









SOUTH BANK
& WATERLOO
sustains us

Delivery Plan 2026-2030












Delivery Plan Summary 2026-2030

The Sustains Us Delivery Plan sets out what we aim to deliver across South Bank and Waterloo between 2026 and 2030, supporting our vision for a fairer and greener neighbourhood for all.

It turns the Sustains Us vision and programme goals into clear, practical actions, showing what has already been delivered, what is currently underway, and what we aim to deliver next.

The Delivery Plan is organised around the four Sustains Us programme goals. For each goal, it explains what success looks like, highlights projects underway, and sets out priorities for the coming years.

The Delivery Plan is intended to be a shared tool for residents, organisations, businesses, funders and partners. It provides transparency about priorities and supports coordination and collaboration – to help turn ambition into delivery.

Programme goal	What this means	What we are delivering now	What we will deliver next
Clean energy and efficient buildings 	Making buildings more energy efficient and moving away from fossil fuel heating through low carbon heat, renewables and expanding energy advice.	• Coordinating building owners around low carbon heat. • Sharing evidence from the Heat Network Feasibility Study. • Supporting informed decisions through stakeholder engagement.	• Supporting building owners to make decisions about heat network connections. • Improving access to trusted energy advice. • Exploring a community renewable energy project.
Improving air quality 	Reducing pollution from transport and buildings while making it easier and safer to walk, wheel and cycle.	• Using data from the local air quality sensor network to inform action. • Providing clearer guidance to residents and businesses.	• Working with businesses on deliveries and servicing. • Providing air quality advice to businesses. • Improving information on routes, safety and air quality for active travel.
Building greater resilience to climate change 	Creating greener, cooler streets and spaces that cope better with heat, heavy rainfall and river flooding.	• Developing detailed designs for drainage and greening in Waterloo East. • Mapping green assets through a Green Infrastructure Strategy. • Coordinating partners on flood and heat risk.	• Completing a river wall flood risk survey. • Securing funding to deliver drainage schemes. • Delivering priority greening and cooling projects across the neighbourhood.
Reducing waste and consumption 	Making it easier to reuse, share and recycle while cutting waste and environmental impact.	• Running the Living Green Challenge. • Promoting reuse schemes such as the Library of Things. • Supporting businesses through the WeAreWaterloo BID recycling scheme.	• Improving signposting for businesses to waste and recycling support. • Engaging residents in local waste reduction initiatives. • Developing circular neighbourhood projects that support sharing and reuse.

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What is South Bank and Waterloo Sustains Us

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Introduction

South Bank and Waterloo Sustains Us is a collaborative programme and way of working that delivers one of the aims of South Bank and Waterloo Partnership's Vision 2030, to create a net zero neighbourhood. This builds on a net zero strategy for the area, developed with funding from the Mayor of London.

More than a greenhouse gas target, Sustains Us sets out a clear and ambitious vision for a fairer and greener neighbourhood. It focuses on clean air and energy, more space for nature, and more sustainable ways of living and working. Everyone has a part to play. Residents, businesses, and statutory and voluntary organisations all contribute to these shared goals, which are owned collectively.



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A partnership approach

Sustains Us is delivered through a core partnership of Lambeth Council, Southwark Council, South Bank Employers' Group, South Bank and Waterloo Neighbours, WeAreWaterloo BID and South Bank BID. This is supported by a wide network of businesses, community organisations, cultural institutions and delivery partners. A Steering Group made up of partner organisations oversees the programme, helps guide priorities and supports coordination across projects.

The programme is funded through an innovative partnership model. Core costs are supported by Merlin Entertainments and Lambeth Council through the London Eye Section 106 agreement, South Bank Employers' Group, South Bank BID and WeAreWaterloo BID. So far, a further £700,000 has been secured to support delivery. This includes Lambeth Neighbourhood Community Infrastructure Levy funding allocated to South Bank and Waterloo Neighbours, government grants and funding from the Mayor of London.

SoWN · Lambeth · Southwark Council · IN PARTNERSHIP WITH MAYOR OF LONDON

SBEG · South Bank BID · Lambeth Climate Partnership · We Are Waterloo



From ideas to action

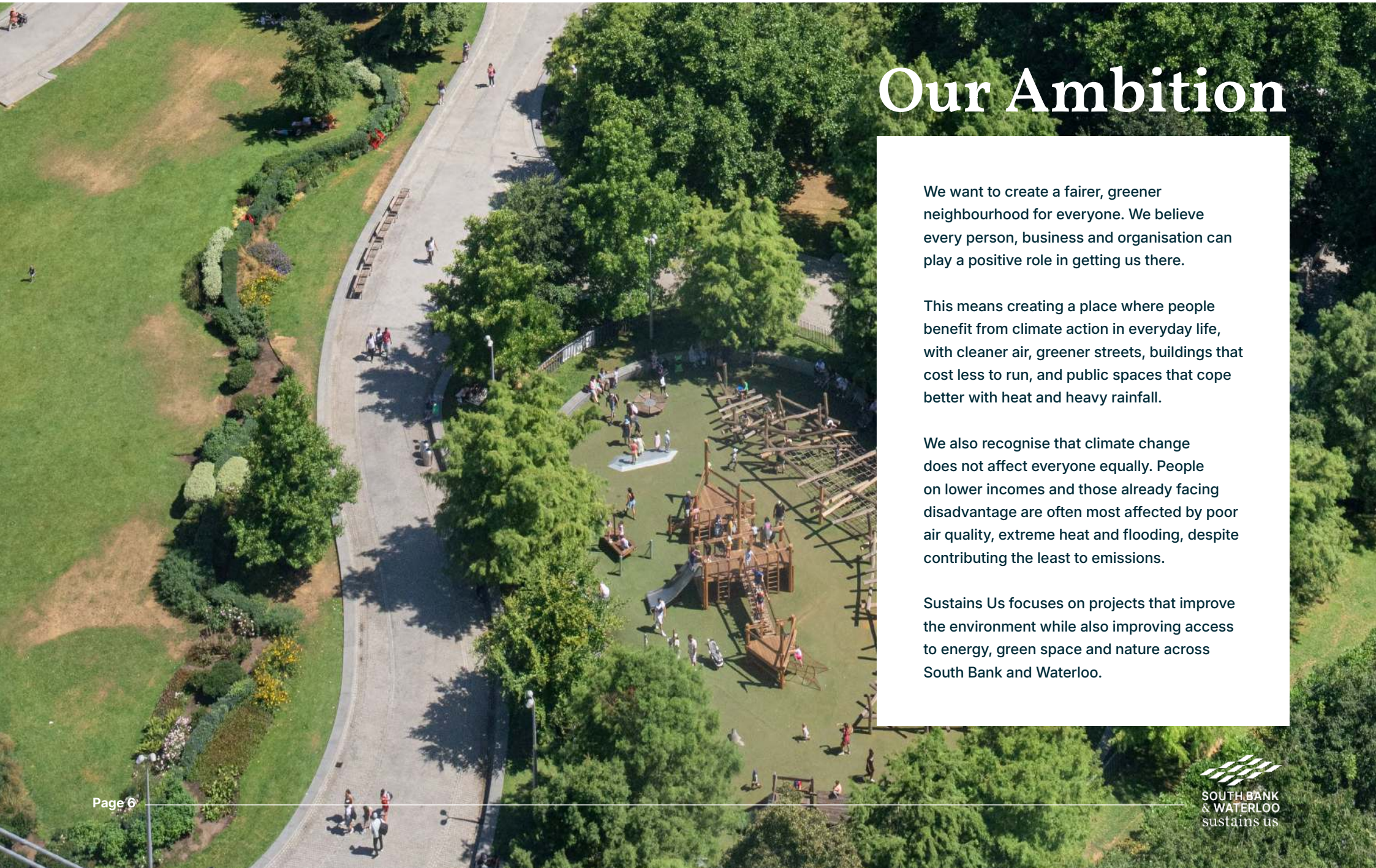
Since its launch in October 2024, Sustains Us has focused on moving quickly from ideas into delivery. The programme has supported visible local projects while also building a pipeline of projects needed for longer term change.

This includes work to better understand challenges such as air quality, flood risk and building energy use, alongside projects that improve streets, support businesses and benefit residents.

Shaped by the community

Residents, businesses and local organisations have shaped priorities through events, workshops and ongoing engagement. This ensures the programme reflects local experience and responds to what matters most to people who live and work in South Bank and Waterloo. It also helps build shared ownership of the programme and its outcomes.

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Our Ambition

We want to create a fairer, greener neighbourhood for everyone. We believe every person, business and organisation can play a positive role in getting us there.

This means creating a place where people benefit from climate action in everyday life, with cleaner air, greener streets, buildings that cost less to run, and public spaces that cope better with heat and heavy rainfall.

We also recognise that climate change does not affect everyone equally. People on lower incomes and those already facing disadvantage are often most affected by poor air quality, extreme heat and flooding, despite contributing the least to emissions.

Sustains Us focuses on projects that improve the environment while also improving access to energy, green space and nature across South Bank and Waterloo.

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Our programme goals

Sustains Us is built around four goals that together support a fairer and greener neighbourhood.



Clean energy and efficient buildings

Improving the efficiency of buildings and shifting local energy supply towards renewable and smart systems that reduce energy use, replace fossil fuel heating and cut emissions.



Improving air quality

Reducing air pollution by supporting greener travel, encouraging walking, wheeling and cycling, and cutting pollution from deliveries and servicing.



Building greater resilience to climate change

Making streets and green spaces better able to cope with heat and heavy rainfall, improving health, supporting wildlife and strengthening the neighbourhood.



Reducing waste and consumption

Increasing reuse and recycling, reducing the amount of waste produced, and cutting the use of resources where possible.

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Shaping the Sustains Us Delivery Plan

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Working in partnership

Sustains Us is built on partnership working between residents, businesses, local and London government, and community organisations. This has shaped the development of this Delivery Plan. A series of engagement and consultation activities took place during 2025 to ensure local voices informed its direction.





The Sustains Us Residents Group

The Residents Group was set up in June 2025 to give South Bank and Waterloo residents a forum to share views on climate action and local priorities. Discussions highlighted the importance of practical and affordable actions that support greener living and help reduce household costs. The group also helped shape the Wonderful Waterloo and South Bank Fun Day held in September 2025.



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The Wonderful Waterloo and South Bank Fun Day

The event took place at St John's Church on 21 September 2025 and brought together more than 250 residents with local organisations and businesses. It included creative, cultural and hands on activities such as the London Philharmonic Orchestra's Snail and the Whale workshop, the Octopus Garden Trail, children's activities, bike checks, clothing repair tutorials, climate themed games and gardening advice. Read more here.

A short survey showed clear priorities for residents, including more greening and tree planting, better care of existing green spaces, and cleaner air. These have directly informed this Delivery Plan.











Sustains Us: Shaping Our Future

A further consultation event took place at Lambeth Palace on 29 October 2025, bringing together more than 40 organisations. Participants reflected on progress and identified projects with the potential to make a big difference, helping shape the plans that follow. Read more here.





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Delivery Plan 2026-2030

This section sets out the programme's plans from 2026 to 2030. For each goal it describes what we want to achieve, what has already been delivered, what is currently underway, and what we aim to do next, subject to funding and further development with partners.



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Clean energy and efficient buildings

Ambition

We want to make buildings across South Bank and Waterloo more energy efficient and shift local energy supply towards cleaner and smarter systems. This means using less energy, moving away from fossil fuel heating, and cutting greenhouse gas emissions in ways that are affordable for residents and businesses.

What we want to achieve

We aim to:

- Support progress towards low carbon heat, including district heating where appropriate
- Enable local renewable and community energy projects where they are viable
- Increase the use of retrofit and energy advice services



What we have delivered so far

In May 2025, Sustains Us completed a £130,000 government funded Heat Network Feasibility Study with Lambeth Council. The study assessed 39 major buildings across South Bank and Waterloo and explored whether a low carbon heat network could work in the area. It showed that heating emissions could be cut by up to 95 per cent if a scheme were delivered. This work helped secure a further £100,000 of government funding to progress feasibility work.

Building on this, Sustains Us brought together building owners and partners at two stakeholder roundtable sessions in July and December 2025. The sessions focused on sharing learning, identifying next steps and reducing duplicated effort as interest in low carbon heat grows locally.

Since 2024, Sustains Us has also shared local learning through the London Councils Net Zero Neighbourhoods initiative. This has helped position South Bank and Waterloo as a place where partnership working can test new approaches to funding, governance and delivery.

Activity underway

The current focus is on supporting coordination around low carbon heat. Rather than delivering infrastructure directly, Sustains Us brings together building owners, operators and public sector partners to share information, work through challenges and make better informed decisions. This approach supports progress towards solutions that work at a neighbourhood level and was a clear priority raised through the Sustains Us Shaping Our Future event.



Future priorities

- Supporting building owners and local organisations to make informed decisions about heat network connections through shared evidence, coordination and practical guidance
- Improving signposting to trusted energy advice for residents and businesses, including services such as the Southwark Climate Collective and the LSBU Energy Advice Centre
- Exploring opportunities to work with a community energy group to deliver a local renewable energy project that cuts emissions and provides clear community benefit

Case studies

Lambeth Palace retrofit

The Lambeth Palace retrofit shows how historic buildings can be upgraded without harming their heritage value. The project improved insulation and building performance and introduced low carbon heating, cutting energy use and emissions while keeping the building fit for purpose. Read more here.













LSBU Energy Advice Centre

The LSBU Energy Advice Centre provides free, practical energy advice to local residents. Since opening in 2023, it has supported more than 1,000 people through drop in sessions, outreach events and remote support, helping households reduce energy use and cut their bills. Read more here.

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Improving air quality

Ambition

We want to improve air quality across South Bank and Waterloo by reducing pollution from transport and buildings, while making it easier and safer for people to walk, wheel and cycle. Many of the actions that cut carbon emissions and add greenery also help reduce air pollution.

What we want to achieve

We aim to:

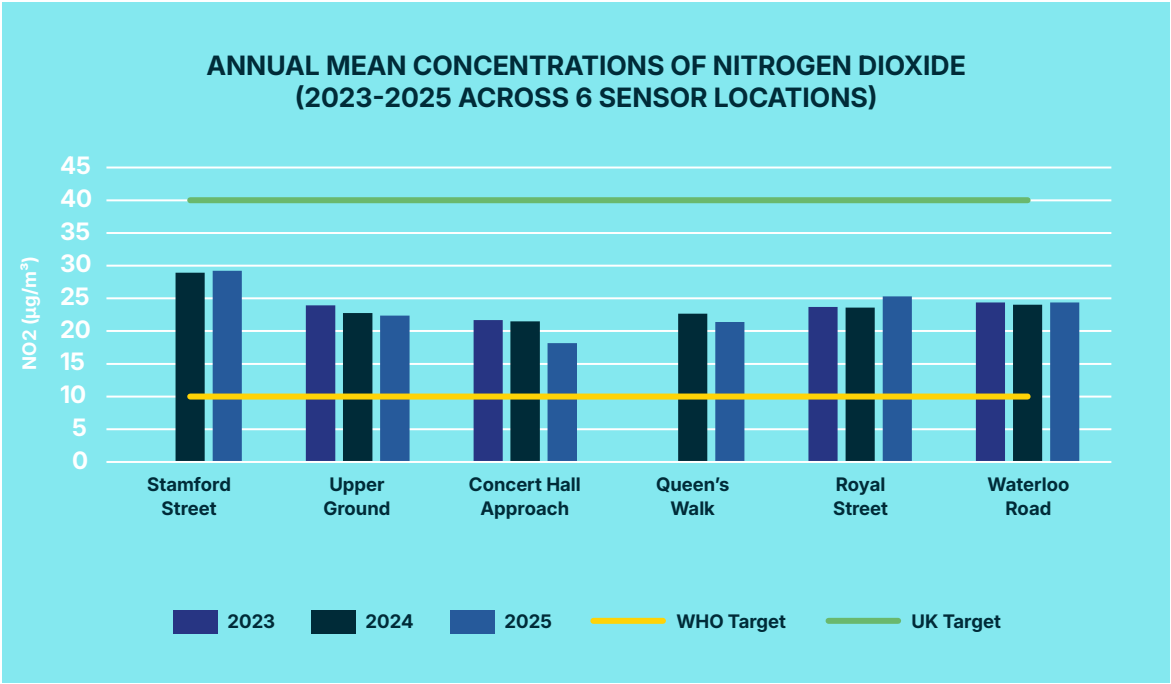
- Increase awareness of air quality and the simple steps people can take to protect their health and reduce pollution
- Work with businesses to cut pollution from deliveries and servicing where possible
- Support more walking, wheeling and cycling for local journeys

What we have delivered so far

Sustains Us has supported the coordination of a local air quality monitoring network. This includes six sensors funded by South Bank BID and five more operated by Lambeth and Southwark Councils. Together they provide real time, public data so residents, workers and visitors can see where pollution levels are highest and choose cleaner routes. You can view this data here.

Analysis of the data since the sensors were installed in 2023 shows that average levels of nitrogen dioxide and fine particulate matter are below UK legal limits. However, they remain well above World Health Organisation guidelines, which shows that air pollution is still a serious health issue in the neighbourhood.

This data provides a strong evidence base to guide action and focus effort where it is most needed.



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Projects underway

We are building on this monitoring by improving how people use and understand air quality data. This includes linking information from the sensors to clear, practical guidance for residents and businesses. The aim is to show how everyday choices about travel, deliveries and building use can help improve local air quality.

This work also recognises that air pollution comes from both local and wider sources. Traffic, buildings and deliveries within South Bank and Waterloo play a role, but pollution is also affected by regional traffic, industry and weather. Sustains Us therefore supports local action alongside work with neighbouring areas and alignment with London wide and national air quality goals.

Future priorities

- Exploring delivery consolidation linked to Waterloo Station to reduce the number of vehicle trips into the neighbourhood
- Providing air quality advice to businesses, helping them understand their impacts and identify practical actions on deliveries, heating and travel
- Supporting more people to walk, wheel and cycle by improving information on routes, safety and air quality



Case study



Waterloo Freight Hub trial

The Waterloo Freight Hub trial, led by Cross River Partnership, tested how consolidating deliveries can reduce traffic. Parcels were brought into Waterloo Station and delivered locally using cargo bikes. The trial showed clear potential to cut congestion and improve air quality, and demonstrated how Waterloo Station could support cleaner freight across London.

Read more here.

Building greater resilience to climate change

Ambition

We want South Bank and Waterloo to be better prepared for a changing climate. This means creating greener streets and spaces that can cope with hotter, drier weather and heavier rainfall, while improving people's health and supporting wildlife. This work is closely linked to improving air quality.

What we want to achieve

We aim to:

- Reduce surface water flooding in known risk areas
- Increase tree cover and greening across streets and public spaces
- Improve preparedness for river flood risk along the Thames

What we have delivered so far

A major achievement has been the creation of a new green space at Hercules Road. This project transformed a vehicle dominated street into a greener, more resilient place. It helps manage rainfall, reduce heat and improve air quality.

Sustains Us also brought together local councils, the Environment Agency and local landowners and operators through a Flood Risk Roundtable. This helped create a shared understanding of tidal flood risk, roles and responsibilities, and the long term challenges linked to rising sea levels and river flooding.

Activity underway



Work is underway to develop detailed designs for sustainable drainage and greening in the Waterloo East area. This neighbourhood has experienced flooding during heavy rainfall. The project aims to reduce flood risk while improving air quality and creating a greener public realm. The project will produce ready to use designs to support future investment.



In parallel, Sustains Us is developing a Green Infrastructure Delivery and Investment Strategy. This will map existing green assets and identify priority projects, before setting out a coordinated approach to delivering and maintaining greening across South Bank and Waterloo.

Sustains Us also co-hosted a climate resilience event for the cultural sector with the British Film Institute and Bloomberg Associates during London Climate Action Week 2025. Held at BFI Southbank, it brought together nearly 80 participants from around 60 organisations to explore how venues can prepare for extreme heat and flooding.

Future priorities

- Developing a river wall flood risk survey to better understand future flood risk and adaptation needs up to 2050
- Securing funding to deliver the sustainable drainage scheme in Waterloo East
- Supporting delivery of priority projects from the Green Infrastructure Strategy, especially those that cool streets and create space for nature

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Case studies

Hercules Road

The Hercules Road project shows how targeted greening and drainage can transform a street. The scheme introduced 15 new trees and around 300 square metres of planting through £325,000 of partnership funding. It helps absorb rainwater, reduce surface water flooding, cool the local area and improve air quality for residents and visitors.

Read more here.









Images: SUGi Project

Southbank Centre Natura Nostra Forest

This project shows how innovative greening can work in a dense urban setting. The pocket forest introduced dense planting into the Southbank Centre site, creating habitat for wildlife, cooling the surrounding area and giving people a new way to experience nature in the city.

Read more here.

Reducing waste and consumption

Ambition

We want to reduce the amount of waste produced across South Bank and Waterloo by making it easier to reuse, share and recycle. By using fewer resources, we can cut environmental impacts beyond the neighbourhood and help people save money.

What we want to achieve

We aim to:

- Provide clear information to help residents and businesses recycle more
- Increase use of local reuse and lending schemes such as the Library of Things
- Improve local sharing of items and resources

What we have delivered so far

A key achievement has been the WeAreWaterloo BID business recycling scheme, which now supports more than 150 local businesses. Through a coordinated approach, businesses receive free or reduced cost recycling services, helping cut waste sent to landfill and reduce costs. On average, participating businesses save more than £2,000 a year.

Activity underway

The Living Green Challenge has been sent to more than 2,000 households across the neighbourhood. It provides clear, practical advice on reducing waste, recycling more effectively and making more sustainable choices.



The Living Green Challenge also promotes reuse schemes such as the Library of Things. Sustains Us communications also highlight water refill stations and other ways residents and visitors can reduce single use waste. Read more here.

Future priorities

- Improve signposting for businesses to existing schemes and services that can help them reduce waste and improve recycling
- Support residents to take part in local waste reduction initiatives and promote innovative approaches like the Library of Things
- Develop circular neighbourhood projects that support sharing, exchange and reuse

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Case studies

Library of Things

The Library of Things allows residents to borrow items they only need occasionally rather than buying new. With a site at Elephant and Castle, people in South Bank and Waterloo can access tools, household equipment and other items for a small fee, reducing waste, cutting emissions and saving money. Read more here.





Image: Rory Murphy



National Theatre Natural Dye and Wellbeing Garden

The garden grows plants used to produce natural dyes for costumes and textiles, replacing synthetic dyes and reducing chemical use. It supports a circular approach by growing, harvesting and reusing materials on site, while also providing space for learning, wellbeing and wildlife.
Read more here.

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Monitoring our progress

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Our approach to monitoring

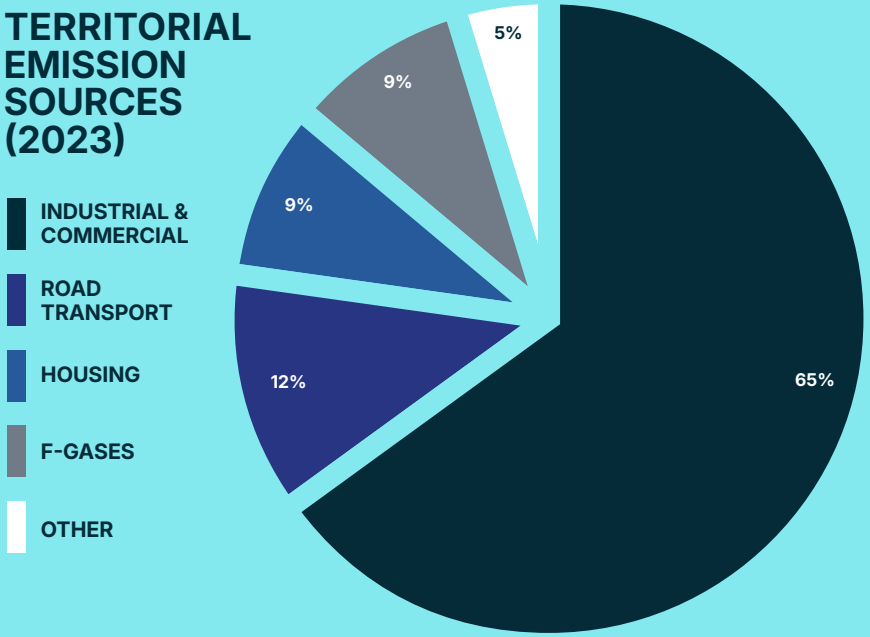
Sustains Us focuses on practical action that improves everyday life in South Bank and Waterloo. Monitoring is important, but it needs to be proportionate and focused on what matters locally.

This Delivery Plan sets out our direction with clear outcomes of what we want to achieve across South Bank and Waterloo. As a place-based, partnership-led programme, projects will continue to develop in response to local priorities, technical feasibility and funding opportunities. Detailed measures of success will be agreed with delivery partners at the individual project level as schemes move into delivery.

Air quality sensors across the neighbourhood, as referenced in the earlier section, continue to provide real time data. This helps track trends, understand the impact of projects and shape future work.

Greenhouse gas emissions

Where possible, we use existing data to understand trends in greenhouse emissions. This avoids the cost of creating new systems and allows more funding to be used for delivery. For carbon emissions, ward level data from the Impact Community Carbon Calculator provides a baseline. The most recent data for 2023 shows total emissions of around 134,000 tonnes of carbon dioxide equivalent. Energy use in commercial and industrial buildings is the largest source, which is why action on buildings and energy is a priority.



Steering Group oversight

The Sustains Us Steering Group oversees delivery of the programme. It includes representatives from Lambeth Council, Southwark Council, South Bank Employers' Group, South Bank and Waterloo Neighbours, WeAreWaterloo BID and South Bank BID.
The group meets every three months to review progress, guide priorities and respond to new opportunities.

Keeping people informed

Progress will be shared through events, regular updates and engagement with residents, businesses and partners. Information about Sustains Us, including project updates and opportunities to get involved, is available on the Sustains Us website here.

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How to get involved

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You can play an important part in delivering a fairer and greener South Bank and Waterloo.

Sustains Us requires partners, supporters and collaborators to help turn ideas into action - whether it's through funding, expertise, project delivery or simply a desire to connect and contribute.

There are many ways to get involved:

- Can your organisation support or help deliver any of the projects outlined above?
- Do you have ideas for how we can collaborate across the area to achieve our shared ambitions?
- Can you offer direct support or help unlock funding to expand and accelerate project delivery?
- Are you already running a project that aligns with our aims, which could be scaled up to support others locally?

If the answer to any of these questions is yes, we'd love to hear from you. Please get in touch via the South Bank and Waterloo Sustains Us website:

www.sbwsustainsus.org