHIEVE?

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KEY FACTS AND FIGURES  Southampton City Council’s work touches on every aspect of city life

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<td><strong>Southampton has a population of 247,569</strong></td>
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<td><strong>We maintain over 416 miles of highways, 49 parks and 1,140 hectares of open space</strong></td>
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<td><strong>We processed over 1,000 planning applications last year</strong></td>
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<td><strong>We support 6,000+ children and young people with special educational needs or disabilities</strong></td>
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<td><strong>We work with 75 schools in the city</strong></td>
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<td><strong>We provide 16,300 council houses</strong></td>
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<td><strong>We recycle, compost and reuse 27,000 tonnes of waste every year</strong></td>
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THERE ARE TWO SIDES TO OUR CITY

The challenge we face

- The population of the city is growing – it is expected to grow by nearly 5% by 2022, to 259,615, increasing demand on public services.
- The population of older people (65+) is growing more quickly than the rest of the population. 34,557 people aged 65+ live in the city, and this is expected to increase by 12% by 2022, to 38,711.
- On average, people who commute into Southampton earn more than people who live and work in the city. In 2014, the average gross weekly pay for people living in the city was £487.40 per week compared to £547 when looking at everyone who works in the city, including those who commute in.
- Southampton has high numbers of children who are looked after by the council – nearly double the national average in 2015.
- Educational attainment is slightly below the national average, with only 50.6% of pupils achieving 5 GCSEs grades A*-C including English and Maths compared to the England average of 53.8%.
- There continues to be a high demand for affordable housing, with around 8,000 households on the Council’s Housing Register.

The way that councils are funded is changing and, as a result of continued reductions in central Government funding, we are moving towards greater self-sufficiency. We are changing the way we work to make sure that we deliver value for money, and deliver services in a way that meets the changing needs of our residents. We want to improve outcomes for our residents, whilst prioritising our resources so they are used where they are most needed. So, we are delivering more services online, working with communities to help them to do more for themselves, and exploring new and innovative ways of delivering services in the city.

There are two sides to our city:

- **Unemployment has been cut in half**
- Investors have committed £1.6billion to the city
- We have delivered over 2,600 new homes, and agreed planning permission for an additional 4,133 dwellings
- …however, demand for our services is increasing significantly, and we know that many city residents need our help.

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WHAT DO OUR RESIDENTS SAY?

81% of our residents are satisfied with Southampton as a place to live.
55% think that Southampton City Council runs things.
43% of residents are satisfied with bin collections and parks and green spaces in the city.
82% of residents are satisfied with road and pavement repairs in the city.
25% but only 25% feel that Southampton is a place where people from different backgrounds get on well together.
68% feel that Southampton is a place where people pull together to improve things.
39% feel that people in their area feel a sense of belonging in their local area.
66% of residents have done some volunteering over the last year.

WHAT ARE WE GOING TO DO?

Outcome | Our priorities | How will we measure success?
--- | --- | ---
Southampton is a city with strong and sustainable economic growth | We will increase the number, and improve the mix of housing in the city | • Number of affordable homes delivered
| We will create opportunities for local people to develop skills, to make the best of employment opportunities | • Number of apprenticeship starts (per 1,000)
| | • Number of supported jobs and accredited vocational training delivered through
| | • Employment and Skills Plans linked to major developments
| We will work with others to reduce the wage gap between residents and commuters into the city | • % gap between average earnings of people living in the city and people working in the city
| We will increase investment into the city | • Number of businesses paying business rates
| | We will improve early help services and support for children and families | • Number of Universal Help Assessments completed
| | | • % families ‘turned around’ through the Families Matter phase 2 programme
| | We will increase educational attainment | • % pupils in Early Years Foundation phase achieving good level of development
| | | • % pupils working at the expected standard in Reading, Writing and Maths at the end of Key Stage 2
| | | • GCSE Progress 8 scores
| | | • % 16-17 year olds NEET or whose activity is not known
| | We will reduce the numbers of children looked after by the council, and children in need | • Number of Looked after Children
| | | • Average time (days) between a child entering care and moving in with its adoptive family
| | | • Number of in-house foster carers
| | We will protect vulnerable children and young people | • % care leavers in contact and in suitable accommodation
| | | • Number of first time entrants into Youth Justice system (per 100,000)
| | We will increase the proportion of social care service users receiving direct payments, so that service users have more choice and control | • % of people using social care who receive direct payments
| | | • % carers using social care who receive direct payments
| | | We will improve housing quality and reduce fuel poverty | • % of local Council housing stock that is decent
| | | • Number of Council owned homes where Energy Efficiency Measures have been installed
| | We will improve air quality | • Recorded levels of nitrogen dioxide in the city’s Air Quality Management Areas (ug/m3)
| | We will protect vulnerable adults and enable people to live independently | • Number of long term admissions to residential and nursing care homes (per 100,000 population - 65+)
| | | • Number of Adult Social Care clients using care technology
| | | • Number of ‘extra care’ homes built to provide housing for people with support needs
| | We will keep our city clean | • % of unclassified roads requiring urgent structural maintenance
| | | • % of A roads requiring urgent structural maintenance
| | We will ensure roads and pavements are maintained | • % of unclassified roads requiring urgent structural maintenance
| | | • % of A roads requiring urgent structural maintenance
| | We will strengthen and develop community groups | • Amount of additional funding investment achieved by voluntary and community organisations we support each year
| | We will increase pride in our city by ensuring there is a vibrant and diverse cultural, entertainment and leisure offer | • Number of family friendly events each year in Southampton

HOW WILL WE WORK?

We want to put our residents and customers at the heart of everything we do.

The way our residents access services has changed a lot over the last few years, and will continue to do so. Now many people want to access online because it is quicker and more convenient. It is also much more cost effective, meaning we can use the money saved in other areas.

We are improving our digital services so that our residents can access information, and apply or pay for services more quickly and easily online.

**First time resolution** – getting things right first time and delivering joined-up services with partners.

**Empower customers, communities and employees** – supporting customers and communities to become more self-reliant.

**Easy as 1, 2, 3** – simple, efficient services designed around our customers’ needs.

**Informed by insight** – involving our customers in the design, development and review of services.

**Assisted digital** – digital services, with extra help for those who need it.

**Value for money** – delivering cost effective services, ensuring that we can continue to keep customers at the heart of what we do.