

The Lewisham Deal

Maximising social value

2019/20



Mayor's foreword



COVID-19 is first and foremost a public health emergency. But the significant economic impact of the crisis is now starting to be felt locally by many residents, businesses and in the wider economy in Lewisham.

No-one knows the full impact of COVID-19 yet. What we do know is that as of September, 44,500 Lewisham residents have been put on furlough. If even a small percentage of those residents lose their jobs, this will have a devastating impact. We have seen claims for Universal Credit and Free School Meals soar.

Lewisham Council is doing everything in our power to help those impacted by COVID-19. We have distributed £38 million of direct grant support to local businesses, we have provided an additional £2.4 million for specific financial support for lost commercial fees, and we have provided a further £2 million to businesses through our Discretionary Business Support Fund. We are now supporting employers to open up again in a COVID secure way.

We have launched a new campaign to hire 100 new apprentices in 100 days, using our apprenticeship levy to put money back into the borough. The Lewisham Mayor's Apprenticeship Scheme is open to Lewisham residents only, and our 100 new roles will provide an opportunity for people to earn as they learn. If any employer in the borough is interested in hiring an apprentice, we can help you with the process so please get in touch.

In Lewisham we have shops, family-run businesses and restaurants with products and food from all over the world that reflect Lewisham's history of migration. In a recession, all too quickly and all too quietly we could start losing these businesses, and before we know it our high streets would start to look and feel very different. So the Council will undertake a new annual survey of our high streets, becoming the first Council to go out, every year, and count and publish the number of independent retailers and the number of Black and BAME-owned businesses on Lewisham's high streets. This is a signal to small businesses that they'll always be at home in Lewisham.

Our new 'Lewisham Backs Business' Taskforce will drive this work, and I want to put on record my thanks to Cllr Joe Dromey for leading these important initiatives.

One thing is clear in these challenging times - Lewisham's recovery from COVID-19 will be done in partnership. The Lewisham Deal is the place where the borough's anchor institutions and major employers come together to make progress, share best practice and work collaboratively to deliver on our values.

The Lewisham Deal is as important now as it has ever been.

A handwritten signature in black ink that reads "Damien Egan". The signature is written in a cursive, flowing style.

Damien Egan, Mayor of Lewisham

The Lewisham Deal

The Lewisham Deal is a common commitment by local public sector institutions to promoting inclusive growth in the borough. Based on the principles of community wealth building, the Lewisham Deal seeks to ensure that we build an economy that works for the many. The anchor institutions involved in the Lewisham Deal are:

Lewisham Council

Goldsmiths, University of London

Lewisham College

Lewisham Homes

Phoenix Community Housing

Lewisham and Greenwich NHS Trust

Lewisham Deal commitments

Apprenticeships

- We will support the growth of apprenticeships by transferring levy funds.
- We will advertise apprenticeship opportunities through the Mayors Apprenticeship Programme.
- We will review all our entry-level roles in order to identify suitable roles that can become apprenticeships.

Information and guidance

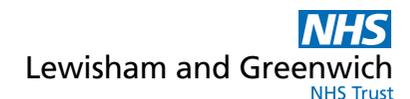
- We will develop a new online information and guidance (IAG) portal for residents and businesses.
- We will explore the gaps in the IAG provision not currently being met.
- We will explore opportunities for funding projects to plug these gaps.

Procurement

- We will make our contract opportunities more accessible to small and medium size enterprises (SMEs).
- We will organise a minimum of one Lewisham Meet the Buyer event a year for our SMEs.
- We will publish an annual social value report.

London Living Wage

- We will promote the London Living Wage (LLW) accreditation to businesses in the borough.
- We will support local business to become LLW accredited.
- We will procure where possible at the LLW rate.



Apprenticeships

Apprenticeships are jobs which include on-the-job learning and off-the-job training. They provide fantastic opportunities for people to earn and learn; whether that is for a young person starting out in a career, or for an existing worker to up-skill or re-train.

The London Borough of Lewisham has championed apprenticeships for the last 10 years. The Mayor's Apprenticeship Programme has supported over 570 Lewisham residents to take their first steps in a new career.

As local anchor institutions, we pay a large amount into the apprenticeship levy, and we have a wide range of opportunities available, many of which are appropriate for apprenticeships.

We'll aim to increase the number of apprenticeships we offer locally, by aligning suitable roles with apprenticeship standards and sharing opportunities. We will support other local organisations to take on apprentices too, through our apprenticeship levy. We will also ensure that the apprenticeships are accessible to local residents looking to get a start in their careers and to progress.

We now have over 570 apprentices that have started on the programme since 2009. 82% of leavers go into full time employment or education at the end of their placements. We have worked with over 50 partner organisations, delivering apprenticeships in 49 different subject areas. We offer a full front-end recruitment service to any Council department or local employer, wishing to recruit an apprentice, with ongoing on programme and transition support at the end of the contract. This is at no cost on the condition we ring-fence the role to a Lewisham resident and pay at least the NMW for 21 year olds.

Achieved:

- 500th apprentice employed via programme
- 200th apprentice employed directly at the Council
- 95% into work progression by the 2019/2020 cohort.

Over the last year we have seen 85 new apprenticeships created through our organisations' shared commitment to providing quality learning employment opportunities for our residents. However, that could have been more was it not for the impact of a recruitment freeze as a result of the COVID-19 lockdown.



Apprenticeships

In Lewisham, in line with local needs and employers' demands, we have secured opportunities within sectors such as retail, construction, creative and health, and widen jobs delivered via apprenticeships, including:

- Horticulture
- IT
- Plumbing
- Painting and decorating
- Project management
- Business administration
- Mammography associate
- Social media and business engagement
- Advanced clinical practitioner
- Highways maintenance
- Adult care worker



The Mayor of Lewisham's Apprenticeship Programme is seeking to support an additional 250 apprentices between 2018–2022, with 122 new apprenticeships already achieved towards this target.

The award winning programme works alongside local businesses and with key partners to deliver apprenticeship opportunities in almost 50 different subject areas for Lewisham residents.

Over 95% of our apprentices secure full time employment upon completion of their 14 month contract.

The Mayor's apprenticeship programme was required to pause recruitment in response to lockdown precautions due to COVID-19. In order to re-start recruitment and progress against target, we have launched the '100 in 100 days' campaign.



This campaign aims to achieve commitments to advertise and recruit to 100 apprenticeship job opportunities in 100 days across the borough from 3 August – 18 December 2020. The campaign enjoys the full support of the Lewisham Deal partners and we aim to achieve these commitments by working together and alongside local employers. This is a great opportunity for all partners to help each other and local employers to reduce training and recruitment costs and have access to high-quality training and support whilst providing valuable work opportunities to Lewisham residents. As of day 25 of the 100 days, Lewisham Council had negotiated 61 jobs with 32 expressions of interest, 19 committed roles and 10 active via live adverts and interviews .

Apprenticeships

In the summer of 2019 the Lewisham Construction Hub teamed up with Kenson Contractors Ltd to provide a six week highways maintenance training course for residents, which led on to an apprenticeship and other employment opportunities.

Another pre-employment programme provided residents with valuable training and work experience opportunity with leading painting and decorating firm Cousins. After completing the training, two participants of the programme were chosen and offered apprenticeship opportunities with the company. Another resident also joined the company on a business administration apprenticeship.

Apprenticeships levy transfer policy

Lewisham Council and the Lewisham Deal partners support the transfer of unspent apprenticeship levy funds to increase the number of people participating in apprenticeships available locally.

Lewisham Council launched a Lewisham Apprenticeship and Workforce Development Fund to help local small and medium sized businesses (SMEs) to recruit more apprentices. Created from unspent apprenticeship levy funds, the Lewisham Apprenticeship and Workforce Development Fund



will be worth £90,000 a year. SMEs will be able to apply to the fund, which can either be used to train new apprentices recruited to the organisation or to upskill or retrain existing workers.

Apprenticeships

National apprenticeship week 2020

As part of national apprenticeship week in February the Mayor of Lewisham Damien Egan learnt about the experience of Conner Sanwell, an apprentice gas engineer in Phoenix Community Housing subsidiary Phoenix Repairs Service. Working with partners Phoenix have helped more than 50 Lewisham residents gain invaluable skills and training, and many have progressed to permanent jobs at the community housing association.

Lewisham College celebrating national apprenticeship week 2020

Lewisham College, along with the Department of Work and Pensions invited local people to a jobs and apprenticeships fair to celebrate national apprenticeship week on Thursday 6 February. The College sets out to bring a range of opportunities to the public.

They brought in employers from a variety of industries such as Santander, Pizza Express, Morgan Hunt, The London Fire Brigade and many more.

We value the great feedback from apprentices past and present about their experience of on-the-job training with our partners.



Apprenticeships

Lewisham Homes apprentices Ciara Bacchus-Thompson and Ashley Williamson-Prehay, spoke about their experiences as apprentices.

Ciara recalled: 'I did a Level 2 housing apprenticeship with the Chartered Institute for Housing in the strategic asset management team. One of the main reasons that I applied for the apprenticeship was because I've lived in Catford my whole life but I knew basically nothing about the area, so I thought that it would be a great way to learn.

'I am now the apprentice in people services, so I work in both human resources (HR) and organisational development. I'm about to start my Level 3 apprenticeship doing the HR side of the Chartered Institute of Personnel and Development qualification.

'I wouldn't have been able to see all the things that contribute to running a successful housing organisation if I wasn't an apprentice. For instance, I was given the opportunity to shadow the housing and communities team for a week, and was able to meet residents and go to their houses which wouldn't have happened if I weren't doing the apprenticeship.

'I now know a lot more about the area that I live in, and I'm a lot more confident in my knowledge and skills than when I started. I feel like I can take what I've learned from the apprenticeship and apply it to



other roles. I have a better attitude towards learning and know my preferred learning style, and doing the apprenticeship has opened up other doors for me where I'm being trusted with big tasks and given more responsibility.'

Ashley said: 'I have done two apprenticeships during my time at Lewisham Homes. The most recent apprenticeship I completed was a Level 3 apprenticeship in housing practice. This course was ideal for me, and so relevant to my goals of learning more about housing and gaining a much broader understanding of the sector. It also helped me grow and become a housing professional.

'It has made a big difference! I feel like I am able



to help contribute more to my team in my role, due to the knowledge I gained from completing the apprenticeship. I have started a permanent role at Lewisham Homes. I am now an independent living officer, having applied for the role during my apprenticeship.

'My advice to others considering an apprenticeship would be to go for it and grasp every opportunity given to you! I did not expect to come so far this soon after completing the apprenticeship. Looking back, I don't think I would be in the role I am now if I hadn't been on the apprenticeship course. Being an apprentice has helped my confidence build on a daily basis as I'm constantly learning new things. It's helped me grow as an individual. Apply – it'll change your life!'

Apprenticeships



Over the past year the Lewisham and Greenwich NHS Trust have worked to push sharing of apprenticeship levy funds available and highlight the retention and recruitment benefits of training.

Apprenticeship recruitment has been embedded into their recruitment process to help health care support staff recruitment and their apprenticeship team continues to raise the apprenticeship profile and agenda within the trust and across the local community as part of the Lewisham Deal.

All suitable NHS vacancies are to be recruited as apprentices including higher level roles such as leadership and management and service manager levels and will promote the update of degree and masters level apprenticeships.

How we are doing – apprenticeships

We will support the growth of apprenticeships by transferring levy funds.

Lewisham Council launched the Lewisham Apprenticeship and Workforce Development Fund to help SMEs recruit apprentice using transfer levy for training. Other partners are actively in discussion with respective organisations to explore how they can progress this in future.

One option under consideration is the 'reskilling the recovery' proposal, where partners can pay levy funds forward into a central 'pot' which will be allocated by the GLA to any businesses that want to take on apprentices, which reduces the administration on the organisations giving the levy over. It also may be possible for contributing organisations to ensure that their funds are used specifically to benefit local organisations or residents. Some organisations can also 'gift' levy funds to selected local organisations in the same sector to take on and develop apprentices.

We will advertise apprenticeship opportunities through the Mayor's Apprenticeship Programme. A further 85 roles were advertised and secured through the Mayors Apprenticeship Programme over the last year, this was impacted by a recruitment freeze during COVID-19 lockdown.

Phoenix Community Housing and Lewisham Homes already recruit through this platform and they have also committed to providing 13 apprenticeship positions towards the ongoing 100 in 100 days campaign. The remaining partners intend to advertise new opportunities moving forward.

We will review all our entry-level roles in order to identify suitable roles that can become apprenticeships.

Lewisham Council and Lewisham Homes are already implementing this, with an HR policy commitment in place within the Council. Remaining Lewisham Deal partners are working towards implementation over the coming year using shared best practice from other partners to consider how to implement it within their respective organisations.

Procurement

Lewisham's local economy is dominated by a large number of small businesses, and a small number of large public sector employers.

As anchor institutions, we are determined to do all we can to support local businesses to grow and create high quality employment opportunities.

One of the main ways we can do this is through making our procurement processes more open for local businesses. Together, we spend over £100 million a year on procuring goods and services. We are determined to ensure that as much of this as possible stays within the local economy.

For example, through its procurement policies Lewisham Council is helping provide more local businesses with the chance to win contracts by mandating that every contract under £50,000 include at least one quote from a Lewisham based business.

Lewisham Council has also undertaken a re-organisation where housing regeneration and economic development are working more closely together to identify sub-contracting opportunities for SMEs through Council's capital build programme.

Meet the buyer event

In November 2019, the public sector partners held our annual "Meet the Buyer" event held at Goldsmiths University, which brought over 60 businesses



together with commissioners of over 200 available contracts, with the aim of supporting our businesses to be successful when tendering. The event was well received and led to a number of Council contracts being won by local SMEs valued up to £20,000.

Building social value into procurement

The Council's procurement team is working to embed measurable social value outcomes into all relevant contracts at the tendering phase. Lewisham Council has capacity-built the Procurement team (moved back in-house from a tri-borough managed service) to develop a social value database to track and monitor social value KPIs on new tenders and retendering contracts.

Phoenix Community Housing has a procurement policy and toolkit which asks managers to assess how their contracts are set up to attract SMEs.

Moving forward, the Lewisham Deal partners aim to work together to share KPI's and to introduce



measurable annual social value returns for the partnership's contractors.

How we are doing – procurement

We will make our contract opportunities more accessible to SMEs.

A number of local businesses have secured contracts with partners over the past year. With 200 available contracts promoted to businesses at the meet the buyer event and £20k contracts won; and a further £80.7m procurement opportunities promoted through Lewisham Construction Hub and £13.7k contract value secured by Lewisham's SMEs.

We will organise a minimum of one Lewisham meet the buyer event a year for our SMEs.

A meet the buyer morning event took place in November 2019 which was attended by over 60 businesses.

We will publish an annual social value report. Published September 2020.

London Living Wage

One in four people working in Lewisham still earn below the living wage – the amount calculated by the Living Wage Foundation based on the cost of living. Tens of thousands of people in Lewisham are in work, but remain in poverty.

As anchor institutions, we are determined to tackle in-work poverty through promoting the London living wage.

The London Borough of Lewisham was the joint first Council to become accredited as a London living wage (LLW) local authority in 2012. Since then the Council has championed the living wage, and many other anchor institutions are also now living wage employers, including Lewisham Homes, Phoenix Community Housing and Goldsmiths, University of London.

Being an accredited LLW organisation means you have to procure the majority of your contracts at the LLW rate (£10.75 per hour rate). We are proud that we let contracts within sectors that are notorious for low rates of pay, including security, cleaning and catering. To this aim Lewisham College has transferred five on-site CIS security workers onto LLW at the start of August 2020 and are reviewing pay scales for cleaning and catering staff as part of their annual review. In addition, Goldsmiths University has taken both cleaning and security

staff positions back in-house from previously sub-contracted roles, offering increased opportunities.

Lewisham and Greenwich NHS Trust advertise their apprenticeship vacancies at 60–75% of basic pay which is equivalent to the London Living Wage.

Lewisham Council has a corporate target to double the number of LLW employers in Lewisham to 94 by 2022. We are now the proud home to 79 LLW businesses and are continuing to champion these businesses by providing newly accredited businesses with a business rate discount.

Lewisham Council has become one of the first local authorities to sign up to UNISON's Ethical Care Charter, which both ensures that all care workers will receive the living wage, and seeks to improve the quality and security of work in the sector.

Lewisham Council has also signed up to the Mayor's of London Good Work Standard, that brings together best employment practice and links to resources and support from across London to help employers improve their organisations

Living Wage Foundation—LLW event

Lewisham, in conjunction with tri-borough partners in Lambeth and Southwark, will be inviting businesses to attend our online LLW event in the autumn (one was held in autumn 2019). The event



Councillor Joe Dromey presenting Lewisham business Filigree Communications with the London Living Wage plaque

will encourage businesses across the boroughs to discover the benefits of paying the living wage and the positive impact paying the living wage can have, particularly during a time of economic uncertainty.

'We are committed to building an economy that works for the many and to tackling poverty pay. We are proud to have been the first living wage council in the country. But one in four jobs in the borough still pays below the living wage, so we have far more to do.'

Cllr Joe Dromey, Cabinet Member for Culture, Jobs and Skills (job-share)

London Living Wage



SWOP (Shop Without Packaging)

SWOP is a zero-waste shop in Lewisham, selling food, groceries and household products without packaging. The shop was opened in 2018 by local entrepreneur Jess Currie providing 'organic, zero-waste shopping that doesn't cost the earth!' Jess employs a number of workers in her store and pays everyone the London living wage.

Jess said, 'Shop work is demanding work and staff deserve to be paid the London living wage.'

More information about SWOP can be found at: www.swop.market



How we are doing - London Living Wage

We will promote LLW accreditation to businesses in the borough.

This remains ongoing and is tracked within the Council. The mayoral target to double the number of businesses becoming accredited has reached 79, on track to reach the Council's target of 94 by 2022.

We will support local business to become LLW accredited

This remains ongoing with an event scheduled for November 2020 with regular ongoing support being provided by Council and Cllr Joe Dromey.

We will procure where possible at the LLW rate

The council's apprentices are all employed at LLW and Lewisham Homes, Phoenix Community Housing and Lewisham and Greenwich NHS trust are advertising their new opportunities at the LLW. Phoenix Community Housing ask their contractors to employ at the LLW.

Information and guidance

With the COVID-19 pandemic set to push the employment rate in Lewisham towards 20,000 and the reduction in available opportunities, many of our residents will struggle to access employment. As Lewisham Deal partners, it is vital that we contribute to ensure that all Lewisham residents can get the support they need to access decent quality information, advice & guidance plus training towards work.

As large local anchor institutions, Lewisham Council, Goldsmiths, University of London, Lewisham & Greenwich NHS Trust, Lewisham College, Lewisham Homes and Phoenix Community Housing are major employers in the local economy. Through our procurement we will look to increase the percentage of locally employed people on our contracts.

We have seen over 327 Lewisham residents access job opportunities within the last year supported through our procurement and construction opportunities.

Through the development of the Lewisham Deal the main public sector partners within the borough are supporting the development of a new online information and guidance portal to assist Lewisham residents access to the support they need, via the Better Placed programme; and in the meantime launching a web page on the Council's website to cover information and signposting on jobs, training and support.



Phoenix Community Housing job club

Phoenix Community Housing run a job club for residents at their Green Man hub.

During 2019-2020 the weekly job club at the centre supported 47 Lewisham residents into employment with 18 of those being Phoenix Community Housing residents across multiple sectors, including:

- Security
- Retail
- Hospitality
- Health and social care

Phoenix also has a dedicated financial inclusion team who support residents to maximise their income. This team supported tenants to obtain an additional £624K of grants or benefits in 2019-2020.

SLP (Strategic Learning Partnership)

The SLP is comprised of Lewisham College (chair), Lewisham Council Schools, Lewisham Adult Learning and others; a strong, strategic partnership which has a working sub-group focusing on the south of Lewisham borough. The SLP has now been joined by Goldsmiths, which allows the development of 'Routeways' for learners from Job Centre Plus, Lewisham Local and others, to receive IAG and potentially onto further development opportunities with Goldsmiths.

Lewisham and Greenwich NHS Trust

Lewisham and Greenwich NHS Trust (L&G NHS) has launched a knowledge hub across the South London NHS Trust, Primary Care and Health and Social care. The three key aims of this project are a 'One Stop Shop' that provides IAG, link with satellite organisations i.e. JCP and local colleges, to increase the number of apprenticeship starts especially in Leadership and Management, Business Administration and Nursing Associates.

Business support

deK growth programme

The deK business growth programme is a joint ERDF business growth support programme delivered in partnership with Lewisham Council, London South Bank University and Goldsmiths, University of London.

Over the past year, the programme has provided support to 137 local businesses by providing 12 hours of free support in the forms of 1:1 mentoring, workshops and seminars to businesses looking to grow across London. This includes 29 new enterprises supported.

You can find out more about the programme at www.deklondon.com.

Since the Lockdown, Lewisham Council has provided regular information, advice and guidance through the COVID-19 business support newsletter, social media and website. You can find out more about the COVID-19 IAG at www.lewisham.gov.uk/myservices/business/business-support-during-covid-19

The Lewisham Construction Hub (LCH)/Local Labour & Business Scheme supported local residents to access employment and training opportunities in the construction sector, and also Lewisham construction businesses to access contracts locally.

So far they have supported over 60 Lewisham businesses, within a variety of areas including procurement, employment and training needs and providing access to business growth workshops and networking events.

CEZ (Creative Enterprise Zone)

Lewisham was chosen as one of the capital's first-ever CEZs by the Mayor of London as part of a ground-breaking initiative to support artists and creative businesses.

The creative sector provides one in six jobs in London and is growing faster than any other sector in the UK economy. The CEZ initiative aims to provide investment and support for creative businesses in the capital, ensuring that London remains one of the most entrepreneurial and innovative business centres in the world. This new initiative aims to: protect the creative sector across the capital; increase affordable spaces for artists and entrepreneurs, and boost job and training opportunities for local people.

It works in close engagement with research, innovation and entrepreneurship provision from Goldsmiths, and new apprenticeship courses posed by Lewisham College; and one of the key flagship projects is the NX Hub, Goldsmith's enterprise



deK



CEZ

Business support

and knowledge exchange hub currently under development on New Cross Road.

SHAPESLewisham, initiative of the Creative Enterprise Zone has been providing regular COVID-19 updates and talks to the creative and digital community via social media
www.shapeslewisham.co.uk/news/

More information can be found at:
shapeslewisham.co.uk

Volunteering and work experience

Lewisham has a strong and vibrant community, which includes a thriving voluntary sector. Volunteering not only contributes to our community and to individual wellbeing, but it helps people to build the skills, experience and confidence they need to access work.

In addition to volunteering, work experience can play an important role in supporting people to develop skills and experience, and to get a job and develop their careers.

Together, as local anchor institutions, we are committed to supporting local residents to access volunteering opportunities and high-quality work experience

Three food-store volunteers named mayoresses of Lewisham. The Evelyn Community Store was opened by Lewisham Homes, offering low cost, healthy groceries.

The shop is run by residents, for residents and has been set up to help residents save up to £30 a week on household essentials.

Three 'amazing' volunteers at a community store dedicated to tackling food poverty in Lewisham have been named the new mayoresses of the borough.

'This is something that we will embrace and it's nice that we're doing it as a trio and not solo because there's always safety in numbers and many hands make light work!' Natasha said.



'We already engage with our members about different issues they're having so I think for us now it's about creating that stamp around what we're doing with food poverty.'



Voluntary Services Lewisham (VSL)

VSL, which works in conjunction with Lewisham Council, recruits, trains and places volunteers in activities which develop their skills and confidence. They promote volunteering and actively work to identify new opportunities for their volunteers.

VSL works in partnership with other voluntary and statutory agencies as appropriate to ensure effective and professionally delivered services.

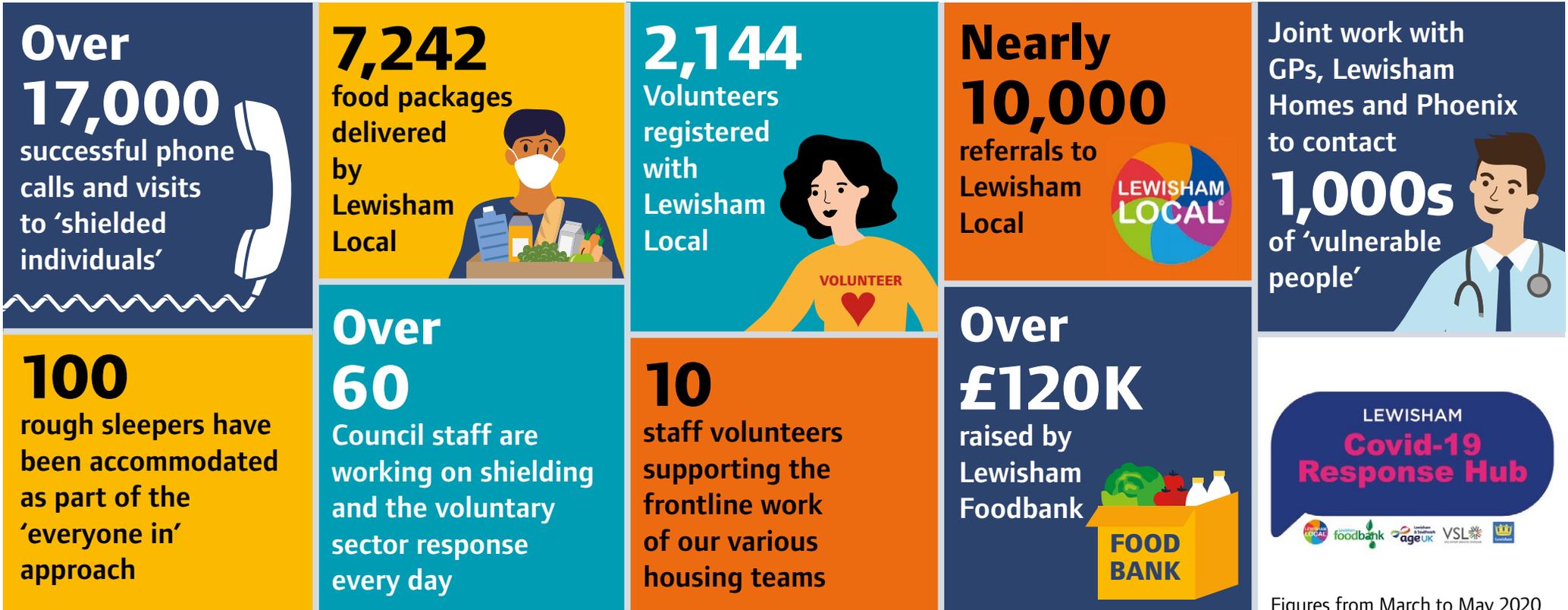


Goldsmiths University

Goldsmiths University has a working volunteering relationships with 83 organisations, with 162 students placed into volunteering roles with 17 different organisations including Lewisham Education Arts Network (LEAN) and Lewisham Local.

Volunteering and work experience

Lewisham's response to COVID-19



Figures from March to May 2020

Volunteering and work experience

Lewisham Local

Lewisham Local connects Lewisham residents with volunteering opportunities across the borough.

Lewisham Local is a busy bunch in normal times delivering a joined-up access to support and services. Even before the pandemic, Lewisham Local welcomed the support of over 5,000 volunteer hours across Lewisham Local projects with 500 volunteers and 100 young people volunteering at events.

They are also affiliated with 450 local businesses who are giving back to volunteers through the Lewisham Local discount card and with another 200 local businesses giving back to the community through the community toilet and free water refill schemes.

Lewisham Local created a shared CRM system to facilitate the delivery of services, which is now shared across four main partners - AGE UK Lewisham and Southwark, Voluntary Services Lewisham, Lewisham Food Bank and Lewisham Council. This portal is currently being accessed by 9,000 local people.



Lewisham Local – COVID-19 Response

- 2,433 volunteers signed up to help the COVID-19 Response Hub across charity partners
- 712 volunteers matched to a shift across COVID-19 Response Hub partners
- Over £18,000 raised from the local community, businesses and partners to support Lewisham's COVID-19 response
- Lendlease gave £10,000 towards COVID-19 Response, distributed as grants to BAME focused project delivering meals and befriending

Leah Byrne – volunteer dog walker, Lewisham Local

Leah volunteered with Lewisham Local as a phone befriender and a volunteer PA – which has included collecting prescriptions or shopping for people who are shielding, and walking Piloup the dog while his owner is shielding.

On average volunteers spend 10 hours of their time supporting Lewisham. This equates to a total of 5,000 hours within the last year.

You can find out more about Lewisham Local at www.lewishamlocal.com

Lewisham Community Response (LCR) Hub Services

These partners, incorporating over 2,470 volunteers included Rushey Green Timebank, Voluntary Services Lewisham, AgeUK Lewisham and Southwark, Lewisham Foodbank and LB Lewisham

Number of referrals to Lewisham Community Response Hub via phone and online totalled 14,058 including 1,397 befriending requests and 493 practical assistance requests.



Leah Byrne



Evrad Kameugne Kouchou – volunteer medicine deliverer, telephone befriender, shopper and cleaner with Lewisham Local

Supporting our communities

Lewisham is home to a number of communities and different cultures across the borough. One of the key values for Lewisham Council is that we respect all people and communities across all of our 18 wards.

The Council supports a number of community projects each year which happens alongside the regeneration in the borough, with many community groups devising their own schemes and projects to improve their areas.

Within 2019–2020 the public sector partners have helped to support over 350 community programmes across the borough.

Lewisham ‘bubbles’ with Lewisham foodbank for COVID-19 response partnership

Lewisham Council’s Community Development Team Member Lucy coordinates fresh fruit and vegetable deliveries with Caro from Lewisham’s Trussell Trust Foodbank. (Pictured right).

The team has been providing daily food parcel deliveries to thousands of families as part of Lewisham’s response to the challenges posed by COVID-19.

Lewisham Council’s Social Value Officer also directly volunteered at the Food Bank, helping to improve



operational systems to speed up the distribution of food parcels.

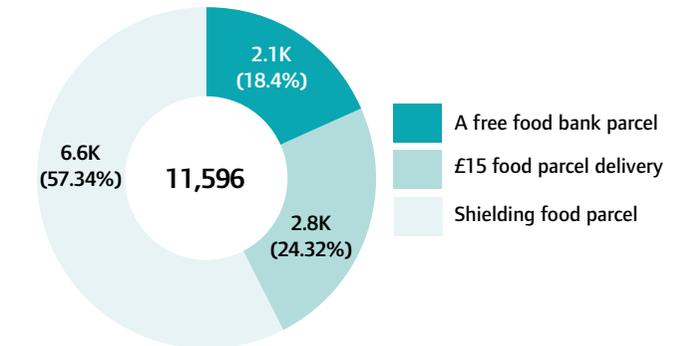
Supporting Shielding Residents

The number of shielding residents was 11,252 over the course of the period. Volunteers and staff made over 43,600 outreach calls and visits to shielding residents with over 27,700 being successful.

In addition we contacted a further 2,775 vulnerable people who were not shielding and made 5,502 calls and visits to these residents.

Food parcels delivered during COVID-19 response

Food requests all
Record count



Phoenix Community Housing has awarded grant funding for five projects to support a spectrum of community based organisations including Jelly Babies (infant massage) to and the Phoenix Senior Super Singers.

Other large winning projects included:

- Brent Knoll and Watergate (children’s holiday activities)
- Youth First (school lunch clubs)
- Career Progression (supporting residents through financial hardship)
- Sports Fun 4 All (free football coaching for young people)

Supporting our communities

The Lewisham Construction Hub, working with The Divert Programme and Lewisham Police provide a pathway for young offenders to access training, work experience and other support services aiming to reduce reoffending.

DIVERT addresses a gap in the statutory provision for young adults, and is in operation in a number of the busiest police custody suites in London.

For further info see twitter: @DIVERTLondon

DIVERT >



Divert custody intervention coach Tom Rolt with Mayor Damien Egan with Divert lead Chief Inspector Jack Rowlands



How we are doing – information, advice and guidance

We will develop a new online information and guidance (IAG) portal for residents and businesses

We will utilise the Better Placed Programme, tri-borough Skillbot AI initiative to develop an interactive careers and learning portal, which is set to be available next year. In the interim, the partners are developing the ‘information and sign-posting

page’ on Lewisham’s website.

We will explore the gaps in the IAG provision not currently being met

The IAG sub-group undertook research and identified that 75% of Lewisham’s provision is located in the New Cross and Deptford area; i.e. IAG offer is poorly spread across the borough.

Gap analysis considered feedback from focus-groups, which suggested people are more likely to recommend ‘Google’ or ‘someone who already does that’ to someone seeking IAG or employment, rather than any of the borough’s IAG-related providers or services. Lewisham Local has created a shared CRM system currently being accessed by 6,000 local people and it is important that the links that have been created during this crisis are built on further reaching out to the community.

We will explore opportunities for funding projects to plug these gaps

Leveraging funding streams that share common objectives, for example secured £50k across the tri-borough partnership of Better Placed to develop an interactive career IAG portal currently under development for launch in 2021. Lewisham Council is leading on a “youth hub” bid with Lewisham College, JCP and other strategic partners to provide at least two hubs with a multi-agency model to deliver advice, training and employment opportunities.

COVID-19 recovery, the road to 2022

Following the unprecedented impact of the coronavirus pandemic, if the Lewisham Deal did not already exist, it would be needed now as its roots lay in combating the disproportionate impact of the weakening of the local economy for our residents and businesses. It is now incumbent upon us, as anchor institutions, to help to lead Lewisham forward, towards sustainable economic and social resilience, and recovery.

To this aim, we are committed to continue to work together to increase the economic and social value that we deliver locally. We will continue to make progress on the key commitments outlined in this report and in addition we are willing to explore how we can fully support two further shared commitments outlined in the Council's corporate priorities to build back better an inclusive local economy:

1. Black Asian Minority-Ethnic employees – to reduce the gender and ethnicity pay gaps in Lewisham.
2. The climate emergency – the Council's priorities:
 - Maximise opportunities for energy efficiency in all council buildings and new developments.
 - We will explore working with publicly owned not-for-profit energy suppliers that do not penalise poorer residents using pre-pay meters.

- We will ban single-use plastics from Council buildings.
- We will promote cycling through our own bike-loan scheme and dockless bike hire schemes.
- Support extending the Ultra-Low Emission Zone so that it covers the borough and the whole of London.
- We will increase the amount of electric vehicle charging points, and develop opportunities for local business owners to access discounted electric vehicles.
- We will continue to campaign for more low-emission buses throughout our borough.
- We will work with TfL to extend the Bakerloo line.

There are already a number of working groups set up within the partners' organisations, including one between the Council and Lewisham Homes, which is tackling climate issues by building strategies into supply chains and everyday business operations such as greener meetings.

Lewisham College has a working group to reduce emissions, reducing single use plastics; while Goldsmiths' University has committed to becoming carbon neutral by 2025 and has recently launched their specific carbon reduction and enhancement



plus plans around biodiversity and community engagement.

All partners are keen to share best practice and explore how to implement these commitments in the future, working independently and as part of the partnership of the Lewisham Deal.

