

Southampton City Council Annual Review 2018/19

Key facts and figures

- The population of Southampton is currently 256,459 and by 2025 it is expected to grow by 6.5% to 273,020.
- Approximately 55,561 children and young people (aged 0-18) live in Southampton and this number is expected to rise by 6.9% by 2025.
- The population aged 65+ (35,276) is predicted to rise by 16% by 2025.
- 22.3% of the city's population are non-White British, including 14% who are residents from Black or Minority Ethnic backgrounds.
- Southampton has residents from over 55 different countries, speaking 153 different languages.
- The city has two universities and around 43,000 higher education students across the city's universities and colleges.
- There are around 106,000 households in the city, with 53% owner occupiers, 23% living in social rent homes and 25% living in privately rented homes.
- Southampton sees 7 million day visitors, and 1.6 million cruise visitors every year.

What do our residents say?

- 1,190 people took part in the City Survey 2018, and of these:
 - 78% said they are satisfied with their local area as a place to live.
 - 50% said they are satisfied with the way Southampton City Council runs things
 - 43% said they think that Southampton City Council provides value for money
 - 71% said they feel that their local area is a place where people from different backgrounds get on well together
 - 73% of residents agreed that they feel a sense of belonging in their local area
 - 36% of residents said that they have done some volunteering over the last year

Our Strategy

The Council Strategy 2016-20 sets out our vision: **A city of opportunity where everyone thrives.** It describes our priority outcomes:



Strong and sustainable economic growth



Children and young people get a good start in life



People in Southampton live safe, healthy, independent lives



Southampton is an attractive and modern city, where people are proud to live and work

AND

to ensure the council can deliver against these in an affordable way, we aim to be a **'modern sustainable council'**



Strong sustainable economic growth



Key facts and figures

- Southampton's economy was worth £6.6BN in 2017, which is a 6.8% increase from 2016 (latest figures).
- Southampton has over 6,000 businesses and 1,828,000 sq m of business floor space.
- Around 110,000 workers are employed in Southampton, with 78% of the working age population economically active.
- Around 6,400 people are unemployed in Southampton, 4.6% of the economically active population.
- Business density in Southampton is lower than the national average at 389 businesses per 10,000 population compared to 663 per 10,000 population nationally.
- GVA per head in Southampton is £25,980 (2017, latest figures), which is 5th among comparators but below the England average (£27,949).
- The commuter/resident wage gap means that people who live and work in the city earn £43 per week less than those who commute into the city for work.
- The claimant count in Southampton is higher than average at 2.9% (5,080 people) compared with 1.7% in the South East and 2.6% in England.

Achievements in 2018/19

- Southampton has been ranked as the third fastest growing city for economic success and wellbeing in the PwC Good Growth for Cities 2018 report.
- The city has risen to 9th place in the Irwin Mitchell UK Power House Consumer Economy 2018/19 report, out of 44 cities.
- In March 2019, the council launched its new vision for the future of transport in the city, entitled Connected Southampton 2040.
- Southampton was one of the ten cities that were shortlisted by the government to receive a share of the Transforming Cities Fund. In the first round of funding the council secured £5.7M to continue delivering the Southampton Cycle Network.
- A joint bid between Southampton City Council and Hampshire County Council has secured £5.7m in the first round of funding announcements from the Department for Transport's 'Transforming Cities' Fund.
- The council was selected to lead a Hampshire-wide partnership after securing nearly £2 million of funding to deliver a new 'Apprenticeship Hub' in the Solent region.
- Solent Jobs Programme has supported more than 1,000 long-term unemployed local people find work since being set up at the end of 2016.
- Six newly built council houses were officially handed over to the council in February 2019, as part of the council's plan to transform Townhill Park and revitalise the local community.
- The council approved a new HMO Additional Licensing scheme covering Bevois, Bargate, Portswood and Swaythling ward which came into force in October 2018.

Children and young people get a good start in life



Key facts and figures

- Children and young people under the age of 19 years make up 21.7% of the population of Southampton.
- 37% of school children in Southampton are non-White British and there are 147 different languages spoken in our schools.
- There are 76 schools in the city. 75% of primary schools and 82% of secondary schools are rated good or outstanding by Ofsted.
- 94% of day nurseries, 92% of preschools childminders in Southampton are rated Good or Outstanding by Ofsted.
- 97% of parents received one of their top school place 3 choices at Year R in 2018/19.
- In 2018 Southampton pupils achieved an Attainment 8 score of 43.3 in 2018 compared to a National average of 46.6.
- The council currently has around 500 Looked After Children (LAC) in its care.
- The council supports 5,362 children with special educational needs or disabilities.
- Nearly a quarter (23.4%) of the children in the city live in relative poverty compared to an England average of 20.1%.
- In 2017/18, 61% of High Risk Domestic Abuse (HRDA) cases involved children and young people (current figures).
- 21.9% children in Year 6 (aged 10-11) are classified as obese compared to a England average of 20.1%.

Achievements in 2018/19

- In 2018 the council was accepted into the British Youth Council, strengthening our dedication to empowering the young people of Southampton.
- In 2018, young people in Southampton took part in the UK Youth Parliament national consultation. Young people in Southampton contributed 13,511 ballots, which was the 6th highest turnout (69.7%) from a local authority area in the UK.
- In 2018, an Ofsted review of Southampton City Council's Care Leavers service highlighted the stable senior leader team and positive improvements to the service for care leavers, backed by a strong financial commitment.
- Proposals have been submitted by the council to develop a new secondary school on the site of St Mark's Primary School and Civil Service Playing Fields in Freemantle, providing an additional 900 secondary school places in the central region of the city.
- The proportion of students in Southampton in 2018 receiving a grade between 9-5 in English and Maths GCSE was 3% higher than last year's results (2017), at 37%. The figure rises to 58% for pupils who achieved a grade between 9-4 for English and Maths, which is in line with last year's results.
- The council introduced a Council Tax discount and exemption scheme for young people leaving care.
- In January 2019, the council became a change partner in the national What Works Centre for Children's Social Care: Children's Social Workers in Schools project, and was awarded over £450,000 up to March 2020 to locate social workers in schools to work more closely with children and their families.

People in Southampton live safe, healthy independent lives



Key facts and figures

- The council supports around 3,000 adults with care needs.
- The population of people aged 65+ in Southampton is rising faster than the general population. However, although people are living longer, it is often with long term conditions and an extended period of poor health/disability.
- Life expectancy is 6.6 years lower for men and 3.1 years lower for women in the most deprived areas of Southampton than in the least deprived areas.
- 16,124 homes are currently let on council tenancies (around 15% of all homes in the city), and over 8,300 households are on the council's Housing Register.
- In March 2018 Southampton recorded 23 rough sleepers, up from 17 in the previous year. This reflects a rate of 0.28 rough sleepers per 1,000 households, up from 0.22 in 2016.
- Recorded crime rates in the city increased by 2.3% in 2017/18, compared to a 12.8% increase recorded nationally.
- In the 2018 Community Safety Survey, 90% of residents said that they felt safe during the day, falling to 57% after dark. The percentage feeling safe during the day is similar to the 2016 results, but the percentage feeling safe after dark has decreased from 63% in 2016.

Achievements in 2018/19

- Work is progressing on Potters Court, the city's largest Housing with Care development in Maybush providing 99 affordable homes, 84 of which are 'Housing with Care' apartments. The scheme was shortlisted in the Inside Housing Development Awards for 'Best Development for Older People'.
- The council launched a not for profit energy brand, CitizEn Energy in 2018, providing affordable energy to customers and reinvesting profits back into energy saving schemes in Southampton, and now has over 1,500 households on its supply.
- In 2018 there was a reduction of over 4,000 lost bed days at University Hospital Southampton compared to the previous year, due in part to the Complex Care and Hospital Discharge Team, the Integrated Commissioning Unit and improved Better Care Fund investment.
- In 2018, Southampton City Council's Urgent Response Service was awarded an 'Outstanding' rating by the CQC, which provides Rehabilitation and Reablement services for adults in Southampton.
- The integrated council and Solent NHS Community Independence Service has reduced waiting times for people with a visual or hearing impairment down to two weeks from between nine months to a year.
- The council supported and promoted the 'Love Don't Hate' campaign against hate crime, as well as hate crime reporting schemes.
- The council adopted a charter against Modern Slavery in December 2018.
- Fire safety improvements in Southampton tower blocks were shortlisted for a 'Best customer impact' award from the National Housing Maintenance Forum in January 2019.

Southampton is an attractive, modern city where people are proud to live and work



- The council manages and maintains:
 - Over 416 miles of highways, 49 parks and 1,140 hectares of open space.
 - 3 museums and a number of other monuments and heritage sites across the city.
 - 5 cemeteries and a crematorium, and a registration service for births, deaths and marriages.
- The council recycles, composts and reuses nearly 27,000 tonnes of waste every year.
- In 2018/19 we dealt with 11,400 fly tipping incidents at a cost of £364,482 including disposal.
- Southampton Art Gallery holds an internationally important collection of over 5,300 works of art and the Sea City museum attracts 80,000 visitors per year.
- Around 500,000 people attend events in the city every year.
- In the 2018 City Survey:
 - 61% of residents were satisfied with bin collections
 - 77% of residents were satisfied with green spaces in the city
 - Only 20% were satisfied with road and pavement repairs in the city

Achievements in 2018/19

- The council agreed a Green City Charter in March 2019 in order to tackle air pollution and become a clean, green and healthy city.
- £2.7 million of funding has been secured by Southampton City Council through the government's Clean Bus Technology Fund to retrofit buses and reduce harmful emissions in the city.
- £1.8 million of funding has been secured from DEFRA to support various schemes in Southampton that improve local air quality, such as supporting taxi drivers switch to electric vehicles.
- In 2018, we introduced a 'Find and Fix' Team by Balfour Beatty Living Places, working systematically across the whole Southampton road network with the sole brief of repairing carriageway potholes.
- The city hosted its first ever Armed Forces Day event on 1 July 2018.
- Over 10,000 people attended 'Southampton Pride' in August 2018.
- St James' Park in Shirley and Riverside Park in Bitterne Park have been awarded a Green Flag award in recognition of their high environmental standards and well maintained visitor facilities.
- Over 2,300 visitors to the 'We March On' exhibition held at Sea City Museum from March 2018 to October 2018.
- Over 31,000 people visited the Leonardo da Vinci: A Life in Drawing exhibition, held at Southampton Art Gallery between 1st February and 6th May 2019.
- NST City celebrated its first birthday of the new city centre theatre in Guildhall Square by holding a giant community birthday party of activities on 16 February 2019.

A modern, sustainable council



- Southampton City Council employs 3,068 staff (excluding schools).
- We currently have 91 apprentices across council staff and schools.
- Our website is our key information repository for customers with over 7,000 pages. In 2018 our website received 4.47M page views.
- At present we have 177 forms on the website enabling customers to interact with us more efficiently. In 2018 we received 80,500 completed web forms.
- Customer services received 426,166 telephone calls in 2018, a reduction from 499,594 in 2017 and 644,335 in 2016.
- We have 180,000 followers across our 50 different social media accounts, which include Facebook, Twitter, LinkedIn, Instagram and YouTube.
- We receive around 250 customer service related enquiries per month through social media platforms.
- Our webchat service went live in February 2018. Since then (Feb '18 to May '19) we have received nearly 7,400 webchats. Webchat is now available on over 60 council web pages. In May 2019, 86% of chats were resolved and 82% of customers rated our advisors as either 'great' or 'good'.
- We had nearly 65,000 face to face customer contacts at Gateway during 2018.
- Our Stay Connected e-alerts cover a range of topics and have over 100,000 customers signed-up.

Achievements in 2018/19

- In 2018, the council achieved a Silver Award from the Ministry of Defence Employer Recognition scheme for support offered to staff members who are members of the Armed Forces.
- According to the 2018 Staff Survey:
 - 64% of staff are proud to work for the council, up from 62% in 2017.
 - 62% of staff would recommend the council as an employer, up from 48% in 2017.
 - 87% are prepared to go above and beyond what is expected to help the council succeed, up from 82% in 2017.
 - 73% are satisfied working for the council, up from 48% in 2017.
 - However, the survey showed there is still room for improvement, with some people feeling they don't have the right systems and equipment to do their jobs and some that they don't have access to relevant training and career development opportunities.
- Southampton was selected as a pilot area for the government's 'EU Settlement Scheme' allowing EU citizens and their families in Southampton apply for the EU Settlement Scheme ahead of the official start date on 30 March 2019.
- Southampton City Council launched its first ever Social Worker Apprenticeship Scheme called 'Grow Our Own', providing career development opportunities for social work staff and helping to retain social work staff already employed by the council. The first tranche of apprentices are due to start in September 2019.