Understanding Southwark

Daily life and the impact of COVID-19 across the borough

December 2021

This is one of four reports bringing together the findings of the research. The other reports are:

- Summary report. Daily life and the impact of COVID-19 across the borough
- Understanding Southwark. An in-depth account of the impact of change and of COVID-19 in six areas
- Understanding Southwark. Young people's perspectives.

All are available from social-life.co/publication/

Contents

Summary

This summary brings together the findings of a year-long research programme commissioned by Southwark Council, which started in April 2020 and ended in August 2021. The research explored the impact of COVID-19 across the borough, and daily life in six areas going through change in Camberwell, Elephant & Castle, Old Kent Road, Peckham and Walworth and the social housing estates in Dulwich.

The research had both a borough-wide and an area focus. The area-based research took place over three phases and focused on six themes, drawing on Southwark Council's social regeneration indicators: a healthier life, a place to belong, local change and control, safety, local assets and challenges, and the impact of COVID-19 on everyday life. The research engaged people from a wide range of local settings and backgrounds across the six areas, relying on online or telephone in-depth interviews with stakeholders (including schools, GPs, Tenants and Residents Associations, local agencies, ward councillors and faith organisations, among others), face-to-face interviews with traders, and street interviews and in-depth walking ethnographies with residents. The borough-wide research included a residents survey, in-depth research into the experience of financially vulnerable groups across the borough, mixed-methods research with Southwark young advisors, and a survey of local businesses.

Impact of change and COVID-19 across Southwark (April 2020 - August 2021)

Borough-wide research

Residents survey
(Summer 2020)

In-depth research focused on the experience of people who are financially vulnerable
(Summer 2020)

Business survey
(Summer 2020)

In-depth research focused on the experience of young people
(Winter 2020-21)

Statistical portrait of the borough
(Summer 2020)

Area-based research in six areas across the borough

Stakeholder interviews
(Summer 2020, Winter 2020-21, Summer 2021)

Street interviews
(Summer 2020, Summer 2021)

Walking interviews
(Summer 2020, Summer 2021)

Trader interviews
(Summer 2020, Summer 2021)

Area transects
(Summer 2021)

Online stakeholder engagement
(Winter 2020-21)

The research programme explored six areas across the borough where limited primary evidence was available to inform the development of the Social Regeneration Charters aimed to implement the *Regeneration That Works For All Framework*, and to shape the Council's neighbourhood and social regeneration work in the future. The six areas that became the focus of the research were prioritised after discussion with Southwark officers and other stakeholders. The intention was to focus on the neighbourhoods and residents that are most likely to be affected by change and regeneration, and within these to focus on the people likely to be most sharply affected by change. These areas - Camberwell, Dulwich, Elephant & Castle, Old Kent Road, Peckham, and Walworth - broadly correspond to the council's regeneration areas. The approach to Dulwich differed from the other five areas as this is a larger geographic area, and one with a substantial affluent population. Our focus was therefore on people living in Dulwich's social housing estates.

The research built on the socio-economic benchmarking Social Life carried out in four areas of the borough in recent years, in Rotherhithe (for British Land, to feed into the Canada Water masterplan), around the Biscuit Factory in Bermondsey (for Grosvenor Estates), on the Aylesbury Estate (for Notting Hill Genesis) and in the area around the St Thomas Street development (for Southwark Council and Team London Bridge); as well as drawing on Social Life's understanding of the neighbourhood in which we work in Walworth.

This research is part of a longitudinal evaluation of social regeneration in the borough, with the aim of monitoring key indicators as the areas continue to undergo change. The overall goal of this year-long research is to help shape the Council's neighbourhood and social regeneration work in the future, and inform strategies to improve health and wellbeing, and reduce inequalities across the borough.

The research design took account of the demographics, characteristics, social needs and the nature of change in the six areas. Social Life's COVID-19 protocols were followed to ensure the safety of research participants and researchers. In-depth qualitative approaches were designed to ensure that we gathered rich and comprehensive data despite the circumstances enabling us to overcome some of the limitations and biases imposed by the pandemic constraints.

Who we spoke to

162	Stakeholders	**10**	In-depth interviews with Southwark Young Advisors
90	Traders	**2**	Focus-groups with Southwark Young Advisors
520	Street interviews with residents	**115**	Businesses responding to an online survey
43	Walking interviews and in-depth interviews with residents	**1000**	Residents taking part in a phone survey
10	Case studies of online stakeholder engagement		

The research shows that existing challenges have been amplified by the impact of the COVID-19 pandemic, highlighting both the inequalities already present across Southwark but also the valuable assets that supported communities during this time of crisis. A set of themes emerged.

1. **Vulnerable populations.** Experiences of local people and groups who are disproportionately affected by poverty are shaped by multiple vulnerabilities that include, but are not limited to, financial matters. There is increased concern that vulnerable people are falling through gaps in government support schemes, including people with no recourse to public funds, people in precarious and poorly paid work, people living in overcrowded housing, and people experiencing mental health problems or those with disabilities. While vulnerable people and communities are scattered across the six areas, different parts of the borough have very different socio-economic profiles. In this regard, Dulwich Village and certain streets across the borough are significantly more affluent than the longstanding lower-income neighbourhoods in Old Kent Road, Camberwell, Peckham and Walworth.

2. **Support groups and networks.** Both existing and new networks and groups mobilised community resources to support people struggling financially and those whose wellbeing was deteriorating during the pandemic. Not only did this ensure that those in need were supported by networks of volunteers but the situation also triggered the emergence of dynamic networks of support. By creating a platform for people to participate and by engendering new partnerships with local

agencies, local groups have built community resilience and have improved wellbeing since the start of the COVID-19 crisis. These efforts have enabled communities to come together at a time when most forms of social infrastructure had been brought to a halt.

3. **Digital and data exclusion**. The COVID-19 pandemic and lockdown have increased the use of online platforms and services, making the lack of devices, data and skills among certain groups an increasingly pressing problem. To mitigate the loss of face-to-face engagement with service users, many stakeholders started to offer services and activities online during spring and summer of 2020. This presented a particular problem throughout the pandemic for older people, low-income groups, and residents whose first language is not English. Concerns about digital and data exclusion were voiced regardless of the type of service provided.

4. **Food poverty.** During the COVID-19 pandemic, food insecurity has been a significant challenge for many residents. The pandemic exacerbated existing levels of food poverty, with the sudden loss of employment or inability to work adding to the economic precarity that many families across the borough were already facing. Self-isolation and quarantine also left many people unable to access food. Existing local networks and mutual aid groups that were galvanised by the pandemic put food at the centre of their activities in an attempt to alleviate food poverty.

5. **Mental health.** Stakeholders and residents from all six regeneration areas stated that mental health issues are a significant challenge for local people, noting that these pressures were intensified by the COVID-19 pandemic. In the second and third lockdowns problems of mental health were raised more frequently. In particular, stakeholders and residents linked these problems to increasing isolation, the closure of social spaces and loss of work and income. Young people noted that COVID-19 made it more usual to discuss depression openly among friends. Coping with social distancing measures, missing school events and school routines increased feelings of isolation and anxiety among many young people.

6. **Structural racism**. The pandemic shed light on existing structural inequalities between groups, and it galvanised conversations about the impact of discrimination and racism, both socially and economically. Local residents and stakeholders agreed that better knowledge and increased visibility would ensure that minority ethnic communities (including businesses and traders) are supported more effectively.

7. **Youth centres and services.** There are concerns about the impact of the pandemic on young people and a widespread perception that there is a need for more provision to support young people. Local hubs, youth centres and services that offer information about mentoring, apprenticeships and employment opportunities for young people were seen as lacking in all six areas. The need for more widely available counselling and wellbeing services was also stressed by young people. In addition, they flagged that, while some of these services might already be available, better promotion or communication would ensure that those in need become aware of existing resources.

8. **The provision of decent and affordable housing.** The need for secure and "genuinely affordable" housing and to reduce overcrowding across the borough were brought up time and again by stakeholders and residents alike. Residents feared that new development attracts higher-income residents who are actively displacing people with lower incomes, and increases in housing prices make the area less affordable for the longer-standing communities.

9. **Difficulties for small businesses and traders.** Many of Southwark's small businesses and traders have been hard hit by closures, restrictions to their activities and the need to ensure social distancing. Black and minority ethnic traders reported multiple issues that had often been exacerbated by the pandemic and restrictions, from online competition to the impact of anti-social behaviour. Many supported their local communities, donating food, meals, money and supplies.

10. **Southwark Council's communication and engagement.** Residents and stakeholders reported that the council needs to improve its communication and campaigns to ensure that local people are aware of the services provided. The need for "genuine" consultation campaigns (as opposed

to a "tick box exercise") was a key thread running through residents' accounts. Young people highlighted that engagement processes need to be designed to appeal to specific demographics and, whenever possible, need to be co-designed together with those groups to maximise their reach in local communities.

11. **Conversations about planned and ongoing local change**. There is a widespread perception that the voices of local people make little impact on decision-making in their neighbourhoods. This is particularly the case among people with limited resources (in time and money) and Black, Asian and other minority ethnic groups. In addition, there is a pervasive concern among young people that they are not seen as an audience for local change.

12. **Parks, green spaces, diversity and the strength of local community organisations.** These were seen as major assets of local areas, and they impact on residents' feelings of belonging and community relations. Green spaces were valued places to exercise, relax and socialise, particularly during the first lockdown. Residents also noted the importance of having clean and well-maintained outdoor spaces on their estates.

Comparing experiences over time

Many themes that emerged during the first phase of research carried out in summer 2020 continued to resonate in the second and third phases of the research. However, both residents and stakeholders changed some of their perceptions about their lived experiences in local areas. Some of these are rooted in the shifting socio-economic context of the COVID-19 pandemic, others are the result of the ongoing development and change.

1. **There has been an increase in the visibility of vulnerable groups as the pandemic continued.**

"With families, there's huge amounts of in-work poverty, barely making enough to make ends meet. The majority are single parent households. In-work poverty is worse, due to [people] not being protected, or having really insecure working conditions." (Stakeholder)

- By the summer of 2021 there were are more concerns about people who are visibly vulnerable such as people who are homeless and destitute on the streets. Particularly strong concerns were voiced about children and young people, parents and older people, as well as people who are more marginalised and disadvantaged.

- There were also increasing concerns about people who are falling through gaps in safety nets. This includes people with no recourse to public funds, people who are invisible to agencies, and some people from Black, Asian and other minority ethnic communities.

2. **Assets including parks and support groups have been central to individual and community wellbeing but perceptions about them have shifted throughout the year.**

"Memory fades … mutual aid groups that haven't been able to enshrine themselves in people's minds will die out. Some of them will stay to help with the 'new normal', others will disappear because their purpose will disappear." (Stakeholder)

- The importance of parks and green spaces was highlighted in the summer of 2020 and the summer of 2021. But for young people, these spaces were important throughout the year. Many young people used parks as main spaces to socialise during the 2020-2021 winter lockdowns.

- Local support groups were mentioned as a key asset. However, there were concerns about their future viability. There were also reports of a decrease in volunteering since the second national lockdown and the fear that "the new normal" will erase the role local support groups played during the first months of the pandemic.

3. **Local safety concerns have fluctuated during the pandemic.**

"Crime eased between the second and third lockdown but now it's back up. From Christmas to spring there was less drug dealing. But now it's all back, it's all very visible, more people out and about, it's bad. There has been more crime, domestic violence and knife crime, more robberies more assaults, bike stealing, motorcar stealing, alcohol-related violence, drugs." (Stakeholder)

- Stakeholders reported an increase in domestic violence during the first months of the pandemic, and especially during the first national lockdown. Some stakeholders noted that the situation worsened as many spaces that had offered safe shelters for those at risk of domestic violence closed during the first months of the pandemic.

- During the first lockdown, residents and stakeholders alike noted a decrease in drug-related violence and gang activities. Spring 2021 marked a return of many of these concerns, especially drug-related activities and anti-social behaviours.

4. **The COVID-19 pandemic has impacted local communities at multiple scales. Its impact has been unpredictable, at times weakening existing support networks and at other times galvanising mutual aid groups.**

"A lot has changed. Tried to do it slowly, in phases. First two weeks of lockdown, we participated in the scheme for NHS staff, where local people bought food and we cooked and delivered food to them. This helped us to keep going and showed our support to the NHS. Doing home deliveries and collections for online orders increased. We furloughed and cut staff, and changed from being a sit-in cafe to doing only takeaway, expanding the grocery part of the store. Probably won't be a cafe again." (Trader)

- At a personal level, employment and mental health have been key issues raised by local residents and stakeholders. In the second and third phases of research more concerns were articulated about mental health problems and wellbeing, affecting people across backgrounds.

- At the community level, there has been increased awareness and concern about the economic impact of restrictions and multiple lockdowns, and how this will increase inequality. Questions have been raised about the sustainability of mutual aid and community support networks into the future. In the third phase, stakeholders spoke more about the need for institutional support and additional funding for the local groups that emerged during the pandemic.

5. **Digital engagement has emerged as an alternative to limited in-person contact but its success among users and stakeholders has depended on a series of socio-economic factors.**
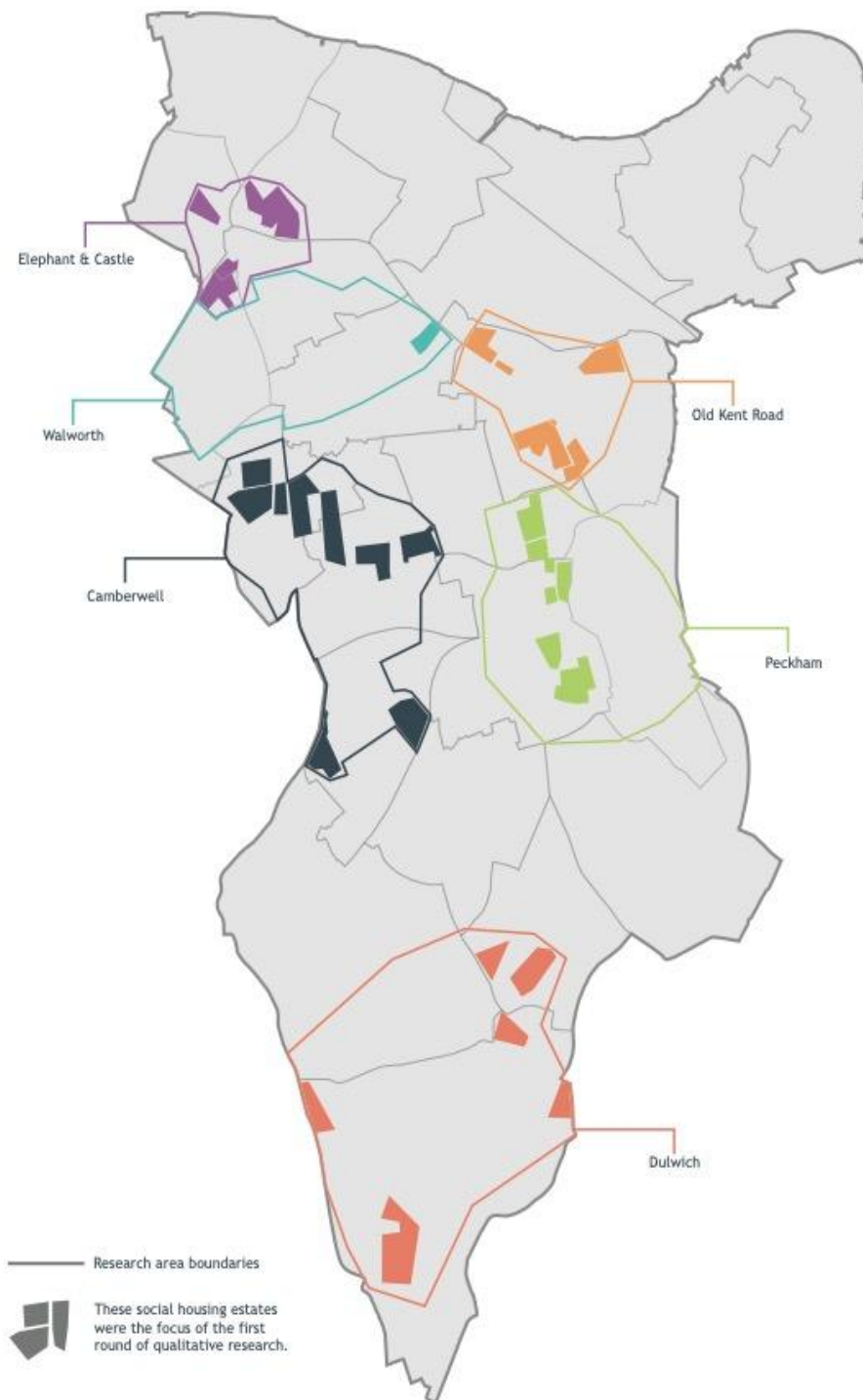
"Some of the mothers were homeless, some … used to use internet services at libraries or cafes before the pandemic, but all of those resources disappeared with the lockdown. Other mothers had internet access at home, but either they didn't have devices, or their phones were too old to be able to handle a Zoom session. Some mothers did not know how to navigate internet access, write an email, or look for information online." (Stakeholder)

- Community organisations noted the impact of not being able to meet in person, or run activities, and how this hampered their work. Services voiced concerns about the impact of closing local services and limiting in-person contact on their ability to meet need and stay in touch with the people they work with. In the first phase of research, agencies spoke about how this was affecting the services they provided and the measures they were taking to adjust to the shifting COVID-19 context.

- However digital engagement was reported to have become easier and to have reached more people

during the second and third national lockdowns, as both stakeholders and users became more accustomed to being online. Agencies serving a wide variety of users - such as faith organisations or community groups - noted that they were able to reach more people through digital engagement than they had through in-person activities. Other agencies working with specific groups such as recent migrants, and some schools, reported that online services reached only a small percentage of their usual contacts.

The six areas

Elephant & Castle

Walworth

Camberwell

Old Kent Road

Peckham

Dulwich

Research area boundaries

These social housing estates were the focus of the first round of qualitative research.

Comparing experiences across the six areas

Comparing our findings across the six areas, we found that the similarities outweigh the differences. Some of the similarities were in the assets or positive features, while others represent challenges shared by residents and traders across the six areas.

Similarities between the six areas

- **Parks and green spaces.** Residents across the six areas identified these as important assets in their local areas.

- **Feelings of belonging.** Most residents feel attached to their local areas, often this is because they have grown up in the area or are long-term residents. Newer residents also reported that the local area has become a home.

- **Individual and collective control over decisions affecting the local area.** Residents and traders reported low levels of voice and influence in local areas, the reasons for this varied. There is a widespread cynicism around consultation and the impact that local voices have on decision-making, particularly among people with fewer resources (in time and money) and Black, Asian and minority ethnic groups. It was widely noted that opinions about new housing developments polarise feelings.

- **Social relationships.** Across the six areas, a majority of residents reported that they have local connections they can turn to for help or support. Residents noted lower levels of interaction between people from different backgrounds than people who consider themselves to be similar. This was further exacerbated by the closure of formal and informal social infrastructure spaces during the pandemic, which added to people's sense of isolation and disconnect from others.

- **A lack of provision for young people.** The lack of activities, spaces or educational and employment opportunities for young people was one of the biggest concerns amongst residents, stakeholders and traders.

- **Mental health.** Stakeholders and residents from all six regeneration areas stated that mental health issues represent a significant challenge. For many, the COVID-19 pandemic and lockdown measures have aggravated existing difficulties.

- **Inequality.** In all the areas, differences between the life experiences of people who were struggling to get by, and more affluent residents, were highlighted as an important factor shaping everyday life, and experiences of COVID-19 and lockdown.

Differences between areas

- **Transport connectivity.** In Walworth, Elephant & Castle and Old Kent Road, this was seen as a major asset of the local areas.

- **Diversity and walkability.** These aspects of the local population and the streetscape were seen as major assets in Camberwell, Elephant & Castle and Walworth.

- **Change in the built environment.** Whether they supported or criticised the ongoing development, residents living in Camberwell, Elephant & Castle, Old Kent Road and Walworth described how changes in the built environment and the transformation of social spaces are a defining experience of living in the area, affecting their daily lives and activities.

- **Safety.** In Elephant & Castle, Peckham and Old Kent Road perceptions of safety amongst residents and traders varied. Some felt more at ease, while others – often traders – reported that safety has not improved. In Peckham, knowing people locally and having "eyes on the streets" were important to residents' perception of increased public safety. In Walworth and Camberwell particular streets were

highlighted as more dangerous although overall the area was felt to be safe.

- **Community life.** While community life was brought up in interviews across the six areas, Old Kent Road's stakeholders and residents were more likely to cite this as the key local asset or strength.

- **Support for migrant groups.** The need for more support was brought up by a number of stakeholders who work with migrant groups in Elephant & Castle, Peckham and Dulwich. They described a lack of translation services for migrants and the impact this has on inclusion, access to local services, and health and education outcomes. Findings from the third phase of research shows that some local services have made substantial improvements in this area.

Introduction

This report synthesises the material from a year-long research investigation commissioned by Southwark Council. It captured information about the impact of COVID-19 across Southwark, and daily life in six areas going through change in Camberwell, Elephant & Castle, Old Kent Road, Peckham, Walworth and the social housing estates in Dulwich.

The goal of the research is to help shape the Council's neighbourhood and social regeneration work in the future, and inform strategies to improve health and wellbeing, and reduce inequalities across the borough. The research included qualitative research carried out in six areas of the borough in three phases from April 2020 to August 2021, a borough-wide residents survey, a survey of local businesses, in-depth research with Southwark young advisors and a study exploring the experience of people who are financially vulnerable. There were two aims of the research: to understand the impact of change on the six areas going through regeneration; and to understand the impact of the pandemic on the community and local businesses.

The introduction sets out the research approaches we used in the context of the COVID-19 pandemic. Then, in Section 1, the report summarises the findings from the area-based research. Section 2 follows with the key findings from the borough-wide research, bringing together findings from the residents survey, in-depth qualitative research about the experience of people who are financially vulnerable, mixed-methods research with young people, and the online survey of local businesses. Section 3 is focused on two case studies: online stakeholder engagement and walking interviews with local residents. Finally, Section 4 concludes with several data portraits of the borough.

This is one of four reports that together present the findings of the research.

Summary report: **Understanding Southwark. Daily life and the impact of COVID-19 across the borough** synthesises the themes that cut across the borough-wide and area-based research, key changes captured by the three phases of research, and the main similarities and differences across the six areas.

Understanding Southwark: An in-depth account of the impact of change and of COVID-19 in six areas looks at the findings in the six Southwark neighbourhoods drawing on interviews with residents, traders and stakeholders carried out in three phases: in Summer 2020, winter 2020-21 and summer 2021.

Understanding Southwark. Young people's perspectives focuses on the research with young people carried out in December 2020 and January 2021.

Research in the context of COVID-19

The research design took account of the demographics, characteristics, social needs and the nature of change in the six areas. Social Life's COVID-19 protocols were followed to ensure the safety of research participants and researchers.

- At the beginning of the research in June 2020, London was emerging from the first national lockdown restrictions and non-essential retail and facilities were still closed. Moving into July and August 2020, the lockdown restrictions were progressively relaxed.

- As we started the second phase of research, in November, London entered a second national lockdown. The lockdown restrictions were relaxed for a short period in December. A third national lockdown started in early January 2021, demanding that people in England stay at home except for limited reasons, and, unlike in November, closing schools and colleges for all except a small number of children and young people.

- The third phase of the research started in May 2021, as the third national lockdown restrictions were starting to ease.

Participation of some groups, especially older people and people who were shielding, was limited. In the first phase of research, in summer 2020, we anticipated that fewer people would participate in face-to-face research because of anxieties about COVID-19, physical distancing and restrictions to meeting inside.

Fieldwork in summer 2020 confirmed that people were more likely to participate in street interviews if the questions asked were open-ended, as they were seen to be an invitation to join a dialogue.

In-depth qualitative approaches were designed to ensure that we gathered rich and comprehensive data despite the circumstances, enabling us to overcome some of the limitations and biases imposed by the external situation.

The COVID-19 lockdown and social distancing measures meant that many agencies closed their doors in March 2020, halting one-to-one support, in-person classes and activities. To mitigate the loss of engagement with their service users, a number of agencies began holding events and activities online. Establishing how best to provide services and activities online is an area of growing interest for communities, researchers and policy makers. This interest influenced our research design, which included a digital engagement case study analysis and photo-elicitation in our work with young people.
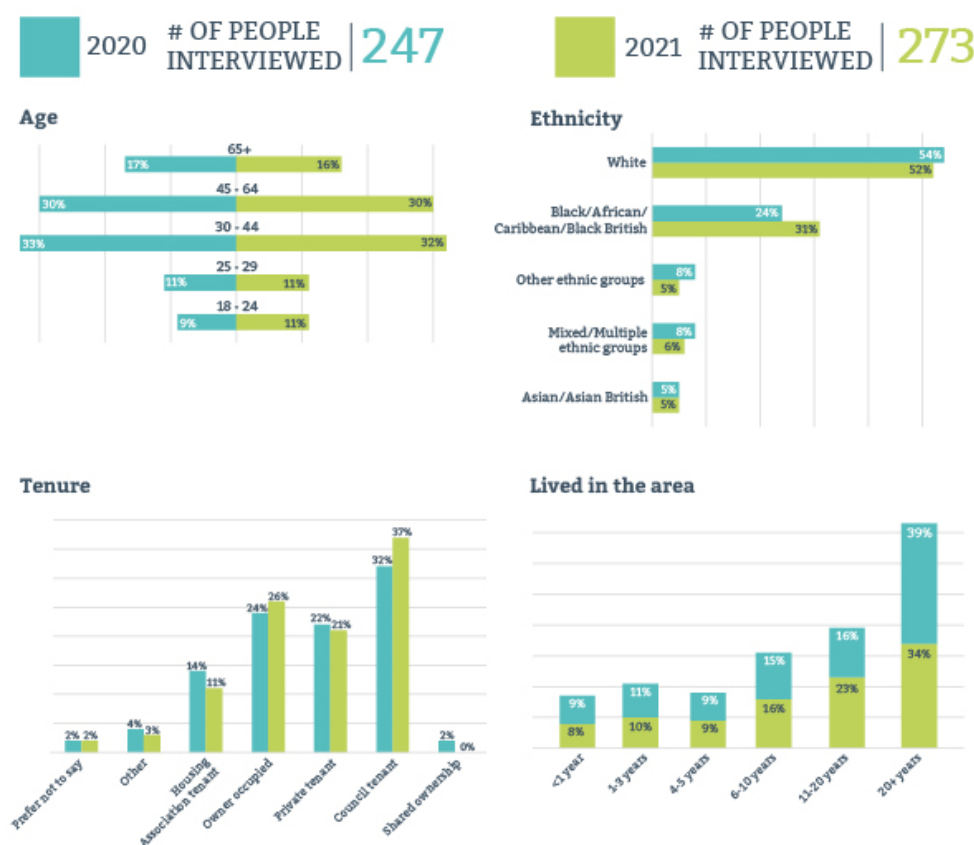
Research design and approaches

Area-based qualitative research

This took place over three phases and focused on six key themes, drawing on Southwark Council's social regeneration indicators: a healthier life, a place to belong, local change and control, safety, local assets and challenges, and the impact of COVID-19 on everyday life.

The research engaged people from a wide range of local settings and backgrounds across the six areas, relying on online or telephone in-depth interviews with stakeholders, face-to-face interviews with traders, and street interviews and in-depth walking ethnographies with residents.

Across the three phases of research – in summer 2020 from April to September; in winter 2020-21 from November to January; and in summer 2021 from May to August, we spoke to 520 residents through street interviews, over 30 through in-depth walking interviews, 90 traders and 162 stakeholders from public sector and third sector agencies, as well as community groups and local activists.

Street interview demographics of local residents across the six areas (Summer 2020, Summer 2021)

2020 # OF PEOPLE INTERVIEWED 247

2021 # OF PEOPLE INTERVIEWED 273

Street interview locations*

Elephant & Castle

Walworth

Camberwell

Old Kent Road

Peckham

Dulwich

● Street interview locations Summer 2020

▲ Street interview locations Summer 2021
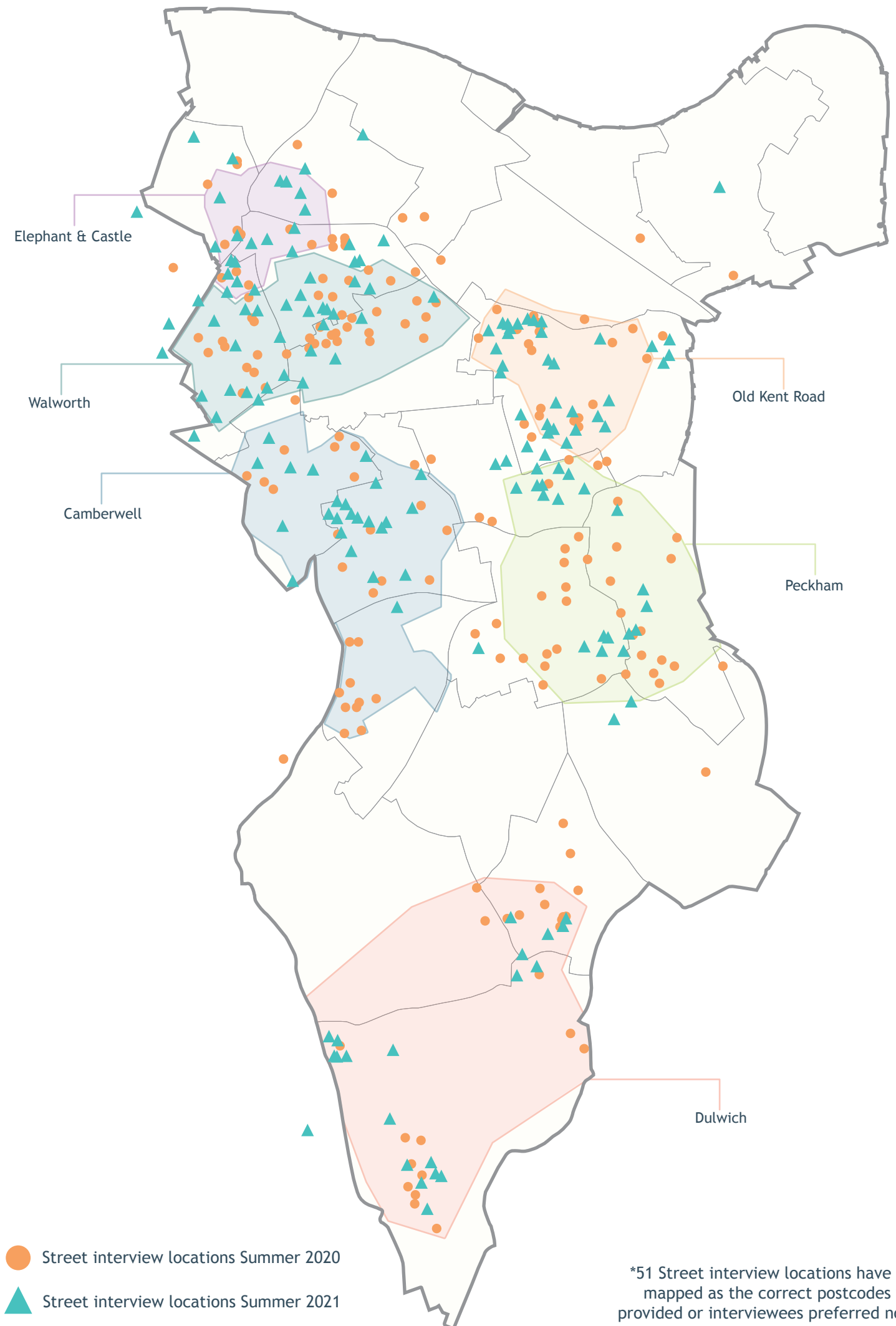
*51 Street interview locations have not been mapped as the correct postcodes were not provided or interviewees preferred not to say.

We carried out **in-depth online or telephone interviews with local stakeholders** in all three research phases, with interviews averaging an hour. When the COVID-19 restrictions permitted, in the first and third phases of research, we carried out **street interviews with residents** and **interviews with local traders**. These interviews lasted between 12 and 25 minutes – the street interviews took place in a variety of locations across the six areas, including parks, green spaces around estates, playgrounds, and pavements, while trader interviews took place on the premises of local businesses.

In the first and third phases of research, we also carried out **walking interviews**, which lasted between one hour and two hours. During walking interviews, researchers took photographs of places that were important to the people being interviewed. This enabled us to capture detailed layered snapshots of residents' lived experiences and perceptions.

Case study research looking at online activities of particular agencies helped us understand the extent to which engagement with the people using services has transitioned to online, as well how residents have been engaging with online services and activities. The stakeholder online engagement case studies are part of the second phase of qualitative research conducted between November 2020 and January 2021.

- We carried out case studies exploring the online engagement activities of 10 local stakeholders: two in Dulwich, one in Camberwell, two in Elephant & Castle, two in Peckham, one in Old Kent Road, and two in Walworth. At the time, many stakeholders had yet to re-open their doors.
- We enquired into whether 'being online' could be a viable way of operating for stakeholders or, instead, whether it reinforces existing inequalities.
- This work explores digital and data exclusion, and it adds new insights into the impact of COVID-19 on the daily life of Southwark residents, with a specific focus on local stakeholders whose work supports people experiences financial vulnerabilities.

Area-based transect walks were carried out in July and August 2021 to document physical change and understand what this means for local social life. The walks explored changes in the character of the built environment including streets, open spaces, green spaces, as well as the changes in community facilities and social infrastructure.

Borough-wide research

The **borough-wide telephone survey** ensured systematic data collection on a key range of questions and indicators. It aimed to reach a representative sample of residents, enabling residents who were socially isolating or did not have online access to participate. One thousand residents who were living in the borough during June and July 2020 participated in the survey. The survey was carried out by Savanta ComRes who purchased contact numbers for landlines and mobile phones for specific areas of the borough.

Survey participants were selected using non-probability quota sampling, mirroring the borough population in terms of four characteristics: ward of residence, ethnicity, age and gender.

In-depth research into the experience of financially vulnerable groups across the borough took place between April and August 2020. We spoke to 13 stakeholders whose work brought them in close contact with vulnerable populations such as people with no recourse to public funds, food bank users, families in temporary accommodations and shielding households, among others. We conducted five in-depth interviews and three walking ethnographies with Southwark residents who shared accounts of their everyday lives and struggles. We also carried out a case study analysis focused on four local agencies working with vulnerable people to understand how the move to online platforms impacted their activities and services. In addition, findings from all three phases of the year-long research fed into the overall findings focused on experiences of vulnerability.

Engagement with young people included 10 in-depth interviews and two focus groups carried out between November 2020 and January 2021 with the Southwark Young Advisors from Camberwell, Dulwich, Elephant & Castle, Old Kent Road, Peckham and Walworth. The data collected is rich visually and in the narratives it reveals. The combination of qualitative methods allowed us to gain insight into what spaces are significant to the everyday lives of young people, as well as a range of challenges they are facing.

- As part of the individual interviews, participants submitted 80 photographs and 10 maps of local areas.
- The interviews were carried out online or by phone and were on average one hour long, with some lasting up to one and a half hours. The focus groups took place on Zoom and each brought together five Young Advisors.

The data for the **survey of local businesses** was gathered through an online survey, with supplementary information taken from interviews with traders in six areas going through change. One hundred and fifteen businesses responded to the online survey, 32 businesses from Black, Asian, and minority ethnic communities were interviewed in the in-depth research in the six areas. The online survey was distributed to Southwark businesses through networks and mailing lists. The survey was first sent out in August, and then again in September. Another attempt was made to increase the responses from Black, Asian, and minority ethnic communities-owned businesses in October. Material from trader interviews in the six areas of the borough was also included, including interviews with the 31 of the 42 traders interviewed that were from Black, Asian, and minority ethnic communities.

The quotes used in this report have been edited for clarity and were not always verbatim. Due to COVID-19 restrictions, researchers were not able to audiorecord interviews and relied on written notes taken during conversations.

1 The impact of change and of COVID-19 in six areas

Elephant & Castle

Elephant & Castle

This section summarises the findings of the research in Elephant & Castle, drawing on interviews with residents, traders and stakeholders carried out in three phases, in summer 2020, winter 2020-21 and summer 2021.

Summary

- Diversity, accessibility of amenities and familiarity with the area were key in making people feel they belong. People enjoy the area's diversity and its distinct identity, highlighting that there is respect for different communities and their cultures. But living side-by-side does not always mean interacting across ethnic and socio-economic boundaries. Many residents felt that different groups only come together when they have a common purpose such as a football game, a parents' group meeting or a mutual aid group.

- Local markets, pubs, the leisure centre (The Castle Centre), and the Elephant & Castle Shopping Centre (which was still open during the first phase of research) were key social infrastructure, supporting local relationships and neighbourliness in the area. The Cinema Museum and Imperial War Museum were also mentioned by residents as important places for socialising in the area.

- Proximity to central London, connectivity and the cycling infrastructure are also seen as major assets. However, traffic and pollution were issues of concern. Some connected these to the Elephant & Castle regeneration, which is thought to have increased the severity of both problems. Some residents spoke enthusiastically about how the low traffic neighbourhood measures implemented in summer 2020 improved air quality and street safety.

- The difficulties experienced by 'invisible' groups with an irregular legal status became more noticeable to people in the area during the pandemic. Stakeholders working with migrants reported that these groups can be excluded from formal support or may exclude themselves because they fear the repercussions that might come from engaging with the authorities. They also noted that some Latin American migrants with irregular legal status experienced increased isolation during lockdowns as they had few contacts outside their work, and had to rely on overburdened social support networks.

- Perceptions of safety varied slightly for people from different age and ethnic groups, with Black, Asian and minority ethnic, and young and elderly groups experiencing some unease, especially in the evening and at night. A number of traders and residents noted that there is a need for better lighting and security on Elephant Road.

- People's perceptions of local change were tied to their feelings of belonging in the area. Longstanding residents and newcomers spoke about how the ongoing change in Elephant & Castle is affecting local communities, especially Black, Asian and minority ethnic and lower-income communities. They felt that there are competing priorities for the redevelopment of the local area. Many people raised questions about which groups get to direct local change and whose needs are prioritised. There are mixed views about the changing 'character' of the area around the Elephant & Castle roundabout and about who will benefit from this long-term change.

- The majority of residents and traders reported feeling a lack of individual control over decisions affecting the area. Some of the people involved in Tenants and Residents Associations, local groups or informal community groups had more positive views about their influence over developments, bringing up experiences of working with others to shape their neighbourhoods. But even those with more positive experiences of neighbourhood initiatives highlighted that there is no clear route to alter planning decisions about larger scale development.

- The changing business landscape is affecting local people and communities differently. Some reported the loss of independent businesses on which they used to rely for shopping, support and socialisation. Others, including both people new to the area and some residents who have lived

in the area for over ten years, were positive about the new shops, cafes and restaurants in Elephant Park. They noted that the new amenities have become part of their everyday routines, providing alternatives to the longer-standing ethnic shops, and that they are places to socialise with friends and family.

- Stakeholders and residents commented that the pandemic has affected the small shops in the Elephant & Castle area more than larger stores. Throughout the pandemic, the loss of jobs, and the decline in business footfall remained important concerns for small businesses, especially for traders that had just been relocated from the Elephant & Castle Shopping Centre.

Walworth

Walworth

This section summarises the findings of the research in Walworth, drawing on interviews with residents, traders and stakeholders carried out in three phases, in summer 2020, winter 2020-21 and summer 2021.

Summary

- Most people experience Walworth as a place where people from different backgrounds are accepted and get on, although not necessarily mixing. Diversity is often mentioned as an asset. The accessibility of Latin culture – the music, dancing, football and restaurants - were described as facilitating relationships with people from other backgrounds. Some tensions between groups were highlighted, particularly around social class and the people moving into the area into new developments.

- There is a strong sense of belonging in Walworth, though this can be hyperlocal, to particular estates or small areas. East and west Walworth have a different feel: the west is dominated by century-old squares and mid-rise modern estates that have changed little in recent decades. The east has experienced a long period of substantial upheaval and population churn, and the redevelopment of two major social housing estates – the Heygate and the Aylesbury. These two developments, both going through a process of demolition and rebuilding, dominate the north and south of the area, and colour local perceptions.

- Living in Walworth has different meanings to different groups, the well-established white working class community strongly associate with East Street Market and mourn the loss of a particular sense of community; for others it is a convenient place that provides relatively cheap food, good transport, and an accepting environment. For others it is just a place to pass through, with few local attractions and amenities.

- Residents generally feel they have little control, often distrust the council and there is discomfort about some new development, and questions about who will benefit. There are different perceptions of regeneration, some welcome new public spaces and facilities, others see it as symbolic of loss of a way of life.

- Walworth is characterised by its greenness, with many local parks and Burgess Park to the south. There are pockets of community gardening and activism around greening. Walworth Road is another asset, many shops support local identity and promote a shared experience. The strength of local community organisations, and the activities of many residents working to improve the area make it work better for all the different communities in the area.

- The COVID-19 pandemic generated extreme anxiety in the early lockdown, because of fears of illness, tense and difficult living situations through lockdown, financial insecurity and about the future loss of employment as furloughing ends. Lockdown and COVID-19 restrictions drew attention to the number of people living precarious lives, on very low incomes. Agencies worked together well and quickly galvanised new ways of working, particularly around food solidarity, local networks and mutual aid groups formed quickly and supported vulnerable people throughout subsequent lockdowns.

- Concerns about mental health and wellbeing were frequently voiced, residents were aware of the impact of the pandemic on themselves, and on others, particularly on young people. By the winter, more people were worried about the number of people on the streets visibly experiencing mental health problems, often linked to destitution.

- The reopening of different venues and community centres in summer of 2021 was welcomed. However, by this time opinions were polarising around road closures that were part of the council's Low Traffic Neighbourhood.

- Change is affecting the area differently, Walworth Road is more financially fragile to the south towards Camberwell, exacerbated by the closure of some big shops. This is a concern to local

traders, many businesses being owned by people from Black, Asian and minority ethnic communities, who are vulnerable to the economic shock of the pandemic.

● The range of types and style of buildings and of use support a hyper diverse population in terms of ethnicity, age and social class and this cushions the impact of change. The stable social housing estates provide continuity and a different experience from the rapid change to the north and south. Although they are close to Walworth Road, the residential areas to the east and west have a much slower pace that encourages play and socialising.

Old Kent Road

Old Kent Road

This section summarises the findings of the research in the Old Kent Road, drawing on interviews with residents, traders and stakeholders carried out in three phases, in summer 2020, winter 2020-21 and summer 2021.

Summary

- Community life and the sense of belonging were frequently described as the Old Kent Road's key strength. For some a sense of belonging was linked to socio-economic solidarity, pride in the industrial and working-class history of the area, and its role as a gateway to London for newly arrived migrants. Weaker sense of belonging was linked to perceptions of racism, crime, weak neighbourliness, lack of opportunities to connect, and negative feelings about the regeneration.

- The area was described as having multiple identities, northern parts associate more with Bermondsey, The Blue, or Rotherhithe, and areas to the south associate with north Peckham. The Old Kent Road's council estates are distinctive, with Avondale Square and the Ledbury Estate towering high over the area. A coherent Old Kent Road identity is created by TRAs and community groups as well as the large number of faith spaces, which are particularly used by Black, Asian and minority ethnic groups.

- High levels of ethnic diversity were often mentioned by residents as a strength, and occasionally as a source of tension. This was sometimes explained as being a result of a lack of opportunity for different ethnicities to meet, others reported experiences of direct racism.

- Green spaces were valued places to exercise, relax and socialise, particularly in the first lockdown. However, many felt they were poorly maintained, and were frustrated by litter and fly tipping in parks and across the area. Other strengths were the bus links and the supermarkets, although traders were more likely to see these as competition. Many people would like to see more amenities like banks, shops and pharmacies; many pubs have closed and were missed. The amount of social housing was praised, although there were complaints about maintenance. Traffic and pollution along the Old Kent Road were seen as significant problems.

- The most frequent concern, voiced by a wide range of respondents, was about the lack of support, spaces and opportunities for young people in the local area. Fights over territory were believed to be common, between young people within the neighbourhood as well as outside.

- Perceptions of safety varied, some believed the area had moved on from a more violent past, while others – including many traders – believed crime and anti-social behaviour had worsened. Those who believed crime was not significant associated this with their longstanding relationship with the community and the area.

- In general, residents, stakeholders and traders did not believe that they could influence the regeneration. However, many had been involved in engagement and consultation; barriers to engagement were identified including language, and unfamiliar structure and processes. By summer 2021 some new initiatives were mentioned positively, including the work of the Southwark Young Advisors, workshops for younger people, and better relationships with community groups.

- Views were polarised about plans for regeneration. People living further from sites to be developed were more likely to welcome the changes, believing that the area needs investment and improvement. Others living in homes more directly affected by demolition and construction voiced more concerns. Many feared that the needs of the local community or the shortage of affordable housing, would not be addressed, voicing fears about building at height and increasing density. Smaller local traders worried about rents rises and declining footfall - particularly businesses in light-industrial estates and those with Black and minority ethnic-owners.

- Many residents reported a stronger sense of community during the COVID-19 lockdowns and

afterwards, and describing how a neighbourhood-wide mutual aid group connecting TRAs and faith groups managed to get support to those who needed it. Closing community halls and faith spaces in the second and third lockdowns had a big impact on social relations, many struggled to stay in touch and connect digitally in the winter.

- In the second and third lockdowns problems of mental health were raised more often, linked to isolation, the closure of social spaces, overcrowding and loss of work and income. As restrictions continued, more concerns were raised about poverty and its impact on everyday life.

- As the pandemic progressed, stakeholders described a sense of fatigue and how some residents felt overwhelmed by constant information on the dangers and risk of the virus. Traders voiced many concerns about the economic impact of the pandemic and the future viability of their businesses.

- As restrictions eased in 2021 there was a renewed emphasis on green spaces, and the importance of the reopened social spaces, from faith spaces, barber shops, hairdressers and schools. New community spaces like the Livesey Exchange were welcomed. However new issues like the impact of housing infill surfaced. While some individuals remained isolated and anxious, many described how improved neighbourliness continued after the initial lockdown, valuing the stronger connections they feel with the local community.

- By summer 2021 there were some signs of increased tensions within the community. The perception of race inequality was more prominent than in 2020. There were more concerns about young people using parks and public spaces to socialise at night and a rising perception of knife crime and violence among young people, as well as the impact of stop and search. There were more mentions of gender-based safety, and how domestic violence was exacerbated by lockdown.

Camberwell

Camberwell

This section summarises the findings of the Camberwell research, drawing on interviews with residents, traders and stakeholders carried out in three phases, in summer 2020, winter 2020-21 and summer 2021.

Summary

- Diversity is seen as a key strength of the local area. While residents perceived Camberwell to be home to a mix of people, residents were uncertain whether those from different backgrounds interact regularly. Residents and stakeholders noted that more community events and activities would encourage wider participation and would help develop networks of support across groups.

- Burgess Park and other green spaces are highly valued by residents. These have been important places where people connected to each other throughout the pandemic, many people reported meeting friends and socialising with neighbours in the park.

- The disproportionate impact of the pandemic on vulnerable groups and lower-income communities was a concern raised during the three phases of research. Stakeholders spoke about how vulnerable people, including those with dementia or living in overcrowded households, have struggled. Residents and stakeholders reported that the pandemic put a further strain on people working informally, in precarious work or on zero-hours contracts.

- There are mixed views about the changes that are taking place locally. Camberwell residents were generally sceptical about their ability to influence what goes on in their area. A common feeling is that the regeneration will not bring opportunities for longstanding residents, and there are fears that this group might be pushed out of the area. A smaller group of residents was more positive about the current pace of development and appreciated that the area is attracting new visitors.

- Several residents raised concerns about the amount of community engagement that has moved online in the pandemic. They hoped that opportunities for face-to-face participation will return once lockdown measures are lifted.

- Pollution, noise and air quality were among the major concerns for those who took part in the research. Some residents noted that areas around Camberwell Green, where the traffic moves slowly and buses and lorries are idling, are most affected by noise and pollution.

- The majority of Camberwell residents felt safe in their neighbourhoods. Some characterised their local area as 'quiet,' though a few residents and traders thought that a post-COVID uptick in the night-time economy might increase anti-social behaviour on the streets.

- Residents were also worried that lockdowns had affected people's physical and mental health. Some commented how reduced physical activity and eating processed foods is having an impact on their bodies. A majority of residents and stakeholders reported that issues such as anxiety, loneliness, and loss of confidence were affecting people from all age groups, with younger and older people identified as being most at risk.

- Volunteering with local groups increased during the first lockdown in March-June 2020. Residents spoke about working with local groups to deliver groceries or prescriptions to people who were shielding. This made them feel more involved in their local communities at a time when other community activities had stopped. In the third phase of research, fewer residents spoke about their volunteering activities and participation in mutual aid groups, suggesting that there had been a drop in involvement as the pandemic entered its second year.

- In June and July 2021, with the easing of the third national lockdown, Camberwell residents and stakeholders reported that their local area was slowly coming back to life. However, many traders said that they were still struggling with the effects of lockdowns and noted a sense of reluctance among their customers to come into their stores.

Peckham

BURGER
SHAKES
MEAL
DEAL

Peckham

This section summarises the findings of the research in Peckham, drawing on interviews with residents, traders and stakeholders carried out in three phases, in summer 2020, winter 2020-21 and summer 2021.

Summary

- Most people living and working in the local area reported strong positive feelings towards Peckham's communities, highlighting the benefits of their diversity, community links, and cultural life. Many noted the cultural richness of local groups, the variety of faith organisations and the thriving arts and cultural scene as contributing to the sense of community.

- Support networks are seen as a key feature of the longer-standing Peckham communities, and it was highlighted that people with strong local social support showed more resilience during the pandemic. But rising housing costs across Peckham are seen to be undermining family and neighbourhood networks, and there is fear that social isolation and feelings of exclusion will increase.

- Places of worship, particularly larger churches and mosques, were identified as important spaces for social mixing. Hair and beauty salons, shops and pubs were seen as key places for people from similar backgrounds to socialise.

- While diversity is seen as a local asset, and it is an experience shared by many Peckham residents, local groups are rarely reported to mix. Some mentioned the contrast between the predominantly white, high-income groups using Bellenden Road and the more ethnically diverse and lower-income communities using Rye Lane. People often reported that groups use different shops and facilities in Peckham. At times, awareness of racial inequality was expressed in connection with the new high street cafes and bars, which people felt catered specifically to wealthier white residents.

- There is agreement that more widely available open community spaces across Peckham would bring different communities closer together and support broader participation in the area's arts and cultural spaces. The absence of social spaces, such as community hubs, was also highlighted, as well as the fear over a further loss of recreational spaces, which are struggling to remain open.

- Residents and traders reported low levels of voice and influence in the area. Some stakeholders and traders highlighted the need for a formal traders' forum, with a dedicated point of contact within the council, to address trader issues in a sustainable manner.

- A majority of local people brought up concerns about ongoing and planned developments, particularly in terms of their impact on housing affordability, the local business landscape and rising income inequality. There is a desire among the people interviewed to avoid any consequences that would disproportionately affect or exclude more vulnerable residents and traders.

- There are strong activist and community groups in Peckham but stakeholders voiced concern that participation in community activism and the governance of voluntary groups is not representative of local demographics, especially Black, Asian and minority ethnic groups and people from lower-income backgrounds.

- Most residents felt generally safe around local neighbourhoods during the daytime, but there is some concern related to young people becoming victims of knife crime, grooming and gang activity. Local people felt that these problems have been amplified by increased social isolation, lack of opportunities for work and career development, poor relationships with the police, and the reduction in youth services and activities.

- In the first months of the pandemic, there was an increase in neighbourliness at hyperlocal

levels in Peckham, with residents devoting more of their time to their homes, neighbourhoods and local high streets. Online platforms and volunteering spurred new relationships between neighbours and became spaces of resource sharing, help, advice, and signposting. Although some local residents and stakeholders still noted that the pandemic had brought a renewed emphasis on community, by spring 2021, the levels of engagement were reported to have decreased.

● With the gradual lifting of restrictions from May 2021 onwards, Peckham, and especially Rye Lane, experienced a return of its former dynamic atmosphere. However, mental health problems concerns in summer 2020 and winter 2020-2021 were ongoing, particularly for low-income families experiencing financial burdens, insecurity at work and overcrowding.

Dulwich

Dulwich: focus on social housing estates

This section summarises the findings of the research in Dulwich's social housing estates, drawing on interviews with residents, traders and stakeholders carried out in three phases, in summer 2020, winter 2020-21 and summer 2021.

Summary

- Parks, open spaces and the local woods were among the features enjoyed by Dulwich residents living on social housing estates. A majority of residents thought that parks and green spaces provide a range of leisure spaces and outdoor sports, and make the area feel peaceful and child-friendly. Residents also noted the importance of having clean and well-maintained outside spaces on their estates.

- Neighbourliness is seen as a key local asset that contributes to social integration across age groups. Residents reported that they value the longstanding and supportive relationships they have developed over time with their neighbours and the opportunity to take part in local community groups. Church gatherings, community centre activities and local volunteering were described as anchors of community life before the COVID-19 pandemic. When these shut after March 2020, isolation became a problem for many residents.

- Since March 2020 stakeholders and residents from all the Dulwich social housing estates included in the research reported that both estate facilities and some of their shops shut. They observed that these closures had a significant impact on their neighbourhoods' social life. Stakeholders located on the smaller social housing estates in Dulwich, with access to fewer facilities, described feeling isolated, as social centres closed.

- Residents have mixed views on whether they have control over change in their area. While some reported that they feel involved in the decisions about development through their local TRAs and communications with their MP, others described frustration at not having their voice heard - for instance, some residents complained about protracted repairs on estates and delayed maintenance work.

- The lack of services and provision for young people was a common concern for residents and stakeholders. Some added that young people are left with nowhere to gather but outdoors, which sometimes has negative consequences for the relationships between young people and their neighbours.

- Most local people reported feeling at ease in their neighbourhoods and did not raise concerns about safety during the day. However, a number of residents and stakeholders noted that they have some concerns about walking alone at night on their estate. They also noted an increase in domestic violence during the pandemic, especially during the first lockdown.

- Stakeholders noted that people lacking digital skills, digital infrastructure or internet access have been the hardest group to engage during lockdown. There is increased awareness that these groups have been left out of online community meetings and activities. Faith organisations and statutory early learning providers mentioned that they had been unable to run their usual programmes that bring different groups in the community together.

- The first and second lockdowns increased residents' engagement in volunteering on the different estates. Stakeholders and residents thought that this created an opportunity for older people to get to know their neighbours better, which strengthened local relationships.

- Traders with premises on or close to social housing estates whose businesses stayed opened after March 2020 emphasised that most of their business came from very local regular customers. They added that these residents continued to be loyal customers throughout the pandemic.

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A snapshot of the borough

2 A snapshot of the borough

This section brings together key findings from the borough-wide research. This includes a residents survey carried out in June 2020, in-depth research exploring the experience of people who are financially vulnerable, and a survey of businesses across the borough exploring the impact of COVID-19 on the borough's business community.

These findings capture some of the wider trends in the experiences of local residents, traders, local groups and agencies between the summer and autumn of 2020. Many of findings still have relevance as the impact of the COVID-19 pandemic plays out, especially the experiences of people who are financially vulnerable, and the impact on many businesses.

Borough-wide residents survey

The survey of residents examined the impact of COVID-19 on everyday life and gathered social and economic benchmarking data. It was carried out by telephone using a structured questionnaire. The questions included in the survey explored perceptions about the impact of the pandemic on everyday life since the beginning of the first national lockdown and about possible effects in the future, and how local residents felt about their local areas. In total 1000 people were interviewed, the survey was administered by Savanta ComRes.

Key findings

- 30% of those who participated in the survey said they were key or essential workers.

- 17% of those surveyed reported that they had been sent a letter saying that they had to shield.

- 10% of respondents said a friend had had COVID-19 confirmed with a positive test at the time they completed the survey. 3% reported that a member of their household had had COVID confirmed with a positive test.

- 36% of those survey reported being worried and very worried about the effect that COVID-19 was having on their life.

- Over 60% of respondents said COVID-19 was affecting their life either because it was having an impact on their wellbeing or because COVID-19 made making plans difficult. 53% said COVID-19 was affecting their life due to its impact on their work, while 43% said it had an impact on their relationships.

- About half of the survey respondents said they felt lonely often or sometimes since the beginning of the first national lockdown in March 2020.

- When asked how anxious they felt yesterday, 20% of respondents reported a score between 8 and 10 (measured on a 0-10 scale, 0= not at all anxious, 10=completely anxious)

- When asked how positive they felt about the future, about a third of those surveyed had a score between 8 and 10 (measured on a 0-10 scale, 0=terrible, 10=great).

- When asked about how their work had been impacted since the beginning of the first national lockdown, 13% of respondents said they had been furloughed and 11% reported a decrease in hours worked. 8% said that they enjoyed working from home, while 5% said they found working from home difficult.

- 9% of those surveyed said they didn't have internet access, while 8% reported that their internet access was not sufficient.

- 88% of respondents did not get involved in local support groups that had emerged since the beginning of the first national lockdown. 29% of those who did not get involved were interested in getting involved in the future.

- When asked about Southwark Council's priorities during the next phase of the lockdown, over 70% of those surveyed rated as high priority *Health and Mental Wellbeing* (82%), *Financial Assistance for those Experiencing Poverty* (82%), *Education and Youth Services* (77%), *Training and Employment Opportunities* (75%). 41% of respondents rated *Physical Changes to Help Physical Distancing* as high priority, while 68% rated *Revitalising Local High Streets and the Local Economy* as high priority.

The impact of COVID-19 on individual wellbeing

- Of those surveyed, respondents were more likely to report **they were very worried** about the effect COVID-19 was having on their life if:
    - they were aged 45-64 (25%), when compared to those aged 18-29 (15%)
    - they self-identified as black (27%) compared to respondents who self-identified as white (16%).

- Respondents aged 45-64 were more likely to report that **they felt lonely often** since the beginning of lockdown compared to those aged 18-29 and 65+ (26% compared to 16%, respectively 13%).

- Over 60% of those surveyed reported that COVID-19 was affecting their life because their wellbeing was being affected (for example boredom, loneliness, anxiety, and stress) and because they were unable to make plans.

- Over 40% of the Southwark residents surveyed said they were concerned about "Health of family and loved ones" and "Uncertainty about the next phase of the lockdown". 37% of respondents reported concerns about their financial insecurity.

- About a third of those surveyed have a score between 8 and 10 on "how positive they feel about the future" scale.

- Health and Mental Wellbeing was more likely to be rated as high priority by respondents living in private rented (93%) and social rented housing (88%) compared to owner occupiers (82%)

- Respondents were more likely to report a score of '0' on the anxiety scale if:
    - they thought they would be about the same financially (31%) or better off (33%), when compared to those who thought they would be worse off (15%)
    - they were aged 65+ (41%), when compared to respondents aged 18-29 (23%) and those aged 45-64 (23%).

- Respondents were more likely to report scores between '1' and '4' on the anxiety scale if:
    - they were owner occupiers (32%), when compared to respondents in social rented housing (20%)
    - they were earning more than £37,901, when compared to those earning less than £24,300.

The impact of COVID-19 on employment and finances

- 37% of respondents reported a decline in their monthly household income due to COVID-19, while 5% said their income had increased.

- 21% of respondents thought that they would be worse off financially six months into the future than they were at the time they completed the survey. 65% reported that they thought they would be about the same financially.

- 6% of respondents said they received free food deliveries weekly or more often since the beginning of the first national lockdown.

- 9% of respondents answered that they had applied for Universal Credit and were receiving it at the time they completed the survey.

- Respondents were more likely to report they were key or essential workers if:

- they were aged 45-64, when compared to those aged 18-29 and 65+ (40% compared to 27%, respectively 9%)

- they self-identified as black, when compared to those who self-identified as white (41% compared with 25%).

- When asked about Southwark Council's priorities during the next phase of the lockdown, respondents who thought they would be worse off financially 6 months into the future were more likely to rate Training and Employment Opportunities as high priority compared to respondents who thought they would be about the same financially 6 months into the future (85% compared to 76%).

- Respondents were more likely to report that their monthly household income was not impacted by COVID-19 if:

- they were owner occupiers (62%), when compared respondents living in private rented housing (47%)

- they self-identified as white (63%), when compared to respondents who self-identified as black (50%) and mixed/other (43%).

- Respondents were more likely to report that they struggled to pay for rent/mortgage, gas and electricity, other bills or food if:

- they were aged 30-44, when compared to those aged 65+ (24% compared to 9% for rent/mortgage; 23% compared to 9% for other bills; 20% compared to 8% for food)

- they were living in social rented and private rented housing, when compared to owner occupiers (23% and 21% compared to 11% for rent/mortgage; 20% and 20% compared to 7% for gas and electricity; 23% and 20% compared to 8% for other bills; 19% and 16% compared to 6% for food).

- Respondents were more likely to report that they did not apply for Universal Credit since the beginning of lockdown if:

- they were owner occupiers (97%), when compared to those living in social rented housing (84%) and private renters (82%)

- they earned more than £24,301, when compared respondents who earned less than £14,900.

- Private renters (62%) were more likely than those living in social rented housing (47%) to report that they were not aware of council finance supports.

- Respondents living in social rented housing (13%) were more likely than owner occupiers (6%) to answer that they used one or more council finance supports.

Community life and social relations

- 75% of those who participated in the survey said they felt like they belong to their neighbourhood.

- Respondents aged 65+ were more likely than those aged 45-64 to strongly agree that they felt they belonged to their neighbourhood.

- 70% reported that friendships and associations they have with other people in their neighbourhood mean a lot to them.

- 82% of respondents said that agree and strongly agree that their local area is a place where people from different backgrounds get on well together.

- When looking at the data for the social regeneration areas, respondents who lived in Dulwich were more likely to definitely agree that they felt that their area is a good place to live compared to those who lived in Walworth (61% compared to 38%).

- Respondents who lived in the Walworth social regeneration area were less likely to definitely agree that they felt safe when they are out and about in their local area compared to those who lived Peckham and Nunhead and Dulwich (30% compared to 54% and 54%).

- Respondents who lived in the Dulwich (32%) and Camberwell (34%) social regeneration areas were more likely to strongly agree that their area is a place where people from different background get on well together compared to those who lived Walworth (15%).

- When asked if they planned to remain a resident of their local neighbourhood for a number of years, respondents who self-identified as white were more likely than those who self-identified as black to strongly agree.

- Owner occupiers were more likely than respondents in social rented housing to strongly agree that they felt they belonged to their neighbourhood.

- Respondents who self-identified as black were more likely than those describing themselves as white to strongly disagree that they borrowed things and exchanged favours with neighbours.

- Respondents aged 65+ were more likely than those aged 18-29 and 30-44 to definitely disagree with the statement that "their neighbourhood has improved in the last five years".

- Respondents who self-identified as black were more likely than those describing themselves as white to definitely agree that they could personally influence decisions affecting their local area.

- Private renters were more likely than respondents in social rented housing to definitely agree that they felt safe when out and about in the local area.

Research exploring the experience of people who are financially vulnerable

This research focused on understanding the experiences of people who are financially vulnerable, as well as barriers and local contexts across Southwark. People were engaged people from a range of local settings and backgrounds across the six areas, through on online or telephone in-depth interviews.

Between April and August 2020, we spoke to 13 stakeholders whose work brought them into close contact with vulnerable populations such as people with no recourse to public funds, food bank users, families in temporary accommodations and shielding households, among others. We conducted five in-depth interviews and three walking ethnographies with Southwark residents who shared accounts of their everyday lives and struggles. We also carried out a case study analysis focused on four local agencies working with vulnerable people to understand how the move to online platforms impacted their activities and services.

Findings from all three phases of the year-long research fed into these key findings focused on experiences of vulnerability. The in-depth interviews we conducted with stakeholders from different public sector and third sector agencies and community groups and local activists were relevant to understand the local barriers and contexts. These additional interviews were part of the area-based stakeholder interviews Social Life carried out for the first and second interim reports, summarising research carried out between April 2020 and January 2021.

Key findings

- Experiences of local people and groups who are disproportionately affected by poverty are **shaped by multiple vulnerabilities** that include but are not limited to financial matters.

- **Housing, employment, access to food, digital and data exclusion, language barriers and structural racism** are issues that have a **cumulative impact** on local residents, their families, and many times their networks.

- Among the **groups most at risk** of experiencing multiple vulnerabilities and being disproportionately affected by poverty are:
  - people with no recourse to public funds
  - people in precarious and poorly paid work
  - newly arrived migrant communities
  - people living in overcrowded housing
  - single parents
  - people experiencing mental health problems
  - people with disabilities, and
  - low-income young and older people.

Multiple vulnerabilities:

1. **Housing**.

   "Access to decent housing, child safety (because there are people with children who do not have their own space), temporary accommodation where they are sharing the kitchen and toilets with other families (it's especially dangerous during COVID). There is poor quality housing in the private sector." (Stakeholder)

   - Lack of affordable and quality housing emerged as a common concern across groups and communities. The need for secure housing, especially for people living in temporary accommodation, and to reduce overcrowding across the borough were brought up time and again by stakeholders and residents.

- COVID-19 has amplified the issues around overcrowding and housing security, especially in multigenerational migrant households and households where a number of private renters had to share common facilities. Concerns about child safety and mental health were raised about home schooling in overcrowded quarters.

2. **Unemployment or precarious types of employment.**

"The situation for Black, Asian and minority ethnic groups and for those living on housing estate has got worse for them in my lifetime in Southwark. They have become poorer and poorer. Less remunerative employment and less employment security...Families are very stretched despite the fact most are working parents." (Stakeholder)

- The pressure on networks and families worsened as the prolonged COVID-19 pandemic has eroded people's ability to cope financially.
- Stakeholders, local traders and residents argued that there needs to be long-term financial support to help those dealing with poverty and lack of work opportunities.

3. **Access to food.**

"Food poverty. People were already in food poverty before COVID – it's not just as a result of it...There is a lot of hardship where people do not even have cooking facilities – no oven and no freezer. Live in one room, no mobile phone or no data credit. Lots of single people in hostels or one room." (stakeholder)

"Food banks are great but why do we have to have them?" (Stakeholder)

- The importance of local food banks and food solidarity was highlighted by stakeholders throughout the research.
- Financially vulnerable groups have continued to rely on food banks throughout the pandemic. Yet stakeholders reported that the pandemic only exacerbated existing problems, pushing some people further into debt, food poverty and weakening the social support networks that used to provide help.

4. **Digital and data exclusion.**

"People always say, "go online" but I only got internet in June [2020] through my daughter's school and I just got an email address because the school needed to reach out to me. GP was only online, videocall, I didn't have internet so I couldn't get access." (Resident)

"Families struggle to do homework as they have no laptop and can't go to the library. Though the library WIFI stayed on so people sit outside and connect to it." (Stakeholder)

- Stakeholders and local residents raised questions about whose role it is to support digital and data infrastructure so residents can stay connected with each other and have access to services, especially in areas of higher deprivation and/or poor network access, where people depend on expensive mobile data.

5. **Language barriers**.

"We need signposting in more languages. The council website is difficult to navigate for people who speak English!" (Stakeholder)

"Language is a problem. People don't trust people at research meetings so their views are not being reflected in the research. There is a lack of understanding of different cultures." (Stakeholder)"

● Since the beginning of the pandemic, concerns about how language barriers limited access to health care, among other key services, have been mounting. Signposting, online and phone translation were brought up as key ways of addressing these barriers.

6. **Structural racism**.

"The Black Lives Matter has had a big impact on our staff. We talked about it especially with the younger black members of staff. They are really keen we acknowledge and recognise the movement. It has had an emotional impact. We are re-doing unconscious bias training." (Stakeholder)

"Proud to see youngsters march in Peckham [in a Black Lives Matter march]. It's been positive and it's given people a voice and articulating how they feel. The council needs to use its powers to make a difference." (Resident)

"Conversations about Black Lives Matter have rippled through the team. 90% of clients are Black and minority ethnic, employment team are very aware of issues, the programmes see largest numbers of Black, Asian and minority ethnic clients in the borough. We are concerned now that the moment is passing, feel it is slipping away." (Stakeholder)

● The pandemic shed light on existing structural inequalities between groups, and it galvanised conversations about how to address racism at different scales – in interpersonal relations, community groups, and at the wider level of local and national institutions. The Black Lives Matter movement also impacted local residents' views on racism and the barriers that Black, Asian and minority ethnic groups face locally.

Research focused on the experience of young people

This in-depth, qualitative research consisted in 10 in-depth interviews and two focus groups carried between November 2020 and January 2021 with the Southwark Young Advisors from Camberwell, Dulwich, Elephant & Castle, Old Kent Road, Peckham and Walworth. The research gives insight into the everyday lives of young people living, studying and working in Southwark.

The data collected is particularly rich not only in the narratives it reveals but also visually. Before the interviews took place, we asked participants to send us four or five photos of spaces in their local area that they used to go to before the COVID-19 pandemic and lockdown measures were introduced; four or five photos of spaces in their local area that they have been able to use during the lockdown; and one photograph of a hand-drawn map of places and spaces in their local area that are important to them, that describe how they feel and experience their daily life at the moment. Participants submitted around 80 photographs and 10 maps of local areas.

The photographs captured a mix of spaces used by the young people we interviewed, showing how they felt about their areas and the local change that is taking place across the borough.

The cognitive maps gave us additional insight not only into places of significance in these local areas but also into the way that young people's routines have been changing for the past months. When analysed together with the in-depth interviews, they piece together a varied social landscape and illustrate how young people use and feel about their local areas.

Green spaces, basketball and football cages, and libraries featured prominently in young people's maps of local areas, revealing the importance of these spaces in their daily lives

Key findings

The research brought attention to what spaces were significant to the everyday lives of young people, as well as a range of challenges they were facing. Together, the narrative and visual components of the research with the Southwark Young Advisors revealed six main themes: the impact of COVID-19 on everyday life, local assets and challenges, a place to belong, local change and control, safety, support and opportunities for young people.

1. **The pandemic has had severe mental, economic and social impacts on young people**. Changes in their everyday routines made many young people see their local areas differently as they became more aware of the role played by local places in organising their lives.

"I feel disconnected from everybody ... this sense of disconnection ties into the social distancing, and being so focused on social media, and... your mental health also. We're not used to doing nothing on a Saturday, or for that long, or not seeing your friends." (Resident)

2. **The lack of youth centres, and opportunities for mentoring, apprenticeship and internship were a major concern for young people from across the borough.**

"A lot of mentoring stuff would be good. To give you advice on managing finances, for example, you don't learn that at uni. And, also, about future studies. I've never had a mentor but have friends who are a lot older who have been like mentors, role models. Mentors would be good, I would have been in a much better position than I am right now." (Resident)

3. **Many young people were doubtful that the local change taking place in their local areas is benefitting them. There is a widespread concern among young people that they are not being seen as an audience for local change in Southwark.**

"Young people are definitely not involved in regeneration processes. Recently, there was an indoor event at the local community hall, but younger people are never encouraged to attend such events or have their opinions heard." (Resident)

4. **Many young people said they felt their areas are safe during the day but also talked about gangs, the danger of violence, being "street savvy" and living with tensions or fear.**

"When you do leave there [main road] and cutting into the little paths through estates, or when you walk a bit down near the barber shop, that can be a bit dangerous, and not safe. It can get really dark, and there's load of alleyways." (Resident)

A survey of businesses across the borough

The survey of local businesses aimed to gather data to understand the impact of the COVID-19 pandemic on the borough's business community. Questions explored perceptions about the impact of the pandemic on the businesses since March and in the future; and how businesses are supporting their communities.

Online survey

115 businesses completed the online survey. The majority of respondents were small businesses, however, a small number of larger organisations also took part in the research. The profile of businesses that took part is broadly in line with ONS data on businesses registered in Southwark.

- 22% were in the retail sector, 21% arts and recreation, 18% accommodation and food.
- Over 90% had fewer than 49 employees – in Southwark or across their UK business; almost 50% had fewer than four employees.
- 4% had over 500 employees.
- Over 20% reported that all their staff live in Southwark.
- 30% had been operating for over 20 years; 9% had been operating for under two years.
- 31% had a turnover of less than £49,999 in 2019-20; 5% had a turnover of £10 million plus.
- 14% described themselves as Black Asian, minority ethnic-owned.
- 46% described themselves female owned.
- 18% operated from their own office, 15% from market stalls.
- 16% were members of a BID or traders' association.

In-depth interviews

Data from 32 traders from Black Asian, minority ethnic backgrounds interviewed in six regeneration areas was also used in this report. This was part of Social Life's wider research in Camberwell, Elephant & Castle, Old Kent Road, Peckham, Walworth and the social housing estates in Dulwich.

- 32 of the 41 traders interviewed in six regeneration areas were from Black Asian, minority ethnic backgrounds.
- 13 of these 25 businesses described their ethnic identity as black African, 7 as white minority ethnic groups (including Turkish or Cypriot), 6 as Latin American, 4 as black Caribbean and 2 as Asian/Asian British.
- Almost a third (10) were trading on the Old Kent Road, a quarter (8) in Peckham, 5 in Camberwell and Elephant & Castle and 3 in Walworth.
- Nine businesses described themselves as hair and beauty, 9 food/convenience stores, 7 were cafes/restaurants, 4 clothes stores, 4 repairs/service and four others.
- 23 businesses employed staff who lived locally.

Key findings

- At the time they completed the online survey, 14 of the 48 business that had closed after March had reopened.

- At the time they completed the survey, 52% of business reported that all or some of their employees were working at home. A third felt this made their staff more productive, a third less so.

- 64% reported that their staff had been furloughed at some point since March. Half of the businesses furloughing staff between March and July had over 75% of their employees on furlough. This number fell after July. 39% said they expected to make some or all of their furloughed staff redundant, this could impact several hundred people.

- 27% said they had made some staff redundant during lockdown – this included more full time professionals than unskilled employees. 26% said that employees on zero hours contracts had had their contracts terminated or hours reduced to zero.

- The most common negative impact of COVID-19 was loss of revenue; over 15% of businesses responding reported experiencing over 8 negative impacts.

- 70% said their revenue had decreased by over 75%, the most common reason for this was a reduction in consumer spending, cancellation of orders, closing operations because of social distancing and reduced footfall.

- Black, Asian and minority ethnic traders interviewed as part of the the in-depth research reported multiple issues. Many issues had been exacerbated by the pandemic and restrictions, from online competition to the impact of anti-social behaviour. They had put substantial effort into keeping open and adapting to social distancing, but were struggling in spite of this.

- Black, Asian and minority ethnic traders voiced anxieties about the future, reporting feeling little control over what happens in their local areas.

- Almost half of the businesses had contributed to their local community during lockdown. Donating food, and donating money or supplies to local causes, were the two most common ways. A similar number thought they would be able to contribute in the future: by offering work placements or internships, or employing more local residents.

- The main challenges businesses saw in the future were retaining customers and businesses, paying overheads and wages, adapting to new restrictions and future lockdowns.

- Businesses identified that the most helpful support from the council or government would be grants or capital funding, business rates or rent relief, and targeted support to help with restrictions and regulations. They also wanted to be supported through procurement, promotion and direct funding.

- Businesses were concerned at the impact of Brexit and over 70% of those responding thought that the impact of COVID-19 would make the impact of Brexit worse.

The findings of this research point to a set of actions for Southwark Council

These include shorter-term measures to manage and mitigate the impact of the pandemic (at the stage this research was published, at the end of summer 2020), alongside longer-term actions to support Southwark's businesses and communities as the full economic impact of COVID-19 plays out.

Shorter term mitigation

- **Rent free periods, rent rebates and grants** to help businesses in vulnerable sectors, including events, creative and hospitality businesses, to weather the coming months before they can restart trading.

- **Support for businesses falling through gaps in government support schemes**. This includes some small businesses without premises, and some self-employed people.

- **Emergency help for businesses threatened by eviction or crisis**, including clear signposting of

where businesses should go for help.

- **Ongoing help to manage and mitigate the impact of COVID 19 restrictions.**

Longer term readjustment

- **Promoting local suppliers:** Many businesses do not use local suppliers because they do not know what is available. One element of this is helping individual suppliers get online.

- **Local business support schemes:** Targeted at sectors/types of business that may struggle, including market traders and micro businesses.

- **Apprenticeships, internships, work placements for residents:** There is appetite to give employment opportunities to people who have lost work in the last year.

- **Support businesses through the Brexit transition**: Including information about changing export requirements.

- **Review road closures**: A review is needed to pinpoint the areas where closures are reducing footfall causing businesses to lose customers, to weigh up the clear benefits and disbenefits of closing roads.

- **Better knowledge of Black, Asian and minority ethnic businesses and trades**: this needs to improve if this group is to be supported effectively.

Case studies

3 Case studies

Online stakeholder engagement

The COVID-19 lockdown and social distancing measures resulted in many local stakeholders closing their doors to service users in March 2020, halting in-person classes and activities. The stakeholder online engagement case studies are part of the second phase of qualitative research carried out between November 2020 and January 2021. At the time when we conducted this case study many stakeholders had yet to re-open their doors. To keep in touch with their service users, a number of agencies noted that they had begun to trial holding events and activities online. A few mentioned that they were reaching more service users than before through online engagement. Others reported that their online services reached only a small percentage of their service users, bringing up the issues of digital and data exclusion.

Given the unpredictability of the current COVID-19 crisis and the impact of social distancing measures on local communities and groups, reaching service users through online platforms will continue to be important. Establishing the viability of delivering services and activities online is an area of growing interest for communities, researchers and policy makers alike.

Method

This case study research is focused on ten local stakeholders, who – at the time of the research – were offering at least one online service. We selected a range of stakeholders, some who had found it easier to move their activities online, and others who struggled engaging their usual users. We referred to the stakeholder interviews that had been carried out to contextualise these case studies. We examined the online platforms used by stakeholders and the types of services provided online.

Online platforms

We reviewed which online platforms each stakeholder was present on, including the stakeholder's own website, and social media platforms, such as Facebook, Instagram, Twitter, YouTube and Vimeo. We examined each platform for the type of content that was being shared by the stakeholder, and the degree to which service users were engaging with this content. We evaluated which platform appeared to be most used by service users and for which type of content.

Services and activities provided online

We explored which services and activities were being offered online and, where possible, compared this to services normally offered in person. We examined whether stakeholders were communicating their online services and activities to service users. We also attempted to determine if online services and activities were new and temporary measures, developed in order to deal with the COVID-19 restrictions or whether online services were offered online before the pandemic.

We also tried to establish whether new, online services, were likely to remain in place, after restrictions are lifted, and if so, why and what the perceived advantages were.

We identified a number of common themes and factors that seemed to have had an impact on the success of online activities and services provided.

- In an effort to mitigate the loss of physical engagement with service users, a wide range of agencies started agencies to offer services and activities online during the spring and summer 2020. A majority of stakeholders reported that digital engagement became easier and reached more people during the second national lockdown, as both agencies and users became more used

to digital engagement.

- Concerns about digital and data exclusion were shared by agencies regardless of the type of service provided. The COVID-19 pandemic and lockdown measures have increased the use of online platforms and services, making the lack of devices, data and skills among certain groups an increasingly pressing problem. This was particularly noted by agencies that work with older people, low-income groups, and local residents whose first language is not English.

- At one end of the spectrum, agencies serving a wide variety of users (such as faith organisations or community groups) noted that they were able to reach more service users through digital engagement than they were engaging in in-person activities. At the other end, agencies working with specific groups such as recent migrant groups and schools serving low-income areas reported that their online services reached only a small percentage of their usual membership.

- Some of the factors that supported a more successful online engagement with their users include:

    - access to funds or securing funding from the outset of the crisis in order to purchase digital devices and internet data allowances to give them to those users in need
    - having staff who could teach users lacking the skills how to use digital devices and/or how to use the online platforms
    - availability of skilled staff or volunteers who could design and run activities/services on different digital platforms
    - access to funds to run regular activities or services online
    - running a variety of activities to respond to the different needs and preferences of users
    - allowing users to participate in the way they feel most comfortable (for instance, joining without cameras on, allowing for flexible engagement in group activities)
    - using various social media platforms in addition to the organisation's website to make sure users are aware of the services provided online
    - targeted platforms and content to appeal to different users (for instance, using Instagram to keep in touch with young people, while using Twitter or the stakeholder's website to share information with the general membership).

Camberwell

23rd Camberwell Scout Group

Background

23rd Camberwell Scout Group is a 100-year-old youth services provider, offering youth development opportunities to young people aged 6 to 18. Though traditionally offering sessions to boys and young men only, in recent years they have opened up their services to girls and young women. During our stakeholder interview, 23rd Camberwell Scout Group told us that today 40% of the young people that attend their sessions are female. 50% of their members come from Black, Asian and minority ethnic communities. It was also noted that the young people who attend the sessions come from a range of socio-economic backgrounds.

Overview

Prior to the COVID-19 pandemic, all sessions were conducted at 23rd Camberwell Scout Group premises in Camberwell, however 23rd Camberwell Scout Group told us that they moved all sessions to Zoom at the beginning of the first national lockdown. The demand for sessions was very high and Scout headquarters purchased a Zoom subscription for all scout groups. During the stakeholder interview, 23rd Camberwell Scout Group told us that they suspended all subscription charges, effectively offering online sessions for free. They informed parents about the plan to move online and had tablets ready to distribute to families who needed them (none came forward). Some of the scouts missed up to four months of sessions, in some cases, because their parents believed the children were already spending too much time online.

Platforms used and types of services provided online

23rd Camberwell Scout Group use Zoom for all sessions that used to take place in person. Additionally, they engage with service users on Facebook (325 followers), and Twitter (400 followers).

23rd Camberwell Scout Group has been offering all its sessions on private Zoom links, since the first COVID-19 pandemic national lockdown, in March 2020.

On the Facebook, Instagram and Twitter pages, 23rd Camberwell Scout Group posts several times a week, sharing content such as:

- Online games and activities
- Reminders and 'count downs' to virtual Wintercamp
- Online 'cook-alongs' with partner organisations
- Updates on donations to charities
- Words of support and encouragement.

Albrighton Community Centre

Background

The Albrighton Community Centre is a social enterprise, conceived and managed by the East Dulwich Estate Tenants and Residents Association. Albrighton Community Centre hires out rooms in the centre to a variety of organisations that run weekly activities targeting different local groups and needs.

The 'Community Fridge' is one of their popular projects, dealing with food waste but recently it has been used predominantly as a food bank. During the stakeholder interview, Albrighton Community Centre told us that in March 2020 the community centre became a COVID-19 Food Hub. Albrighton Community Centre noted that during the first lockdown Albrighton Community Centre were feeding 2,500 people from the Fridge, and that this number increased by 25% during the second lockdown. We learned that during the

second lockdown nearly half of the people accessing the Fridge were from the Latin American community – up from less than one percent during the first lockdown.

Overview

During our interview, Albrighton Community Centre explained that since the beginning of the pandemic, all services that were usually offered in person at the centre ceased. Albrighton Community Centre was not involved in offering any of the services online and do not know if these were offered online by the organisations responsible for hosting these services at the centre. When education resumed for a short time, before the second national lockdown, Albrighton Community Centre was able to hire out some of the rooms in the centre for the tutoring of SEN children.

Platforms used and types of services offered online

Albrighton Community Centre engages with the local community and service users online, via social media platforms, however this is done primarily to promote the Fridge and the COVID-19 Food Hub, and to fundraise for it. Albrighton Community Centre engages regularly with people on social media, via its Instagram page (346 followers), Twitter page (536 followers) and Facebook (400 followers). There is also a separate website for the Fridge, which gives information on the number of people the fridge is feeding and is also a platform where people can donate to the Fridge and get in touch if they want to volunteer.

Since the second lockdown, Albrighton Community Centre has increased these efforts significantly, with new initiatives including making short videos involving celebrities, such as film and television stars, to promote the Fridge, called 'Stars in the Fridge'. These short videos are aired on their Facebook and Instagram pages. Albrighton Community Centre has also collaborated with The Clink, a restaurant in Brixton Prison open to the public, allowing those who book a table online to also donate a meal to the Fridge. Albrighton Community Centre also has a Just Giving page, allowing people to donate to the Fridge.

Since the onset of the pandemic, in March, Albrighton Community Centre has used its social media pages to promote its efforts and increase interest and donations to the Fridge and the Food Hub. On Facebook and Instagram it has asked for specific items for its Christmas List – for Christmas boxes to go to people in need; promoted its own range of Christmas cards, designed by its volunteers; carried out 'Shout outs' to retailers, food producers and charities, who have donated food to the Fridge; and promoted events, held by partner organisations, to raise money for the Fridge.

Dulwich

Dulwich Village Football Club

Background

Dulwich Village Football Club offers sporting activities to children and young people aged 7 to 18. They have 750 members who live in Dulwich or further afield including in Lambeth and Croydon. During our interview, Dulwich Village Football Club told us that their membership is diverse. They also noted that their coaches and managers come from diverse backgrounds and communities, with many of the younger coaches from Black, Asian and minority ethnic groups.

Overview

In the stakeholder interview, Dulwich Village Football Club mentioned that they believe themselves to have been among the first sports groups to offer online training when the nation went into lockdown. Dulwich Village Football Club explained that when lockdown was implemented their coaches put together training packages for members to follow either in their gardens (if they have one) or homes. These training packages included technical practice and simple exercises to stay fit. The aim was to keep members interested and reduce boredom and sedentary behaviour, and to maintain contact and communications amongst members and coaches. Dulwich Village Football Club ran online competitions for skills and practice and gave football boots to winners.

Although the uptake of the online services has been very good, Dulwich Village Football Club are aware that there are groups of people who have not been able to take part in online activities. These groups either do not have access to the internet, or live in crowded homes where taking part in activities inside is impractical. Dulwich Village Football Club noted that there is a strong wish among parents and members to get back into the sport in person.

Platforms used and types of services offered online

Dulwich Village Football Club's website is regularly updated, with information and news on all their teams and online activities available. Dulwich Village Football Club uses 'Pitchero', an online platform for sports clubs, and members access this via the Dulwich Village Football Club website. Access to their Pitchero page is restricted to members only. Dulwich Village Football Club write to their members from Pitchero and offer training and competitions from the Pitchero platform too.

Dulwich Village Football Club is also present on social media. On Facebook, the page has over 400 followers. Instagram has over 950 followers, and on Twitter they have just short of 950 followers too.

Dulwich Village Football Club use their Facebook page to share a variety of content. For example, they share videos of the daily 'lockdown challenge' with Dulwich Village Football Club coaches and members taking part in the challenges. Dulwich Village Football Club also share videos of football matches their teams have taken part in in the past, as well as information relating to the pandemic, amongst other things.

Dulwich Village Football Club's Instagram and Twitter page features content similar to that posted on Facebook, with videos of members and coaches carrying out sporting challenges in their homes or gardens.

Elephant & Castle

Crossway Church

Background

Crossway Church is a United Reformed Church in Elephant & Castle, with a congregation of about 30 members. During the interview, Crossway Church spoke about its involvement in a variety of community projects, including running a community food bank and the 'Robes Project'. Crossway Church is also involved with The People's Company, a community theatre company based at Southwark Playhouse.

Crossway Church is open to all Christian groups and to all ages, cultures and ethnicities, and it actively welcomes people who are new to the local community and encourages them to join. Crossway Church is registered as a charity and is an Incorporated Association affiliated with the United Reformed Church.

Overview

Crossway Church engages with its congregation and the local communities on a variety of online platforms, including social media. During our interview, the Church noted that it has continued to engage with its membership online during the pandemic. Although COVID-19 halted some community events, the Church has been able to continue with certain community engagement activities. Crossway Church is trying to tackle digital exclusion by allowing people to phone into Zoom for online meetings.

Crossway Church told us that offering services online rather than in person had positive and negative outcomes. On the positive side, some members of the congregation who used to be on the fringe of the community have become more involved. There has also been an increase in attendance at the Sunday service when it moved online. Their Bible Study programme now has on average seven households attending online, an increase from when the meetings took place in person.

Platforms used and types of services offered online

Crossway Church has a comprehensive website that gives detailed information on the regular services and activities it offers, as well details on its involvement in community projects. Before the pandemic, Crossway Church used to run regular activities and groups, and it organised community events such as "Migrateful" and ballet. It also used to offer regular activities for children at the church, with an on-site crèche, a Sunday school, and 'The Girls Brigade'.

During the pandemic, Crossway Church has engaged with its membership via social media and Zoom. On Facebook (70 followers), Crossway Church shares videos of sermons and prayers, including the regular Sunday morning service, with embedded links leading to the YouTube page. Crossway Church also has a Twitter account, however, it has not yet used it. Crossway Church also streams services on YouTube, where it has uploaded over 40 videos of sermons and services, including a carol service. Some of these have been viewed up to 130 times.

2.5 Elephant and Castle Community Hub

Background

The Elephant & Castle Community Hub is a community space, originally located in the Elephant & Castle Shopping Centre but now operating as a virtual space. The Elephant & Castle Community Hub offers a wide range of activities to anybody who wishes to take part but especially to those living in the area. All activities are offered free of charge, by charities or independent providers. Classes are popular across all demographics, a variety of ethnicities, older and younger people from the local universities, and parents with young children, attend classes.

Overview

The Elephant & Castle Community Hub has become a Virtual Community Hub as a way of continuing to engage with service users through the pandemic. Classes are delivered live, through Zoom and/or Facebook

(@whatsonatelephant). The Elephant & Castle Community Hub website is regularly updated with class times and Zoom links and passwords.

During the interview, The Elephant & Castle Community Hub mentioned how the pandemic has affected the way that people socialise and their sense of community. They have set up special events (such as their virtual "Halloween Extravaganza," theatre plays and karaoke nights) advertised through different charities and ads on Southwark News, the London Post, Londonist, and Facebook. Before the pandemic attendance at most sessions would be 15 to 20 people, now sessions were attended by around 25 people on Zoom. As well as events organised by the Community Hub, other activities and courses are regularly organised by other charities and. All are being advertised on the Community Hub's website and all are carried out completely online.

Platforms used and types of services provided

The Elephant & Castle Community Hub engages with its service users primarily through its website, Zoom, and Facebook (where it has 1,074 followers). It does not appear to use Twitter or Instagram. The Hub offers a wide array of activities online, including sports for people with disabilities; a choir; children's and adults arts and crafts; dance classes for adults, teens and children; exercise classes for older people; music classes for pre-schoolers; self-care (mental health) workshops; cooking classes; two types of Yoga; and meditation. The stakeholder noted that, as time passes, more people are participating. Yoga and meditation classes for adults and children are currently being attended on Zoom by an average of 10 to 15 people (as opposed to about 8 to 10 when these took place in person).

As well as a full description of the activity, some activities, especially dance and music, offer videos, as exemplars and for people to stream and join in their own time. Some activity providers offer links to their own YouTube channel, where a full series of classes are accessible. Some of these activities take place live, but others (such as dance classes, which are difficult to do live) are pre-recorded and links are shared. At the beginning, some participants and providers found it difficult to adapt to a completely online platform. They had relied on their activities to meet and socialise. An example of this was the choir, which was attended mostly by older people. Now, most people have adapted to being online, after realising that the pandemic will last some time. Slowly, more people are attending the online events but the Hub report that they feel like older people are the group least able to participate online. Videos of activities show that a wide range of people engage in online classes and workshops, supporting the Elephant & Castle Community Hub's statement that the hub "encourages the community to come together, make new friends, connect with other cultures in the borough and learn new skills such as dance or art".

The Elephant & Castle Community Hub uses its Facebook page to advertise its online activities, and posts there several times per week. It shares flyers of its events and videos, and introduces activity facilitators. Some videos, particularly those from the mental health workshop providers, reach nearly 300 views, suggesting this content is very well used.

Old Kent Road

Camelot Primary School

Background

Camelot Primary School sits on the South end of the Old Kent Road between Bird in Bush park and the Ledbury Estate. The school is very diverse with many West African and South Asian pupils, and sits in an area of high deprivation. It is well connected with local community groups, particularly on the Ledbury Estate.

Overview

Like most schools, although still providing face-to-face learning for children of key workers, Camelot Primary have had to shift the majority of their services online over the past year. The challenge has been to ensure their more vulnerable pupils were not further disadvantaged, and that parents were able to access the information they needed to support their children at home. Having experienced difficulties communicating with parents because of language barriers in the past, the school has experience of exploring new ways to share information and connect with both pupils and parents.

Platforms used and types of services provided online

The school has a website which provides a wide range of information to help parents with home schooling, as well as general information on term dates, extra-curricular resources and newsletters. The school however has difficulty getting parents to participate through this platform, and rely much more on immediate texts to parents and occasionally WhatsApp messages.

Twitter is used to provide the school with a more informal and friendly platform to connect and share a wider range of information to parents and pupils. The account was started in 2016 well before the pandemic, however has been used more since March 2020, and in early 2021 had over 300 followers. Posts are made daily, and range from government COVID-19 information, educational resources, sharing of pupils' drawings and activities, recipes for healthy meals, exercise, as well as fun music videos to boost morale.

The flexibility provided by Twitter has provided a versatile platform for the school to connect with pupils and parents in a way that other media could not. It has ensured that parents as well as pupils have multiple ways to keep updated with the school's activities and the larger local communities.

Peckham

Peckham Vision

Background

Peckham Vision is a local community action group led by Peckham residents. The group promotes citizen participation, its aim is to transform the local area through community-led initiatives. Peckham Vision works to keep local residents informed about changes taking place and equip them with tools to take action. It aims to ensure that change planned for London SE15 benefits local people and pursues this goal through collaborative and community-driven work.

The group is run by volunteers who come from a diverse mix of ethnicities and bring a range of expertise.

Overview

The group's main meeting places, Holdrons Arcade and the Bussey Building, closed when the pandemic began. Since March 2020 Peckham Vision has not been able to organise face-to-face workshops or events. Instead, Peckham Vision has kept in touch with local volunteers and groups on a variety of online platforms, especially through Facebook and Twitter and Zoom.

Platforms used and types of services offered online

The Peckham Vision website offers information about the history of the organisation, the history of the Town Centre Forum, and acts as an archive of Peckham development proposals. It hosts a resource page with links signposting visitors to Peckham-based community organisations.

Another resource generated through the website is a mailing list of over 3000 people interested in receiving updates and meeting invitations. During the interview, Peckham Vision noted that, in the past, there was a limit to the number of people who could attend in-person meetings, however, since the meetings have been taking place online, attendance has increased. Peckham Vision also mentioned that the online format has drawn a more diverse group of people than in the past.

Peckham Vision has an active online presence, posting regularly on Twitter (where it has over 9,000 followers), Facebook (over 3,000 followers) and Instagram (over 1,500 followers). Before the COVID-19 pandemic, Peckham Vision posted frequently on Facebook and Twitter about planning policy consultations and planning permissions in Peckham, highlighting how residents can submit their views. Often, these posts offered step-by-step guides on how to access information. As COVID-19 restrictions were implemented, these posts became even more detailed and frequent, and meetings on planning policies went on-line. All three social media channels have seen an increase in posts related to information about COVID-19, how to stay safe during the pandemic and information about local mutual aid groups, as well as events organized by other local groups.

Peckham Vision has played a leading role over the last few years in developing the SPN (Southwark Planning Network) where local people support each other across the borough in responding to planning policy issues. Before March 2020 this was all carried out by email and through face-to-face meetings and workshops. Council consultations about the New Southwark Plan (NSP) have been carried out during the pandemic, and currently the borough is preparing for the NSP Examination in Public to be held in February to March 2021. All the SPN meetings and workshops have gone on-line.

SE15 Community Fund

SE15 Community Fund is a pot of money that offers financial support for people in the SE15 postcode (Peckham and surrounding areas). With the support of the Solidarity Fund, SE15 Community Fund grew out of the Rye Lane Mutual Aid Group. This was set up during the first national lockdown to support residents. As the crisis continued, the needs of local residents increased. Many of those who were already experiencing financial vulnerability found themselves in precarious situations and needed help to be able to buy food and cover everyday expenses. The fund was set up to meet these financial needs, with the support

of another fund in a neighbouring postcode. The fund has now grown with exposure to the community and has become a part of a federation of six other funds, the London Solidarity Funds.
https://londonsolidarityfunds.org.uk

Overview

During the interview, the SE15 Community Fund noted that trust is key to the functioning of the platform. The Community Fund strives to establish trust between administrators, contributors, and fund recipients. Applications for funds are approached without judgement, and people applying for funds are not asked to state what they need them for. SE15 Community Fund mentioned that there are groups of people that either do not have internet access or the skills needed to apply on the online platform. The Community Fund helps facilitate some people to apply over the phone, guiding them in how to use the online platform in the future if possible and offering cash to those with no bank accounts.

SE15 Community Fund is run by volunteers who live in SE15, with four people as 'admins' managing the website and the queries that come through. Other volunteers contribute with skills like bid writing, research, marketing, branding, leafleting and business support. SE15 Community Fund noted that they are aware that many people cannot afford to volunteer because they do not have the time or financial freedom to do so. In an attempt to make the organisation more inclusive and fairer, SE15 Community Fund is trying to secure a separate stream of money to be used as a small monetary thank you to those volunteering their time and potentially to provide laptops and training to address digital access barriers.

Platforms used and services provided online

The fund is hosted on the Open Collective platform, which is an open source platform, hosting multiple collectives around the world. SE15 Community Fund is 'fiscally hosted' by the Social Change Nest, who hold the funds and make the actual payments to grant recipients. This online platform is the place where all funds are collected and distributed. Potential recipients apply for funds, and provide proof of an SE15 address through the website. Using this pre-existing platform, rather than building their own, has been cost-efficient, ensuring transparency in the funding received and granted as well as avoiding the need for a formal company or charity structure.

The platform is linked to SE15 Community Fund's social media accounts, which offer information about the application process. They are active both on Instagram (over 500 followers) and Twitter (over 100 followers). On Twitter, the Community Fund offers regular updates about the fund and reminders about how the application process works and who is eligible for support. Other social media posts prompt followers to highlight the existence of the fund to anyone who might need financial aid, combining social media and word of mouth to promote their service. Some posts highlight milestones in fundraising, and other posts provide information about other mutual aid groups in the Peckham area. Social media has proved a great tool for collaborating with and sharing information between funds, for example a successful cross-fund crowdfunder raised over £10,000 to split amongst the funds
https://londonsolidarityfunds.org.uk/#crowdfunder.

Walworth

InSpire Walworth

Background

InSpire Walworth was founded in 2003 by the Rector of St Peter Church at the time, Giles Goddard. As a community facility for local residents, it runs a wide variety of programmes that target people of all ages, with a particular focus on young people and parents. InSpire programmes cover youth employment, advocacy-based parenting and digital inclusion for adults. In-Spire also organises sport events, music, theatre, and a full arts programme with activities for all ages. Until it closed because of the poor state of the building, 2InSpire Youth Arts Centre, located on the nearby Aylesbury Estate, offered a wide variety of arts programmes aimed at local young people.

Overview

Before the COVID-19 pandemic, InSpire hosted essential community services that offered local people support with loneliness, mental health issues and addiction. The Pathmeads TRA, Art in Communities and the What If Academy are all based at the InSpire community centre. Since the first national lockdown, InSpire has relied on social media platforms, including Facebook, Instagram, Twitter, WhatsApp and YouTube to keep in touch with the communities. The website provides regular news updates and lists of events. During the interview, InSpire mentioned that during lockdowns it kept in contact with service users online and tried to keep everyone connected. WhatsApp, Instagram and Zoom were the platforms used the most to provide services online. Despite this, InSpire lost touch with a small group of vulnerable young people, many from migrant families.

Platforms used and services provided online

InSpire engages across several online platforms but some platforms appear to be more popular: Instagram (574 followers), Twitter 1(769 followers), and Facebook (234 followers). Inspire youth groups have been meeting on Zoom during the pandemic. The website provides detail about the weekly programmes and activities InSpire ran before the pandemic. It shares stories of its service users' accomplishments and its collaborations with other organisations. There is also a webpage with a number of case studies which narrate service users' experiences of connecting with Inspire. Since the pandemic, InSpire has used Instagram to provide updates on its weekly online Zoom sessions. It also shares details of quiz nights which are regularly hosted on Zoom.

The Twitter account is updated almost daily with information about activities that take place on Zoom, including football training, Drama Club (on Wednesdays), Girls Club (on Thursdays) and Youth Club (on Fridays). Twitter is also used to share information about resources and events run by other local organisations. Activities organised in partnership with other providers are advertised on Twitter, such as the Space to Embrace event run together with Daddyless Daughters for girl groups (14 to 18-year-old). Girls Bike 2 is a project in development in partnership with Community Cycleworks. It aims to get girls involved in bike riding and maintenance, and to build their confidence to ride their bikes more. Activities will include jewellery making, bike clothing fashion design and art. The introductory Girls Bike 2 Zoom session took place on Tuesday 9th February 2021, and it will bring together professional and enthusiast female cyclists. Another upcoming project is the 'My Lockdown' Podcast, set up for young people to share their views about their experiences.

InSpire noted that the numbers of followers on their social media channels reflect different audiences. Although Twitter has been popular with other local organisations and adults, InSpire has a high number of young people following their Instagram page. InSpire uses the platform to promote sessions and local partners' activities, to share the achievements of their young people and to update on changes in their youth programme. The InSpire team have set up a private YouTube channel so they can share work produced by young people. InSpire also mentioned that they have not used the organisation's Facebook page for years but haven't been able to delete the page.

The Walworth Society

Background

As a local history and campaigning group, Walworth Society aims to be a voice for people in Walworth and to protect and preserve Walworth's architectural and cultural heritage and its green and open spaces. The group runs monthly meetings focused on local updates, discussing planned developments in the local area, and learning from guest speakers.

The Walworth Society helped establish the Walworth Community Gardening Network and is involved in activities related to the Walworth Heritage Action Zone and designating Walworth Road as a Conservation Area (in 20015). During the interview, the Walworth Society spoke of their involvement in planning issues in the area.

Overview

Before the pandemic brought their in-person meetings to a halt, Walworth Society used to meet monthly. During the pandemic, these meetings moved online, on Zoom, and have remained a platform for local residents to voice their concerns, receive updates on what is happening in Walworth and socialise with other residents and local businesses. Since the onset of the pandemic, the Society has succeeded in offering other activities and events online, including continuing some of their community projects and creating new projects that take advantage of digital technology. This has been supported by the London Community Response Fund and by United St Saviour's Charity.

Platforms used and services provided

Walworth Society is active on a number of online platforms, including Facebook (100 followers), Twitter (3400 followers) and Zoom. The Walworth Society Twitter account has been updated frequently during the pandemic, and it has provided regular COVID-19 updates and information about activities run by The Walworth Society or other local organisations along with information from Southwark Council and local Councillors.

The Walworth Society uses Zoom and Facebook to stream its meetings, as well as festive content, including the virtual Christmas 2020 party. Monthly online meetings have been important in keeping members informed and involved. Meetings have sometimes been themed, bringing together different external speakers and presentations. Often these have been by local historians, sometimes tied to particular events such as the 80th anniversary of the bombing of St Peter's Church.

The Facebook page is regularly updated with reminders about online meetings, event information is made available through a link to The Walworth Society Mailchimp page and through Twitter. Collaborations with local art organisations, such as People's Company, are streamed on Facebook. The Walworth Society Facebook page has continued to host guest editors during the pandemic, such as Garth Cartwright who shared his photographs of Walworth Road.

The website has remained an important resource during the pandemic, offering updates on ongoing projects and monthly meetings (links to the minutes are publicly available). The Walworth Society website features a number of projects run by the group and functions as an archive of past events and activities. A number of online projects have been set up since March. The 'Virtually Walworth' project offered local people the opportunity to collect and "share research, stories, photos and local history about gardens and growing in Walworth". During the pandemic, 'Virtually Walworth' hosted meetings on Zoom and shared information on the project through Facebook and Twitter. A shoppers survey and quiz was set up, with the prize of Pie and Mash for two at Arments.

Some activities took place both on and offline. A socially distanced clothes and book exchange at St Peter's Church took place in the summer. Clothes that were exchanged were documented online alongside descriptions of each garment by their original owner. Other offline events, like the Walworth Socially Distanced Plant Exchange were promoted online through all the platforms used.

Southwark stories

These walking stories bring together the voices of 33 residents of Camberwell, Dulwich, Elephant & Castle, Old Kent Road, Peckham and Walworth.

They draw on walking interviews carried out by the Social Life team in Summer 2020 and Summer 2021.

As we walked with residents, we learnt about their perceptions of local areas. We talked as we walked around local parks, community gardens, playgrounds, cafes and pubs. We explored how people living in these six areas felt about their neighbourhoods, local change and the impact of the COVID-19 pandemic on their daily lives.

The photographs that go with these narratives were taken during our walks and capture places that were important to the people we interviewed. These stories offer a detailed and layered snapshot of residents' lived experiences.

Camberwell (2020)

Frances.

The walk began in Rust Square, passing through Addington Square, to Burgess Park and on to New Church Road. The walk then continued to the Magistrates Court Camberwell Library and Camberwell Green.

Frances enjoys living in Camberwell and especially appreciates her proximity to Burgess Park, which she describes as her sanctuary. She walks through Burgess Park every day and describes how spending time in the park was fundamental to her recovery after a period of ill health.

Overall Frances loves the improvements that have been made to the area, however, she thinks that graffiti on the Magistrates Court should be removed. She thinks that the area would benefit from much better signage.

Frances is unhappy at the number of homeless people that gather on Camberwell Green.

Frances doesn't feel safe shopping after dark in Camberwell and says that there are not enough community police officers about. She also describes concerns people drinking alcohol in the summer on Camberwell Green, without enforcement.

Frances reports not feeling heard by the council. She objects to the council being 'digital by default', which she feels makes it very difficult for those not connected digitally, to get in touch.

"It's hard to get in touch [with the council] unless you are online."

Bev.

The walk began at the Castlemead estate and took in the Elmington Estate, continuing past Comber Grove School and the Wynder and Comber Estate, finishing back at the parade of shops on Castlemead.

Bev really likes living on the estate. She appreciates

being a short walk from Camberwell Green and the local shops and being close to East Street Market. She says the area is ideal for buses too.

Bev is very proud of the Elmington estate tenants' private garden, with its beehives and vegetable plots, and says that it is very popular with tenants on the estate.

Bev describes tensions in her area because repairs have not been carried out in the blocks. There are problems with leaking drains and wastewater that is smelly and runs past people's flats. Bev says this has been ongoing for two years.

Bev says she feels safe during the day in the area, however at night she feels unsafe and doesn't go out though she can't express why that is.

She feels unease with what she perceives as significant demographic changes in her immediate neighbourhood, in the 40 years she has been a resident. She says there is no longer a balance of ethnicity.

"I love my flat and I adore where I live."

"We don't have the council's back up and support."
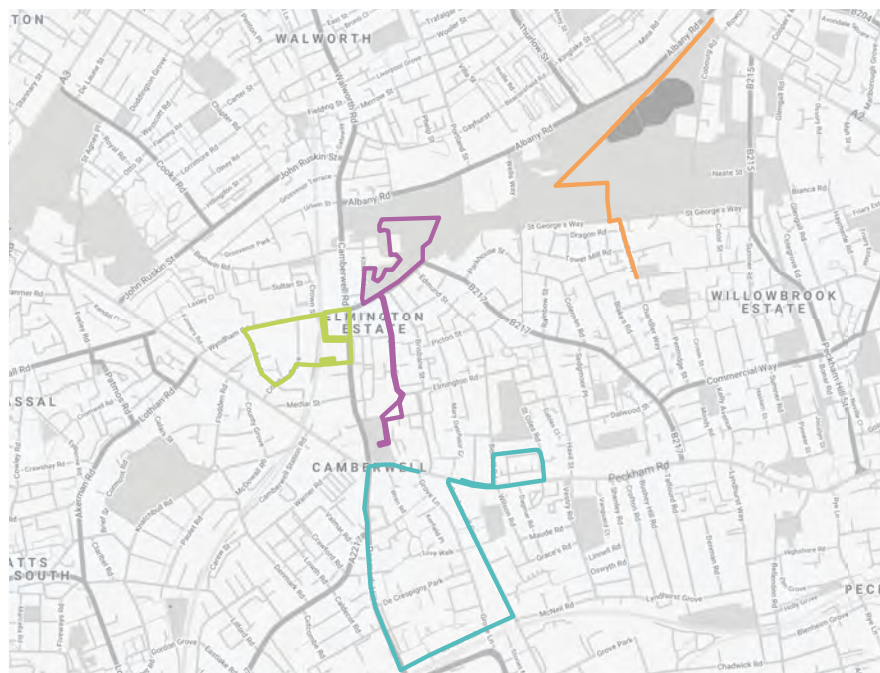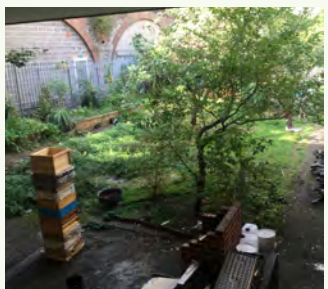
George.

The walk starts at St. Giles Church, and the estates north of Peckham Road, then Camberwell Grove, Denmark Hill, back to Peckham Road again and to Sophocles Bakery.
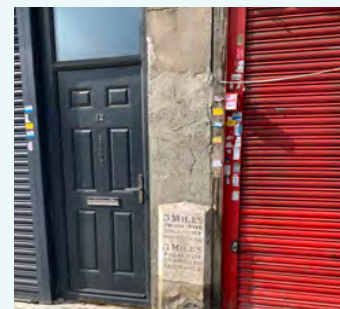

George describes Camberwell as historically diverse with ever changing demographics. He likes that different people bring their own cultures to the area. In the last 10 years he says that more people from Latin America have moved to the area. He has never witnessed animosity between different groups and he feels safe in his area.

George feels that he belongs in his neighbourhood and that it has a strong sense of community and the common good. He is very engaged with his local community and local projects and he feels that residents do have some control over what happens in the area. He believes there is a very strong social aspect to life in Camberwell and the many green spaces encourage people to come together outside of their home. He likes to socialise with friends in local pubs, where he knows many of the regulars. George does not like the amount of traffic, which contributes to high levels of noise and pollution, jeopardising health.

"The great diversity of people has always been a very strong point of the area."

Cora.

The walk with Cora took in the breadth of Burgess Park, ending at the Tesco store near the Old Kent Road gate.

Burgess Park is a very important part of Cora's everyday life and she spends a lot of her time there with her children. She likes the new additions to the park, including the new playgrounds, and the BMX space. Chumleigh Gardens is her favourite spot and she often takes her children there. Cora feels she belongs in the area and that it has a rich diversity comprised of many cultures. Cora describes herself as a 'foodie' and enjoys eating with her friends at the many local ethnic restaurants.

Cora describes how, in the summer and at weekends, different communities come together for celebrations, including Latin American, Jamaican and African communities. Cora especially enjoys the Colombian parties and football activities. She says she feels safe walking through the park both during the day and at night.

Cora commented on the exclusive, gated housing in the neighbourhood, and how this contrasts greatly with how the majority of people in the neighbourhood live. Overall Cora thinks that change in the area is not a bad thing, except when it disrupts the community and people get driven out.

"All my life has been around Burgess Park."

"So many different cultures and things to
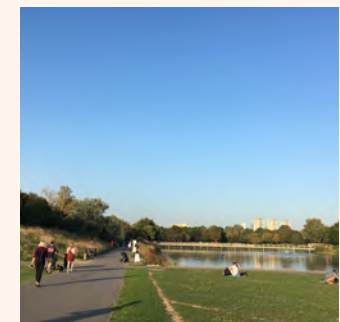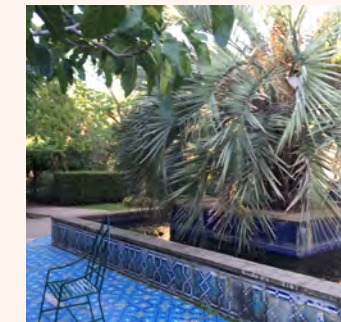
Emerging themes

The residents we walked with reported being very invested in their local community and all feel that they belong in the area. Overwhelmingly they feel connected to their local neighbourhood with its proximity to the green spaces and plentiful local shops and restaurants. They praise Burgess Park, some spend a big part of their everyday life there. All enjoy spending time locally and value the rich variety of ethnic shops and restaurants.

There is a definite pride in the neighbourhood, its parks and its social infrastructure. Residents appreciate the improvements that have been made to date, and they care enough to make suggestions about where further improvements need to be made.

Overall residents feel safe in their area, though not all felt safe after dark. There were some worries about antisocial behaviour on Camberwell Green, including street drinking.

The rich cultural diversity of Camberwell is generally seen positively. Several residents commented that different groups of people get on well together.

Traffic noise and pollution were described as problems of everyday life in Camberwell, alongside particular issues affecting individuals such as problems getting repairs done.

FRANCES has lived in Camberwell, close to Burgess Park, since 2012. She lives by herself in a one bedroom flat and is currently not able to work.

BEV is from Wales and has lived on the Elmington Estate for nearly 40 years: "you couldn't give the flats away then". She lives alone and is self-employed.

GEORGE has lived in South London for over 30 years, in Camberwell for the last 19 years. George is a private tenant and lives alone. He is self-employed.

CORA has lived in Camberwell for over 30 years, first on the Castlemead Estate and then on Gloucester Grove. She lives with her partner and children and is self-employed.

Dulwich (2020)

Anne.

The walk started at Kingswood House and went past Sydenham Hill train station, Dulwich Wood Primary School, and the Kingswood Estate Community Hall.

Anne says she likes living in the area. She describes it as quiet, clean and green, with a good mix of people. Through her daughter and volunteers on the estate, she had got to know lots of people over the years and she very much appreciates the sense of neighbourliness that this has given her.

Anne feels a sense of belonging to her area because she feels local people care about her, including teachers at the local primary school that her daughter goes to.

The social aspect of life on the estate matters very much to Anne and she volunteers at the local community centre, as well as taking part in activities that are run there. She says one reason she volunteers is that she wants to give back.

Walking past the shops, Anne explains how important these are for the estate. Most of them are shut because of COVID, with only a couple open for basic shopping. Anne misses meeting up with other residents at the launderette, for a natter, as these too are closed.

"So you have a mix of people on the estate. Some people who have lived here all their lives and others who have moved in more recently. In all I'd say most people get on."

Danielle.

The walk began at Kingswood Community Centre, as Danielle did her food bank deliveries, then through Bowen Drive and Seeley Drive.

Danielle enjoys volunteering and feels she is giving back to the community, after she needed help from the food bank when she lost her job in March. She says she loves the area and describes it as friendly and safe, where children can play outside and neighbours look out for them. Danielle feels that there is not enough for older teenagers on the estate. When a boy from the estate was murdered, the whole community united to search the area for weapons.

Danielle described how COVID-19 has damaged local social life as everyone is inside. She lamented the loss of the library, and feels lost without it.

Danielle relies on KETRA and the Community centre for information and without them says she wouldn't know where to turn. She thought that empty buildings, like the Kingswood Housing Office could be used for community activities for different groups of people.

"I felt so overwhelmed and was helped. My way of giving back is through this volunteering. I now do deliveries."

Jane.

The walk began outside Dulwich Library, going though Dulwich Park into Dulwich Village, to St Barnabas Church and on to Dulwich Community Hospital, going up Lordship Lane and back to Dulwich Library.

Jane likes the amount of green, the lack of traffic and feeling safe in the area. She appreciates the accessible transport to central London.

Jane likes Dulwich Library and says it has been amazing to have it over the years. She also likes Dulwich Picture Gallery but doesn't always feel at home there. Jane has mixed feelings about the area and feels it has become more upper middle class and gentrified since she moved in the early 80s. She says there is a lack of diversity and that there is no social housing in her immediate area anymore. She feels it more keenly recently, as she's forced to stay very local because of the pandemic.

Jane says that she "sort of" feels like she belongs, as she has lived in the area for many years. However, she says there used to be more ordinary professional people living in the area.

"The social mix is important. We all need to benefit from the same spaces and there needs to be richness and variety."

Donna.

Donna described her local area on the phone, as she found navigating her local area difficult since the COVID protocols were introduced.

Donna loves her local area and describes it as safe and very clean. She feels that she belongs as she has laid down roots and has stability and security. Donna has very good friends in the sheltered housing where she lives.
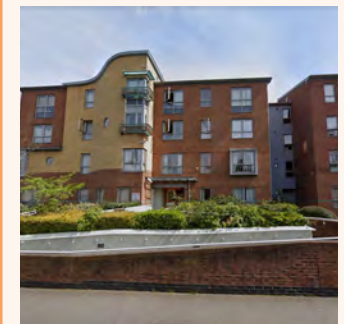
Donna is a very active member of her local Methodist church where she regularly socialises. Donna also goes to local cafes and pubs to meet friends.

Donna finds crossing roads can sometimes be difficult and confusing as not all the crossings have the sensor for visually impaired people.

Donna hopes that that she has control over what happens in the area, but feels that the people who have influence and money and power probably decide what happens.

Donna appreciates how close she is to to train stations, buses, supermarkets and parks and says she feels "very lucky and privileged".

" I do feel like I belong. I feel that I have stability and security."

"The church is very important for socialising."

Emerging themes

People living in the area told us they appreciate Dulwich for its quietness, safety, green spaces, cleanliness and public transport.

Diversity is also seen as a local asset. People noted that those from different backgrounds get on well with each other.

Overall, residents said there is a real feeling of belonging in the area and that the neighbourhood is friendly and supportive, with good social networks. Volunteering provides a way of meeting new people, as well as giving back to the local support network.

Community halls and churches are valued hubs for getting information, activities and socialising. There is a feeling that young people are lacking facilities locally.

The closing of local shops in the pandemic has been a problem for people living on estates that are further away from other shops. Similarly, local libraries are very much loved and were sorely missed during the first lockdown.

Not everyone felt that they have control over what happens in their local area. Some peope do not know who their local councillor is, others do not believe that the council listens to them.

One resident told us that navigating the local area is not always easy with a disability and more needs to be done to facilitate this.

ANNE has lived on the Kingswood Estate, in a council property, for over 30 years and brought up her daughter here. Anne is not currently working outside of the home.

DONNA has lived in sheltered housing for visually impaired people since 2012. She has her own flat and lives alone. Donna works part time.

JANE has lived in her house, off Lordship Lane, for over 35 years. She moved to Dulwich from rural Essex with her husband, they brought up their children here. She is retired.

DANIELLE moved to the Kingswood Estate in 2018 from another area of Southwark and wanted to stay in the borough. Danielle lives with her two children and grandchildren. She is looking for work.

Elephant & Castle (2020)

Tom.

We started the walk close to Tom's house and made our way slowly toward the Cinema Museum. He knows the area well and values the variety of people and housing tenures. As we move through the neighbourhood, he notes that some parts of Elephant & Castle are more organic, pedestrian-friendly and better integrated than others,

he flags the area around the Osborne Water Tower House as an example. When local pubs and cafes were shut in the summer because of COVID-19 restrictions, he used to hang out with neighbours right on the street.

Besides its diversity, Tom thinks transport connectivity and walkability are the main assets of Elephant & Castle.

He is critical of regeneration when it does not consider local needs and local communities. Tom remarks how the areas we cross during our walk are cut by different visible and invisible boundaries which shape Elephant & Castle. One of them is drawn by the conservation area, which contrasts with the fast-changing area around Elephant Park.

Our walk featured a number of local parks and gardens which he likes - St Mary's Church playground, West Square Garden and Lamlash Garden. He says cars used to be more of a problem but this is being addressed through a low traffic neighbourhood.

"There's no clear route to impact change and have your voice heard. There is no clear path even when communities get organised… market forces might still win."

Mike.

The walk started at Victory Community Garden and we strolled towards West Square. On our way back, we stopped by the East Street Market and Nursery Row Park.

Mike thinks green spaces are important for the local area, and have been a lifeline for him and other residents during the first lockdown. He highlights Nursery Row Park, how it is welcoming to a variety of people and activities. Another green space he has enjoyed in recent years is the wild garden behind East Street

Market, which is maintained by local residents.

"East Market has always been cheap and cheerful but it's not a destination for people."

Mike says that traffic has become more manageable and street connectivity and safety have improved with redevelopment. He believes local green links have improved the walkability of the area, and he praises the maintenance of local underpasses.As we pass through East Street Market, he notes how important it is, because of its stalls and

its connection to the African community. Mike says that he would like to be able to shop locally for everything he needs but cannot.

Crossing the street in front of the shopping centre, he reflects that new developments cluster around the Elephant Park but that nothing is happening

on Walworth Road. In his opinion, East Market and Walworth Road should cater both to working and middle-class residents. He thinks there needs to be a clearer vision for the future of Walworth Road.

Jeffrey.

We walked along Walworth Road and the smaller streets behind it. Jeffrey is critical of the tall buildings that are popping up all over Elephant & Castle and worries that the physical

transformation of the area is changing its character. He values the diversity of local communities and is concerned that regeneration could erase the area's heritage.

Jeffrey doesn't spend much time walking around the area and he doesn't usually socialise with friends locally. He shops in the area for cooking ingredients. He talks about the different shops in the area, he knows exactly what he likes from each one and his routines are shaped by his appreciation of what is available locally.

Jeffrey enjoys local parks and gardens and remarks how these are spaces for

socialising, giving the area a community feel. He is aware that it takes effort to maintain them and knows that many residents are involved in this.

Before the first lockdown, kids used to play around Canterbury Place, making the area feel welcoming. He describes how St Mary's Churchyard park attracts drinkers early in the day and thinks they could be a menace for families with children.

"There's too much traffic and pollution around the pedestrian/cycling crossing next to St Mary's Church playground."

Rose.

We started the walk close to St Mary's Church playground, wandered toward the former local library, then headed to Elliott's Row Pocket Park and West Square Gardens.

Rose speaks highly of local parks, and thinks St Mary's Church playground is an important local amenity. She finds it easy to stop there with her children after school and wait for them to let off energy. She recalls that in her early years in the neighbourhood there were no parks and playgrounds.

When we reach the Elephant & Castle Shopping Centre, Rose points out the convenience of having it close by. As a parent, the shopping centre is really helpful , offering a variety of things she needs for her family - food, clothes and shoes. Rose and her kids used to love the bowling alley, she decries the fact that it was shut down and that there is no local alternative . She talks about how the closing of the shopping centre will affect residents with reduced mobility, as they will have to drive or take the bus to shop on Walworth Road.

Rose thinks that there are

other places in London that are better but finds it convenient to live here because it's central and well connected.

"Elephant & Castle has become a bit too built up, you can't see outside of your window. It feels a bit claustrophobic, didn't feel like this 10-15 years ago."

She does not feel like she belongs in the local area, because her friends do not live in Elephant and Castle and because she does not feel there is a strong sense of community in the area.

Emerging themes

The diversity of people and shops in Elephant & Castle is what makes many local residents enjoy spending time there. Residents note that local parks and shops are places where people from different walks of life and backgrounds come together. Some residents have developed strong relationships with their neighbours and have joined local initiatives to improve the area: maintaining gardens, flower beds, or advocating for safer roads.

The loss of local identity and displacement of lower-income communities are concerns shared by many regardless of their views on regeneration. A common thread is the lack of control over local change. Residents are worried that their voices are not heard even when they take the time to participate in consultations.

Many local residents are worried about the survival of small businesses . A few highlighted the negative impact that closing the Elephant & Castle Shopping Centre will have on those who rely on it for shopping, socialising and support.

Transport connectivity and proximity to central London are mentioned as key local assets by longstanding residents and newcomers. Recent changes, such as low traffic neighbourhood policies and improvements in the cycling infrastructure are seen as making walking and cycling easier and safer in the area.

TOM has lived in Elephant & Castle for twenty years; he and his partner bought their place when prices were lower. He speaks to his neighbours regularly and enjoys socialising with a wide range of people.

MIKE moved to Elephant & Castles about ten years ago because he had friends in the area. He enjoys cycling. The pandemic has motivated him to start volunteering, delivering food packages to people who are shielding.

JEFFREY is a professional man in his 30s. He moved to the neighbourhood four years ago and enjoys its local character. His local experience has been shaped by his cycling and cooking routines.

ROSE moved to the area 20 years ago and has witnessed its transformation. Her experience is now shaped by the activities she enjoys doing with her children.

Peckham (2020)

Sarah.

We walked by the primary schools Sarah's children attended. At one of the local primary schools, her two eldest sons were the only students of colour in their year group.

Sarah recalls instances in which she felt she was treated differently at school events. Her daughter

attended a different school, which is more diverse. Sarah describes how difficult it has been to get the learning support her daughter needed.

During the walk Sarah points out several features on the streets that she likes, such as benches, a small green area, and bike racks. She is sceptical about some other features the council has invested in, such as mosaics, street statues and 'funky' streetlamps. She is frustrated that the Peckham Rye station area has not been improved as part of the regeneration.

"There are some funky lamp posts, a mosaic which the council chose to spend money on which is questionable, and the poo looking street decorations which I think are Anthony Gormley? That's their effort of doing up the high street."

Sarah has used many of the local businesses in the area, most of the local shops cater to a wide variety of needs. She was grateful they were open at late hours when she needed to replace a door lock at 11pm. Although she welcomes the gentrification and the new business it brings with it, she is aware of the rising prices.

Sarah's social group, mums from various backgrounds whose children go to the same primary school, became her support network after March. During the Clap for Carers, Sarah would get involved and had a great sense of community.

She appreciates the nightllife and the buzz that gentrification has bought to the area. She feels proud to show off the nightlife to friends and family who visit.

However, Sarah feels she does not feel at home in the area. She says does not feel at

home anywhere; she would be happy to move again.

Gwen.

Walking past Peckham Place, Gwen talks about how important it is that new developments serve everyone in the community. She talks about how new developments are impacting local people,

giving the example of a new small playground which has been welcomed and is well used by families.

Gwen is involved in helping the community. She feels strongly about communicating and building relationships. She believes communication is more than notices and leaflets. She enjoys face-to-face conversations and talks about the way that COVID-19 restrictions have reduced physical interactions. However, Gwen is proud of how older people in her area have embraced technology to keep in touch with friends and family. She describes how local businesses have established relationships with the community, many are places where residents socialise. Several businesses have come forward to help the community through the first lockdown. For example, a local chip shop started a payment scheme for meals to help residents.

Gwen feels a strong sense of belonging to the local area. She is deeply involved in many services in the neighbourhood, through volunteering. She feels she is a 'middle person' for many who need support.

"What I like is the community, it's friendly and people are willing to communicate but need help. There's a mixture of progress, happiness, moving forwards. I love change."

Andy.

Starting at 'The Barrier', a closed off road that became a local landmark, we walk through Peckham Rye Park, past Harris Academy then to some of Andy's running and cycling routes.

Andy thinks the area is lively, with great indoor and outdoor spaces for socialising. He feels very strongly about having accessible green spaces. He is keen that younger people use local sports facilities. Especially for the students at Harris Girls Academy, as they do not have a playground.

"I think the park is in need of different amenities. People are living cheek to jowl but there are few places to encourage mixing in the park."

The local cycling club offers a strong support network for Andy, people of many professional backgrounds use this club and share advice. He points out that the club, though open to everyone, is not ethnically diverse, which does not reflect the local area. The neighbourhood has a WhatsApp group which Andy is a part of, the group helped organise a street party that is held annually. This group later played an important role in distributing information during COVID-19 period, which gave the community a sense of belonging.

Andy does not feel he has a say in the changes in the area, mainly due to his own lack of involvement. He is aware of many of the changes that habe been made in the neighbourhood are due to residents campaigning for them.

The changes to the local area are received positively, the parks, local libraries, community centre and shops have all improved, in M's opinion. Even though Andy and his wife mostly shop online the local amenities are welcomed. Future changes M would like to witness in the area are more enclosed streets, more trees and flower beds along the streets and more free sports facilities.

"The Friends of the Park group don't want a basketball court which is ridiculous because they should be encouraging all to exercise."

Emerging themes

The new changes brought to the area, through regeneration, generate mixed reactions from residents. They appreciate the new businesses that are moving into the area, giving them more options. However, they are aware that this may result in rising prices.

The changes in the landscape are mostly well received. The additions to the streets and pavements, including artwork, benches, and plants and new green spaces are valued. These encourage people to use outdoor spaces more, creating opportunities for neighbours to chat and get to know each other. There is some concern whether all the new changes are necessary.

The feeling of belonging in the neighbourhood is influenced by people's lived experiences in the area. Residents who are more active in the local community have a stronger sense of belonging.

During the first COVID-19 lockdown the sense of belonging is reported to have grown. Local businesses came to the aid of their neighbours. They also became a social hub for residents during this time.

New social support systems have been set up. Some neighbourhood WhatsApp groups became crucial in distributing information. Families and local groups are using social media platforms more to keep up communication.

SARAH has lived in Peckham for 20 years, she and her husband are self-employed, and live with their three children. Since March Sarah has enjoyed walking her dog in the neighbourhood, embracing her interactions with passers-by.

ANDY is a professional man living with his wife and two children. He's lived in the neighbourhood for 29 years. He enjoys running and cycling through the green spaces in Peckham through to Lewisham.

GWEN moved to Peckham 25 years ago. Her relationships with other residents and local organisations have made her well connected to the fabric of Peckham.
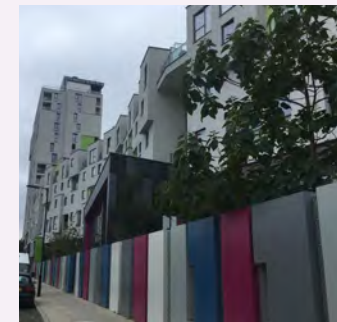
Old Kent Road (2020)

Jo.

The walk started outside Ranna's café besides Burgess Park and ran the length of the Old Kent Road.

Jo points out the Pound Plus & DIY stores and how there will soon be a 15-storey hotel and 40-storey residential block in its place. Jo says the change will bring many improvements, but there is concern whether these changes will benefit people living in the area.

Jo talks about the level of crime in the ward in the mid-2000s, and how things had improved greatly through community policing. Problems have started to rise again more recently because of budget cuts and rising economic hardship.

"I don't think there's enough for teens to socialise safely. There are a lack of things to do. When the Livesey Exchange is built it will help as it doesn't feel like it's on anyone's territory."

Walking down the congested Old Kent Road, Jo mentions problems with respiratory health and high levels of asthma. Besides Burgess Park, there is not much green space, addressing this is important for the future.

The lack of opportunities and activities for young people is also a priority for him. The impact of the pandemic and closing the community centres and clubs has worsened this. The new Livesey Exchange, currently being developed, aims to address this, and there is a lot of excitement around it.

David.

The walk begins on Ossory Road, and loops through the Glengall Road Industrial Estate. David outlines the long history of his company, and speaks of his pride in it, and how he employs 12 local people. They also rent out space to other smaller businesses.

David is involved in local business networks, and encourages other businesses to get involved with cultural events and activities. David believes it is important to make visible the valuable contributions businesses make to the community, and to be involved in decisions affecting the local area.

David is pessimistic about the redevelopment of the area, and feels there will not be a place for them here in the future. Rising rents are a problem, David feels other land-uses are taking priority.

"We feel that we are part of the industrial economy in this area and that we are being pushed out by what is happening - the process of redevelopment of the Old Kent Road and the plans for big scale housing projects."

David likes the diversity of the Old Kent Road, but feels there isn't often much interaction between groups, however this is slowly changing. David believes there needs to be more opportunities to bring people together, and to value this diversity and the benefits it brings.
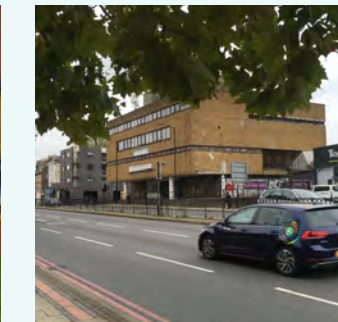
Dimitris.

The walk began outside the Links Community Centre, going north toward South Bermondsey station. The centre has been closed most the year because of COVID. This has had a huge impact and makes it difficult for community groups to come together, however Dimitris thinks that Zoom meetings can sometimes be more accessible.

Dimitris has witnessed a huge amount of change on the Old Kent Road, particularly the transition away from industry, as well as increased ethnic diversity. Although many groups from different backgrounds interact, there is difficulty getting everyone involvemed in the residents' groups.

"I do all this voluntary work as I don't want the estate to go downhill, I want to keep it going, that's why I volunteer."

Dimitris has many long-standing relationships in the area and often stops to chat with other local people. There is a lot of poverty in the area, and he doesn't believe the new affordable housing will be affordable for many.

Dimitris dedicates a lot of time to volunteering. He is involved in his TRA and the community centre, the South Bermondsey Partnership and the Rotherhithe Forum. He says this is necessary to communicate the priorities for the neighbourhood to the council and to have more of a voice.

Alice.

The walk begins near her home. Alice is very happy with where she lives, and had planned to stay throughout her retirement. She is now worried about the size of the development which will surround her.

Even though the area is 'rough around the edges', Alice loves the rich local history, the good transport links to central London, and the range of local shops. Having raised her kids here she feels a strong sense of belonging.

Alice notes how the clearing of industrial sites has decreased footfall and made things quieter, but she worries about the noise and pollution from the construction work that is to come. She has raised concerns with the council and developers, but has found doing so very difficult and taxing.

Alice gets on well with her neighbours, many have lived in the area for a long time and they come together to solve problems.

"When you've got a little neighbourhood without much turnover, and most residents have lived there for 10+ years, you feel very at home."

Alice notices how the demographics of the area are changing with younger and wealthier people moving in, she worries lower-income people risk being pushed out.

Emerging themes

In an area lacking in services and opportunities, local community groups, faith groups and the TRAs are at the heart of the Old Kent Road's communities. This was revealed during the pandemic, as groups successfully came together to provide support, making sure that few people fell through the cracks.

There is a strong sense of local identity, and a long rich history that is remembered and valued by many of the longer-standing residents.

However, a lack is opportunities are seen to have deeply impacted young people, more so during the pandemic. Many are concerned about rising deprivation and crime. They want to see more funding for support services and community policing.

For some, the regeneration represents opportunity and a much-needed chance to restore local infrastructure and services. Others fear that changes will not be for them, and that many will be pushed out of the area, weakening local identity.

This is true of local traders who have been hit hard by the pandemic, as well as larger families who have been on the housing waiting lists for years, and who believe that homes that are being built will not be available to them.

JO has lived in the local area his entire adult-life. Jo knows the Old Kent Road well, and its rapid change over the past decade.

DAVID is the proprietor of a local business which has been in the area since 1947. Since 2013 it has been located on Ossory Road .

DIMITRIS has lived on the Bonamy Estate since he was four. He has been involved with the local residents' association and the Community Centre since the 1990s.

ALICE has lived on the Old Kent Road in social housing for 36 years, and is involved with the TRA. She is a parent and retired social worker, and has a lot of insight into the community.

Walworth (2020)

Rob.

The walk passed through west Walworth from the Walworth Road to the edge of the Brandon Estate, highlighting the different periods of architecture, the convenience of Walworth Road but also the problems of fly-tipping.

Rob appreciates the quiet of the area, and the transport links. He is supportive of the recent road closures but worries how this could affect emergency services. Rob highlights the diversity, of social class and ethnicity, and of types of housing design and tenure.

"It's a complete mix of young families, elderly, traditional white working class who have lived in Southwark forever and lawyers … Generally, it's a friendly vibe."

Generally he feels safe, he spoke of how the residents' association keeps him informed and how it supported people who were struggling during the first lockdown. He goes out in the area to meet friends and socialise, but he would go elsewhere for a "date night". He is more wary of Walworth Road, he feels it is more unruly, and worries people are less careful about social distancing.

He doesn't see the area as having gentrified significantly though notes there are several affluent people in his street who moved in after 2000.

Senait.

The walk started near Pembroke House, an important social centre for the family, and went south to Surrey Square then Burgess Park. The park is important to Senait for socialising and activities but she described some difficult incidents that have made her worry for her son's safety.

Senait likes going to Southbank and to Mercato Metropolitano, noting how few black and Latino people go to these places.

"I see a lot of young couples, working people and change through new cafes and shops … I like the change. It's good for generating jobs. I can also see the negative

… if you have a bad income and job, it's the government's choice where they go."

She used to go to the TRA, but thinks it isn't influential and stopped going. Senait believes there is a need for change and regeneration but worries about the impact on people on low incomes.

Senait appreciates events that bring different groups together, including the annual seaside trip organised by the TRA. Sometimes she feels isolated. This has intensified since March when she stopped being able to see her family in other parts of London.

She speaks warmly of the area's diversity, the range of shops, often low cost. She is aware some families are struggling, financially and with their mental health. She thinks COVID has made this worse.

Alessa.

The walk started on the Pullens Estate, and went through different community gardens, the Newington Estate, and down to Pullens Gardens. During the walk Alessa stopped often to speak to other residents. Alessa is very involved in local community gardening and greening. This shapes her experience of the area and has enabled her to get to know other local people. In general she thinks local people get on and support each other.

During lockdown she spent a lot of time in local green spaces. She didn't feel isolated because she knows so many local people.

Alessa feels she belongs in the area. She meets other parents after school in the local park, she commented on the wide diversity of backgrounds among local families.

Alessa feels angry about how the area is being redeveloped and refuses to go to Elephant Park. She is concerned about the impact on longer term residents, and young people.

She is critical of policing, and the council's attitude to the green spaces and trees that she loves. She thinks the council values local people less than the interests of developers.

"These developments are luxury homes, while there are hundreds of homeless people underneath."

May.

The walk started outside Walworth Town Hall, went up Sayer Street through Elephant Park, over Walworth Road, round the back of the Newington Estate, finishing in Manor Place.

May describes how she enjoys the area, and taking part in local activities. May is involved in local life, goes to meetings, is an active gardener, and is knowledgeable about local changes.

May believes that by being involved in the local community she can be influential, and that the small scale activities and events she is involved with enable people to have a voice.

May likes the new buildings in Elephant Park and speaks approvingly about environmental sustainability within the buildings and planting.

May likes the new restaurants and cafes, eating out is important to her social life. She realises that these are expensive and that many local people can't afford them. She describes some tensions between "old" and "new" residents, and between east and west Walworth, particularly where regeneration money is being spent.

"It don't matter how long you live here, if you are not born here and if like me you have an accent, the locals always think of you a 'new'."

May thinks that generally people from different backgrounds get on, that the main tensions are economic, about access to new facilities. She worries that many people cannot afford to benefit from change in the way she does.

Emerging themes

The diversity, green spaces and, for many, the opportunity to be involved in community gardening are a strong elements of local life binding people to their area. People experience Walworth through their smaller local neighbourhoods.

People with more economic resources report feeling more comfortable with change, they are able to enjoy new places to socialise and eat. People from all backgrounds appreciate the access to central London, to the South Bank, and to green spaces. Transport links are appreciated, however safety causes some concerns.

TRAs are mentioned often as social supports, although there are mixed views about how influential they can be. There is disquiet about the impact of regeneration and change on people who are on lower incomes, this group is seen to include many long term residents. Opinions vary on how much the area has changed, and the value of new buildings and developments.

ROB is a professional man in his 30s, he lives with his partner in a Victorian terrace. He has lived in the area over three years, he grew up in Sussex but his grandfather used to live in the Walworth area.

SENAIT lives with her son in council housing. She came to this country in 2006, first in Sheffield then moving to London. She was in temporary accommodation in the Aylesbury Estate for six months. She words part time.

ALESSA has lived in Walworth for 20 years, originally moving because her partner lived in the area. She lives with her husband and son in a one bed council flat. She does not work because of health issues.

MAY is a private tenant living with her partner, she works in the public sector. Her background is Asian-American, she has lived in the area for six years.

Camberwell and Peckham (2021)

Giselle.

The walk began close to Giselle's home in a tree-lined residential area tucked away from the main road. Since her experience of Camberwell has mostly been through lockdown, she led us around the routes she used for her daily walks and exercise.

We stroll down Church Street, an area known for its independent food outlets and increasingly upmarket pubs. The area has seen lots of new businesses opening recently, most of them catering to a middle-class white crowd and to tourists. Giselle likes the area and feels she fits in here, but worries about the negative impact of recent developments on its affordability.

On our walk we see several signs of community activism. We pass a squatted fire station with signs protesting police brutality. Giselle says that squatting is increasingly common in Camberwell. Giselle feels that people have control over small decisions, giving the example of a local trader whose tenure was under threat but saved by a local campaign. However, against bigger changes like large-scale development, she thinks the impact of local voices will be very small.

Because Camberwell has relatively few transport links, it can be difficult for Giselle's friends to visit her here. They often meet in Burgess Park, or socialise in her garden to keep costs down. Although Giselle's neighbours come across as friendly, she hasn't had much chance to socialise with them during lockdowns.

"Camberwell is quite segregated in its built environment."
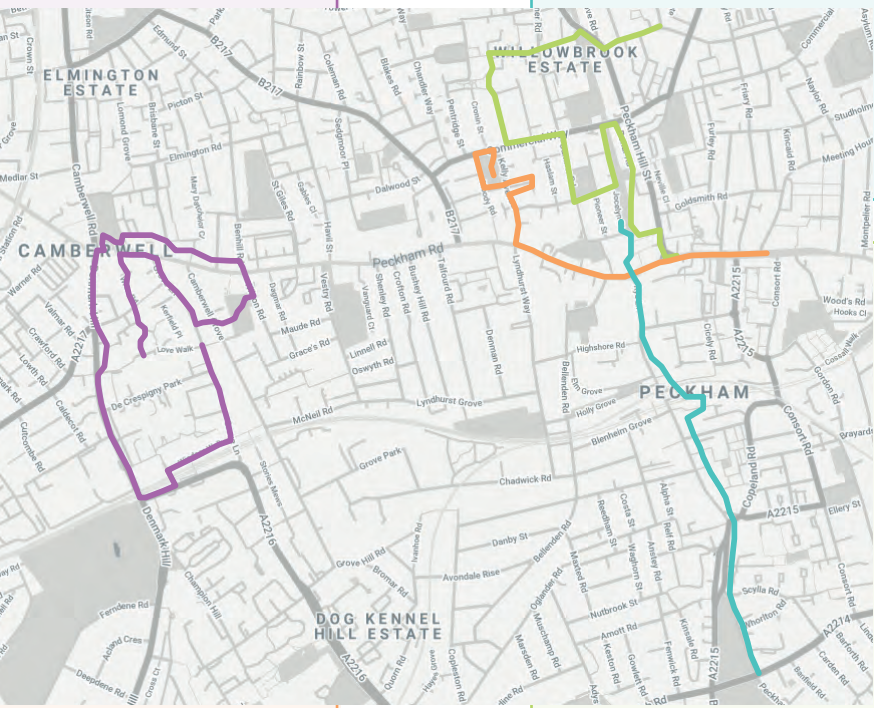
Tanya.

Tanya took us on a walk around Kelly Avenue Park, where she is involved with a community group that is working to renovate it. They are currently installing new signage, park benches, and a canopy to provide shade. Coming together to improve the park has created a lot of community feeling, she tells us.

Tanya is passionate about involving children in community development. Kelly Avenue Park used to be very dangerous, and young people would sometimes get robbed or attacked there. She notes that the children from the local school have driven the changes to the park, as the local people have listened to their views on safety and access to green spaces. Tanya feels engaged in local decision-making through attending 'empowering community' meetings.

"For me, the key is persistence, people banding together, and being stronger together."

However, she sees a division between traditional North Peckham residents who don't feel listened to, and newer groups of middle-class residents who are more confident. She believes that sometimes development plans might seem well-presented and nice, but there are key people excluded from the consultation process.

Chioma.

We started the walk at Peckham Library and walked down Rye Lane, to Peckham Rye in the south. This is a route that Chioma takes daily, and she often comes to Rye Lane to do her shopping. She loves the wide range of activities, green spaces, and shops available in the area, explaining that 'everything is here!'

She points out all the new shops and restaurants on the street, including a Nando's and a Co-op. These have made it easier to get the everyday things she needs. However, as we were walking, she added that the new arrivals are pricier than the stores they replaced, making the cost of living higher.

Chioma feels that she has little control over these changes, and that in Peckham, 'things just happen!' She gives the example of Rye Lane recently becoming pedestrianised, which has negatively affected her use of the street. She would like to see a better council website available to residents, to inform them of the changes taking place in their neighbourhoods.

Over lockdown, Chioma and many of her classmates struggled with online learning and mental health issues. She found it difficult to access support from her teachers or in the local community.

"There is no easy access to mental health support in Peckham."

"Southwark council website is poorly designed and difficult to use."

William.

The walk with William took us around the streets of North Peckham, which has been regenerated extensively. William believes that regeneration in the area has been mostly successful, but tells us that some people don't like change, and others will lose out from it.

We started at Peckham Arch, at the top of Rye Lane. William tells us about council plans to demolish the arch and replace it with apartments. However, there is an enthusiastic campaign to protect the arch, with locals seeing it as an 'iconic symbol of Peckham.'

We then moved to the regenerated estates to the north of Peckham Road. These estates used to have many problems, with long walkways that encouraged crime and anti-social behaviour. Now the streets feature houses with gardens and tree-lined streets. However, William feels that the area is still severely lacking in facilities for young people, with many involved in knife crime and postcode disputes.

William thinks that residents have a lot more say these days, thanks to the internet and better information systems. However, because people are more vocal, it can take a lot of time for decisions to be made. He tells us that, working in local politics, 'you need to be brave if you want to get things done.'

"The five estates program was a real success, and shows how regeneration can be done well, but you don't see many schemes with that success today."

Emerging themes

Affordable housing is a key concern for longstanding residents and newcomers alike in Camberwell and Peckham. The general perception is that the new residential developments in their local areas have not always met the needs of local groups.

The importance of local businesses is also highlighted, especially as residents have seen some of the shops, restaurants and cafés close down during the pandemic. Residents appreciate the range of shops in Camberwell and Peckham, talking approvingly about both the longstanding affordable supermarkets and independent food establishments and the newer shops and cafes.

Control over local change is a topic that has been highlighted multiple times during our walks in these two neighbourhoods. It has been brought up in connection to community activism, involvement in local TRAs and other resident networks, and children's voice in community development. Some residents believe the internet and better information systems are helping them make their opinions heard. Others do not feel that they have power to influence larger-scale decisions affecting their local areas, whilst they might be able to exert small-scale changes by coming together as a community. Yet others highlight that not all local groups have the needed resources (including time!) to take part in consultations and other community meetings.

GISELLE is a woman in her twenties. She has lived in Camberwell since 2020 in a home she rents with her flatmates. She is in full-time education and has a part-time job.

WILLIAM has lived in Peckham his whole life. He shares a home with his partner and has family in Lewisham and Bromley. He loves living in this area, and cares about the changes that are taking place.

TANYA is a longstanding resident of Peckham, and moved to the Goose Green area with her family during lockdown. She worked in youth safeguarding for many decades and is now retired. .

CHIOMA has lived in Peckham since she was six years old. She currently lives alone in temporary accommodation, and is a carer for her brother. She is a student at a local college.

Elephant & Castle and Walworth (2021)

Mateo.

The walk began at Chatica café, across the street from Castle Square, and we strolled towards West Square along the backstreets behind the Elephant & Castle roundabout, following the recently built cycling lanes.

Southwark Playhouse is one of his favourite local venues; it "feeds his imagination" and it is "part of the story" of the local area. Walking past Mercato Metropolitano, Mateo mentions that he enjoys the venue. Though it started out commercially, he thinks it has grown organically into a community space for different groups. However, he regrets the lack of free things to do in the area. "If you don't pay, there's nothing to do" he notes.

Mateo has mixed feelings about regeneration. On the one hand, there is a need for housing. On the other, he feels the rate at which new buildings are popping up is "unsustainable, and it's not solving the problem." He has noticed that many of the new apartments seem to be standing empty. He worries that the built environment is losing its local character, "it'll all look like NYC".

Mateo would like to see more LGBTQIA+ venues in the area, as many of them have been closing down over the past years. He sees Elephant & Castle as being a very diverse area with an important Latin American population and an Afro-Carribean community. He thinks everyone mixes well at key sites like pubs and outdoor spaces.

"Having no control creates a sense of despair."

Casey & Mark.

The walk started close to Casey and Mark's home on Harper Road. They enjoy being able to walk everywhere in the borough and they frequently take long walks to local parks and the Southbank area.

As we walked, they shared stories about the area, from the history of Newington Gardens to the more recent stories about the local pubs lost to redevelopment and tree activism on the former Heygate Estate.

Casey and Mark are part of the Tenants and Residents Association and participate actively in consultations about the local area. As we made our way through the neighbourhood, they pointed to rooftop extension projects and potential relocation spots for the Elephant & Castle shopping centre traders.

They don't think they have control over the changes transforming their streets.

They dedicate time to their allotment and work to ensure that other residents have access to allotments. To Casey and Mark, the allotment is many things: a green relaxing environment, a way to keep active and get out of their flat, and an important social space where they were able to come together with others safely even during the pandemic.

"It's nice to have neighbours come by and check on you…this is what being part of the community is!"

Anna.

We met at Surrey Square Primary school and walked along Congreve Street, Elsted Street and East Street, passing through Burgess Park and the Aylesbury estate, ending the walk on Walworth Road (close to Elephant Park).

Anna enjoys the area's sense of community and thinks the street itself is a social space. She says 'hello' to lots of people as she's walking around in the neighbourhood.

On several occasions, Anna points out poorly maintained council property, fly-tipping, graffiti, and things that just look unsightly due to lack of care from the council. She is concerned about all of the rubbish piling up outside shops on the Old Kent Road as they have nowhere else to put it.

"People think the area is terrible. It's not. It's just colourful."

Air pollution is another concern for Anna. She mentions it many times during the walk, bringing up either the need for more green spaces or less traffic in the local area.

Overall, traffic worries Anna and she hesitates crossing Albany Road even at a crossing, and at one point during our walk she visibly jumps back when a car speeds down East Street.

Anna thinks the area can be a bit 'shady' but it is not unsafe. She is fond of its diversity and worries that gentrification will change the local character of the neighbourhood in the future.

"[The local area] was always a bit rough and ready but that's because of lack of investment."

Lisa.

The walk began on Kennington Park Road and we strolled toward Pasley Park, Walworth Garden, St Mary's Churchyard, with a final stop at Draper Estate. Lisa highlighted the importance of having accessible green spaces and other outdoor spaces for children, not just playgrounds but safe and entertaining places for older children such as adventure parks.

"Walworth Garden is somewhere I take my daughter. It's not just a place to relax but a place of education…I can't say enough good things about this place. I'd be devastated if it ever closed."

Lisa enjoys the local area and especially appreciates the sense of community that exists among the people living in her block of flats. She also spoke highly of the community networks that allow local TRAs to host joint events (pre-COVID). Her daughter attended and loved those as well, she attended theatre and crafts there.

In Lisa's view, TRAs are spaces where the local community comes together, which is why she thinks that keeping community halls on the big estates closed at the moment is a big problem. She thinks this affects children particularly hard, leaving them with no activities to attend or places to make friends.

One important concern for Lisa is local traffic (from cars and bikes alike). She noted that there is a "sea of bikes" at rush hour – this makes her feel very unsafe especially when trying to cross the street with her daughter.

Emerging themes

Similar to the views expressed by Camberwell and Peckham residents, changes in the local business landscape are also an important topic to those living in Elephant & Castle and Walworth. The demolition of the Elephant & Castle shopping centre and the relocation of the traders are recent events that have put this issue on their radar, but local residents are also aware of other issues, such as the gradual disappearance of LGBTQIA+ venues.

Affordable housing is a key concern for those living in the Elephant & Castle and Walworth areas. Just like their neighbours, residents are sceptical that the recent developments are offering a feasible solution to the 'demand' problem. Instead, some residents believe that the change taking place on their streets is "unsustainable, and it's not solving the problem." Ongoing development plans and the prices of flats in new tower blocks are compared against the existing waiting lists for social housing.

Community spaces are key local assets in Elephant & Castle and Walworth. Residents hope that the easing of the COVID-19 pandemic restrictions will mean that they will be able to use them once again. Social gathering spaces such as TRA halls, community gardens and other open spaces are valued because they allow people to come together without having to spend money on refreshments or food. Some residents would like to see more such spaces in their neighbourhood and they spoke about street closures for fairs and other community-led initiatives.

MATEO has been renting in the area since 2019. Though he initially chose it because it is centrally located and affordable, he wants to remain here because there is a sense of community and it 'feels like home'.

CASEY & MARK have been leaseholders in the area since 2013. They moved back to London from the suburbs when their children grew up and came to the Elephant & Castle area because it was central yet affordable.

ANNA moved to the UK from overseas and has been living in the area for 13 years with her three sons. They live together in privately rented maisonette in Walworth. Her daily routines revolve around Surrey Square school

LISA has lived in the area for more than a decade and has lots of friends and family around. She used to live on the Heygate estate and was moved to a different council flat seven years ago. Community activities

Dulwich and Old Kent Road (2021)

Ade.

We met outside Dulwich Children & Family Centre, then Ade led the way around the estate.

Kingswood Estate is surrounded by green space, with Crystal Palace just around the corner, and buses that take you to Brixton and Croydon. Ade notes that there is a mix of ethnicities and people mostly get along. There are lots of friendly families on the estate and people tend to greet one another and stop for a chat, she adds as we cross the estate.
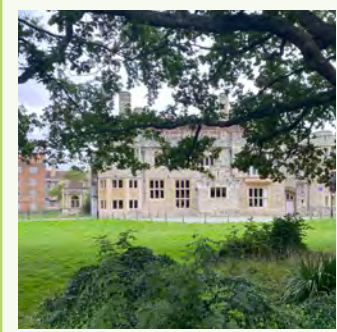
Ade mentions that two key concerns local residents have about the estate are the presence of drugs and occasional acts of violence. Ade feels that young people are especially at risk, and that there isn't enough for teenagers to do. 'They just hang around, and it's intimidating,' she says. Ade doesn't even like her children playing on the local playground as she feels it is dangerous.

"The station entrance is less overlooked than other parts of the estate…[Residents] have also asked the council for CCTV cameras in the more hidden areas of the estate."

There have been several shop closures on Seeley Drive recently. Other facilities, closed due to COVID-19, are sorely missed. Ade is looking forward to the return of a coffee morning at her local church. She is also an active member of the Kingswood Estate Tenants and Residents Association (KETRA). Over lockdown they have been delivering food to vulnerable residents, and they also provide a meeting space and information about changes to the area.

[About the recent easing of the COVID-19 restrictions:] "We are finally coming out again!"
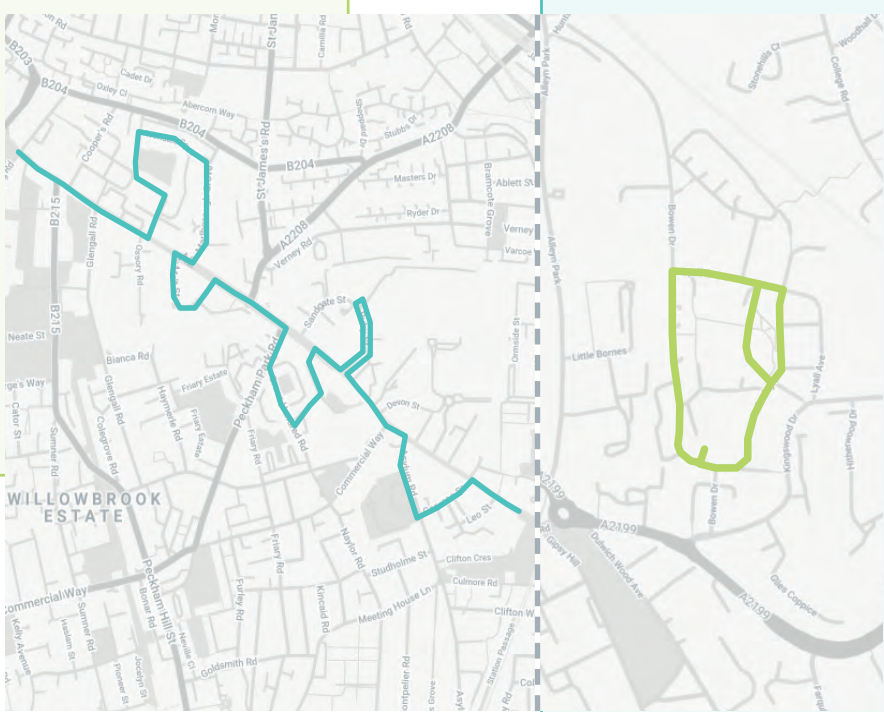
Aaron.

Aaron led us down the Old Kent Road from Burgess Park. He is extremely knowledgeable about the area, having collaborated with community groups, architects, business owners, and artists to document local heritage. On our walk, we passed through several large-scale housing developments surrounding the park.

Aaron is wary of the development process. He speaks about the absence of public consultation,

tried to make the consultation process more democratic, and contest demolition-led housing development. However, a lack of funding available to community groups has made it difficult for them to keep going.

allowed to fall into disrepair.

"Consultation needs to be done differently, and should be a physical presence in the neighbourhood…it's a box ticking exercise."

As we moved from one side of the neighbourhood to the other, Aaron noted that there is very little public art in the area. He believes works such as Adam Kossowski's mural on the former North Peckham Centre are part of the area's heritage. Aaron wonders if the mural will still be visible to the public given all the changes that are taking place in the neighbourhood.

We pass the big box stores, which once replaced smaller shops, but are now an important part of community life. Most are being demolished to make way for residential towers. Other businesses are struggling with rising rental costs.

Aaron is part of a network of residents concerned with the changes that are taking place in the local area. They have

"This neighbouring road was recently pedestrianised, which at first worried and angered local businesses who thought they would lose business and struggle to do deliveries. During the pandemic it became a strength though, as they were able to spill their outdoor seating out into the road."

a negative impact on wildlife and greenery, and longstanding estates being

Emerging themes

Like in the other four areas, the condition of the local business landscape was something mentioned on our walk on Kingswood Estate as well. A few shops and other local facilities closed down during the pandemic months, making local residents aware of the shifting economic landscape. In Old Kent Road, current development plans to have shops included on ground floors of residential blocks have made some residents wonder why these have been designed to face inwards off the street. One local resident worried that the impact of this will be to further isolate and dry up the main road of community life.

Another common thread in the stories shared by local residents is the importance of being members of local networks. Residents highlighted both the social and physical dimensions of these networks, as the reliance on online meetings during the pandemic has left many missing physical interactions and being able to greet their neighbours in person. Residents spoke about their involvement with local TRAs, activist groups or the local church. The fact that many community centres that used to host a wide range of community events have not yet reopened due to COVID-19 restrictions weighs negatively on local communities. Residents also mention other social spaces that are lacking in the area such as community centres and facilities for young people.

ADE has lived in her council home on the Kingswood Estate in Dulwich since 2004. She is employed full time and lives with her children. She knows many people on the estate and greets them as we go on our walk.

AARON is a local photographer and activist who has lived in the area for many years. His home is on the south side of Burgess Park. He fears there may come a point where he is forced to move out due to rising costs and eroding community life.
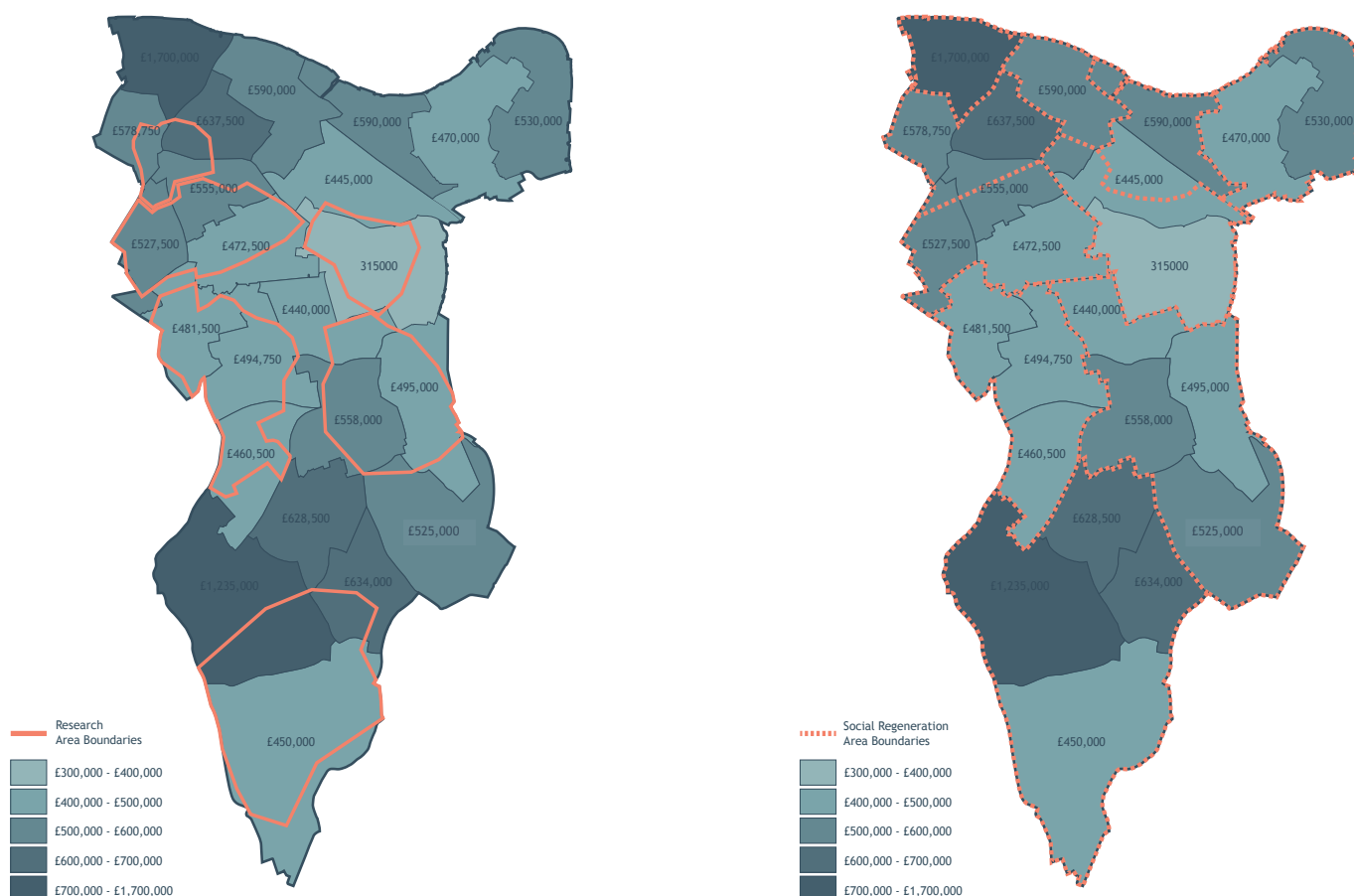
Data portraits

Introduction*

This section brings together a series of data portraits of the six regeneration areas included in the research. These visualisations complement existing Council data by overlaying the research area and social regeneration area boundaries over ward or output area geographies, facilitating comparisons across the six areas included in this year-long research.

The first map is the median house price per ward, followed by a map showing Public Health England data on elderly isolation, incidence of disability, and child health and development. The second set of maps cover the 10 Index of Multiple Deprivation (IMD) measures.

The final set of maps present 10 indicators from Social Life's Community Dynamics data. This data give us another way to compare the six regeneration areas. These indicators use national data and ONS output area classifications to generate predictions about how respondents living in a particular local area feel about safety, their sense of belonging, satisfaction with life, among other things.

Together, these maps provide useful information about trends at community level, helping us better understand the similarities and differences identified in the six areas included in the research.
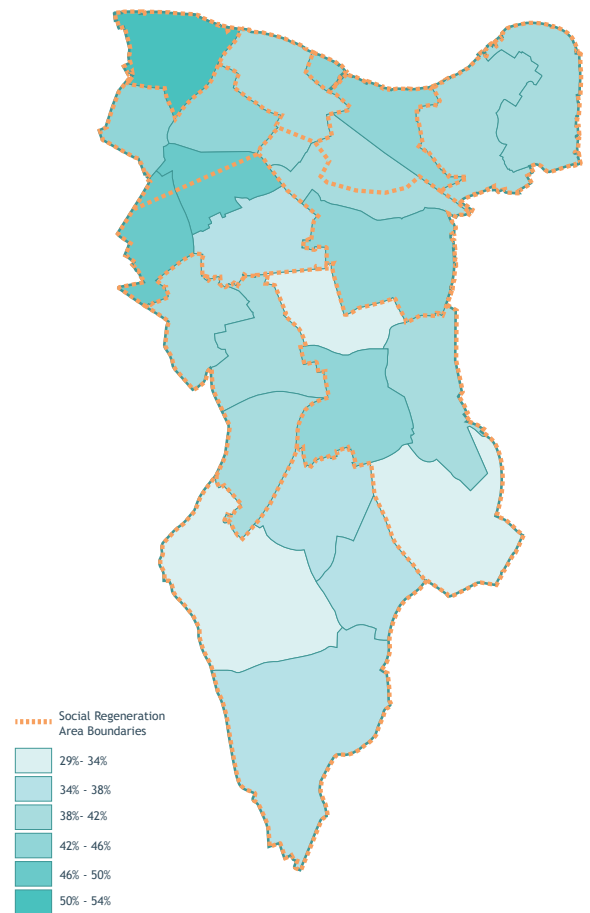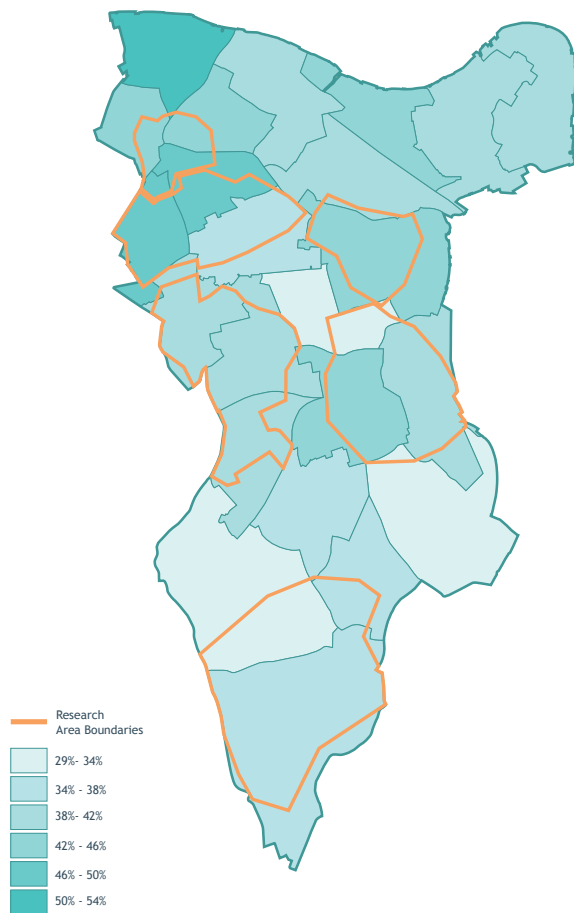
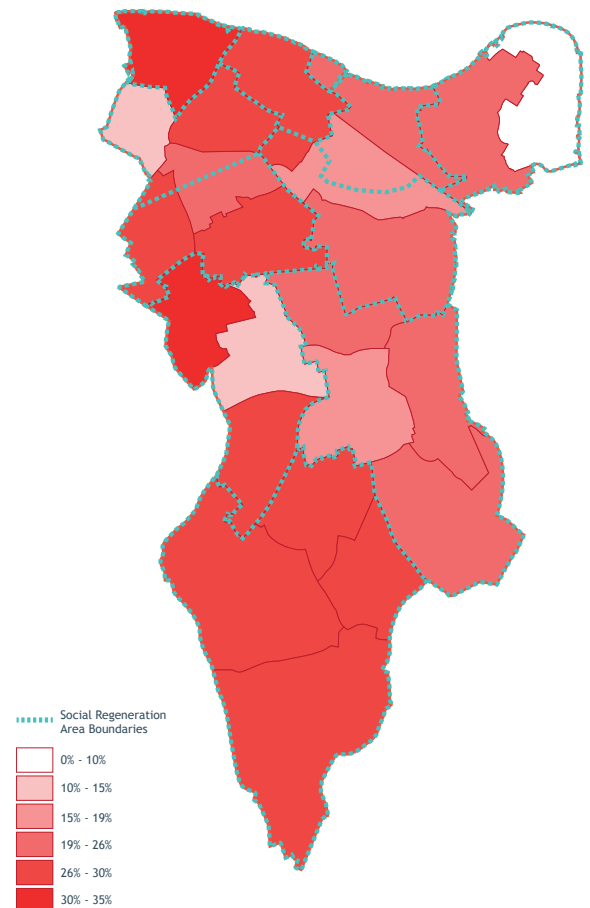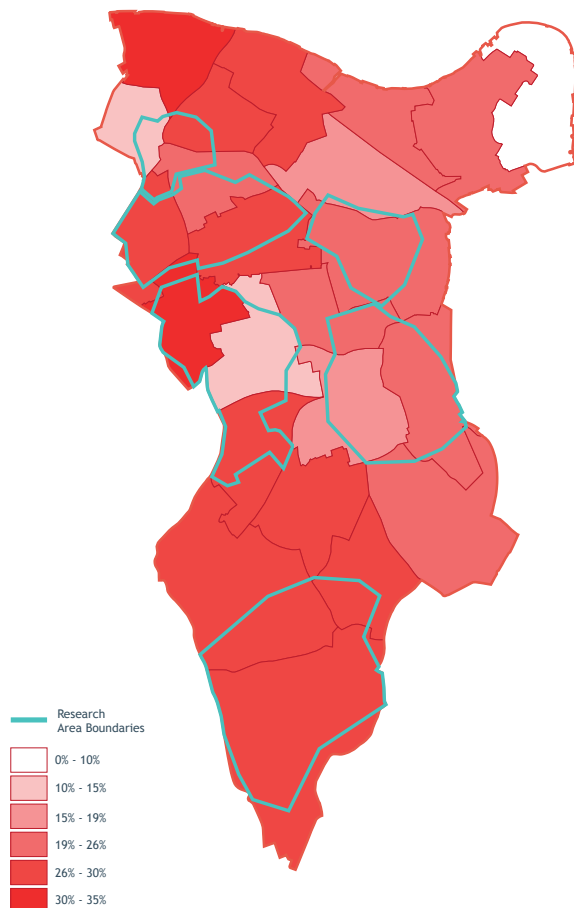**Median house prices by ward (ONS, HPSSA dataset 37, year ending December 2019)**

Percentage of over 65s who are living alone (PHE 2011)

Research
Area Boundaries

29%- 34%
34% - 38%
38%- 42%
42% - 46%
46% - 50%
50% - 54%

Social Regeneration
Area Boundaries

29%- 34%
34% - 38%
38%- 42%
42% - 46%
46% - 50%
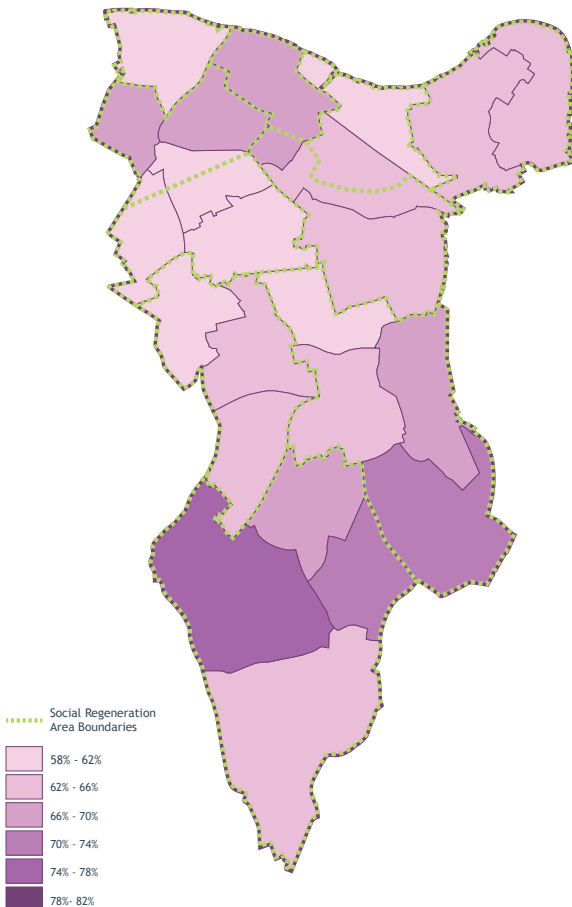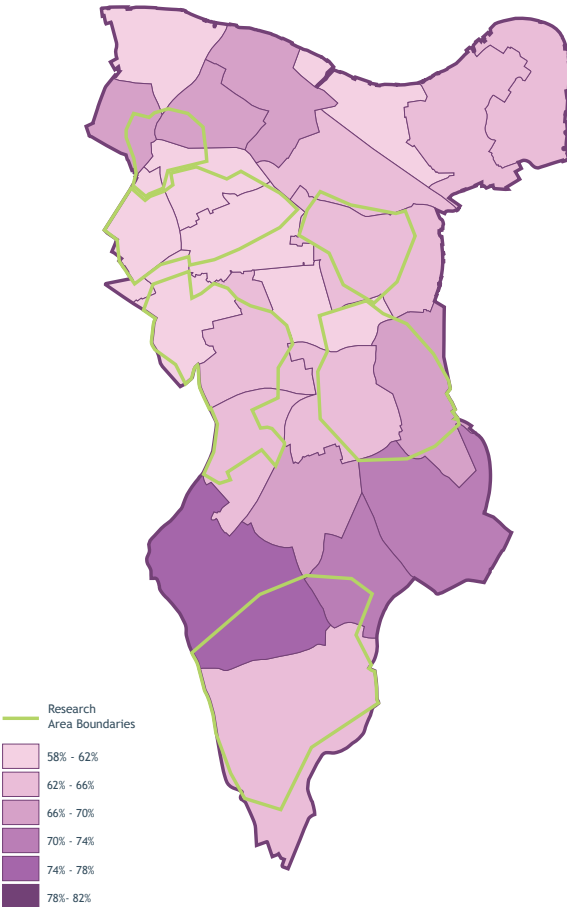50% - 54%

Percentage of obese children in year 6, three-year average (NHS Digital, National Child Measurement Programme, 2015/16 - 17/18)

Research
Area Boundaries

0% - 10%
10% - 15%
15% - 19%
19% - 26%
26% - 30%
30% - 35%

Social Regeneration
Area Boundaries

0% - 10%
10% - 15%
15% - 19%
19% - 26%
26% - 30%
30% - 35%

Percentage of people who reported having a limiting or long-term illness or disability (%) (ONS Census, 2011)

Research
Area Boundaries

9% - 10%
10% - 11%
11% - 13%
13% - 14%
14% - 16%
16% - 18%

Social Regeneration
Area Boundaries

9% - 10%
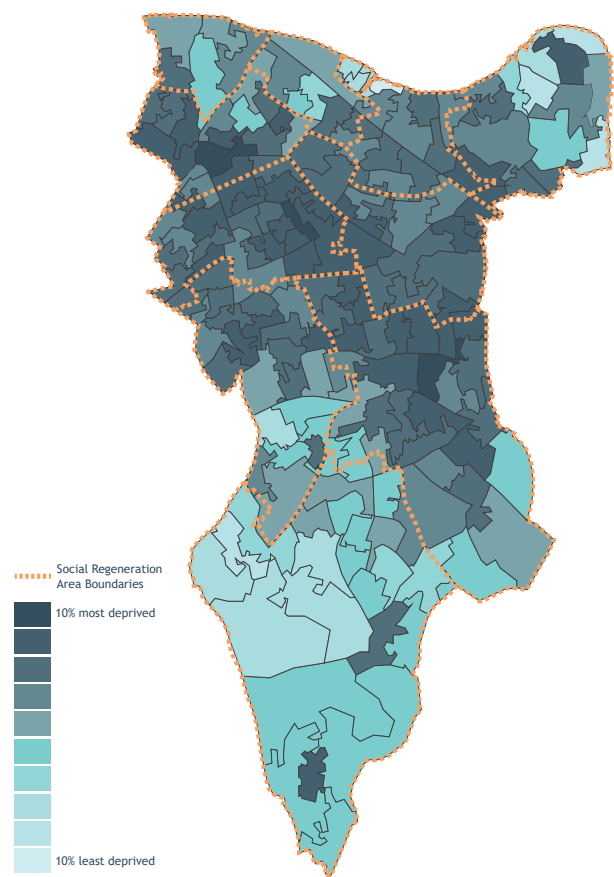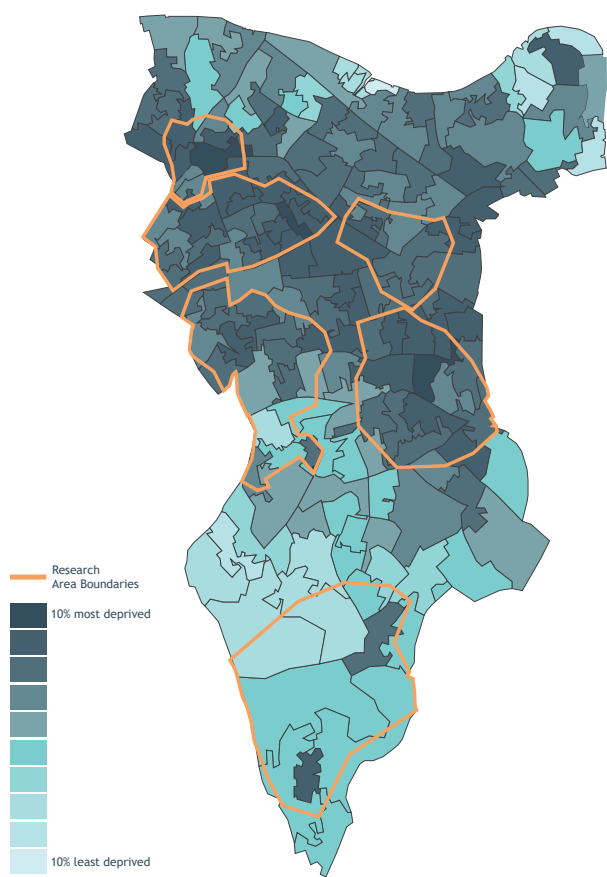10% - 11%
11% - 13%
13% - 14%
14% - 16%
16% - 18%
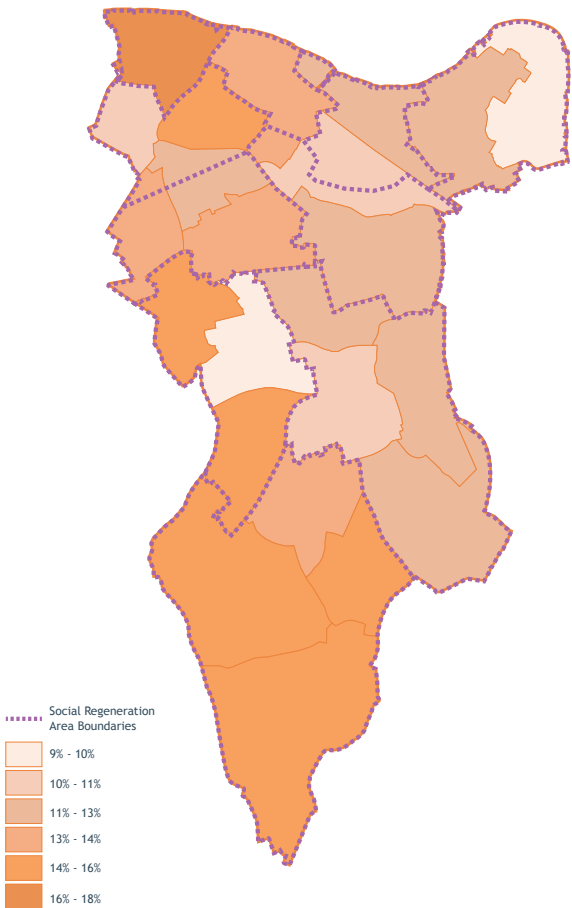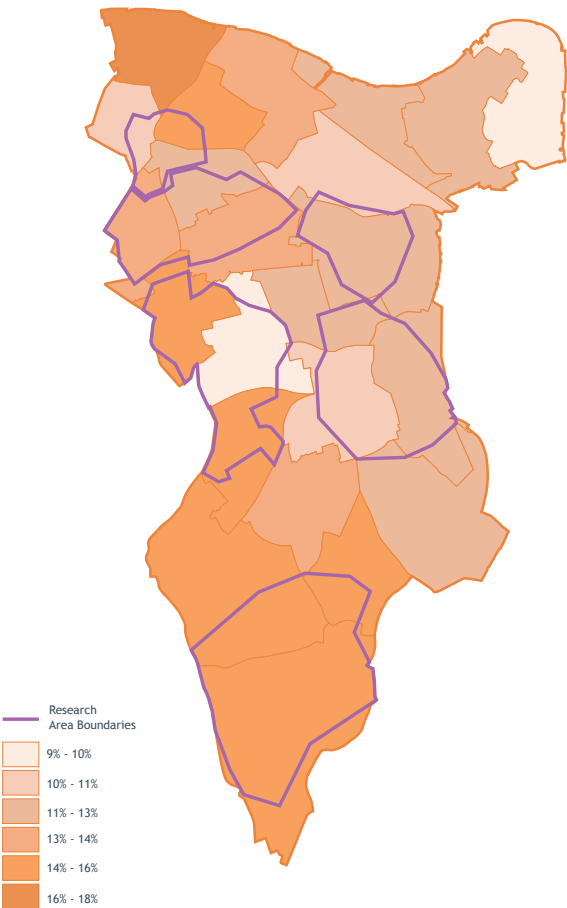
Percentage of aged 5 children at educational development target (Department for Education, EYFS Profile, 2013-14)

Research
Area Boundaries

58% - 62%
62% - 66%
66% - 70%
70% - 74%
74% - 78%
78%- 82%

Social Regeneration
Area Boundaries

58% - 62%
62% - 66%
66% - 70%
70% - 74%
74% - 78%
78%- 82%

Index of Multiple Deprivation

Index of Multiple Deprivation (2019)

Research
Area Boundaries

10% most deprived

10% least deprived

Social Regeneration
Area Boundaries

10% most deprived

10% least deprived

Income Deprivation Domain (2019)

Research
Area Boundaries

10% most deprived

10% least deprived

Social Regeneration
Area Boundaries

10% most deprived

10% least deprived

Crime Domain CD (2019)

Research
Area Boundaries

10% most deprived

10% least deprived

Social Regeneration
Area Boundaries

10% most deprived

10% least deprived
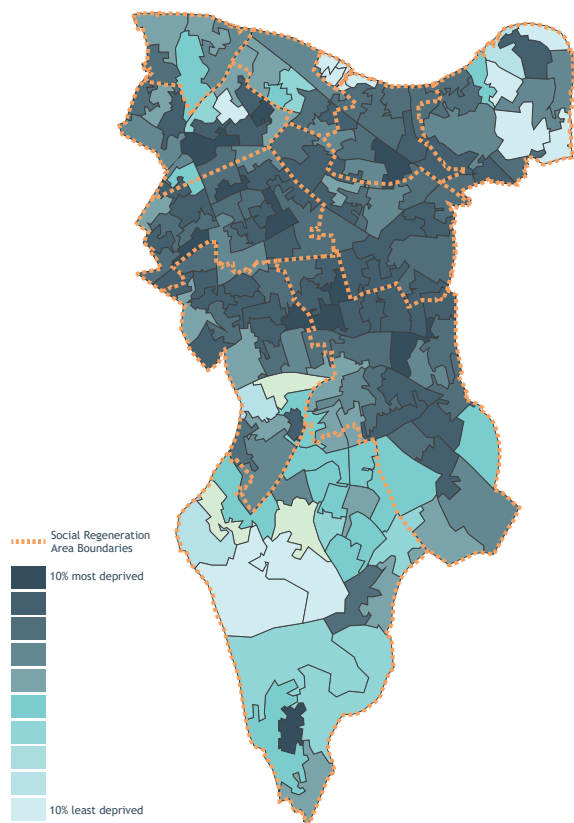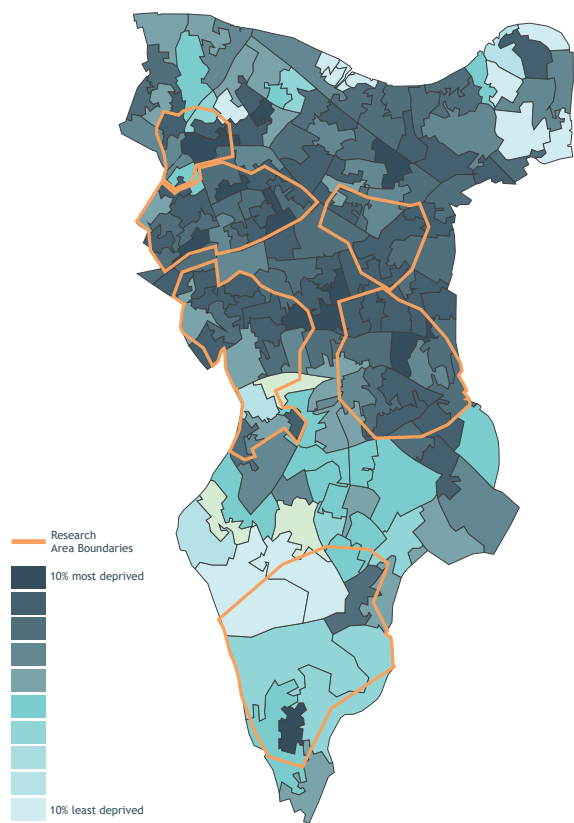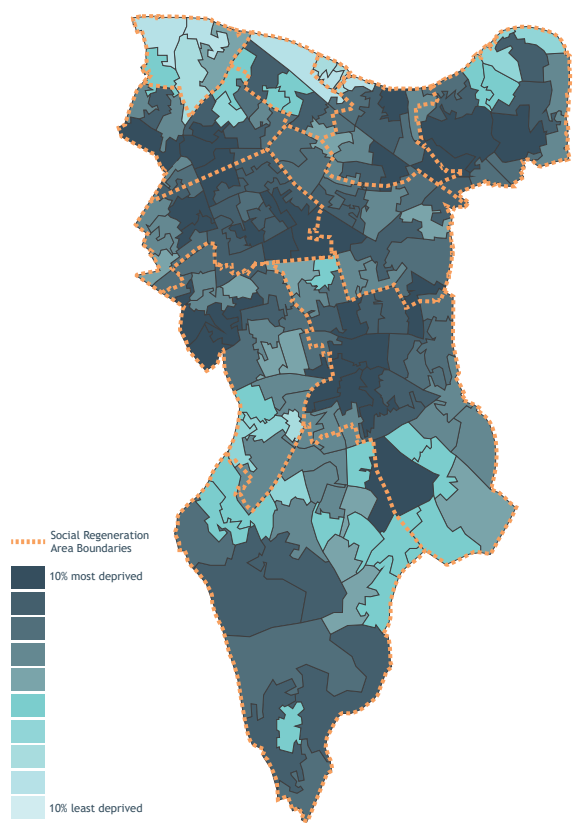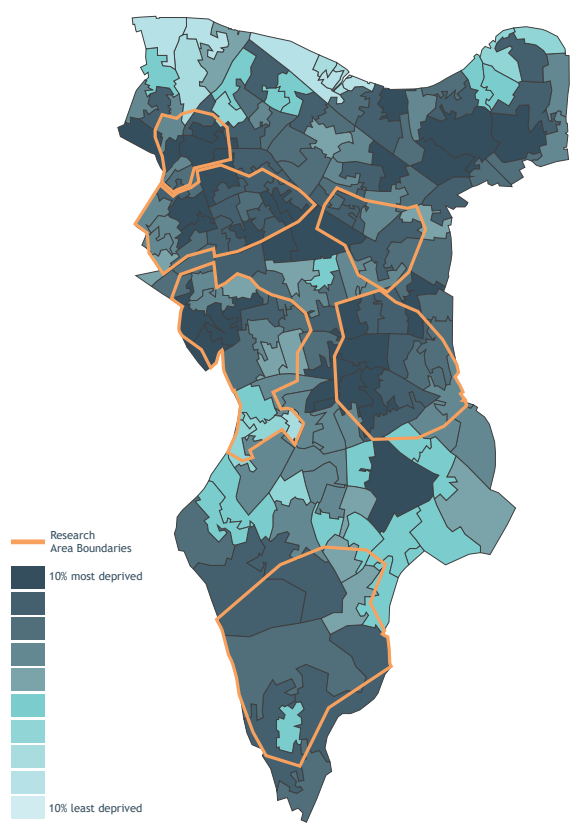
Barriers to Housing and Services Domain (2019)

Research
Area Boundaries

10% most deprived

10% least deprived

Social Regeneration
Area Boundaries

10% most deprived

10% least deprived
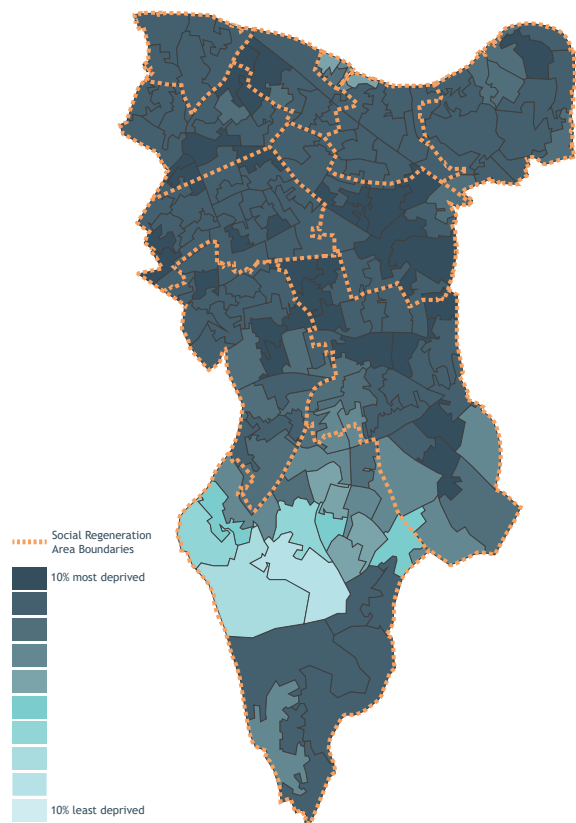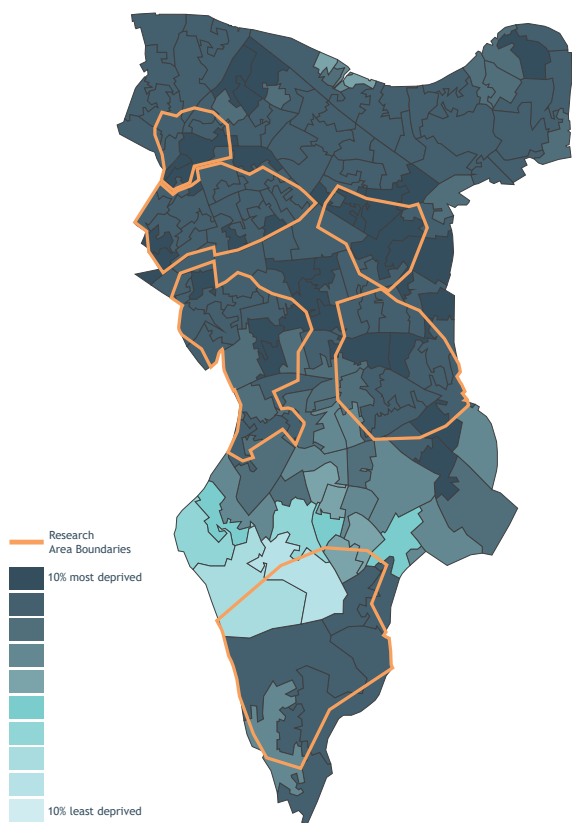
Employment Deprivation Domain (2019)

Research
Area Boundaries

10% most deprived

10% least deprived

Social Regeneration
Area Boundaries

10% most deprived

10% least deprived
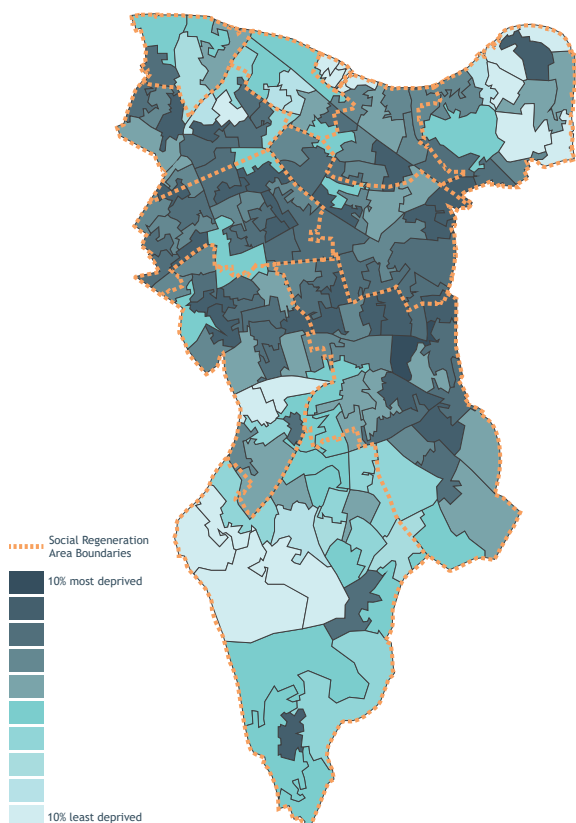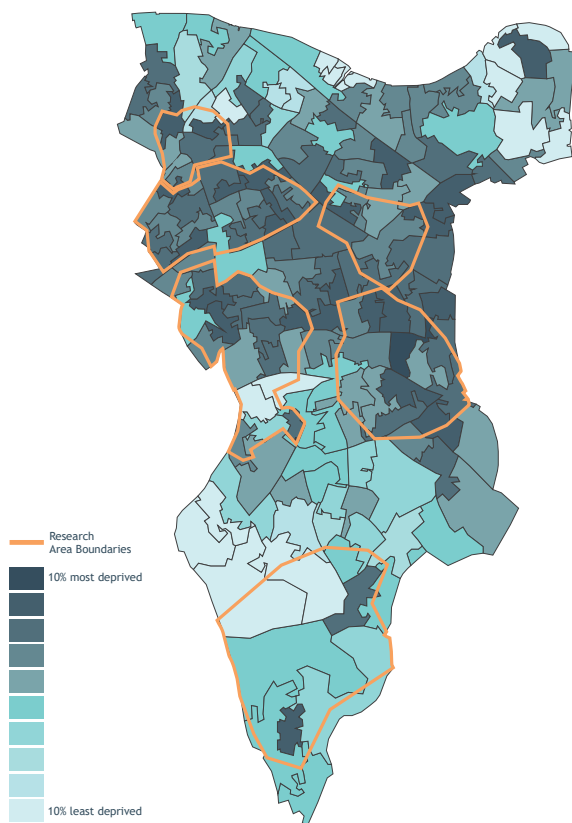
Education, Skills and Training Domain (2019)

Research
Area Boundaries

10% most deprived

10% least deprived

Social Regeneration
Area Boundaries

10% most deprived

10% least deprived
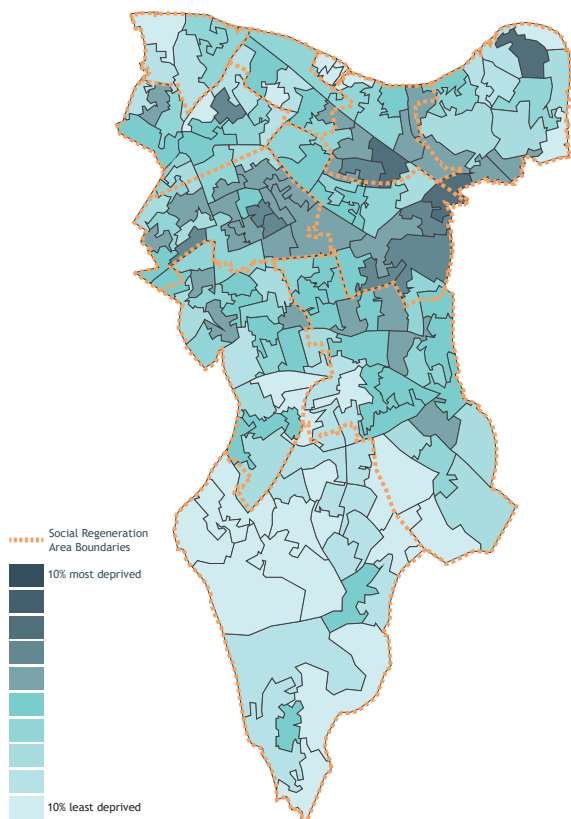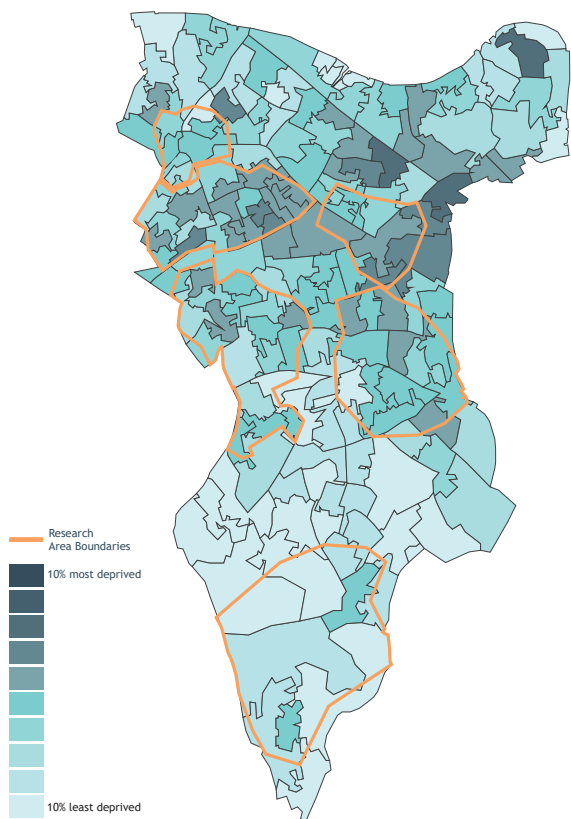
Living Environment Deprivation Domain (2019)

Research
Area Boundaries

10% most deprived

10% least deprived

Social Regeneration
Area Boundaries

10% most deprived

10% least deprived
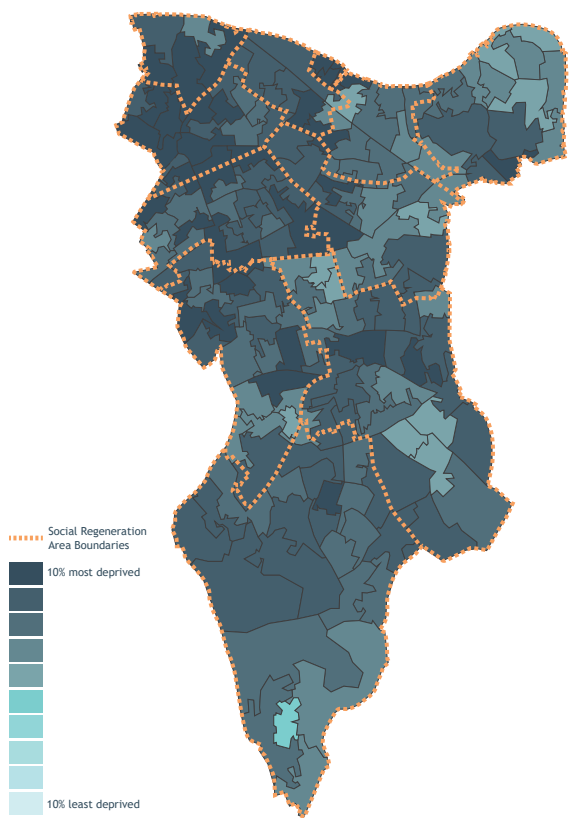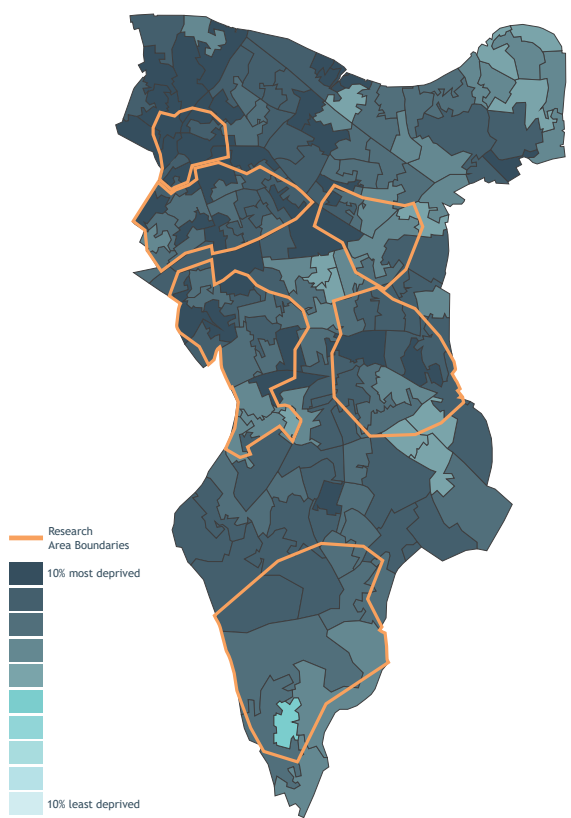
Income Deprivation Affecting Children Index (2019)

Research
Area Boundaries

10% most deprived

10% least deprived

Social Regeneration
Area Boundaries

10% most deprived

10% least deprived
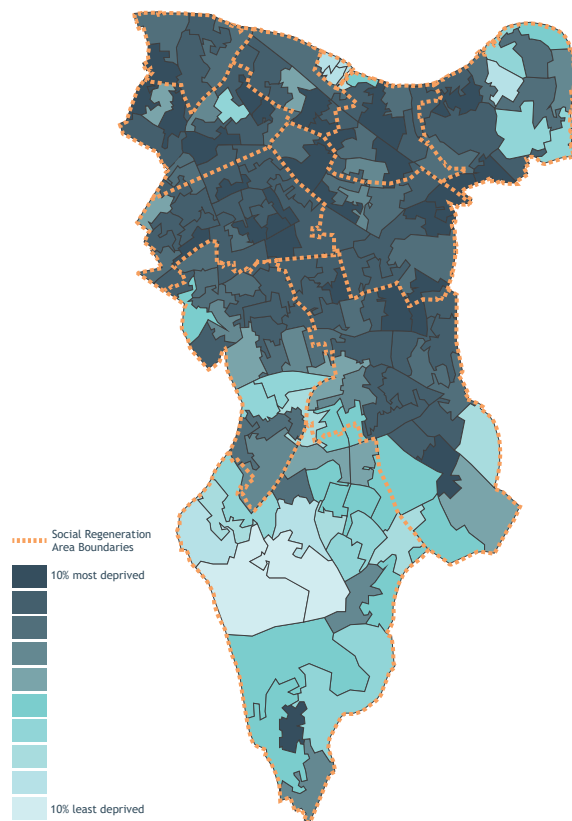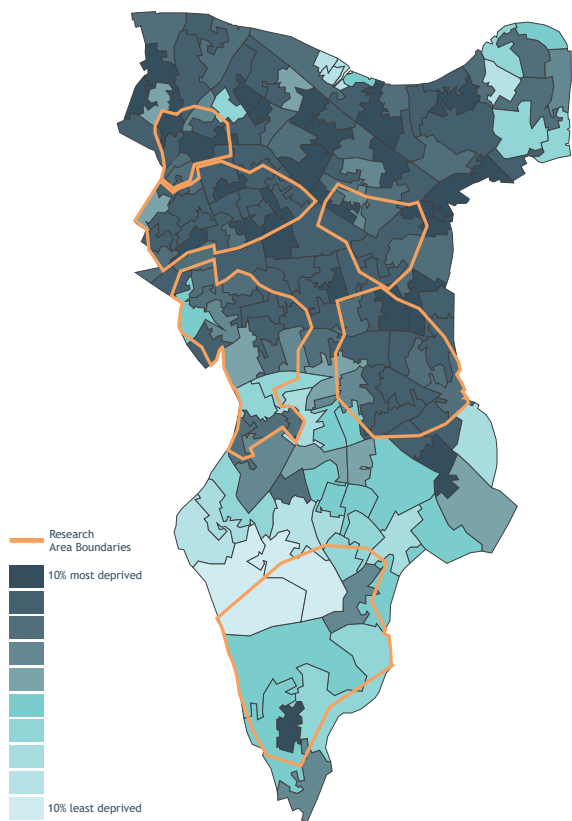
Health Deprivation and Disability Domain (2019)

Research
Area Boundaries

10% most deprived

10% least deprived

Social Regeneration
Area Boundaries

10% most deprived

10% least deprived
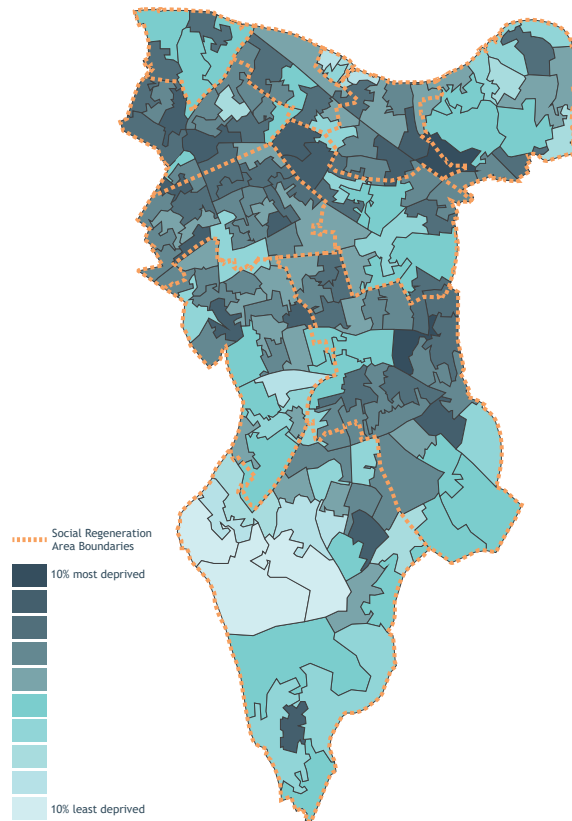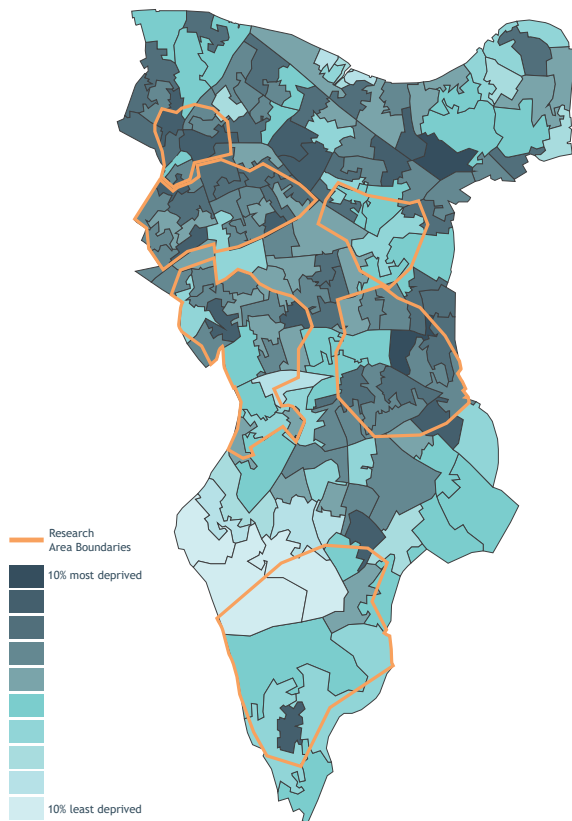
Income Deprivation Affecting Older People Index (2019)

Research
Area Boundaries

10% most deprived

10% least deprived

Social Regeneration
Area Boundaries

10% most deprived

10% least deprived
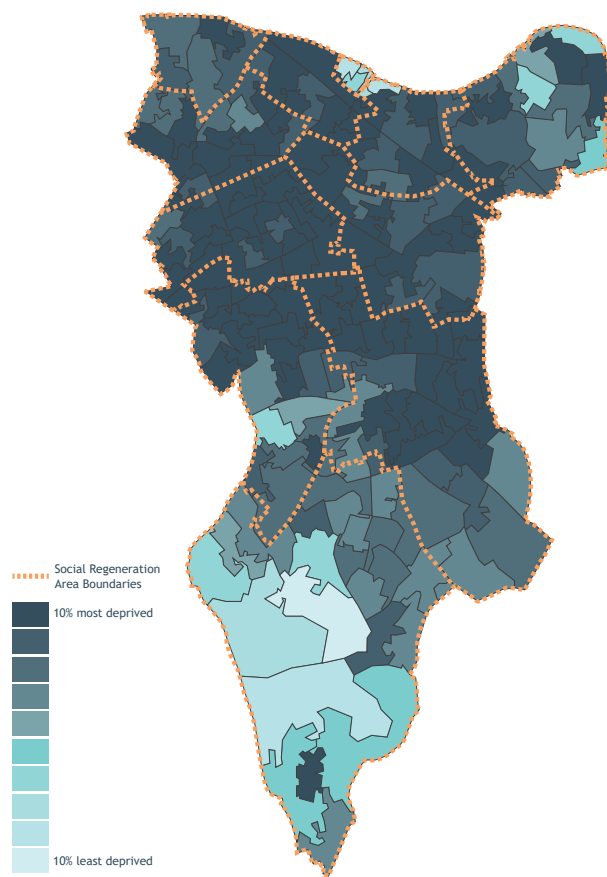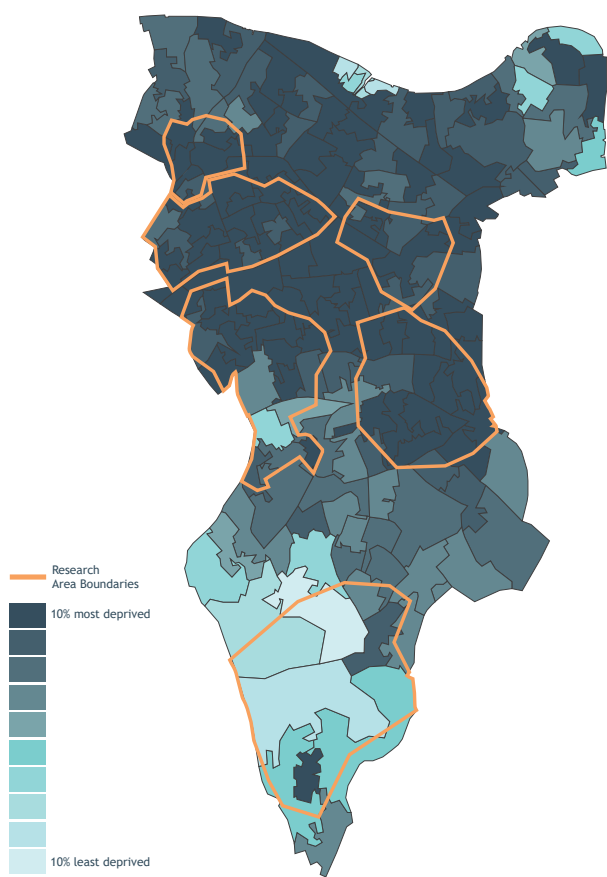
Community dynamics maps

Social Life's Community Dynamics data give us another way to understand differences between the six areas included in the research. These indicators use national data (for example from the Understanding Society Survey) and ONS output area classifications (OACs) to generate predictions about how respondents living in a particular local area feel about safety, their sense of belonging and satisfaction with life, among other things.

Trust in people living in neighbourhood (Social Life 2020)

Research
Area Boundaries

% above or below
national average

-50% to -30%
-30% to -20%
-20% to -10%
-51% to -5%
-5% to -2.5%
-2.5% to 2.5%
2.5% to 5%
5% to 7.5%
7.5% to 10%
10% to 15%
1.5% to 2%

Social Regeneration
Area Boundaries

% above or below
national average

-50% to -30%
-30% to -20%
-20% to -10%
-51% to -5%
-5% to -2.5%
-2.5% to 2.5%
2.5% to 5%
5% to 7.5%
7.5% to 10%
10% to 15%
1.5% to 2%

Trust in people in general (Social Life 2020)

Research
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

Social Regeneration
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

Agreement that you can influence decisions affecting your local area (Social Life 2020)

Research
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

Social Regeneration
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

Belong to neighbourhood (Social Life 2020)

Research
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

Social Regeneration
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%
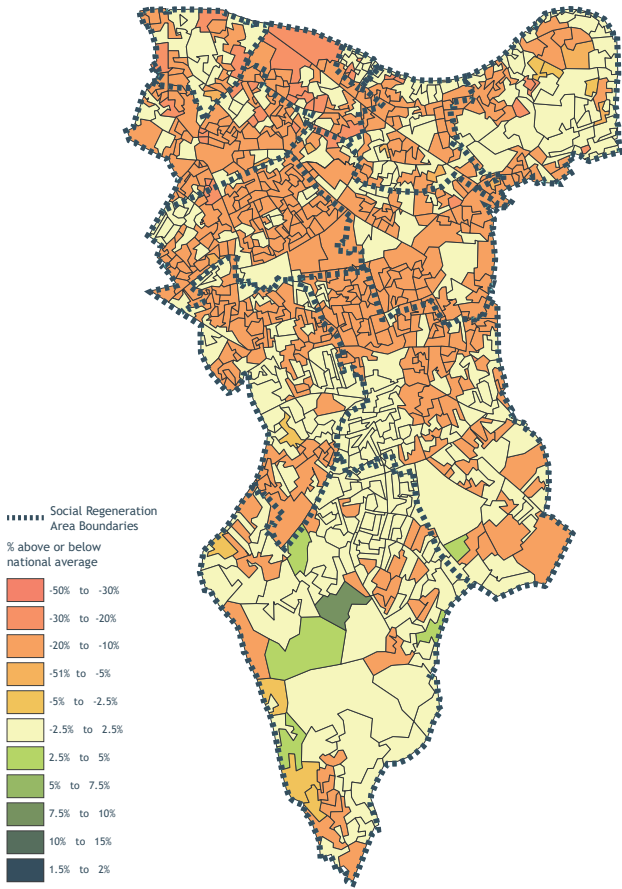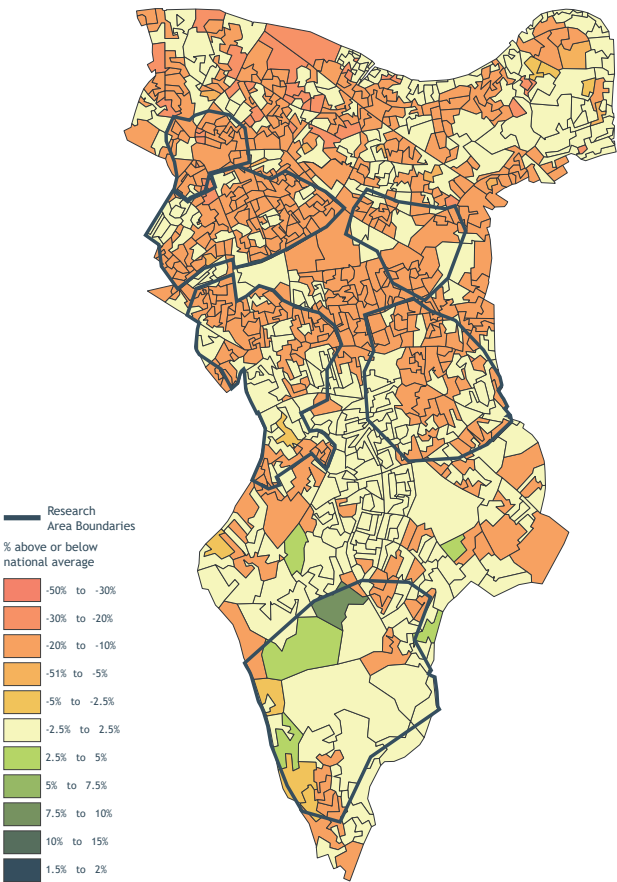
Belief that people pull together to improve neighbourhood (Social Life 2020)

Research
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

Social Regeneration
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

People are willing to improve neighbourhood (Social Life 2020)

Research Area Boundaries

% above or below national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
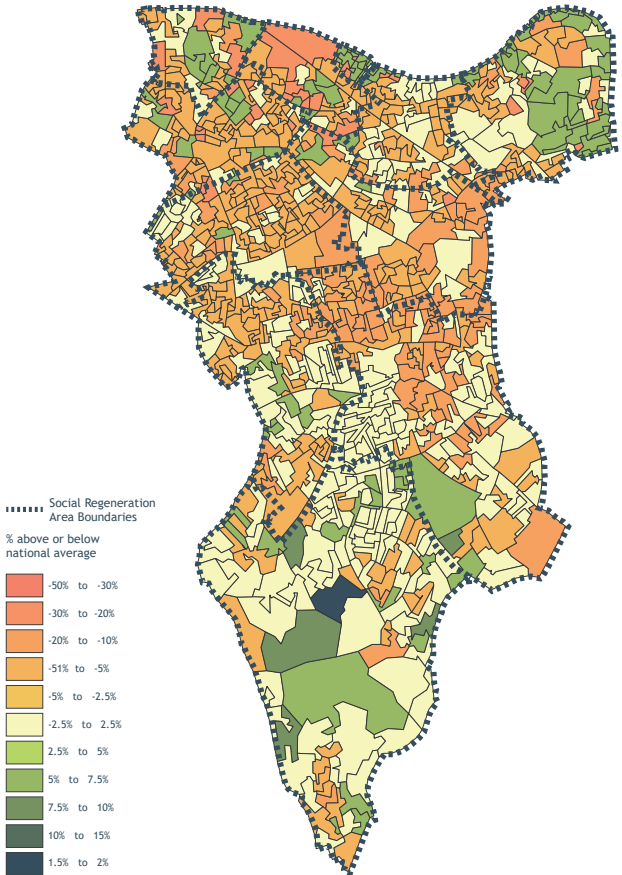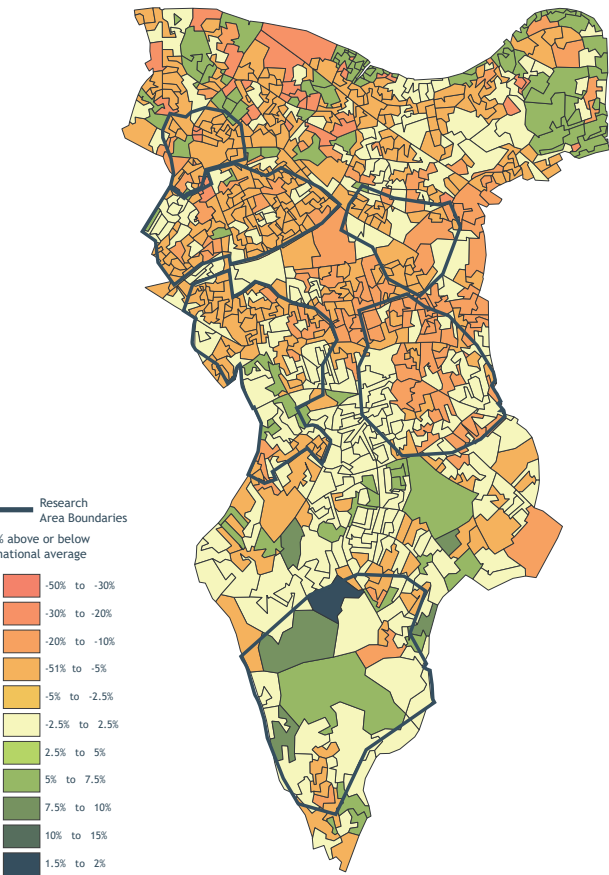- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

Social Regeneration Area Boundaries

% above or below national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%
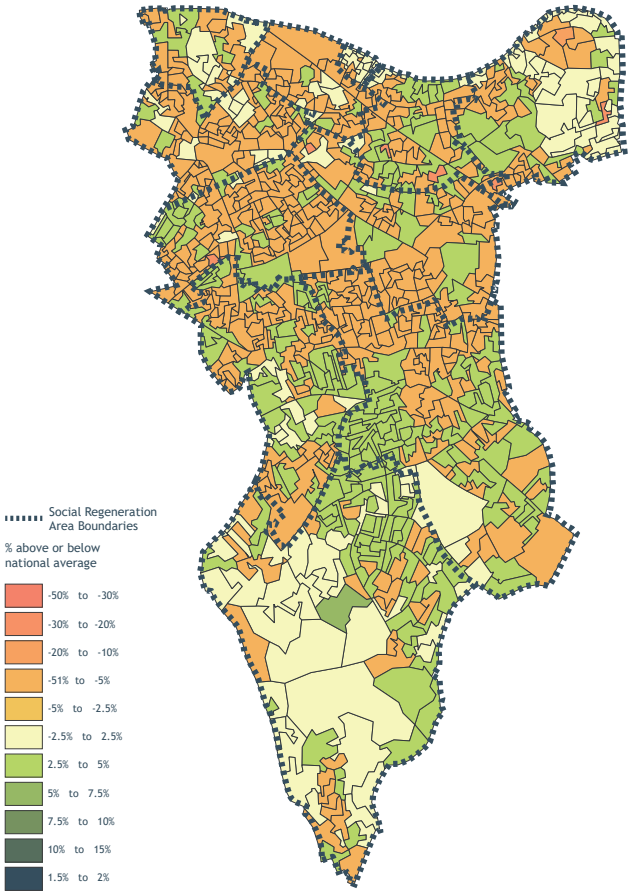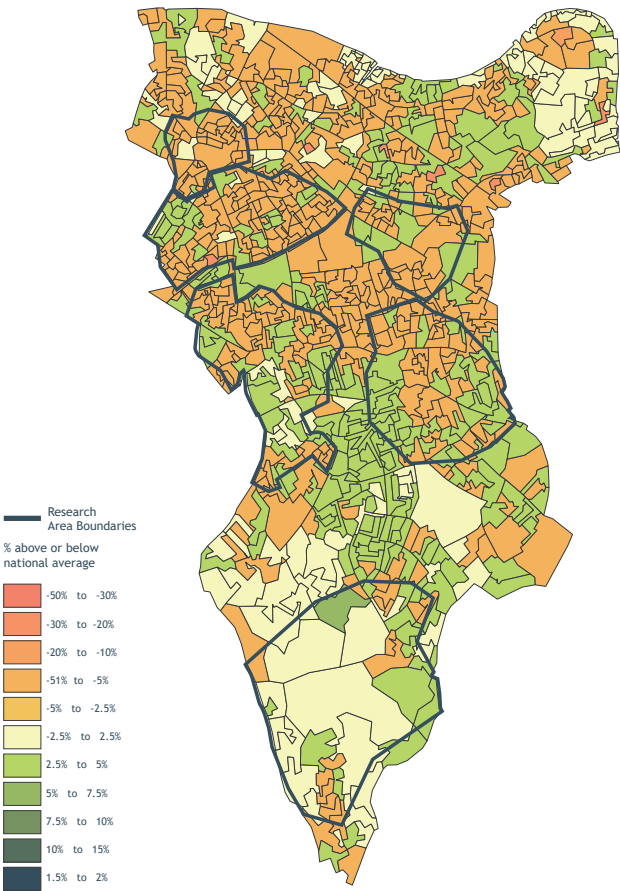
Satisfaction with life overall (Social Life 2020)

Research Area Boundaries

% above or below national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

Social Regeneration Area Boundaries

% above or below national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%
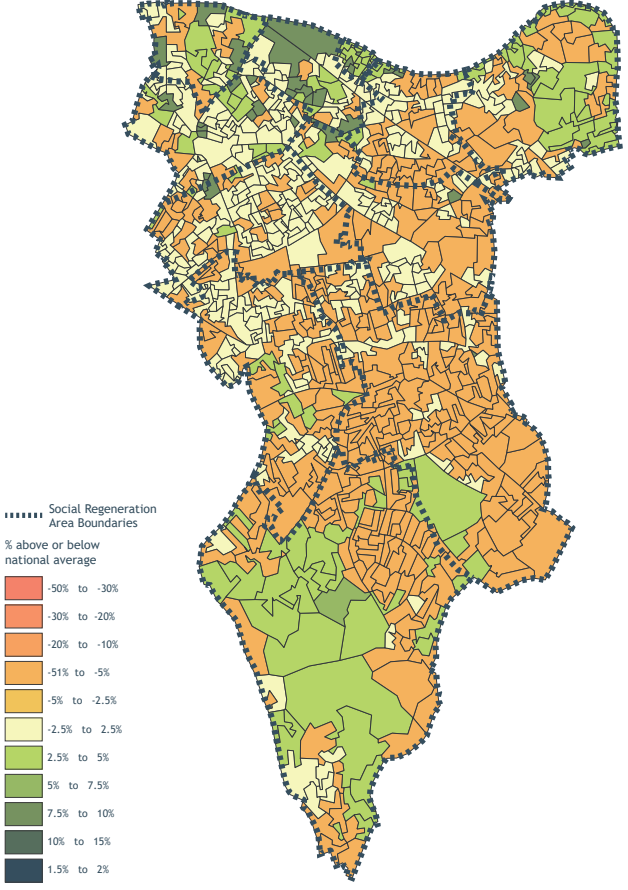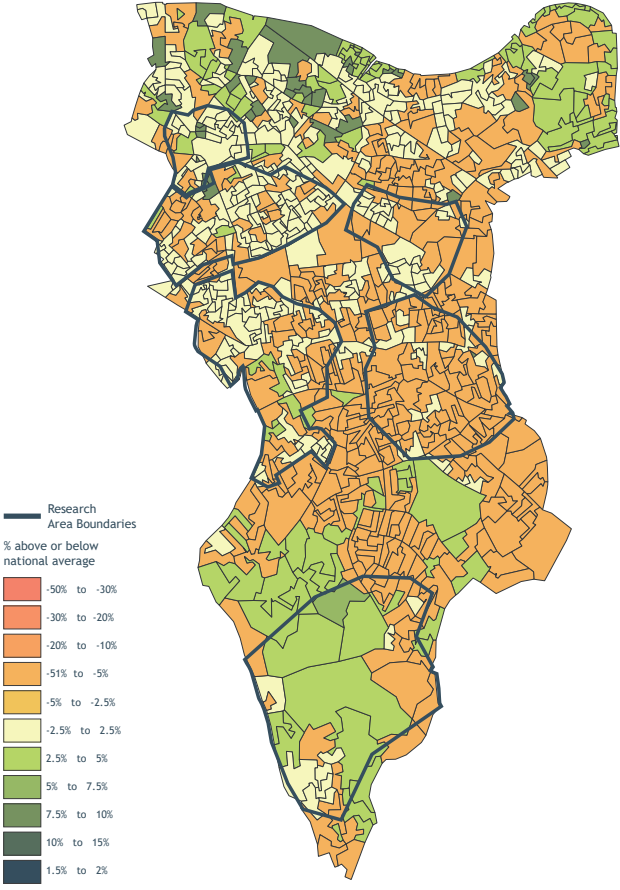
Satisfaction with local area as a place to live (Social Life 2020)

Research
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

Social Regeneration
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

How safe you feel walking alone after dark (Social Life 2020)

Research
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

Social Regeneration
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

How regularly you talk with neighbours (Social Life 2020)

Research
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

Social Regeneration
Area Boundaries

% above or below
national average

- -50% to -30%
- -30% to -20%
- -20% to -10%
- -51% to -5%
- -5% to -2.5%
- -2.5% to 2.5%
- 2.5% to 5%
- 5% to 7.5%
- 7.5% to 10%
- 10% to 15%
- 1.5% to 2%

Social Life is an independent research organisation created by the Young Foundation in 2012, to become a specialist centre of research and innovation about the social life of communities. Our work is about understanding how peoples' day-to-day experience of local places is shaped by the built environment - housing, public spaces, parks and local high streets - and how change, through regeneration, new development or small improvements to public spaces, affects the social fabric, opportunities and wellbeing of local areas.

www.social-life.co

Report commissioned by Southwark Council