

The South Bank Manifesto 2014

A neighbourhood under pressure





Foreword by Kate Hoey MP and Rt Hon Simon Hughes MP

In 2006, South Bank Partnership launched *Under Pressure and On the Edge* - London's South Bank: a manifesto for action.

The Partnership, which we jointly chair, has been active now for over 20 years, helping to coordinate the huge changes the South Bank has seen in that time. The Partnership's Manifesto and Action Plan, first launched in 2006 and updated in 2010, has made a practical and positive contribution to the way this change has been managed, to the benefit of the residents, employees and visitors who make up the South Bank community. It derives its influence from the widespread agreement about the needs and future of the neighbourhood amongst those who make up the South Bank Partnership – major South Bank organisations, members of the business and community sectors, Lambeth and Southwark Councils, the Mayor's agencies, and local residents represented by their ward councillors and MPs.

All parties in the 2006 and 2010 local elections signed up to the Manifesto action plan and all members of the Partnership subsequently agreed to play their part in taking it forward.

In reviewing another four years of change in the South Bank we can reflect on significant achievements foreshadowed in the 2010 Action Plan, but also increased pressure on the neighbourhood, with issues of management, maintenance and the impact of construction in sharper focus as footfall grows and developments proceed. Meanwhile, though local authority expenditure has already been much reduced, there are more cuts to be made and the full effect has not yet been felt.

Some major developments are under way, with new occupiers committed to moving in, but others have suffered planning delays from continuing heritage concerns. The visitor economy has gone from strength to strength, with the South Bank playing its part in the success of London 2012. However, too few local residents have accessed the jobs this creates.

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The new Jubilee Gardens was opened in time for the Diamond Jubilee along with the adjacent 'Jubilo'. Public realm improvements were implemented in Lower Marsh and proposals are emerging for improvements to Blackfriars Road and the IMAX roundabout, as well as for the eventual greening of Hungerford Car Park. Local cleaning and enforcement services, partly supported by the revenue stream created via the uniquely effective S106 planning agreement for the London Eye, have been maintained, but are stretched to the limit.

Our outstanding local hospital has continued to deliver its ambitious capital programme and develop its community services. With much input from South Bank Partnership the future of the southern end of the St Thomas' site has been resolved. We have a new secondary school, the Oasis South Bank Academy. On the cultural side, the National Theatre's transformation is proceeding, Rambert Dance has occupied its new South Bank building and the Imperial War Museum regeneration is well advanced. Southbank Centre's programme of festivals has been extremely successful but its Festival Wing plans have stalled.

We believe the South Bank Partnership has played its full part in coordinating improvements in the neighbourhood and supporting statutory authorities and local and national organisations to overcome barriers to progress. The South Bank Forum plays a vital role by allowing residents to make their views known on plans and issues. The Partnership has developed a new focus on employability, seeking new ways to spread the benefits of the South Bank's success broadly thorough our two boroughs.

Our first 2006 Manifesto characterised a neighbourhood 'under pressure and on the edge', both of Central London and of the two boroughs in which the South Bank sits. That pressure has intensified, as a result of the South Bank's extraordinary success and because the resources available to the local authorities to address neighbourhood issues are in steep decline. Whilst we continue to press Lambeth and Southwark to invest in supporting the growth and success of the South Bank, we recognise the social pressures, largely from elsewhere in the two boroughs, which make that investment problematic.

The key challenges remain – maintaining the right balance between all the different uses which make up the South Bank mix; catering for all the users of the area who make up our unique community; making sure that there are sufficient resources to manage the pressures generated by the South Bank's success, and that the benefits of that success are available to Lambeth and Southwark residents.

To deal with this situation we must build on our history of partnership and collaboration, looking for local solutions wherever possible. We hope this updated Manifesto and Action Plan and the broad agreement it has secured among both local stakeholders and statutory authorities will provide a springboard for the continued growth and success of the South Bank, as well as a roadmap for addressing the pressures and mitigating the impacts which might threaten that success.

The South Bank makes a huge contribution to the economy and to the quality of life in Lambeth, Southwark and London as a whole. We are determined to keep it that way.

Kate Hoey MP for Vauxhall
Rt Hon Simon Hughes MP for
Bermondsey and Old Southwark
Co-Chairmen of South Bank Partnership



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What is special about the South Bank?

The South Bank Neighbourhood

The area covered by the South Bank Partnership is from Blackfriars Bridge to Lambeth Bridge and south to St George's Circus. It comprises almost all of Bishop's Ward in Lambeth and part of Cathedrals Ward in Southwark. It contains both the Waterloo Opportunity Area of the London Plan, and part of the Borough and Bankside Opportunity Area, both of which are identified for further major growth.

This neighbourhood is a vital part of central London and one of its most important neighbourhoods. It is a key area of employment for both Lambeth and Southwark – in Lambeth's case, remarkably, half the borough's jobs are in our neighbourhood, and both boroughs have a strong commitment to growth and development in the South Bank and Waterloo. However it is also right at the edge of the two boroughs whose priorities are often driven by the needs and character of residential areas further South.

A Unique Mix

The neighbourhood is characterised by a complex and unusually broad mix of community and uses.

The community comprises:

- some 12,000 residents in a broad mix of housing types across the area;
- 50,000 employees, in a huge variety of businesses, charities, social enterprises and public bodies;
- an estimated 25 million visitors annually to the South Bank riverside, as well as large numbers to other venues and night-time economy;
- a large student population - King's College London and London South Bank University have over 50,000 students between them;
- a great teaching hospital which is a community of its own – the Guy's and St Thomas' NHS Foundation Trust has over 13,000 staff and over 2 million patient contacts a year;
- the country's largest railway station, and London's busiest interchange – Waterloo's mainline station handles nearly 100m journeys each year, with growth of 10% in the past five years despite the recession. Of the 90,000 who arrive during each weekday morning peak, some 40% exit into the surrounding public realm to continue their journeys through the area.

Any action plan for the South Bank must take account of the needs of every element of this varied community.

What is striking, however, from surveys by South Bank Partnership in 2008-09, and from feedback from businesses, residents and their elected representatives through a wide range of channels since, is that there is a close alignment of views across the whole community on the neighbourhood's needs and priorities.

Concerns were about the lack of indoor and outdoor sports provision, sufficient public toilets, inadequate retail in the area, parking, problems with rough sleeping and street drinking, the pedestrian environment and a general shared aspiration for a neighbourhood that is green, clean and safe.

The Economy

A recent study commissioned by South Bank Employers' Group revealed that the South Bank neighbourhood contributes over £2 billion each year to London's economy. Of this visitor expenditure is estimated at £240m annually.

Identified projects, many already with planning consent, suggest there is potential for 30% growth in next 10 – 15 years, representing over 4% of London's estimated growth in the period, generated in a neighbourhood that covers only 0.2% of London's area. These projects could bring 16,500 new jobs and 4,800 new residents, a very significant increase in the scale of activity in the neighbourhood - around 30% in jobs and 44% in people using the area. On top of this there is the expectation of 10% growth in the next 5 years in peak hour passenger numbers into Waterloo.

On the credit side the South Bank area is estimated to generate £690 million taxation revenue each year, and the projected growth could generate an increase in excess of £3.1million annually in business rates generated in the neighbourhood.

There is no doubt that the South Bank is an area under pressure, and that its projected growth will add to concerns already expressed by the South Bank community. The Action Plan on pages 8-11 identifies projects to be supported and local initiatives which may help to protect and enhance the quality of life for all parts of the South Bank community in the face of declining public resources.

The South Bank Area



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Progress report 2010–14

The Action Plan agreed by all members of the South Bank Partnership in 2010 had six objectives:

- Economic growth, new developments, new jobs and better retail
- Improved schools and training, especially to benefit local people without work
- A safe, clean and accessible environment for all
- An efficient transport interchange and improved transport links
- Improved health and housing and increased opportunities for culture, sport and recreation
- Reduced carbon emissions

The following section reports on progress and issues under these headings.

Economic growth, new developments, new jobs and better retail

Progress

Development: Five new hotels opened or about to open; tenants secured for new offices in Upper Ground and Blackfriars Road; construction under way on South Bank Tower and One Blackfriars.

Local Jobs and Skills Programmes: increasing commitment to improve local employment by developers and local companies, Lambeth and Southwark Councils, Waterloo Job Shop and Employ SE1; better information and accountability on local recruitment practice.

Visitor Economy: continued growth in visitor numbers and spend; record attendance at tourist and cultural venues; high hotel occupancy; highly successful provision for visitors during Jubilee and Olympic period; new attractions in County Hall; further strengthening of locally-led destination marketing and visitor information.

Retail: Lower Marsh public realm improvements complete and market showing signs of revival.

Issues

Shell site redevelopment and Elizabeth House planning consents delayed mainly by heritage concerns; extended closure of Upper Ground because of

construction seriously affected pedestrians, cyclists and business; impact of employment services would be greater with improved coordination both locally and with national programmes.

Improved schools and training, especially to benefit local people without work

Oasis South Bank Academy opened, Johanna Primary Academy expanded; KCL and LSBU continuing to invest and holding their own in changing environment; South Bank Partnership Employability Programme launched with broad employer support.

A safe, clean and accessible environment for all

Progress

Public realm management: additional cleansing and enforcement services expanded with increased revenue from the London Eye S106 planning agreement and private funding; action on illegal trading and general security collaboration strengthened;

New 'Jubiloo' public toilets opened on the riverside.

New Jubilee Gardens opened for summer 2012; completed and visited by The Queen in October 2012.

Public Realm Capital Projects: Lower Marsh improvements delivered; progress on design and funding for IMAX roundabout/Waterloo Road improvements, South Bank Spine Route renewal and Blackfriars Road. Garden Bridge project launched.

Issues

Cleansing and enforcement services are at full stretch from increased footfall; maintenance backlog surveyed and costed, but not yet addressed; utilities management still weak; petty crime is still high.

An efficient transport interchange and improved transport links

Progress

Waterloo Station: up to £300m allocated for network and station improvements 2014-19; former international platforms coming into use; masterplanning under way.

Progress report 2010–14

Other public transport: area has benefitted from improved day and night bus services, greater tube frequencies and better transport information.

Cycling: cycle hire scheme installed and very heavily used in the South Bank; more cycle parking installed at Waterloo Station.

River: London Eye pier extended.

Issues

Waterloo Station funding will not prioritise improvements to station environs which are also affected by delays to the Elizabeth House development; uncertainty about siting of Waterloo Station cycle 'megahub'; few improvements to cycle routes.

Improved health and housing and increased opportunities for culture, sport and recreation

Health: St Thomas' Hospital East Wing refurbishment under way; major improvements to A&E facilities about to start; longstanding uncertainty over the future of the South end of the St Thomas' site resolved by an agreement between the hospital and King's College London, securing the site for health uses.

Culture: new research facilities at BFI Southbank; new Rambert Dance HQ opened; major regeneration under way at National Theatre, Imperial War Museum; record attendances and significant broadening of visitor demographics at Southbank Centre.

Community engagement: neighbourhood planning forums and areas approved in Bankside and South Bank/Waterloo; South Bank Forum maintained high levels of interest and attendance; two successful London Eye Community Chest rounds.

Issues

Southbank Centre Festival Wing plans stalled: limited progress on new Waterloo Library and future of Waterloo Action Centre as a Community Hub.

Reduced Carbon Emissions

Feasibility study for South Bank Decentralised Energy Project completed but progress slower than hoped; increasing concerns about air quality.



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Action Plan 2014

Our Action Plan sets out headings for joint actions and a joint approach amongst members of the South Bank Partnership to secure the best possible outcomes for the South Bank neighbourhood and its role in London, Lambeth and Southwark.

It is divided into three broad headings:

- Growth and jobs: Including developments, retail, employability and job opportunities for Lambeth and Southwark residents.
- The physical environment: including public realm quality, transport, pedestrian movement, open space and management and maintenance
- Quality of life: including culture, recreation and leisure, safety and security, air quality and carbon reduction, health and community engagement.

Growth and jobs

Planning and development

- Support high quality new development and overcome barriers to approval and implementation.
- Maintain the balance of office, residential, cultural, tourist, education and public service uses which create the neighbourhood's unique mix.
- New residential developments to maintain a mixed residential community; reflect local and London housing policies; and continue to increase availability of local affordable and social housing.
- Make sure that neighbourhood priorities, especially the need for revenue, are taken fully into account in allocating S106 planning gain payments and Community Infrastructure Levy (CIL).
- Support the neighbourhood planning process.

Supporting local business

- Support the tourist economy in partnership with front-line tourist enterprises through improved area promotion and better visitor information.
- Achieve additional, higher quality and complementary retail across the whole neighbourhood, as well as reviving the market and encouraging the distinct retail offer in Lower Marsh.

- Establish a policy for licensed open air trading on the riverside setting standards appropriate to the South Bank brand.
- Support the proposed South Bank Business Improvement District (BID) and the Waterloo Quarter BID and secure maximum collaboration among local BIDs.

Employability and opportunity

- Ensure that residents of Lambeth and Southwark have every opportunity to obtain the new jobs created by new development and cultural and tourist activity in the South Bank.
- Engage the South Bank's employers to work with schools, unemployed residents and students to improve employability, encourage ambition and facilitate access to opportunities
- Support the South Bank Partnership's Employability Programme
- Consolidate and enhance local employer-led programmes in partnership with the boroughs and with developers.
- Develop employer-led training, work experience and apprenticeship schemes, in conjunction with local colleges.
- Influence national and regional employment programmes to meet local needs.
- Support the growth and activities of the neighbourhood's two universities.

The physical environment

Waterloo Station

- Influence the Waterloo Station masterplan to take account wherever possible of the interface between the station and its environs.
- Find incremental ways to overcome the barriers created by the station, pending the implementation of long-term solutions.

Public realm, transport and the pedestrian environment

- Achieve an agreed design for the improvement of the IMAX roundabout and Waterloo Road, which gives priority to the pedestrian environment.
- Support a review of buses and taxis in the neighbourhood to improve interchange and public realm quality.
- Maximise the benefit of the Garden Bridge to pedestrian movement in the area and make sure its impacts are managed and mitigated.
- Improve cycle routes and cycle parking, without detriment to pedestrians.

Action Plan 2014

- Bring together statutory and private organisations and resources to implement improvements to pedestrian routes south of Westminster Bridge and on to the Imperial War Museum and St George's Circus, as well as west to St. Thomas' Hospital.
- Finalise and implement plans for the renovation of the South Bank Spine Route as a key corridor for pedestrians, cyclists and servicing.
- Secure an agreed design and implement public realm improvements in Blackfriars Road, St. George's Circus and environs.
- Promote increased use of the River.
- Continue to improve public transport information.

Management and maintenance

- Develop a locally designed and delivered management regime for the areas of highest footfall, in partnership between public authorities, private landowners and businesses.
- Allocate the necessary resources to improve and sustain public realm service levels of the highest possible standard, including additional revenue S106 from planning agreements, revenue CIL and the local proportion of retained business rates.
- Commit to addressing the backlog of maintenance by 2016.
- Develop locally led measures to provide effective management of utilities.

Construction logistics and management

- In partnership with the boroughs, establish a locally managed, coordinated cross-borough approach to mitigating the impacts of construction on pedestrian and cycle routes, traffic and business.
- Maximise the flow of information about construction impacts to all users of the area.
- Secure the buy-in of developers and statutory authorities to support and resource a local approach.

Open space

- Identify and support opportunities to create additional open space, to include: extending Jubilee Gardens over Hungerford Car Park; greening of roofs, terraces and street spaces; new public spaces in developments.
- Support the Jubilee Gardens Trust to sustain high management standards.
- Develop structures for the local management of other open spaces.
- Maximise collaboration amongst managers of open spaces and community involvement through the Waterloo Open Spaces Partnership.

Quality of life

Culture, leisure and recreation

- Support improvements to cultural facilities and promote increased use of them by local residents.
- Develop the Doon Street pool and leisure complex and improved access to all local sports facilities.
- Agree and implement improvements to Archbishop's Park sports facilities.

Security and safety

- Build on high levels of local security collaboration between the Metropolitan Police, British Transport Police, Local Authorities, South Bank Patrol, and business security resources.
- Sustain and enhance the South Bank Patrol Service, on a cross-borough basis.
- Maintain and improve the concerted local approach to rough sleeping and street drinking and anti-social behaviour.
- Contain illegal trading through patrols, confiscation and prosecution.

Health

- Continue to support the Guy's and St Thomas' investment plan.
- Influence plans for the Founder's Place site with potential health uses
- Generate and support public health initiatives in the neighbourhood and across both boroughs.

Community facilities

- Provide a new Waterloo library.
- Transfer Waterloo Action Centre to community ownership under a sustainable plan for its renewal and operation.
- Support 'The Bridge at Waterloo' project at St John's Church, Waterloo

Air and water quality and carbon reduction

- Develop a plan among local partners for local air quality initiatives.
- Support Mayoral and Borough plans to improve air quality.
- Support agreed proposals for improving River Thames water quality.
- Deliver the South Bank Decentralised Energy Network (DEN).
- Investigate scope for further DEN networks as developments come forward.
- Expand and increase local business waste recycling.
- Build on and disseminate best practice among all local organisations.

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Call to action

The South Bank Partnership which brings together major local stakeholders, elected representatives and statutory authorities, has a strong track record of working with a flourishing social enterprise and voluntary sector to deliver successful local initiatives. We have proved that there is another way of doing things: business working in partnership with the community to achieve mutual benefit. We have been widely recognised, including by national government, as a pioneer of successful local coordination and initiative.

Adopting our Action Plan will deliver real benefits for workers, commuters and visitors to the South Bank, for residents in and beyond the area, and for London.

We ask that the Mayor and his Agencies, the boroughs of Lambeth and Southwark, and local business, public, social enterprise and community organisations

- Use the South Bank Partnership to help secure coordination and value for money.
- Endorse and help deliver the Partnership's Action Plan, both financially and in kind, and engage fully in its implementation.





