

Public Document Pack

Cabinet

Tuesday, 21st March, 2017
at 4.30 pm

PLEASE NOTE TIME OF MEETING

Council Chamber - Civic Centre

This meeting is open to the public

Members

Councillor Simon Letts, Leader of the Council
Councillor Mark Chaloner, Cabinet Member for Finance
Councillor Satvir Kaur, Cabinet Member for Communities,
Culture and Leisure
Councillor Jacqui Rayment, Cabinet Member for
Environment and Transport
Councillor Dave Shields, Cabinet Member for Health and
Sustainable Living
Councillor Warwick Payne, Cabinet Member for Housing
and Adult Care
Councillor Christopher Hammond, Cabinet Member for
Transformation Projects
Councillor Paul Lewzey, Cabinet Member for Children's
Social Care
Councillor Dr Darren Paffey, Cabinet Member for
Education and Skills

(QUORUM – 3)

Contacts

Cabinet Administrator

Pat Wood

Tel. 023 8083 2302

Email: pat.wood@southampton.gov.uk

Service Director, Legal and Governance

Richard Ivory

Tel: 023 8083 2794

Email: richard.ivory@southampton.gov.uk

BACKGROUND AND RELEVANT INFORMATION

The Role of the Executive

The Cabinet and individual Cabinet Members make executive decisions relating to services provided by the Council, except for those matters which are reserved for decision by the full Council and planning and licensing matters which are dealt with by specialist regulatory panels.

The Forward Plan

The Forward Plan is published on a monthly basis and provides details of all the key executive decisions to be made in the four month period following its publication. The Forward Plan is available on request or on the Southampton City Council website, www.southampton.gov.uk

Implementation of Decisions

Any Executive Decision may be “called-in” as part of the Council’s Overview and Scrutiny function for review and scrutiny. The relevant Overview and Scrutiny Panel may ask the Executive to reconsider a decision, but does not have the power to change the decision themselves.

Mobile Telephones – Please switch your mobile telephones to silent whilst in the meeting.

Use of Social Media

The Council supports the video or audio recording of meetings open to the public, for either live or subsequent broadcast. However, if, in the Chair’s opinion, a person filming or recording a meeting or taking photographs is interrupting proceedings or causing a disturbance, under the Council’s Standing Orders the person can be ordered to stop their activity, or to leave the meeting.

By entering the meeting room you are consenting to being recorded and to the use of those images and recordings for broadcasting and or/training purposes. The meeting may be recorded by the press or members of the public. Any person or organisation filming, recording or broadcasting any meeting of the Council is responsible for any claims or other liability resulting from them doing so. Details of the Council’s Guidance on the recording of meetings is available on the Council’s website.

Southampton City Council’s Priorities:

- Jobs for local people
- Prevention and early intervention
- Protecting vulnerable people
- Affordable housing
- Services for all
- City pride
- A sustainable Council

Executive Functions

The specific functions for which the Cabinet and individual Cabinet Members are responsible are contained in Part 3 of the Council’s Constitution. Copies of the Constitution are available on request or from the City Council website, www.southampton.gov.uk

Key Decisions

A Key Decision is an Executive Decision that is likely to have a significant:

- financial impact (£500,000 or more)
- impact on two or more wards
- impact on an identifiable community

Procedure / Public Representations

At the discretion of the Chair, members of the public may address the meeting on any report included on the agenda in which they have a relevant interest. Any member of the public wishing to address the meeting should advise the Democratic Support Officer (DSO) whose contact details are on the front sheet of the agenda.

Fire Procedure – In the event of a fire or other emergency, a continuous alarm will sound and you will be advised, by officers of the Council, of what action to take.

Smoking policy – The Council operates a no-smoking policy in all civic buildings.

Access – Access is available for disabled people. Please contact the Cabinet Administrator who will help to make any necessary arrangements.

Municipal Year Dates (Tuesdays)

2016	2017
21 June	17 January
19 July	14 February (Budget)
16 August	21 February
20 September	21 March
18 October	18 April
15 November	
20 December	

CONDUCT OF MEETING

TERMS OF REFERENCE

The terms of reference of the Cabinet, and its Executive Members, are set out in Part 3 of the Council's Constitution.

RULES OF PROCEDURE

The meeting is governed by the Executive Procedure Rules as set out in Part 4 of the Council's Constitution.

DISCLOSURE OF INTERESTS

Members are required to disclose, in accordance with the Members' Code of Conduct, **both** the existence **and** nature of any "Disclosable Pecuniary Interest" or "Other Interest" they may have in relation to matters for consideration on this Agenda.

DISCLOSABLE PECUNIARY INTERESTS

A Member must regard himself or herself as having a Disclosable Pecuniary Interest in any matter that they or their spouse, partner, a person they are living with as husband or wife, or a person with whom they are living as if they were a civil partner in relation to:

(i) Any employment, office, trade, profession or vocation carried on for profit or gain.

(ii) Sponsorship:

Any payment or provision of any other financial benefit (other than from Southampton City Council) made or provided within the relevant period in respect of any expense incurred by you in carrying out duties as a member, or towards your election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.

(iii) Any contract which is made between you / your spouse etc (or a body in which the you / your spouse etc has a beneficial interest) and Southampton City Council under which goods or services are to be provided or works are to be executed, and which has not been fully discharged.

(iv) Any beneficial interest in land which is within the area of Southampton.

(v) Any license (held alone or jointly with others) to occupy land in the area of Southampton for a month or longer.

(vi) Any tenancy where (to your knowledge) the landlord is Southampton City Council and the tenant is a body in which you / your spouse etc has a beneficial interests.

(vii) Any beneficial interest in securities of a body where that body (to your knowledge) has a place of business or land in the area of Southampton, and either:

- a) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body, or
- b) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you / your spouse etc has a beneficial interest that exceeds one hundredth of the total issued share capital of that class.

Other Interests

A Member must regard himself or herself as having an, 'Other Interest' in any membership of, or occupation of a position of general control or management in:

Any body to which they have been appointed or nominated by Southampton City Council

Any public authority or body exercising functions of a public nature

Any body directed to charitable purposes

Any body whose principal purpose includes the influence of public opinion or policy

Principles of Decision Making

All decisions of the Council will be made in accordance with the following principles:-

- proportionality (i.e. the action must be proportionate to the desired outcome);
- due consultation and the taking of professional advice from officers;
- respect for human rights;
- a presumption in favour of openness, accountability and transparency;
- setting out what options have been considered;
- setting out reasons for the decision; and
- clarity of aims and desired outcomes.

BUSINESS TO BE DISCUSSED

Only those items listed on the attached agenda may be considered at this meeting.

QUORUM

The minimum number of appointed Members required to be in attendance to hold the meeting is 3.

In exercising discretion, the decision maker must:

- understand the law that regulates the decision making power and gives effect to it. The decision-maker must direct itself properly in law;
- take into account all relevant matters (those matters which the law requires the authority as a matter of legal obligation to take into account);
- leave out of account irrelevant considerations;
- act for a proper purpose, exercising its powers for the public good;
- not reach a decision which no authority acting reasonably could reach, (also known as the “rationality” or “taking leave of your senses” principle);
- comply with the rule that local government finance is to be conducted on an annual basis. Save to the extent authorised by Parliament, ‘live now, pay later’ and forward funding are unlawful; and
- act with procedural propriety in accordance with the rules of fairness.

AGENDA

1 APOLOGIES

To receive any apologies.

2 DISCLOSURE OF PERSONAL AND PECUNIARY INTERESTS

In accordance with the Localism Act 2011, and the Council's Code of Conduct, Members to disclose any personal or pecuniary interests in any matter included on the agenda for this meeting.

EXECUTIVE BUSINESS

3 STATEMENT FROM THE LEADER

4 RECORD OF THE PREVIOUS DECISION MAKING (Pages 1 - 10)

Record of the decision making held on 15 February 2017 and 21 February 2017, attached.

5 MATTERS REFERRED BY THE COUNCIL OR BY THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE FOR RECONSIDERATION (IF ANY)

There are no matters referred for reconsideration.

6 REPORTS FROM OVERVIEW AND SCRUTINY COMMITTEES (Pages 11 - 68)

Scrutiny Inquiry Panel – Combatting Loneliness Final Report

Report of the Chair of the Scrutiny Inquiry Panel requesting that the Executive receive the final report of the Panel to enable the Executive to formulate its response to the recommendations, attached.

7 EXECUTIVE APPOINTMENTS

To deal with any executive appointments, as required.

ITEMS FOR DECISION BY CABINET

8 TOWNHILL PARK REGENERATION NEXT STEPS ((Pages 69 - 78)

Report of the Leader seeking approval for developments in the delivery of Phase 1 and subsequent phases including decanting and legal issues such as CPO, disposal and acquisition of land and other matters, attached.

9 CONCESSIONARY FARES SCHEME 2017/18 ((Pages 79 - 88)

Report of the Cabinet Member for Environment and Transport detailing the final arrangements for the Concessionary Fare Scheme for 2017/18 including the rate at which bus operators will be reimbursed for concessionary pass travel, attached.

Monday, 13 March 2017

Service Director, Legal and Governance

Agenda Item 4

Minutes of Cabinet Meetings:

- 15 February 2017
- 21 February 2017

This page is intentionally left blank

SOUTHAMPTON CITY COUNCIL EXECUTIVE DECISION MAKING

RECORD OF THE DECISION MAKING HELD ON 15 FEBRUARY 2017

Present:

Councillor Letts	-	Leader of the Council
Councillor Chaloner	-	Cabinet Member for Finance
Councillor Rayment	-	Cabinet Member for Environment and Transport
Councillor Shields	-	Cabinet Member for Health and Sustainable Living
Councillor Payne	-	Cabinet Member for Housing and Adult Care
Councillor Hammond	-	Cabinet Member for Transformation Projects (Items 42-44)
Councillor Lewzey	-	Cabinet Member for Children's Social Care

Apologies: Councillor Kaur and Dr Paffey

41. CORPORATE REVENUE FINANCIAL MONITORING FOR THE PERIOD TO THE END OF DECEMBER 2016

On consideration of the report of the Cabinet Member for Finance, Cabinet agreed the following:

General Fund

- i) Note the current General Fund revenue position for 2016/17 as at Quarter. 3, which is a forecast under spend at year end of £0.85M against the working budget, as outlined in paragraph 4 and Appendix 1.
- ii) Note that the forecast over spend for portfolios is £3.69M as outlined in paragraph 5.
- iii) Note the actions and assumptions being put in place to address the overspend position as described in paragraph 7.
- iv) Note the performance to date with regard to the delivery of the agreed savings proposals approved for 2016/17 as detailed in Appendix 3.
- v) Note the performance against the financial health indicators detailed in Appendix 4.
- vi) Note the performance outlined in the Quarterly Treasury Management Report attached as Appendix 5.
- vii) Note the performance outlined in the Quarterly Collection Fund Statement attached as Appendix 7.

Housing Revenue Account

- viii) Note the current HRA budget monitoring position for 2016/17, as at Quarter 3. There is a forecast underspend at year end of £0.07M against the working budget as outlined in paragraphs 19 and 20 and in Appendix 6.

42. THE REVISED MEDIUM TERM FINANCIAL STRATEGY 2017/18 TO 2020/21 INCLUDING THE GENERAL FUND REVENUE BUDGET

DECISION MADE: (CAB 16/17 18454)

On consideration of the report of the Cabinet Member for Finance and having considered representations from an Honorary Alderman, Cabinet agreed the following:

- i) Note the position on the forecast favourable outturn position for 2016/17 as set out in paragraphs 31 to 37.
- ii) Note the revised Medium Term Financial Strategy 2017/18 to 2020/21 as detailed in Appendix 5.
- iii) Note the aims and objectives of the Medium Term Financial Strategy which will be presented to Council for approval on 15 February 2017.
- iv) Note that the revised proposals (following consultation) reduce cost and generate income that amount to £19.6M in 2017/18 increasing to £30.8M in 2018/19.
- v) Note that formal budget consultation began on 16 November 2016 and ended on 8th February 2017. The outcome of the consultation is outlined in paragraphs 103 to 110 and in Appendix 1.
- vi) Note that the Executive's budget proposals will impact on staffing and that consultation will be undertaken in line with legislation and the Councils agreed processes before proposals are implemented.
- vii) Note that the Executive's budget proposals are based on the assumptions detailed within the MTFs and that this includes a Council Tax increase of 4.99 %, 1.99% under general powers to increase Council Tax without a referendum and 3.00% Social Care Precept in 2017/18 and 2018/19.
- viii) Note and approve the arrangements made by the Leader, in accordance with the Local Government Act 2000, for the Cabinet Member for Finance to have responsibility for financial management and budgetary policies and strategies, and that the Cabinet Member for Finance will in accordance with the Budget and Policy Framework Rules as set out in the Council's Constitution, be authorised to finalise the Executive's proposals in respect of the Budget for 2017/18 and 2018/19, in consultation with the Leader, for submission to full Council 15 February 2017.
- ix) To delegate authority to the Service Director – Finance & Commercialisation (S151 Officer), following consultation with the Cabinet Member for Finance, to do anything necessary to give effect to the proposals contained in this report and any implications from the Final Local Government Finance Settlement
- x) Approves and recommends to Council where appropriate, the MTFs and General Fund Revenue Budget changes as set out in Council recommendations i) to xiv).

It is recommended that Council:

- i) Notes the budget consultation process that was followed as detailed in Appendix 1.
- ii) Notes that the budget consultation feedback has been taken into consideration by the Cabinet and has informed their final budget proposals.
- iii) Notes the Equality and Safety Impact Assessment process that was followed as set out in paragraphs 115 to 117 and the details contained in Appendix 2 which reflect the feedback received through the consultation process.
- iv) Note the position on the forecast outturn position for 2016/17 as set out in paragraphs 31 to 37.

- v) Approves the revised Medium Term Financial Strategy (MTFS) for the period 2017/18 to 2020/21 including the General Fund Revenue Budget attached as Appendix 5.
- vi) Approves the revenue pressures detailed in the Outcome Plans in Appendix 3.
- vii) Approves the savings proposals as set out in the Outcome Plans as detailed in Appendix 3.
- viii) Approve the General Fund Revenue Budget for 2017/18 and 2018/19 as detailed in the Annex 1 of the MTFS in Appendix 5.
- ix) Delegates authority to the Service Director Finance and Commercialisation (S151) Officer to action all budget changes arising from the approved pressures, savings and incorporating any other approved amendments into the General Fund Estimates.
- x) Notes that after taking these items into account, there is an estimated General Fund Balance of £11.3M at the end of 2017/18 as detailed in paragraph 84.
- xi) Delegates authority to the Service Director – Finance & Commercialisation (S151 Officer), following consultation with the Cabinet Member for Finance, to do anything necessary to give effect to the proposals contained in this report and any implications from of the Final Local Government Finance Settlement
- xii) Sets the Council Tax Requirement for 2017/18 at £88.48M as per Appendix 6.
- xiii) Notes the estimates of precepts on the Council Tax collection fund for 2017/18 as set out in Appendix 7.
- xiv) Delegates authority to the Service Director – Finance & Commercialisation (S151 Officer) to implement any variation to the overall Council Tax arising from the final notification of the Hampshire Fire and Rescue Authority precept and the Police and Crime Commissioner for Hampshire, precept.

43. * THE GENERAL FUND AND HOUSING REVENUE ACCOUNT CAPITAL PROGRAMMES 2016/17 TO 2020/21

DECISION MADE: (CAB 16/17 17567)

On consideration of the report of the Cabinet Member for Finance, Cabinet agreed the following:

- (i) Note the revised General Fund Capital Programme, which totals £205.46M (as detailed in paragraph 4) and the associated use of resources.
- (ii) Notes that a net £0.08M has been added to the General Fund overall programme, with approval to spend in 2016/17, under delegated powers. These additions are detailed in paragraph 6 and Appendix 2.
- (iii) Notes the addition of a total of £54.98M to the General Fund programme and the request for approval to spend £54.98M as detailed in paragraphs 10 - 28, Appendices 1, 2 and 3. Note that the approval to spend is requested subject to any variations from the spend detailed in the report being reviewed and approved by the Council Capital Board and not exceeding the amounts identified within this programme.
- (iv) Notes that £1.34M has been removed from the overall General Fund programme, as referred to in paragraph 6 and Appendix 2.
- (v) Notes that £0.10M has been re-phased from 2017/18 to 2016/17, £0.06M within the Transport portfolio and £0.04M within the City Services portfolio, as detailed in paragraph 30 and Appendix 3.
- (vi) Notes that the revised General Fund Capital Programme is based on prudent assumptions of future Government Grants to be received.

- (vii) Notes the changes to the General Fund programme, as summarised in Appendix 2 and described in detail in Appendix 3.
- (viii) Notes the slippage and re-phasing as set out in paragraph 31 and as described in detail in Appendix 3.
- (ix) Notes that the General Fund forecast position at Quarter 3 for 2016/17 is £151.5M, resulting in a potential overspend of £2.00M, as detailed in paragraph 33, Appendix 5 and confidential Appendix 6.
- (x) Notes the position on the Housing Revenue Account Capital Programme as detailed in paragraphs 50 to 53 and in appendices 7 and 8.
- (xi) Note that a review of the Council's capital strategy has been undertaken as detailed in Appendix 9.
- (xii) Notes that the Capital Strategy and Capital Programme update will be reported to Council on 15th February 2017 for approval.

44. HOUSING REVENUE ACCOUNT BUDGET REPORT AND BUSINESS PLAN

DECISION MADE (CAB 16/17 18366)

On consideration of the report of the Cabinet Member for Housing and Adult Care, Cabinet agreed the following:

- (i) To consider the report and agree that the recommendations, as set out below, be made to Council at the meeting on 15 February 2017.

It is recommended that Council:

- (i) To thank the Tenant Resources Group for their input to the capital and revenue budget setting process and to note their endorsement of the recommendations set out in this report and also the broad support for the proposals received at the Tenants' Winter Conference.
- (ii) To approve that, from 1 April 2017, a standard decrease should be applied to all dwelling rents of 1.0%, as set out in paragraph 18 of this report, equivalent to an average decrease of £0.86 per week in the current average weekly dwelling rent figure of £86.20.
- (iii) To note the following weekly service charges from 1 April 2017 based on a full cost recovery approach:
 - Digital TV £0.42 (unchanged from 2016/17)
 - Concierge monitoring £1.20 (unchanged from 2016/17)
 - Tower Block Warden £4.97 (unchanged from 2016/17)
 - Cleaning service in walk-up blocks £0.63 (unchanged from 2016/17).
- (iv) To note the weekly service charges for supported accommodation from 1 April 2017:
 - Call Monitoring Charge - £1.25 (unchanged from 2016/17)
 - Careline Silver - £3.00 (unchanged from 2016/17)
 - Careline Gold - £4.25 (unchanged from 2016/17)
- (v) To note that the charges to Council tenants for garages and parking spaces for 2017/18 will increase by 1% in line with CPI as at September 2016.
- (vi) To approve the Housing Revenue Account Revenue Estimates as set out in the attached Appendix 1.
- (vii) To approve the 30 year Business Plans for revenue and capital expenditure set out in Appendices 2 and 3 respectively.

- (viii) To note the HRA Business Plan - Planning Assumptions, as set out in Appendix 4.
- (ix) To note that rental income and service charge payments will continue to be paid by tenants over a 48 week period.

This page is intentionally left blank

SOUTHAMPTON CITY COUNCIL
EXECUTIVE DECISION MAKING

RECORD OF THE DECISION MAKING HELD ON 21 FEBRUARY 2017

Present:

Councillor Chaloner	-	Cabinet Member for Finance
Councillor Kaur	-	Cabinet Member for Communities, Culture and Leisure
Councillor Rayment	-	Cabinet Member for Environment and Transport
Councillor Shields	-	Cabinet Member for Health and Sustainable Living
Councillor Payne	-	Cabinet Member for Housing and Adult Care
Councillor Hammond	-	Cabinet Member for Transformation Projects
Councillor Lewzey	-	Cabinet Member for Children's Social Care
Councillor Dr Paffey	-	Cabinet Member for Education and Skills

Apologies: Councillor Letts

COUNCILLOR RAYMENT IN THE CHAIR

45. ADMISSION ARRANGEMENTS FOR COMMUNITY AND VOLUNTARY CONTROLLED SCHOOLS FOR ACADEMIC YEAR 2018/19

DECISION MADE: (CAB 16/17 18501)

On consideration of the report of the Cabinet Member for Education and Skills, Cabinet agreed the following:

Having complied with paragraph 15 of the Council's Access to Information Procedure Rules:

- (i) To approve the Admissions Policies and the Published Admissions Numbers (PANs) for Community and Voluntary Controlled schools and the schemes for coordinating Primary and Secondary admissions for the school year 2018/19 as set out in appendices 1 to 5.
- (ii) To authorise the Service Director, Children and Families Services to take any action necessary to give effect to the admissions policies and to make any changes necessary to the admissions policies where required to give effect to any Acts, Regulations or revised Schools Admissions or School Admissions Appeals Codes or binding Schools Adjudicator, Court or Ombudsman decisions whenever they arise.

46. ROUGH SLEEPING GRANT FUNDING

DECISION MADE: (CAB 16/17 18444)

On consideration of the report of the Cabinet Member for Housing and Adult Care, Cabinet agreed the following:

- (i) To delegate authority to the Chief Operating Officer to take all actions necessary to accept the grant and deliver the project.
- (ii) To accept, in accordance with Financial Procedure Rules, a grant of £398,952 from the Rough Sleeping Programme (2016/2020), and to act as Accountable Body for the project.
- (iii) To approve, in accordance with Financial Procedure Rules, revenue expenditure of £398,952 for the Rough Sleeping Project over 2016/17, 2017/18 and 2018/19 following receipt of the grant.

DECISION-MAKER:	CABINET		
SUBJECT:	SCRUTINY INQUIRY PANEL – COMBATING LONELINESS FINAL REPORT		
DATE OF DECISION:	21 MARCH 2017		
REPORT OF:	CHAIR OF SCRUTINY INQUIRY PANEL		
<u>CONTACT DETAILS</u>			
AUTHOR:	Name:	Mark Pirnie	Tel: 023 8083 3886
	E-mail:	Mark.pirnie@southampton.gov.uk	

STATEMENT OF CONFIDENTIALITY	
None	
BRIEF SUMMARY	
<p>From September 2016 to March 2017 the Scrutiny Inquiry Panel undertook an inquiry looking at combating loneliness in Southampton. The Scrutiny Inquiry Panel report contains a number of recommendations which have been highlighted in Appendix 2. Subject to the final report, attached as Appendix 1, being agreed at the meeting of the Overview and Scrutiny Management Committee (OSMC) on 16th March 2017, the Cabinet needs to formally respond to these recommendations within two months to meet the requirements in the Council’s constitution.</p>	
RECOMMENDATIONS:	
	<p>(i) Subject to the report attached as Appendix 1 being agreed at the meeting of the OSMC on 16th March 2017, Cabinet is recommended to receive the attached Scrutiny Inquiry Panel report to enable the Executive to formulate its response to the recommendations contained within it, in order to comply with the requirements set out in the Council’s Constitution.</p>
REASONS FOR REPORT RECOMMENDATIONS	
1.	The overview and scrutiny procedure rules in part 4 of the Council’s Constitution requires the Executive to consider all inquiry reports that have been endorsed by the Overview and Scrutiny Management Committee, and to submit a formal response to the recommendations contained within them within two months of their receipt.
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED	
2.	None.
DETAIL (Including consultation carried out)	
3.	The OSMC, at its meeting on 11th August 2016, requested that the Scrutiny Inquiry Panel undertake an inquiry looking at combating loneliness in Southampton.
4.	<p>The set objectives of the Inquiry were:</p> <ul style="list-style-type: none"> • To review progress being made in Southampton to combat loneliness. • To understand what is being done to reduce loneliness elsewhere. • To identify what initiatives could work well in the City to help people make connections and improve their wellbeing.

5.	The Scrutiny Inquiry Panel undertook the inquiry over 5 evidence gathering meetings and received information from a wide variety of organisations. This included health professionals, charitable and voluntary organisations, volunteers, commissioners, academics and lonely residents in receipt of support.
6.	The final report contains 18 recommendations in total, summarised in Appendix 2, which if implemented the Panel believe will help to accelerate progress towards combating loneliness in Southampton.
7.	A final report of the Inquiry is attached as Appendix 1. The report will not be considered by the OSMC until 16th March 2017, after the deadline for publication of Cabinet papers, therefore any amendments made by the OSMC will be reported to the Executive verbally at the Cabinet meeting.
8.	The Executive needs to consider the inquiry recommendations and to formally respond within two months of the date of receiving this report in order to meet the requirements set out in the Council's constitution.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
9.	In practice any future resource implication arising from this review will be dependent upon whether, and how, each individual recommendation within the inquiry report is progressed by the Executive. More detailed work will need to be undertaken by the Executive in considering its response to each of the recommendations set out in the report.
<u>Property/Other</u>	
10.	None.
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
11.	The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.
<u>Other Legal Implications:</u>	
12.	None
POLICY FRAMEWORK IMPLICATIONS	
13.	The proposals contained within the appended report are in accordance with the Council's Policy Framework.

KEY DECISION?	No
WARDS/COMMUNITIES AFFECTED:	None directly as a result of this report
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	Combating Loneliness in Southampton – Final Report
2.	Combating Loneliness in Southampton – Summary of conclusion and recommendations

Documents In Members' Rooms	
1.	None
Equality Impact Assessment	
Do the implications/subject of the report require an Equality and Safety Impact Assessments (ESIA) to be carried out.	No
Privacy Impact Assessment	
Do the implications/subject of the report require a Privacy Impact Assessment (PIA) to be carried out.	No
Other Background Documents	
Equality Impact Assessment and Other Background documents available for inspection at:	
Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	None

This page is intentionally left blank

Combating Loneliness in Southampton Scrutiny Inquiry - Draft

“The most terrible poverty is loneliness” - Mother Teresa



PANEL MEMBERSHIP

Councillor Furnell (Chair)
Councillor Coombs (Vice Chair)
Councillor Burke
Councillor Laurent
Councillor Murphy
Councillor Parnell
Councillor T Thomas

Scrutiny Manager – Mark Pirnie
mark.pirnie@southampton.gov.uk

023 8083 3886



Contents

Contents	Page
Chair's Introduction	3
The Aim of the Inquiry	4
Introduction and Background	6
Conclusions and Recommendations	13
Appendices	17
Appendix 1 – Terms of Reference	18
Appendix 2 – Inquiry Plan	21
Appendix 3 – Summary of Key Evidence	23
Appendix 4 – Findings	40

Chair's Introduction



Councillor Furnell - Chair of the Combating Loneliness Inquiry Panel (2016/17)

'A sad soul can kill you quicker, far quicker than a germ.' – John Steinbeck

The Scrutiny Panels remit to look into the problem of loneliness in Southampton was set out in August 2016. We have attempted to review current progress being made, to understand best practice elsewhere and identify what initiatives could improve our ability to tackle the scourge of loneliness in Southampton.

As the report shows loneliness can affect anybody of all ages from young people to the very old. Loneliness can be caused by personal factors as well as factors in the wider society. The common estimate is that about 1 in 7 people are lonely at any one time, which, when extrapolating this data indicates that there could be over 30,000 people who are currently experiencing loneliness in Southampton.

There are considerable health risks associated with loneliness and isolation and evidence has identified that loneliness is a comparable risk factor for early death as smoking 15 cigarettes a day.

There is strong evidence that loneliness has a dramatic knock on affect to society and can increase the pressure on a wide range of public services. Many problems only emerge when people are referred to health or local authority services.

We have spoken to countless organisations and individual people about their experiences in tackling loneliness and their experience of it. We have heard presentations from a diverse selection of people at our five consultation meetings. We have heard and read submissions from cabinet members, council officers, Age UK, Communicare, NHS Southampton City CCG and other health professionals, The Campaign to End Loneliness, groups working with young people, the BAME community, GP's, chaplains, street pastors and other community champions. This gave us a good overall view of what is currently happening and how it can be improved.

I thank everyone for their valued contribution to our final report. I would also like to thank council officers and the councillors on the Inquiry Panel for their contributions.

I am confident that we have highlighted the problems facing Southampton in regards to loneliness and we have identified additional measures which, if enacted, can alleviate problems associated with loneliness and isolation. It is incumbent on all of us, whether we are councillors or not, to be aware of this issue and work towards solutions.

Combating Loneliness in Southampton

The Aim of the Inquiry

1. Loneliness is a significant and growing issue. Acute loneliness has been consistently estimated to affect around 10-13 per cent of older people¹ but it is recognised that loneliness affects all age groups.
2. Professor Kevin Fenton, Public Health England National Director for Health and Wellbeing, stated that:
*'The devastating impact loneliness can have on our mental and physical health makes it an issue we can ill-afford to ignore.'*²
3. Loneliness is amenable to a number of effective interventions and the Campaign to End Loneliness, working with Age UK, have developed a framework which sets out a series of practical interventions to address loneliness.
4. Taking action to reduce loneliness can benefit residents, communities and reduce the need for health and care services in the future.
5. In recognition of the importance of this issue, and the potential to make a significant difference for residents and communities across Southampton, the Overview and Scrutiny Management Committee, at its meeting on 11th August 2016, requested that the Scrutiny Inquiry Panel undertake an inquiry looking at combating loneliness in Southampton.
6. The set objectives of the Inquiry were:
 - a. To review progress being made in Southampton to combat loneliness.
 - b. To understand what is being done to reduce loneliness elsewhere.
 - c. To identify what initiatives could work well in the City to help people make connections and improve their wellbeing.
7. The full terms of reference for the Inquiry, agreed by the Overview and Scrutiny Management Committee, are shown in Appendix 1.

How the inquiry was conducted

8. The Scrutiny Inquiry Panel undertook the inquiry over 5 evidence gathering meetings and received information from a wide variety of organisations. This included health professionals, charitable and voluntary organisations, volunteers, commissioners, academics and lonely residents in receipt of support. A list of witnesses that provided evidence to the Inquiry is detailed in Appendix 2.
9. To deliver the set objectives the agreed project plan identified that each evidence gathering meeting of the inquiry would focus on an aspect of the framework for loneliness.

¹ LGA, Combating Loneliness: A guide for local authorities, Jan 2016, Foreword

² Campaign to End Loneliness & Age UK, Promising Approaches to reducing loneliness and isolation in later life, Jan 2015, Foreword

10. At each meeting guests were invited to inform the Panel of the impact loneliness is having in Southampton, outline activities being delivered and to identify gaps and issues. This enabled the Panel to undertake a mini audit of the strengths and weaknesses/opportunities in the city and to recommend key actions that, if implemented, would help Southampton combat loneliness.
11. In undertaking this inquiry the Panel were made aware that combating loneliness was a complex and cross cutting issue and that councils, working in partnership with others, are well placed to lead on this ambition.
12. The key findings, conclusions and recommendations from the inquiry are detailed succinctly later in this report.

Consultation

13. The inquiry has sought to engage with lonely people and to ensure that their views are reflected. At meeting two the Panel heard from clients and volunteers engaged in the befriending service run by Communicare; at meeting 3 case studies from Age UK Southampton service users were presented to the Panel; additional consultation was also undertaken by officers to get a BME perspective on loneliness, this included a visit by the Scrutiny Manager to the Milan Group, an older Asian women's group in Southampton supported by WEA at the Clovelly Centre.
14. Members of the Panel would like to thank all those who have assisted with the development of this review, in particular Adrian Littlemore, Senior Commissioner within the Integrated Commissioning Unit, who has provided the Panel with invaluable advice throughout the inquiry.

Introduction and Background

Loneliness and social isolation

15. Although these two issues are often considered to be the same thing there are important distinctions between loneliness and social isolation. It is possible to be isolated and not lonely and vice-versa.
16. Isolation is objective and is a measure of the number of contacts or interactions; loneliness is subjective and was described to the Panel by the Interim Director of the Campaign to End Loneliness as:

“The unwelcome feeling of a gap between the social connections we want and the ones we have.”

How many people are lonely? – National Data

17. There are a number of different statistics that have been published that seek to quantify the prevalence of loneliness in the UK.
18. The Local Government Association’s guide to combating loneliness identifies that acute loneliness has been consistently estimated to affect around 10-13 % of older people. Indeed recent estimates place the number of people aged 65 who are often or always lonely at over one million.³
19. The number of people who feel chronically lonely is expected to increase as our population ages as studies show that the likelihood of experiencing loneliness increases with age.
20. To provide context to the statistics The Campaign to End Loneliness have published the following findings from research conducted:
 - 17% of older people are in contact with family, friends, neighbours less than once a week, 11% are in contact less than once a month (Victor et al, 2003)
 - Over half (51%) of all people aged 75 and over live alone (ONS, 2010)
 - Two fifths of older people (about 3.9 million) say the television is their main company (Age UK, 2014).
21. The above findings reflect loneliness amongst older people, however loneliness can be felt by people of all ages. The Campaign to End Loneliness website provides links to research that shows that loneliness in the UK peaks at two points in our lives; those aged 25 years and under and those aged over 65 years tend to experience the highest levels of loneliness.
22. However, to emphasise the point that loneliness can be felt by all ages, research commissioned to assess the changing face of social interaction in the UK by the ‘Big Lunch’ found that two-thirds of adults have experienced loneliness at some point and the ONS Opinions and Lifestyle Survey 2014/15 reported that, whilst the figure was higher for over 80’s (29.2%), 15.4% of all residents surveyed experienced high levels of loneliness in their daily lives.

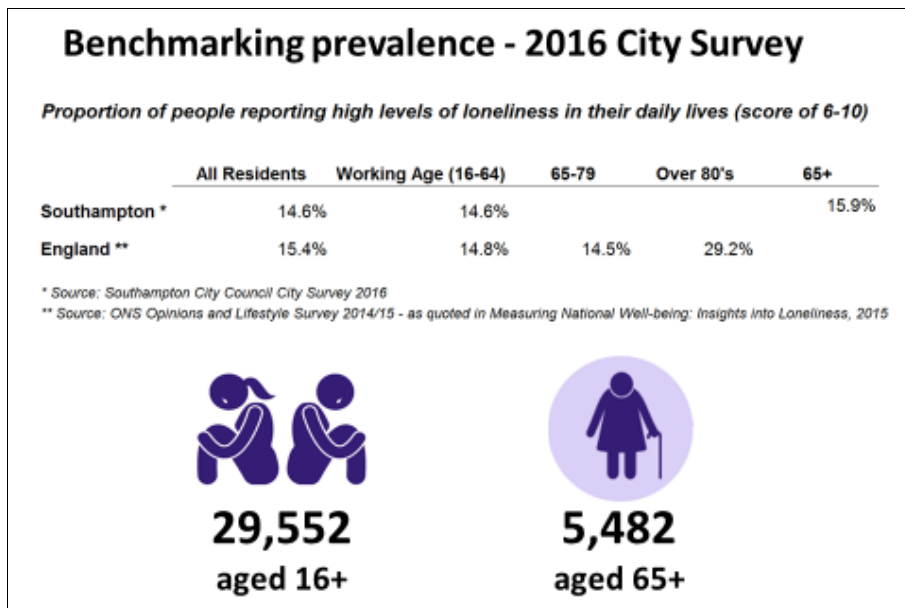
How many people are lonely in Southampton?

23. The 2016 Southampton City Council City Survey asked residents (aged 16+) a question about the extent they felt lonely in their daily life. The findings largely

³ LGA, Combating Loneliness: A guide for local authorities, Jan 2016, Foreword

reflected the national data with 14.6% of all residents responding that they experienced high levels of loneliness, the figure was 15.9% for over 65's.

24. Extrapolating this data indicates that there could be approximately 30,000 residents aged 16+ who are experiencing loneliness in Southampton. A breakdown of the data is shown in the table below.

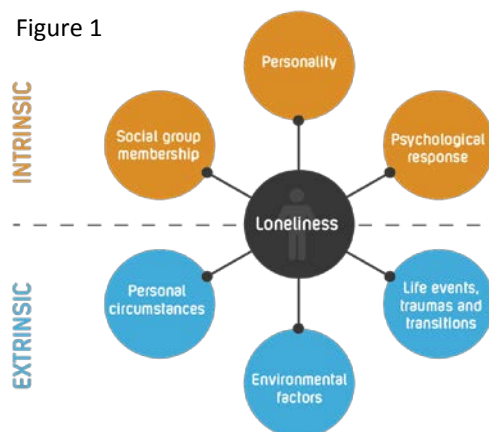


25. The above statistics relate to people aged over 16. Whilst no accurate statistics were available reflecting loneliness for children and young people aged under 16 in Southampton, the Panel were informed that, of the 5,865 young people No Limits offered information and support to in 2015/16, 21% discussed feelings of loneliness or difficulty relating to others.

Risk factors for loneliness

26. Loneliness is a deeply personal experience, its causes and consequences are unique to every individual. Loneliness stems from a combination of personal, community and UK wide factors rather than the product of one event or change in circumstances.
27. Whilst loneliness is unique a number of risk factors have been identified that increase the likelihood of experiencing feelings of loneliness. The diagram below from the Campaign to End Loneliness divides the risk factors into intrinsic and extrinsic factors, the table into personal and wider societal factors:

Figure 1



Personal	Wider Society
Age	Lack of public transport
Poor health	Physical environment (e.g.no public toilets)
Sensory loss	Housing
Loss of mobility	Fear of crime
Lower income	High population turnover
Bereavement	Demographics
Retirement	Technological changes
Becoming a carer	

SCC - Public Health presentation to Inquiry

28. Given the risk factors detailed on the previous page it has been possible to identify groups who are at particular risk of isolation and loneliness. The presentation to the Panel by the City Council's Public Health Consultant identified the following at risk groups:
- Mothers of young children / Teenage mothers
 - Children and young people who do not conform to local norms of appearance, language or behaviour
 - Young people and adults who care for others
 - Lesbian, gay, bisexual and transgender people
 - People in ethnic minority groups
 - People with long-term conditions and disability
 - Young people not in education, employment or training (NEET)
 - People who are unemployed
 - Working-age men
 - People who suffer from addiction
 - Homeless people.
29. The recently published report, '*Trapped in a bubble – An investigation into triggers for loneliness in the UK*', added to understanding of risk by identifying key life events or transitions that are risk factors for loneliness. Research showed that 73% of people surveyed who stated that they were always / often lonely fell within one of the following six groups:⁴
- Young new mums (aged 18-24)
 - Individuals with mobility limitations
 - Individuals with health issues
 - Individuals who are recently divorced or separated
 - Individuals living without children at home (empty nesters)
 - Retirees.
30. This research appears to corroborate the information provided to the Panel by the service users who are being supported by Communicare's befriending service when they identified the causes for their loneliness; feedback from the Community Navigator pilot and from Dr Ros Simpson, Southampton GP.

What is the impact of loneliness?

31. The report '*Trapped in a bubble – An investigation into triggers for loneliness in the UK*' concludes that:
- 'Loneliness can have serious consequences and negative impacts at both a personal and community level. Loneliness can cause and, at times, worsen existing personal problems (psychological, social, and behavioural) and community level issues (fewer social connections, lack of confidence to leave the home). Loneliness also has serious consequences for isolated individuals including increased morbidity, lower life satisfaction, and a predisposition towards low mental and physical health. It can affect all aspects of their life, including an impact on other social relationships and behaviours.'⁵

⁴ Kantar Public, *Trapped in a bubble – An investigation into triggers for loneliness in the UK*, 2016, p6

⁵ Kantar Public, *Trapped in a bubble – An investigation into triggers for loneliness in the UK*, 2016, p49

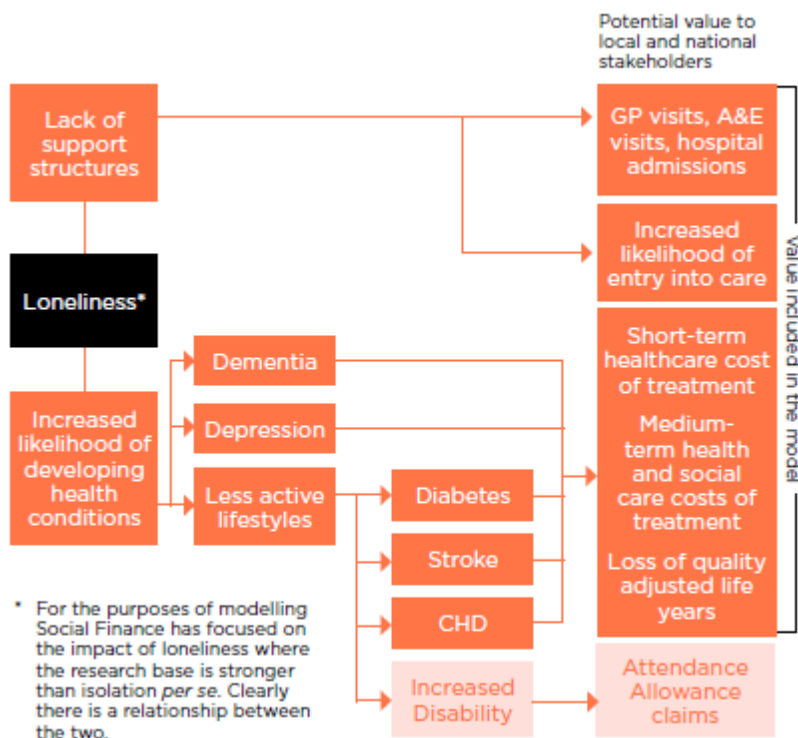
Physical Health and Mental Health

32. Research presented by the Campaign to End Loneliness shows that loneliness, as well as being a deeply painful experience, is harmful to our health: lacking social connections is a comparable risk factor for early death as smoking 15 cigarettes a day, and is worse for us than well-known risk factors such as obesity and physical inactivity. Loneliness increases the likelihood of mortality by 26%.
33. Lonely people are more likely to smoke and drink alcohol; more likely to be overweight and have poor diets; more likely to skip medication.
34. Loneliness is linked to the development of depression; can delay the recovery time from illness; can predict the suicidal behaviours in older age. More details on the impact of loneliness on health is available at: <http://www.campaigntoendloneliness.org/about-loneliness>

Costs to Public Services

35. There is strong evidence that loneliness can increase the pressure on a wide range of local authority and health services. It can be a tipping point for referral to adult social care and can be the cause of a significant number of attendances at GP Surgeries. This is outlined in Figure 2 below.

Figure 2: The impact of loneliness on public sector resources



36. A study by Social Finance assessed the average 'cost' of being chronically lonely to the public sector. Using national averages for baseline service usage of older people, they estimated that increases in service usage by chronically lonely people creates a cost to the public sector of on average c.£12,000 per person over the medium term (15 years).⁶

⁶ Social Finance, Investing to Tackle Loneliness – A discussion paper, June 2015, p10 inc Figure 2

The impact of loneliness - Southampton

37. Throughout the inquiry the Panel has sought to evidence the impact of loneliness in Southampton. Focusing on a number of high risk groups identified previously the Panel were able to develop their understanding of the issue within the city.
38. Given the scale and prevalence of loneliness it has not been possible to hear from each 'at risk' group during the inquiry. The information presented below, through quotes and statistics, therefore does not pretend to provide a comprehensive reflection of loneliness in Southampton. It is a snapshot that attempts to provide an insight into the impact loneliness is having on the emotional, physical, mental and social wellbeing of the city.

Older People	
<ul style="list-style-type: none">• Estimated 5,482 people aged over 65 lonely in Southampton.• <i>"When I got severe arthritis I had to quit my job and then I nursed my very ill father for seven years. During this period my social life was not very good, as I could not go out."</i> – Janet, Age UK Southampton service user	<p><i>"Evenings and weekends are the most challenging times"</i> - Communicare service user</p>
Carers	
<p><i>"I didn't feel isolated while I was able to go out to work and do caring. Once I tried to be a carer here full-time, I felt totally isolated because your whole network's gone. People come round for a while but not for long."</i> - Alone in the Crowd</p>	<ul style="list-style-type: none">• Estimated 36,000 carers in Southampton.• Carers slide into invisibility, lose support networks and often lose or give up jobs, friends and families – Phil Lee, Carers in Southampton
Young Carers	
<ul style="list-style-type: none">• Southampton Young Carers Project is currently supporting over 150 children and young people at any one time.• The impact on these children and young people's lives is profound. They become isolated, marginalised, lacking in confidence, they have low self-esteem and they are unable to go out to play with their peers.	
Minority Ethnic Communities	
<ul style="list-style-type: none">• Feedback identified older members of the community; young mothers; those who have recently arrived in the UK and those with limited incomes as those most likely to experience loneliness.• Inability to speak fluent English can limited ability to integrate, communicate, socialise and can lead to isolation.• Within some communities shame and dignity may discourage people from seeking help, especially issues around isolation and depression.	

Mental Health

“My anxiety and depression isolate me from people, stop me from being able to do the things I’d like to do so socially it cuts me off.” – Solent Mind service user

- Loneliness was a factor in a number of suicides in Southampton
- **Case Study – Male, lived halls of residence, Two years + studying. No known mental health issues or other health conditions. Committed suicide. No one seemed to know him.**

Children and Young Adults

- 1,245 young people discussed feelings of loneliness or difficulty relating to others (No Limits – Information and support data)
- Find it hard to trust people therefore find it difficult to make friends – (Care Leavers - Youth Options)
- Although students often have a reputation for partying, for many the experience of going away to university can be lonely, and have an impact on their mental health.

“Going to bed or thinking about what others are doing tends to emphasise the loneliness.” – Solent Mind service user (impact of social media)

Working Men

- Loneliness amongst working men is a real issue. **Stress and pressure to be successful can leave people isolated** – Mandy Harding, Southampton Street Pastors
- A number of ‘hidden’ people living on estates that do not come out and are isolated – Mandy Harding, Southampton Street Pastors

Homeless

- Loneliness is inherent in the state of homelessness, usually the complex trauma experienced by people who find themselves sleeping on the streets or lodged in a hostel or other temporary accommodation has likely been extreme enough to divest them of any social capital they may have had.
- **High rates of completed suicide amongst people who find themselves homeless owes a great deal to the social isolation they experience.** - Pamela Campbell, Consultant Nurse Homelessness and Health Inequalities, Southampton

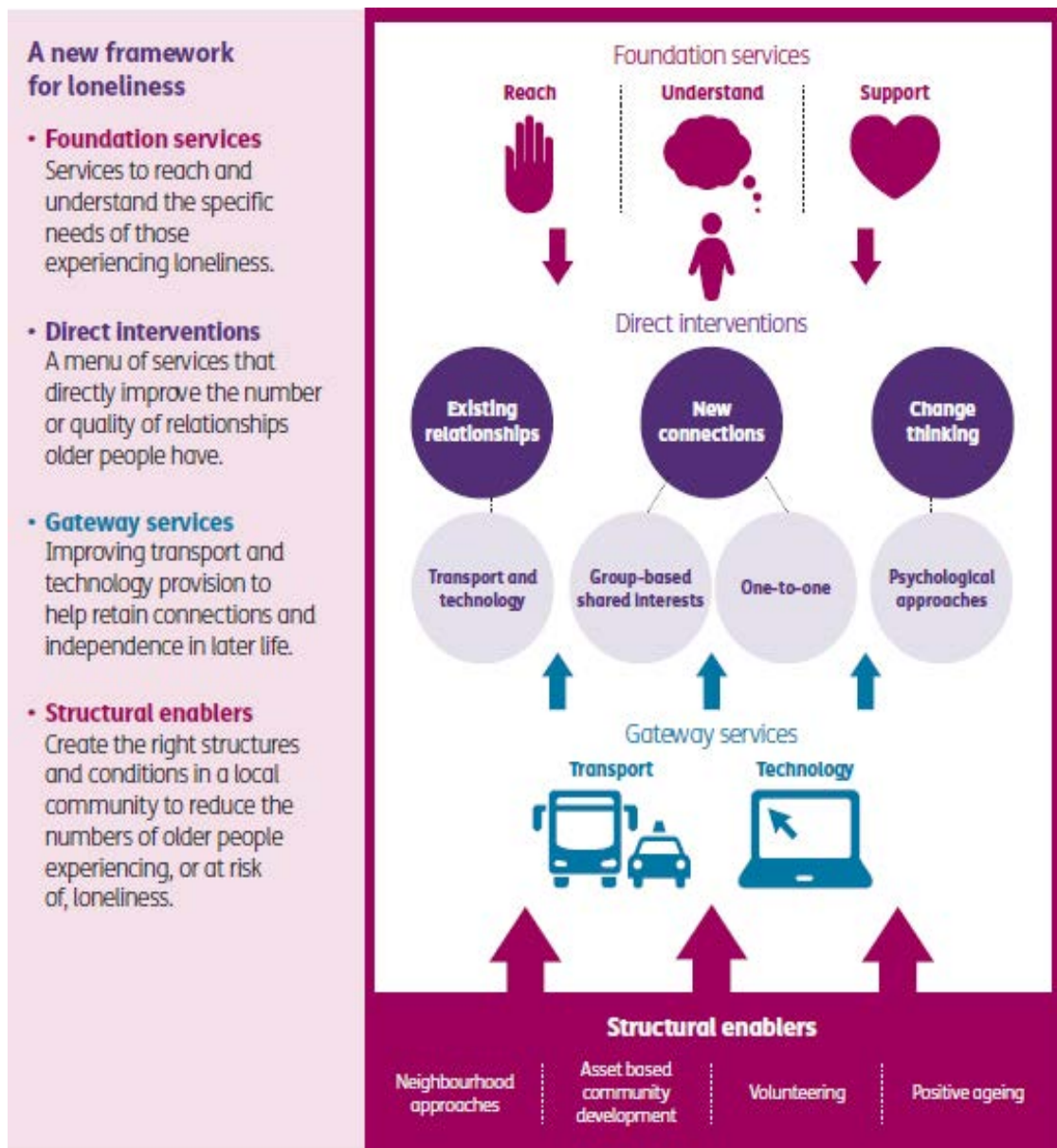
Health and Care System

- **“Loneliness is a big problem in Southampton, not just for the elderly, with a significant impact on the health system”** – Dr Ros Simpson, Brook House Surgery

39. Further details on the impact of loneliness in Southampton is identified in the summary of key evidence for each meeting attached as Appendix 3, and all presentations delivered to the Inquiry Panel are available at: <http://www.southampton.gov.uk/modernGov/ieListMeetings.aspx?Committeed=660>

A Framework for Addressing Loneliness

40. As previously identified loneliness is a deeply personal experience, unique to each individual, a problem with different causes and consequences for every one of us.
41. This is what makes addressing loneliness so complex. There has been a knowledge gap about what really works to tackle loneliness. To fill this gap in 2015 the Campaign to End Loneliness and Age UK produced '*Promising Approaches to reducing loneliness and isolation in later life*'. In this report, they asked the question 'What works?' and identified a large number of different sorts of services where there was some evidence that they had reduced loneliness.
42. A framework, shown below, was developed that identifies the full range of interventions needed in a local area to support people experiencing, or at risk of experiencing loneliness. This framework formed the structure for each inquiry meeting enabling comparison with support available in Southampton.



*Diagram adapted from 'No one should have no one' – Age UK

Conclusions and Recommendations

43. A summary of the key evidence presented at each of the inquiry meetings is attached as Appendix 3. In addition a summary of findings for Southampton against the framework for loneliness is attached as Appendix 4. Conclusions were drawn from each meeting and disseminated to the Panel. All of the reports, presentations and minutes from the inquiry meetings can be found here:

<http://www.southampton.gov.uk/modernGov/ieListMeetings.aspx?Committeed=660>

Conclusions

- The inquiry has clearly demonstrated to the Panel that loneliness is a significant issue in Southampton that has devastating and costly impacts for numerous residents, communities and the city as a whole.
- Loneliness is amenable to a number of effective interventions and there are clear incentives, as well as a moral obligation, to take action to address loneliness as combating loneliness can reduce the need for health and care services in the future.
- The Panel were encouraged by the progress made in Southampton to reduce and prevent loneliness, and the variety and diversity of activities and support currently being delivered, predominantly through the voluntary and community sector and the band of volunteers who work tirelessly to support vulnerable residents, to help make connections and bring communities together.
- The Panel are aware that a considerable number of the Loneliness Framework interventions needed in a local area to support people experiencing, or at risk of loneliness, are now in place or are in development, and that when a number of the new initiatives become established and rolled out across the city outcomes will improve.
- The area where the Panel felt most passionately about was the importance of strengthening neighbourhoods. Strong communities, looking out and supporting each other will inevitably reduce isolation and loneliness as well as providing numerous other benefits.
- The Panel support the development of the Community Solutions Groups, the proposals to develop a community development service to support voluntary and community organisations, reduce duplication and improve co-ordination, and to increase grant funding available for neighbourhood groups to encourage community led initiatives. Community led solutions offer significant potential to combat loneliness.
- However, Southampton can and must do more to combat loneliness and changes can be made that improve the timeliness of support offered to lonely people and help to prevent vulnerable people from becoming lonely, particularly acutely lonely, in the future.
- A priority must be to reach out more effectively to those who are most isolated and lonely, using and developing the data available and understanding of what causes loneliness, and which transition points can

make people vulnerable, to promote services and target appropriate support when it is required.

- Additionally there is a clear requirement to improve the provision of community focussed information, advice and guidance provided to lonely people and the co-ordination of effort and activity to encourage digital inclusion in Southampton.
- Examples of good practice exist nationally and it is advisable that the Council takes up the invitation from the Campaign to End Loneliness to provide support as Southampton seeks to combat loneliness.
- It is essential that in the drive to combat loneliness the views and opinions of lonely people must be at the heart of any decisions and that consideration should be given to hearing the voice of lonely people throughout the process.
- The findings and recommendations identified during the inquiry are reflected within Southampton Better Care vision; which is to join up care and support for each and every unique person in our city needing our care.

Recommendations

44. Reflecting the key findings and conclusions the following actions are recommended to combat loneliness in Southampton:

Foundation Services

1. **Southampton index of isolation and loneliness** – Incorporating segmentation data from MOSAIC, build on existing data sources to develop a comprehensive local index of isolation and loneliness that will enable neighbourhoods which have a higher likelihood of having individuals that are socially isolated or lonely to be identified.
2. **Data sharing and targeting support** – To increase the effectiveness of interventions share the index of isolation and loneliness with relevant organisations across Southampton, including the voluntary and community sector and the Council's Digital Transformation Team. This should enable services and prevention activity to be targeted to groups and neighbourhoods that are particularly vulnerable to loneliness.
3. **Transitions and key life events** – There is growing awareness that certain transitions and key life events such as bereavement, motherhood or retirement are risk factors for loneliness. Consideration should be given to the timely support and information that can be provided to residents experiencing these transitions and events to prevent and respond to loneliness.
4. **Southampton Information Directory (S.I.D)** – To maximise the potential of a citywide, but community focussed, information directory, a co-ordinated approach needs to be developed that results in either improvements to the existing Southampton Improvement Directory so that it is fit for purpose, or the purchasing of an additional platform to meet the needs of the city.

5. **Community Navigation** - Dependent upon the evaluation of the pilot scheme, commission and roll out the Community Navigation Scheme across Southampton to support residents to find the most appropriate support (utilising and updating the S.I.D) and to act as a link between lonely residents, local Community Solutions Groups and statutory services, including GP's.
6. **GENIE** – To help lonely people make new connections and reduce demand for health and care services, develop a plan to implement the GENIE tool across Southampton using trained volunteers and the improved S.I.D.
7. **Communications** – Develop a communications plan to improve awareness of loneliness, both among professionals and older people themselves, and to identify appropriate methods to communicate with lonely people.

Direct Interventions

8. **Befriending Services and Peer Support** – The Panel were informed of the lengthy waiting list for befriending services and peer support in Southampton. Linked to the development in the city to support prevention and early intervention it is recommended that consideration be given to identifying opportunities to increase capacity for the much valued befriending and peer support schemes in Southampton.

Gateway Services

9. **Digital Inclusion** – A Digital Strategy for the Council is currently in development. The Panel recommends that the Council co-ordinates its' approach with partners across the city to support digital inclusion, reduce duplication and target support effectively, utilising the index of social isolation and loneliness, including digital support for communities whose first language is not English.
10. **Community Transport** - The Community Solutions Sub-group are actively considering innovative approaches to the transport needs of people who cannot or find it difficult to use public transport. It is recommended that, if the business planning by the University of Southampton identifies the solution is achievable and sustainable, the Council and partners consider the support that they can offer to help the proposals come to fruition.

Structural Enablers

11. **BME Engagement in Community Solutions Groups** - Seek to engage BME communities and new communities in the local community solutions groups.
12. **Role of Councillors** – Councillors can be key catalysts in bringing communities together. It is recommended that Southampton City Councillors

lead by example, alongside local community solutions groups, by actively promoting neighbourliness and community action in their wards.

13. **Matching Students with Lonely Householders in Southampton** - To help solve the problems of affordable accommodation for young people and loneliness, particularly among house owning 'empty nesters' or bereaved, explore opportunities to encourage the creation of an organisation that pairs older people with students in Southampton, similar to the [Homeshare](#) scheme operating in Paris.
14. **City Makers** - To encourage more civic pride and volunteers, consideration be given to the idea proposed by Love Southampton of creating 'City Makers', similar to the 'Games Makers' scheme developed for the London Olympics.

Strategic Direction

15. **Combating Loneliness Plan** - The initiatives and recommendations proposed in this report are more likely to be effective if they are built into an overarching plan to combat loneliness in Southampton. It is recommended that the plan is owned by the Health and Wellbeing Board and linked to Better Care.
16. **Age Friendly Southampton** – It is evident that Southampton has the potential to become a recognised 'Age Friendly City'. It is recommended that the Council explores the steps required to become accredited and, if deemed achievable and desirable, commits Southampton to becoming Age Friendly.
17. **Social Impact Bonds** – If progress combating loneliness in Southampton is not being made at the pace required by the Better Care Scheme, it is recommended that the potential to deliver the step change in outcomes through the use of Social Impact Bonds is explored by the Council. (A definition of a Social Impact Bond is found on P48)
18. **Evidence what success looks like** – To enable effective monitoring of progress it is appropriate that a mechanism is developed by which success in combating loneliness can be measured against.

Appendices

Appendix 1 – Inquiry Terms of Reference

Appendix 2 – Inquiry Plan

Appendix 3 – Summary of Key Evidence

Appendix 4 – Summary of Findings

Appendix 1 – Terms of Reference

Combating Loneliness in Southampton Terms of Reference and Inquiry Plan

1. Scrutiny Panel membership:

- a. Councillor Furnell (Chair)
- b. Councillor Coombs (Vice Chair)
- c. Councillor Burke
- d. Councillor Laurent
- e. Councillor Murphy
- f. Councillor Parnell
- g. Councillor T Thomas

2. Purpose:

To review progress being made in Southampton to combat loneliness and to understand what is being done to reduce loneliness elsewhere, and what initiatives could work well in the City to help people make connections and improve their wellbeing.

3. Background:

- i. Loneliness is a significant and growing issue. Acute loneliness has been consistently estimated to affect around 10-13 per cent of older people but it is recognised that loneliness can affect all age groups.
- ii. Its impacts are devastating and costly – with comparable health impacts to smoking and obesity.
- iii. Loneliness is amenable to a number of effective interventions. Taking action to reduce loneliness can reduce the need for health and care services in the future
- iv. The Campaign to End Loneliness and Age UK have developed a framework which sets out a series of practical interventions to address isolation.
- v. Loneliness has been identified by the Better Care Programme as a major issue for people living in Southampton and work, co-ordinated by the Integrated Commissioning Unit, is underway to produce a plan to tackle loneliness in the City.

4. Objectives:

- a. To review progress being made in Southampton to combat loneliness.
- b. To understand what is being done to reduce loneliness elsewhere.
- c. To identify what initiatives could work well in the City to help people make connections and improve their wellbeing.

5. Methodology:

- a. Benchmarking our current progress against framework
- b. Seek stakeholder views

- c. Undertake desktop research
- d. Identify best practice

6. Proposed Timetable:

Six meetings between September 2015 and March 2016.

7. Draft Inquiry Plan (subject to the availability of speakers)

Meeting 1: 8 September 2016

- Introduction, context and background
 - What is loneliness / social isolation?
 - What are the issues faced and impact on individuals and local services?
 - What groups are at risk and what are the risk/trigger factors?
 - Types of support we need to consider having in place
- Overview of current position in Southampton.

To be invited:

- Cabinet Member for Health and Sustainable Living
- Representative from The Campaign to End Loneliness

Meeting 2: 6 October

Issue – How do we identify people who are lonely?

- Raising awareness
- Using data

To be invited:

- To be confirmed

Meeting 3: 17 November 2016

Issue – What works effectively to combat loneliness for **older people** and how can we help?

To be invited:

- To be confirmed

Meeting 4: 8 December 2016

Issue - What works effectively to combat loneliness for **children and young people** and **working age adults** and how can we help?

To be invited:

- To be confirmed

Meeting 5: 19 January 2017

Issue – Identifying the Gateway services and blockages

To be invited:

- To be confirmed

Meeting 6: 2 March 2017

To approve the final report of the inquiry and recommendations.

Appendix 2 - Inquiry Plan

DATE	MEETING THEME	TOPIC DETAIL	EVIDENCE PROVIDED BY
08/09/16	Agree Terms of Reference and introduction to the Inquiry	Introduction, context and background.	<ul style="list-style-type: none"> • Councillor Shields (Cabinet Member for Health and Sustainable Living) • Marcus Rand (Interim Director, Campaign to End Loneliness) • Adrian Littlemore (Senior Commissioner, Southampton Integrated Commissioning Unit)
06/10/16	Foundation Services	To develop an understanding of the current position in Southampton and best practice.	<ul style="list-style-type: none"> • Annie Clewlow (Chief Executive), Barry Worth (Trustee) and service users and befrienders - Communicare • Dan King (Service Lead, Intelligence and Strategic Analysis, SCC) • Sarah Weld (Public Health Consultant, SCC) • Dr Ros Simpson (GP Brook House Surgery) • Ian Loynes (Chief Executive, Spectrum CIL) • Samia Stubbs (Senior Community Navigator, Spectrum CIL) • Dawn Buck (Head of Stakeholder Relations and Engagement, NHS Southampton CCG)
17/11/16	Direct Services – Combating Loneliness for older people	To develop an understanding of the current position in Southampton and best practice.	<ul style="list-style-type: none"> • Phil Williams (Health & Wellbeing Development Officer, Age UK Southampton) • Paul Hedges (Senior Project Officer, Saints Foundation) • Rev Erica Roberts (City Chaplain for Older People) • Professor Anne Kennedy (Principal Research Fellow, Faculty of Health Sciences, University of Southampton) • Professor Anne Rogers (Professor of Health Systems Implementation in the Faculty of Health Sciences, University of Southampton and Research Director of the NIHR CLAHRC Wessex)

DATE	MEETING THEME	TOPIC DETAIL	EVIDENCE PROVIDED BY
			<ul style="list-style-type: none"> Jean Brown (Service Lead, Wellbeing and Prevention, SCC) – Jean’s presentation on Housing Services work to combat loneliness was delivered by Adrian Littlemore
08/12/16	Direct Services – Combating Loneliness for children and young people and working age adults	To develop an understanding of the current position in Southampton and best practice.	<ul style="list-style-type: none"> Sally Denley (Public Health Development Manager, SCC) Clare Grant (Peer Support Officer, Solent Mind) Julie Marron (Project Officer, Southampton Young Carers) Phil Lee (Project Manager, Carers in Southampton) Debbie Burns (Deputy Chief Executive, Youth Options) Alison Ward (Operations Manager, No Limits) Mandy Harding (Southampton Street Pastors Co-ordinator and Love Southampton) Pamela Campbell (Consultant Nurse Homelessness and Health Inequalities, Solent NHS Trust)
19/01/17	Gateway Services – Technology and Transport and Structural Enablers	To develop an understanding of the current position in Southampton and best practice.	<ul style="list-style-type: none"> Rebecca Ayres (Transformation Programme Manager, SCC) Beverley Smith (Business and Account Manager, IT and Customer Service, SCC) Adrian Littlemore (Senior Commissioner, Southampton Integrated Commissioning Unit) Carole Binns (Interim Director of Adult Social Services, SCC) Councillor Lewzey (Chair - Community Solutions Group)
02/03/17	Agree final report	Approve report for submission to OSMC	N/A

The minutes for each meeting, the evidence submitted to the Scrutiny Inquiry Panel and presentations delivered at each meeting is available at: - <http://www.southampton.gov.uk/modernGov/ieListMeetings.aspx?Committeeld=660>

Appendix 3 – Summary of Key Evidence

Scrutiny Inquiry Panel – Combating Loneliness in Southampton

Inquiry Meeting – 8 September 2016

Introduction to the inquiry

Summary of information provided:

Cabinet Member for Health and Sustainable Living, SCC – Councillor Shields

- Welcomes the inquiry. Recognition that loneliness presents a significant health risk that impacts on all ages, even in urban areas.
- Issues such as poverty, new communities and transient housing exacerbate the problem in Southampton.
- Opportunity to make a real difference in Southampton.

Interim Director, Campaign to End Loneliness – Marcus Rand

- A [presentation](#) was delivered by Marcus Rand – Campaign to End Loneliness
- The Campaign to End Loneliness are keen to work with Southampton to help the city become a world leader in combating loneliness.

Prevalence:

- Studies since the 1940s have shown that approximately 6 – 13% of people aged 65 and over feel lonely all or most of the time (so this hasn't changed in over 50 years – it's not getting worse, but it's not getting better either...)
- However – the number of people who feel chronically lonely will increase as our population ages.
- Research – including from academics, Office for National Statistics, Public Health England – all consistently show that likelihood of experiencing loneliness increases with age.
- Additionally: A recent Campaign to End Loneliness survey of over 1200 people revealed that 20% of people who experience loneliness feel they have no-one that they can turn to.
- There are a number of things that increase our vulnerability to loneliness. Loneliness can happen at any age but the risk factors are more likely to increase and converge, and our resilience to them reduces, as we age.
- National organisations such as the NSPCC, Ageing Without Children, Movember and CALM (Campaign Against Living Miserably) are all actively seeking to address loneliness in younger people.

Impact:

- Evidence presented identified the link between loneliness and physical and mental health. Evidence is also emerging of the cost to society caused by loneliness and the UK Parliament is launching a Commission on Loneliness in January 2017.
- The cost of being chronically lonely to the public sector on average is around £12,000 per person.

- The health service is a place where lonely people are frequently presenting. It has a significant impact on health and care systems.
Good Practice:
- Preventing loneliness can boost independence and reduce costs. It is a complex problem to solve and no one-size fits all.
- It is a challenge for society to solve. Individuals can all do something, the council's challenge is to empower people to help and develop opportunities that give meaning to lives.
- The Campaign to End Loneliness seeks to offer some practical answers to that big question, 'what works in tackling loneliness?' The Campaign to End Loneliness has identified good practice to combat loneliness in older age, published in the '[Promising Approaches](#)' report.
- A [Framework](#) has been developed, drawn from the Campaign's online guidance for local authorities, and highlights the full range of interventions needed from stakeholders across the community to support older people experiencing, or at risk of experiencing, loneliness. These are **Foundation Services, Direct Interventions, Gateway Services and Structural Enablers**.
- Key to success is to build on existing services and partnerships such as the data sharing agreement between Cheshire Fire and Rescue Service and Age UK Cheshire to find lonely people.

Senior Commissioner, Southampton Integrated Commissioning Unit – Adrian Littlemore

- A [presentation](#) was delivered by Adrian Littlemore providing an overview of the work being undertaken in Southampton to combat loneliness.
 - Better Care has been a catalyst for change through focussing on early intervention and support to prevent health issues, and increasing emphasis on self-management and independence.
 - Through the Community Solutions process Better Care Community Cluster Action Planning Groups identified needs and priorities in each of the 6 clusters in the city.
 - Each cluster identified the same 3 priorities:
 - Loneliness and social isolation
 - Access and support to use available information
 - Access to community transport for those unable to use public transport
- Loneliness and social isolation**
- A workshop on combating loneliness, led by the Campaign to End Loneliness, was held in May and a workshop to engage businesses is scheduled for October.
 - Vision to have a good neighbour and leader on every street as well as rolling out national examples of good practice such as Men in Sheds, expand the Time Bank scheme and using the GENIE tool in Southampton. More will be identified in future meetings.
 - Work is progressing - For example the Integrated Commissioning Unit is engaging with the Co-op to potentially link those recently bereaved to referral partners.

- Work being undertaken to address the 'Access and support to use available information' and the 'Access to community transport for those unable to use public transport' priorities is also helping to combat loneliness in Southampton.
- There is a need to recognise the value of the people who volunteer in the community.
- A priority for the city must be to help prevent people from becoming lonely in the first place as well as help those who are lonely.

Conclusions from meeting:

- Loneliness presents a significant health risk in Southampton that impacts on all ages.
- It is a complex problem to solve and no one-size fits all but good practice exists and there is a framework that helps support the process.
- Southampton is already taking steps to address the issue of loneliness.
- To maximise the benefits across the city the focus in Southampton must be about preventing loneliness as well as supporting those who are lonely.
- There is an opportunity for Southampton to be a leading city in combating loneliness.

Inquiry Meeting – 6 October 2016

Foundation Services – Reaching lonely individuals

Summary of information provided:

Representatives from Communicare's befriending service – Annie Clewlow (Manager), Barrie Worth (Trustee), Gary Collett, David Rogers, Jean Petersen, Vera Lowman, Karen Mitchell, Dorothy Perkin

- The Panel were informed by the invited guests of the various reasons they had become lonely. The following contributory factors were identified:
 - Bereavement
 - Retirement
 - Poor Health / Inability to get out of house to socialise / Caring for partner
 - Moved to a new city
- Evenings and weekends were the most challenging times
- Volunteers are often lonely as well and can benefit from increased social interaction.
- Communicare's befriending service provides positive support and is highly valued.
- Demand on service is increasing. They help approximately 360 people during a year. There is currently a waiting list of 170. There is a need for more capacity, resources and volunteers.

Service Lead, Intelligence and Strategic Analysis, SCC – Dan King
Public Health Consultant, SCC – Sarah Weld

- A [presentation](#) was delivered by Sarah Weld and Dan King that provided an overview of opportunities for using data to identify loneliness and the work that we are doing now in Southampton, or have planned, to reach lonely individuals.
- The Joint Strategic Needs Assessment acknowledges social isolation and loneliness, but there is a gap around data specifically measuring this issue.
- The 2016 City Survey asked residents questions about social isolation, including the extent to which they felt lonely in their daily life. 1 in 7 (14.6%) of residents aged 16+ in Southampton say they feel lonely in their daily life.
- Analysis of this data and extrapolating the information estimates that in Southampton there are approximately 29,552 lonely people aged over 16 (**14.6%**) and 5,482 aged over 65 (**15.9%**). The survey did not survey those under 16.
- The presentation identified key risk factors for loneliness some of which can be measured using routine data:

Personal	Wider Society
Age Poor health Sensory loss Loss of mobility Lower income Bereavement Retirement Becoming a carer	Lack of public transport Physical environment (e.g.no public toilets or benches) Housing Fear of crime High population turnover Demographics Technological changes

- The following groups were identified as being at greatest risk:
 - Mothers of young children
 - Children and young people who do not conform to local norms of appearance, language or behaviour
 - Young people and adults who care for others
 - Teenage mothers
 - Lesbian, gay, bisexual and transgender people
 - People in ethnic minority groups
 - People with long-term conditions and disability
 - Young people NEET
 - People who are unemployed
 - Working-age men
 - People who suffer from addiction
 - Homeless people
- Social isolation and loneliness analysis planned for 2016/17. Further investigation is required into how need is identified and sources of information. Opportunity to work with academics on this.
- Possible to map many of the indicators of loneliness, but individually they do not robustly identify people who are lonely.
- Age UK have mapped relative risk of loneliness across England, including Southampton. Only applicable to over 65's.
- Further work is needed to refine this locally, reflecting wider population and risk factors. Opportunity to use the MOSAIC market segmentation tool to identify neighbourhoods which have a higher likelihood of having individuals that are socially isolated.
- This data would then need to be used intelligently by agencies to target support and prevention activity.

- Currently working with Hampshire Fire and Rescue Services (commissioned through Public Health England) to undertake targeted home safety checks. This includes checks for loneliness. This is a [scheme](#) being delivered throughout England.
- Data tools should be seen alongside the GENIE tool that will be discussed at the next meeting of the Panel.

GP, Brook House Surgery – Ros Simpson

- Experience as a GP enables Dr Simpson to identify loneliness as a big problem in Southampton, not just for the elderly, with a significant impact on the health system.
- Lonely people often present at GP surgeries. They need somewhere to go. Possibly a reflection on a generation of people who are more insecure without emotional stability as they grow up.
- The lonely people attending the surgery can be categorised as presenting with the following:
 - Young Men with mental health issues (including ADHD and autism)
 - Women with mental health issues presenting with anxiety, sometimes linked to domestic violence. Often agoraphobic preventing making friends.
 - The bereaved who lack strong family support – Regular visitors to A&E
 - Carers – This role can make people isolated, lonely and depressed.
 - Housebound
- In Millbrook a lot of people are fearful of going out after dark. This limits activity, volunteering and people are scared to socialise and ask for help.
- Dr Simpson identified the following solutions to the problems identified:
 - Whole person approach adopted by health and care professionals – Expand cluster working and prioritise loneliness
 - More patient and doctor friendly information that can signpost individuals to services and activities
 - Value and support for carers
 - More specific over 75's nurses – Help the housebound and prevent issues
 - Greater focus in primary care on mental health
 - More safe volunteering opportunities
 - Support to organisations that deliver the befriending services and community navigation.

Chief Executive, Spectrum CIL – Ian Loynes

Senior Community Navigator, Spectrum CIL - Samia Stubbs

- Spectrum CIL are currently delivering a community navigator pilot in parts of Southampton. The pilot commenced 18 months ago.
- GPs and social care staff in the city regularly see people who find it difficult to access the health, social care and voluntary services they need and who would benefit from extra help and support. In several areas across the country, including the pilot in Southampton, community navigator type roles have been created to help with this, focussing on tackling emerging health and wellbeing issues early and promoting continued independence.

- Knowledge of local services is key. It is also advantageous that the pilot is being delivered by a voluntary sector provider as this increases the likelihood that people will engage with the service.
- Difficulty keeping track of services being provided. Some reluctance for providers in voluntary sector to work together.
- Community Navigators Pilot: The story so far – 300 referrals, majority from health and care professionals. 93 referrals concerning social isolation / loneliness, the majority relate to older people. The lonely people referred to the community navigators can be categorised as presenting with the following:
 - Housebound – Feeling isolated and lonely
 - Mental health issues – Anxiety and depression. Fear of leaving house.
 - Single parents
- The following barriers to accessing support have been identified:
 - Lack of co-ordination between agencies
 - Accessing transport to place of activity and sometimes supporting people in and out of vehicles
 - Capacity within befriending services (waiting lists at Communicare and Age UK)
 - Cultural differences – Activity outside traditional community can stigmatise and isolate individuals
 - IT and new technology – Positive if you can master it but alienating if not
 - Criminal background – Limits opportunities for volunteering
 - Hoarding behaviour – Embarrassed to let people into their home
- Adrian Littlemore informed the Panel that additional financial support is available from the Clinical Commissioning Group (CCG) to support community navigators. However, at present there is duplication as similar role being performed by other service providers, including SCC Housing. Keen to remove duplication, redesign and roll out a single community navigator scheme for Southampton.
- The Integrated Commissioning Unit is keen to support good neighbourly work across Southampton to help combat loneliness. Held 'Good Neighbours Workshop' on 5th October with resident association and neighbourhood watch co-ordinators invited. Local Community Solutions Groups are being established to help encourage closer working across neighbourhoods.
- The Community Solutions Group in Cluster 5 is starting to map groups in the area. The plan is to add this info to the Southampton Information Directory so that people can identify and access local resources/activity.

Head of Stakeholder Relations and Engagement, NHS Southampton CCG – Dawn Buck

- Dawn offered the following to help improve awareness of loneliness in Southampton:
 - To use our existing engagement networks to raise awareness about the issues of loneliness and isolation and to help identify those who are lonely and/or isolated.
 - Include loneliness and isolation as a topic in our health roadshows. These are planned to take place in the coming financial year.
 - Agree some key messages with other agencies to raise awareness

- Explore some innovative ways to tackle issues of loneliness with younger people
- Support initiatives such as ‘the Big Cuppa’.
- Map all the available support services to enable effective signposting for patients/ public and health professionals.

Conclusions from meeting:

- The Panel recognised the invaluable work being undertaken by volunteers across Southampton to combat loneliness.
- Southampton’s Joint Strategic Needs Assessment acknowledges social isolation and loneliness, but there is a gap around data specifically measuring this issue.
- Social isolation and loneliness data analysis is planned for 2016/17. Age UK have mapped relative risk of loneliness across England, including Southampton. Further work is needed to refine this locally, reflecting wider population and risk factors. There is an opportunity to use the MOSAIC market segmentation tool to identify neighbourhoods which have a higher likelihood of having individuals that are socially isolated. This data would then need to be used intelligently by agencies to target support and prevention activity.
- Loneliness has a significant impact on health services in Southampton. Lonely people often present at GP surgeries with a plethora of reasons for attendance.
- Additional resources are being provided to increase the support for people to access the health, social care and voluntary services they need. The community navigator pilot has seen some promising results. There is an opportunity to remove duplication, redesign and roll out a single community navigator scheme for Southampton.

Inquiry Meeting – 17 November 2016

Direct Services – Combating Loneliness for older people

Summary of information provided:

Health & Wellbeing Development Officer, Age UK Southampton – Phil Williams

- The Panel were informed about the national [initiative](#), being delivered in Southampton, between Age UK and the Fire and Rescue Services to target preventative services at the most vulnerable over 65s.
- AGE UK Southampton currently deliver a number of services to combat loneliness amongst older people, including lunch clubs, exercise classes, computer clubs and a befriending service, as well as working with numerous partners.
- It can be difficult for users to get to activities but once they have overcome the communication and transport barrier the benefits become evident. Need to support people to come to the initial activity. Difficult to make them financially self-sufficient.

- Groups can become support networks and participants often socialise outside the activity sessions.
- Age UK Southampton are currently focussing on advice services, service navigation, and befriending services. Would like to do more early intervention work but increasingly clients of Age UK have existing complex and multiple needs. New services can be started quickly.
- Keen to develop the work undertaken with SCC Housing Services to use communal facilities in housing complexes as hubs for Age UK and other services. This would maximise use of facilities and encourage integration between residents in the accommodation and the wider population, strengthening the community.
- Transport and effectively communicating information on available activities are barriers to reducing loneliness in Southampton.
- We need a multi-dimensional and collaborative approach, working in partnership with multiple organisations who at any one time may have access to a lonely or isolated person. Engagement is sensitive and is best tackled with a partner who can act as an “introducer” to ease the building of the relationship and trust.
- We also must consider “capacity” meaning the resource available in our city to support people. The way in which we manage this is critical if we are avoid being overwhelmed by demand. For example the growing number of requests for our befriending service means we are always running with a waiting list.
- [Age UK Southampton case studies](#)

Senior Project Officer, Saints Foundation – Paul Hedges

- A [presentation](#) on the Generation Gains project was delivered by Paul Hedges. Recognition of the important role exercise can play in improving outcomes for older people, especially in reducing falls that can lead to a reduction in confidence in going out.
- Ethos of celebrating the fact, not bemoaning it, that more people are living longer and maximise the opportunity’s for older people to continue to contribute to society.
- Some sessions are seeking to bridge the inter-generational gap connecting older people with school children.
- Working with Solent University on their volunteering programme for 2nd and 3rd year students.
- Looking to expand sessions, more can be done. Working with SCC to bring sessions to supported housing communal facilities. Keen to hold sessions in facilities across Southampton reflecting the transport barriers identified and difficulties getting information out to communities.
- Bath University have been commissioned to evaluate the effectiveness of the project. The evaluation will be shared with commissioners to help inform decision making.

City Chaplain for Older People – Rev Erica Roberts

- Spiritually supporting older people in Southampton and working in partnership with others, including Age UK and Saints Foundation, to bring resources and communities together. Partnership working is essential.

- Love Southampton is a collaboration project between all the churches in the city, working in partnership with Southampton City Council to find new and innovative ways to serve the city. Keen to reach out with partners to support most vulnerable people in community, including lonely older people.
- Church leaders undertook a resource audit in city. Fewer resources on east of city.
- Engaged in Community Solutions Group and keen for a Chaplain to be represented in each cluster group.
- Older people are a resource. We need to encourage them to get involved.

Principal Research Fellow, Faculty of Health Sciences, University of Southampton – Professor Anne Kennedy & Professor of Health Systems Implementation in the Faculty of Health Sciences, University of Southampton and Research Director of the NIHR CLAHRC Wessex - Professor Anne Rogers

- A [presentation](#) on GENIE was delivered by Professor Kennedy and Professor Rogers.
- The tool works by following 3 steps:
 - Map personal community of support in circle diagram with a facilitator
 - Complete on-line preference questionnaire
 - Link interests to database and Google map of local activities and resources
- Outcomes from case study on the Isle of Wight:
 - People took up, on average, 3 new activities or resources over a year following the GENIE intervention.
 - Healthcare workers have integrated GENIE into their work with evidence of use in 200 cases.
 - This study provided greater understanding of how GENIE works in producing a positive health effect.
- Expectation that this will lead to cost savings nationally for public services as people become less reliant on medical help.
- Key to success are:
 - the visual maps of networks and support options;
 - Guided help to assist engagement and constructive discussion of support and preferences for activities;
 - a reliable database, tailored preferences, option reduction for ease of use.
- NHS England are keen to roll GENIE out nationally. There is a willingness amongst all partners to pilot implementation in Southampton.
- The Community Solutions Group is currently identifying volunteers to undertake the GENIE facilitators training with a view to commencing training in the New Year.
- The proposal is for the Southampton Information Directory (SID) to be the database of local, activities. Community Navigators are being lined up to be responsible for updating the SID ensuring it is a live directory. This is key to the success of GENIE.

Senior Commissioner, Integrated Commissioning Unit – Adrian Littlemore

- Adrian provided the Panel with an overview of the key issues from Jean Brown's [presentation](#) on how Housing Services are supporting the drive, in partnership with others, to combat loneliness in Southampton.

- Encouraging SCC age related housing to be vibrant hubs – Socialising, volunteering, contributing, learning, active.
- Extra Care schemes are being developed with the intention that they will be hubs for a community. Looking to build more Extra Care accommodation, especially in the east of the city.
- There is some overlap with other services with regards to community navigation – linking people with services in the area. There is a need to look at services that overlap, provide greater alignment, reduce duplication and clearer access routes.
- Currently considering how Day Services can be re-configured to encourage more people to remain active and to support more activities to operate in Southampton.

Conclusions from meeting:

- The Panel recognise that a number of activities are being delivered by different service providers, often in partnership, across Southampton to combat loneliness experienced by older people.
- Barriers such as transport and communicating the activities to the target market exist and can inhibit further initiatives and attendances.
- Panel welcome developments designed to increase vibrancy of SCC communal housing hubs. It is essential that communities come together to build bridges and reduce loneliness. The Community Solutions Group and developing Local Community Solutions Groups are integral to this.
- Need to review services to provide greater alignment, reduce duplication and clearer access routes.
- The approach to communicating and co-ordinating messages about living well in later life is piecemeal. Need to be clearer about what is available locally. Start early and it is never too late.
- GENIE could be a valuable tool to help combat loneliness and all reasonable steps should be taken to ensure that Southampton is at the forefront of the development and implementation of GENIE.

Inquiry Meeting – 8 December 2016

Direct Services – Combating Loneliness for children and young people and working age adults.

Summary of information provided: Loneliness and Mental Health

Public Health Development Manager, SCC – Sally Denley and Peer Support Officer, Solent Mind – Clare Grant

- [Presentations](#) (presentations and additional information) outlining the links between loneliness and mental health were delivered by Sally Denley and Clare Grant.
- Loneliness is both a cause and an effect of mental distress. When the person isolates more they face more mental distress. With more mental distress they

may isolate themselves more. Those with severe mental illness are the most isolated.

- Loneliness was a factor in a number of suicides in Southampton.
- Social contact is a recognised key contributor to good mental wellbeing. *'My anxiety and depression isolate me from people, stop me from being able to do the things I'd like to do so socially it cuts me off.'*
- Social media can add to loneliness for young people.
- Difficulty is accessing those who need the services most as they are often the hardest to reach. Making the first move is hard for people with mental health problems. That is why Solent Mind started delivering 1-1 peer support, developing friendships and relationships. Elefriends is Mind's online support network.
- Solent Mind have about 40 volunteers. Many of them have been service users previously and want to give something back. Volunteers even catch the bus with service users to develop confidence in going out.
- There is often an emphasis on isolation in older people, but surveys suggest that the issue is even more prevalent among young people. Student Minds engages with universities, including a suicide prevention group. Halls of residence wardens are becoming befrienders keeping an eye out for students. Need to engage private companies who run student accommodation.
- Solent Mind have done some engagement with new communities and BME communities. Slower to engage BME communities.
- People are falling through the gaps in SCC provision, especially at key transition points. Would like to undertake more preventative work to stop people's conditions developing.

Summary of information provided: Loneliness and Carers

Project Officer, Southampton Young Carers – Julie Marron

- The Southampton Young Carers Project (SYCP) provides specialist support, respite and activities to children and young people (aged 6 to 24) who are caring for a family member in their home. SCC directly funds support for 6-16 year olds.
- Due to their caring role they may not be able to access the opportunities their peers can. They can suffer with issues around confidence and self-esteem and their caring role may impact significantly on their school attendance and educational attainment and ability to sustain friendships.
- SYCP is currently supporting over 150 children and young people at any one time and supports over 200 young carers per year. Demand is rising.
- The impact on these children and young people's lives is profound. They become isolated, marginalised, lacking in confidence, they have low self-esteem and they are unable to go out to play with their peers.
- The SYCP provides an opportunity to give back some of their childhood. Activities and support offered are identified [here](#) (Presentations - P37/38).

Project Manager, Carers in Southampton - Phil Lee

- There are an estimated 36,000 carers living in Southampton. All of us will be a carer or need the support of a carer in our lives.

- Loneliness is a significant issue for carers. Carers often slide into invisibility losing their support network or giving up jobs, friends and family.
- Carers can withdraw from social networks and before they know it they are restricted and lonely and no one wants to ask them about how they are, the focus is always on who they care for.
- In Southampton the Council and CCG commissioned the service for carers 2 years ago. Carers in Southampton have sought to engage with carers providing support and signposting to services and seek to make Southampton more carer friendly and raise profile of carers. Progress has been made but there is a lot more to do.
- Southampton Strategy for Unpaid Carers and Young Carers has been published and Carers in Southampton have launched a carers card to aid identification and recognition for carers. It is hoped that this card, and the discounts it offers, will help to access isolated carers.
- They provide a number of interventions to support and identify lonely carers. This includes a listening service, phoning and contacting people pro-actively, and engaging lonely carers where they can, including some home visits.

Summary of information provided: Loneliness and Children and young people

Deputy Chief Executive, Youth Options – Debbie Burns and Operations Manager, No Limits – Alison Ward

- Debbie and Alison delivered a [presentation](#) (p29) on aspects of loneliness and children.
- Youth Options run the 'next steps' project for children in care and care leavers in Southampton. Programmes are also delivered for young people who are NEET, unemployed or excluded from school.
- Of the 5,865 young people No Limits offered information and support to in 2015/16 21% discussed feeling of loneliness or difficulty relating to others.
- Pressure from social media, the press and mainstream media can lead to young people becoming isolated and anxious.
- Schools are struggling – The education system is putting considerable pressure on young people with less time for creative lessons or wellbeing as the focus is on attainment, especially in Maths, English and Science.
- No Limits does deliver emotional health and wellbeing work within schools. Referrals are overwhelming. Family navigators work with families but not enough capacity to deliver 1-1 support. Schools funding for developing wellbeing is under pressure.
- No Limits have established Safe Houses, activity based support groups for people who are in similar situations that enable mutual support networks to be formed.
- Lack of youth clubs and activities for young people was identified as an issue in Southampton. More activity for young people would help to reduce loneliness.

Summary of information provided: Loneliness and men / homeless

Southampton Street Pastors Co-ordinator and Love Southampton – Mandy Harding and written evidence from Consultant Nurse Homelessness and Health Inequalities, Solent NHS Trust – Pamela Campbell

- Street Pastors started in Southampton 7 years ago to help decrease violence and aggression within the night time economy. They provide 7,000 ‘helps’ a year. Most support is simply listening to people. It is often a time when people are ready to talk and they talk to Street Pastors because they wear a uniform but are not from a statutory service. Men do talk but at the right time and place for them.
- Loneliness amongst working men is a real issue. Stress and pressure to be successful can leave people isolated.
- A number of ‘hidden’ people living on estates that do not come out and are isolated.
- The Safer Students Forum could be more effective at tackling loneliness amongst students, especially in Freshers’ Week. Especially an issue for students who choose not to drink alcohol and can be marginalised for this decision, and foreign students.
- The voluntary sector is strong in Southampton and partnership working is effective but Street Pastors are seeing a drop in resilience and wellbeing across the city. Men are being worn down and are reaching a tipping point.
- Street Pastors are now running patrols in evening and early evening across different parts of the city, including Millbrook, city centre and Hoglands Park.
- Need to build resilience and develop social skills in Southampton.
- To encourage more civic pride and volunteers the idea of creating ‘City Makers’, similar to the ‘Games Makers’ scheme developed for the London Olympics, was recommended.
- Pamela Campbell provided [written evidence](#) (p39) to the Inquiry Panel outlining the inherent problem of loneliness experienced by homeless people.

Conclusions from meeting:

- The Panel were informed that, although much less attention has been paid to how loneliness affects other age groups, it is evident that loneliness is prevalent amongst the wider population.
- Some groups have a higher risk of loneliness and isolation. Innovative work is being undertaken in Southampton, often led by the voluntary sector, to help identify and support lonely people through initiatives such as peer support, counselling and befriending.
- Social media bring gives us more ways to connect with other people than ever, in some cases it can actually add to loneliness, particularly for young people.
- Need to review services to provide greater alignment, reduce duplication and clearer access routes.
- The voluntary sector and partnership working was identified as a strength in Southampton. Opportunities need to be considered to further strengthen the resilience and community mindedness of Southampton.

Inquiry Meeting – 19 January 2017

Gateway Services – Technology and Transport

Summary of information provided: Digital Transformation

Programme Manager - Transformation, SCC – Rebecca Ayres

- A [presentation](#) (presentations and additional information) on the work being undertaken by Southampton City Council to remove barriers preventing people from getting on-line was delivered by Rebecca Ayres.
- Key principle behind the Council's approach – To make sure that we are meeting the needs of the people who *can't* get online while continuing to work to change the behaviour of the people *who choose* not to transact with us online.
- The Council have used our insight capability to identify the three main digitally vulnerable groups: Older people; Low income households; Residents with either a learning or physical impairment.
- Using MOSAIC we are able to map where these residents are most likely to be located in the city and can also identify which services they are most likely to be using.
- There are approximately 13,000 digitally vulnerable households in Southampton as characterised by the 'do the least digitally' Mosaic segment. Of which up to 78% already use the internet for utilities or banking.
- A subset of the "Do the least Digital" group will also have a higher probability of experiencing social isolation. These households represent around 5% of Southampton and may create a double barrier by potentially being harder for the council to reach out to and channel shift.
- The National Digital Inclusion strategy identifies 4 main kinds of challenges that people face to going online:
 - **Access** - the ability to actually go online and connect to the internet
 - **Skills** - to be able to use the internet
 - **Motivation** - knowing the reasons why using the internet is a good thing
 - **Trust** - a fear of crime, or not knowing where to start to go online
- The Panel were informed about a number of initiatives that the Council and partners were working on to overcome the barriers including targeted activities to support older people, people on low incomes and people with disabilities.
- A Digital Strategy for the Council is currently in development. There is a need to co-ordinate the approach with partners across the city to support digital inclusion, reduce duplication and target support effectively.

Summary of information provided: Southampton Information Directory

Business and Account Manager, IT and Customer Service, SCC – Beverley Smith

- The Southampton Information Directory (S.I.D) contains information and support for adults, carers, families and children and young people with special educational needs. It is accessed via the SCC website.

- The site was well received when it launched in 2015 and currently receives 20,000 visits a month. It involved a lot of SCC officer resource to establish and populate. Assessed community groups are responsible for updating their information. The directory is not comprehensive and there is an opportunity to add further information.
- It is recognised that effective early support and signposting by a comprehensive directory can aid prevention, and could help reduce loneliness by informing people about local events and activities and could work with the GENIE tool.
- Officers recognise that the S.I.D is functional but has limitations. To increase the effective of the directory it needs to be up to date, easy to use and visual. The Council is considering whether it is possible to keep the S.I.D and develop it so that becomes a community focussed information, advice and guidance tool or whether another model is required and 2 systems are operated. The Council's Management Team is looking at this.
- The Inquiry Panel were informed about the [Leeds Directory](#) as an example of good practice. The Council needs a more co-ordinated approach to providing information.

Summary of information provided: Community Transport

Senior Commissioner, Integrated Commissioning Unit – Adrian Littlemore

- A number of issues have resulted in concerns with regards to accessing transport. These include – Fear of crime, changing bus timetable and routes, cost of taxis, limited dial-a-ride service that is difficult to build a social network around.
- A sub group of the Community Solutions Group, comprising representatives from key community, statutory and voluntary groups and transport providers has been meeting for a number of months to try to resolve these issues.
- The group has been mapping community needs and wants. A questionnaire is going to be distributed across the city to establish what the barriers to transport are and what community needs there are. A separate questionnaire is going to organisations that have access to transport to identify if it is being used to capacity.
- The expectation is that the transport resource in the city could be used more effectively if organisations would support a more collective / community approach to transport provision.
- There are clearly difficulties associated with this approach as organisations need re-assurance that their transport will be accessible to them when they need it. It is potentially easier to deliver community transport solutions in rural areas where the target market is clearer to define.
- Looking at possibly starting with a pilot scheme in a specific location. Scale and the number of partners are barriers.
- The Joint Strategic Needs Assessment (JSNA) and MOSAIC are being utilised to identify where car ownership is low and there are high levels of disability etc to help target services.
- The University of Southampton is supporting the approach by developing a business plan for the new model for community transport.

- If it can be delivered the initiative offers a potential solution to a barrier that contributes to loneliness for a number of people in Southampton.
- The Community Solutions Sub-Group is also in support of the Communicare idea of having volunteer conductors on certain bus routes to support people on the bus and give confidence to people about using busses again.
- The Community Cluster and Community Hubs approach is also hoping to reduce transport barriers by providing key services in accessible locations within local community hubs.

Structural Enablers

Summary of information provided: Working with the Voluntary Sector

Interim Director of Adult Social Services, SCC – Carole Binns

- The Panel were informed about the approach of the Council and CCG to support prevention and early intervention to enable people to remain active and independent for as long as possible. People living independently in communities can help to reduce loneliness by enabling people to maintain existing social and support networks.
- There are a lot of voluntary organisations providing services in the city, both large national bodies and small local organisations. At present activity is not co-ordinated and there are barriers (resources, time and capability) preventing some organisations from scaling up and doing more. The focus of commissioners is on reducing these barriers within the limited resources available. Two key elements (subject to the outcomes of consultation):
 - To support more participatory budgeting to give communities a greater say on where money is spent and increase the level of small grant funding available, via the Community Chest Scheme, from £50k to £100k. This funding supports the development of neighbourhood and street level groups. Good outcomes for small outlay, supporting community groups to run local services and help more people locally. This clearly could have a positive impact on reducing loneliness and reflects the findings from the consultation with BME communities on small grant funding initiatives.
 - Commission a community development service to support voluntary and community orgs to be able to scale up and offer more. Consultation is beginning shortly to identify the sort of help that is needed and which bring the best outcomes.

Summary of information provided: The Community Solutions Approach

Chair of the Community Solutions Group – Cllr Lewzey

- Community Solutions initiative is linked to Better Care. There is a need to look at things from the perspective of where people live and their neighbourhoods instead of just seeing people's health and service needs. Build on the strong networks in existence in the city.
- At the Itchen to Bridge the Gap Community Solutions Group various faith, voluntary, community, housing, health and care groups are represented and

attend monthly meetings to network and look at how the statutory sector can be supported.

- The community navigator for the cluster is involved and is key. They know what is happening locally and are developing a database of local resources. A directory to underpin the work is key – something that everybody can use.
- Neighbourhood watch groups are encouraged to become more active and to do more for their communities, including keeping an eye on lonely and vulnerable people.
- Building communities and neighbourhoods is incredibly important. This approach, seen alongside the developments outlined by Carole Binns, is a small step to re-building communities and can help to prevent loneliness and support people who are lonely.
- Need to link the 500+ groups in Southampton more effectively from faith to neighbourhood watch to tenants and residents associations.
- Street parties, arts events, sports events, inter-generational activity etc help to bring communities together. Councillors are useful catalysts for this.
- Recognition that more effort needs to be made to engage BME communities within the community solutions cluster groups.
- Need to see lonely people as an asset. They have skills to offer.

Conclusions from meeting:

- The Panel were informed that initiatives are being delivered to reduce digital exclusion in the city. More can be done to co-ordinate activity. A Digital Strategy is in development.
- The Southampton Information Directory provides some valuable information on groups and activities in the city. A new approach is required to maximise the potential of a citywide, but community focussed, information directory. The Council needs a more co-ordinated approach to providing information.
- The Community Solutions Sub-group are considering innovative approaches to the transport needs of people who cannot or find it difficult to use public transport. This work needs to be supported if business planning identifies the solution is achievable and sustainable.
- A number of approaches are being developed to strengthen and develop neighbourhoods and community cohesion. Community led solutions offer significant potential to combat loneliness.

Appendix 4 – Summary of Findings

Framework for Loneliness	Positive Developments in Southampton (based on evidence provided to the Panel)	Weaknesses / Opportunities for Southampton (based on evidence provided to the Panel)	Recommendations
<p>Foundation Services (Services to reach and understand the specific needs of those experiencing loneliness)</p>	<p>Reaching lonely individuals:</p> <ul style="list-style-type: none"> • Data – The Council is developing a statistical understanding of loneliness in Southampton, including recognition of key risk factors. • Data – Utilising the Age UK loneliness heat map for Southampton. • Data – Improving analysis of loneliness is a priority for 2017. • Transitions – The Integrated Commissioning Unit (ICU) is engaging with funeral directors to link those recently bereaved to referral partners. • Targeting action – Hampshire Fire and Rescue Services, in partnership with Age UK and the ICU, are using intelligence (including loneliness data) to target preventative services at the most vulnerable older people in Southampton. • Voluntary/Community/Faith services – Recognition that a number of groups and organisations across the city help to reach out to lonely people including chaplaincy, neighbourhood watch, Carers in Southampton, Street Pastors, resident associations. 	<p>Reaching lonely individuals:</p> <ul style="list-style-type: none"> • Data – Gap around data within the Joint Strategic Needs Assessment. • Data – Further work needed to understand local situation. • Data – Opportunity to use MOSAIC market segmentation tool, alongside other data sources to develop a comprehensive Southampton Index of loneliness and isolation. • Data – Opportunity to share the index with relevant organisations across Southampton, including the voluntary and community sector and the Council’s Digital Transformation Team to improve targeting of activity. • Transitions – There is awareness of the link between certain transitions and life events to loneliness. Opportunity for Southampton to be more proactive and target support to individuals experiencing these transitions. 	<p>Reaching lonely individuals:</p> <ol style="list-style-type: none"> 1. Incorporating segmentation data from MOSAIC, build on existing data sources to develop a comprehensive local index of isolation and loneliness that will enable neighbourhoods which have a higher likelihood of having individuals that are socially isolated or lonely to be identified. 2. To increase the effectiveness of interventions share the index of isolation and loneliness with relevant organisations across Southampton, including the voluntary and community sector and the Council’s Digital Transformation Team. This should enable services and prevention activity to be targeted to groups and neighbourhoods that are particularly vulnerable to loneliness. 3. Consideration should be given to the timely support and information that can be provided to residents experiencing these transitions and events to prevent and respond to loneliness.

Framework for Loneliness	Positive Developments in Southampton (based on evidence provided to the Panel)	Weaknesses / Opportunities for Southampton (based on evidence provided to the Panel)	Recommendations
	<p>Understanding and supporting lonely individuals to make meaningful connections:</p> <ul style="list-style-type: none"> • S.I.D - A Southampton Information Directory (S.I.D) has been developed that contains information and support for adults, carers, families and children and young people with special educational needs in the city. It is accessed via the SCC website and contains helpful information for lonely people to make new connections. • Community Navigators - Spectrum CIL are delivering a community navigator pilot in parts of Southampton. A community navigator is someone that helps people to find their way through the services available so they get the right service to meet their needs. They also help people develop a plan that works for them and link people with community resources to support them in taking action to improve their health and wellbeing, including loneliness. Promising results so far. • Communication – Engagement networks exist in Southampton to help raise awareness of health issues. 	<p>Understanding and supporting lonely individuals to make meaningful connections:</p> <ul style="list-style-type: none"> • S.I.D – The S.I.D is functional but has limitations. It is not comprehensive or intuitive, needs updating and re-designing to maximise the potential of a citywide but community focussed information directory. Examples of good practice, such as the Leeds Directory, were circulated to the Panel. • Community Navigators – Opportunity to roll out the scheme across the city, subject to evaluation of the pilot. Potential for community navigators to update the information directory. • GENIE - The University of Southampton have developed an interactive tool called GENIE. The tool is designed to engage and link people to social activities and support they value and find useful. Outcomes have been positive on the Isle of Wight where on average people took up 3 new activities or resources following the GENIE intervention. Potential to link with the information directory. 	<p>Understanding and supporting lonely individuals to make meaningful connections:</p> <ol style="list-style-type: none"> 4. A co-ordinated approach needs to be developed that results in either improvements to the existing Southampton Improvement Directory so that it is fit for purpose, or the purchasing of an additional platform to meet the needs of the city. 5. Commission and roll out the Community Navigation Scheme across Southampton to support residents to find the most appropriate support (utilising and updating the S.I.D) and to act as a link between lonely residents, local Community Solutions Groups and statutory services, including GP's. 6. Develop a plan to implement the GENIE tool across Southampton using trained volunteers and the improved S.I.D 7. A Communications Plan is developed to improve awareness of loneliness, both among professionals and older people themselves, and to identify appropriate methods to communicate with lonely people.

Framework for Loneliness	Positive Developments in Southampton (based on evidence provided to the Panel)	Weaknesses / Opportunities for Southampton (based on evidence provided to the Panel)	Recommendations
		<ul style="list-style-type: none"> • Communication – Opportunity to use existing networks to raise awareness of loneliness; include loneliness as a topic for health roadshows; explore innovative ways to communicate with lonely people utilising data from Southampton index of isolation. 	
<p>Direct Interventions (A menu of services that directly improve the number or quality of relationships people have)</p>	<p>It is evident that Southampton has a wealth of services and organisations supporting new connections. Information provided to the Panel, and gathered during a loneliness workshop in May 2016, identified a number of services but there is recognition that not all are services are identified below:</p> <p>Group Based Shared Interests:</p> <ul style="list-style-type: none"> • Generation Gains – Saints Foundation • Solent Mind Peer Support • Next Steps – Youth Options • Safe House – No Limits • Southampton Young Carers Project • Milan (older Asian Women) – WEA • Asian Elders • SIGN (Southampton Intergenerational Network) • Lunch clubs • Exercise classes 	<p>One to One Support:</p> <ul style="list-style-type: none"> • Apparent that demand for some support services in Southampton exceeds capacity. This was evident when considering demand for much valued befriending and peer support services in Southampton where there are waiting lists for Communicare and Age UK befriending services in the city. 	<p>8. Consideration be given to identifying opportunities to increase capacity for the much valued befriending and peer support schemes in Southampton.</p>

Framework for Loneliness	Positive Developments in Southampton (based on evidence provided to the Panel)	Weaknesses / Opportunities for Southampton (based on evidence provided to the Panel)	Recommendations
	<ul style="list-style-type: none"> • Good Companions • Surestart • Groundswell • Dementia friendly Fridays • Activities at 5cc and 60plus housing complexes • Over 60s Club, Sholing • Timebank • Library Reading Group, Portswood • Community allotment at Weston • Communicare • Dementia Action Group, Portswood • Leisure clubs • Intergeneration project, Oasis Academy • Depression Alliance • City of Sanctuary • Men’s Sheds • Community Workshop Freemantle • Dads and Lads, SJRMC <p>One to One Support:</p> <ul style="list-style-type: none"> • Solent Mind Peer Support • Street Pastors • Communicare - Befriending • AGE UK Southampton – Befriending • Carers in Southampton • Southampton Young Carers Project • Citizens Advice 		

Framework for Loneliness	Positive Developments in Southampton (based on evidence provided to the Panel)	Weaknesses / Opportunities for Southampton (based on evidence provided to the Panel)	Recommendations
	<p>Psychological Approaches:</p> <ul style="list-style-type: none"> • Cognitive Behaviour Therapy (IAPT Service NHS) • Emotional health and wellbeing – No Limits deliver this in schools 		
<p>Gateway Services (Improving transport and technology provision to help retain connections and independence)</p>	<p>Technology:</p> <ul style="list-style-type: none"> • Frequent and multiple training courses: 19 locations that provide workshops and courses around Southampton • 16 amenities available where customers can access online facilities within the vicinity of Southampton • Multiple (Over 100) access points onto public WiFi including free options • IT support sessions provided to SCC housing tenants • IT sessions provided at libraries • Third party training courses specific for those with disabilities; Southampton Sight IT Support • Housing association workshops • Jobseekers workshops • CLEAR project- Providing IT skills for refugees and asylum seekers • Telecare & emergency alarm services • Southampton Information Directory • A Digital Strategy for the Council is currently in development. 	<p>Technology:</p> <ul style="list-style-type: none"> • There is limited evidence of co-ordination across sectors to target IT support to digitally vulnerable households. • Opportunity - IT support in different languages and in community settings to support uptake in BME and new communities. <p>Transport:</p> <ul style="list-style-type: none"> • Communicare has proposed the introduction of volunteer conductors on certain bus routes to support and give confidence to users (discussed at Community Solutions Sub-group). • Opportunity - The Community Solutions Sub-group are actively considering innovative approaches to the transport needs of people who cannot or find it difficult to use public transport and will be reporting findings in due course. 	<p>9. The Council co-ordinates its' approach with partners across the city to support digital inclusion, reduce duplication and target support effectively, utilising the index of social isolation and loneliness, including digital support for communities whose first language is not English.</p> <p>10. If the business planning by the University of Southampton identifies the transport approaches being developed by the Community Solutions Sub-group are achievable and sustainable, the Council and partners should consider the support that they can offer to help the proposals come to fruition.</p>

Framework for Loneliness	Positive Developments in Southampton (based on evidence provided to the Panel)	Weaknesses / Opportunities for Southampton (based on evidence provided to the Panel)	Recommendations
	<p>Transport:</p> <ul style="list-style-type: none"> • The Community Solutions Sub-group are actively considering innovative approaches to the transport needs of people who cannot or find it difficult to use public transport. • SCA Community Transport / Dial-a-ride • SVS Shopmobility • Taxi operators • Train and bus services 		
<p>Structural Enablers (Create the right structures and conditions in a local environment to reduce those affected by, or at risk of, loneliness)</p>	<p>Evidence provided to the Panel reinforced the view that creating supportive communities is fundamental to preventing loneliness as well as helping lonely people.</p> <p>Better Care vision: As part of the Better Care programme the City Council and Clinical Commissioning Group (CCG) has been working with neighbourhood, community and faith groups as well as voluntary sector providers and local business to build the capacity of the community to support people in need in their communities, forming the Community Solutions Group (CSG). The CSG organised a series of workshops in the 6 Cluster areas of the City to identify local priorities and produce</p>	<p>Neighbourhood Approaches:</p> <ul style="list-style-type: none"> • There are a lot of voluntary organisations providing services in the city, both large national bodies and small local organisations. At present activity is not always co-ordinated, there is duplication and there are barriers (resources, time and capability) preventing some organisations from scaling up and doing more. • Opportunity – Subject to consultation the Council is proposing to reduce these barriers within the limited resources available by: <ul style="list-style-type: none"> a. Supporting more participatory budgeting to give communities a greater say on where money is spent, 	<ol style="list-style-type: none"> 11. Seek to engage BME communities and new communities in the local community solutions groups. 12. Councillors can be key catalysts in bringing communities together. It is recommended that Southampton City Councillors lead by example, alongside local community solutions groups, by actively promoting neighbourliness and community action in their wards. 13. To help solve the problems of affordable accommodation for young people and loneliness, particularly among house owning ‘empty nesters’ or bereaved, explore opportunities to encourage the creation of an organisation that pairs older people with students in

Framework for Loneliness	Positive Developments in Southampton (based on evidence provided to the Panel)	Weaknesses / Opportunities for Southampton (based on evidence provided to the Panel)	Recommendations
	<p>a joint plan between communities and statutory services to address need and gaps in support.</p> <p>Neighbourhood Approaches:</p> <ul style="list-style-type: none"> • Common Solutions Group and Local Community Solutions Groups. • Held good neighbours workshop with neighbourhood watch co-ordinators and residents associations. <p>Asset Based Community Development:</p> <ul style="list-style-type: none"> • SCC Housing - Activity Co-ordinators promoting social inclusion within SCC housing complexes. • SCC Housing - Community facilities within SCC housing complexes encouraging usage from wider local elderly population. • SCC Housing - New complexes (Extra Care) designed to bring communities together and encourage social interaction. <p>Volunteering:</p> <ul style="list-style-type: none"> • Southampton has a strong and committed voluntary and community sector and the contribution made by volunteers in Southampton is immense. 	<p>and increase the level of small grant funding available, via the Community Chest Scheme, from £50k to £100k. This funding supports the development of neighbourhood and street level groups.</p> <p>b. Commission a community development service to support voluntary and community organisations develop by writing funding proposals, support DBS checks on individuals, help recruit volunteers and improving co-ordination across the city.</p> <ul style="list-style-type: none"> • Community led solutions offer significant potential to combat loneliness. Opportunity to engage with BME and new communities in the local community solutions groups. • Opportunity – For City Councillors to act as catalysts to bring communities together. <p>Asset Based Community Development:</p> <ul style="list-style-type: none"> • Opportunity - In Southampton the Panel noted the request by Itchen College for Homestay Hosts paying homeowners to allow a student to live in their home. If such initiatives 	<p>Southampton, similar to the Homeshare scheme operating in Paris.</p> <p>14. Consider creating ‘City Makers’, similar to the ‘Games Makers’ scheme developed for the London Olympics.</p>

Framework for Loneliness	Positive Developments in Southampton (based on evidence provided to the Panel)	Weaknesses / Opportunities for Southampton (based on evidence provided to the Panel)	Recommendations
	<p>Positive ageing:</p> <ul style="list-style-type: none"> Progressing towards becoming Dementia Friendly Southampton 	<p>could link students with lonely home owning residents it could help resolve two issues, loneliness and affordable accommodation.</p> <p>Volunteers:</p> <ul style="list-style-type: none"> Opportunity – To encourage more civic pride and volunteering Love Southampton proposed the idea of ‘City Makers’ for Southampton, similar to the concept of ‘Games Makers’ employed by the London Olympics. 	
Strategic Direction	<ul style="list-style-type: none"> The Joint Strategic Needs Assessment acknowledges social isolation and loneliness is an issue in Southampton. 	<ul style="list-style-type: none"> Opportunity for Southampton City Council to take the lead in ensuring a coherent and consistent strategy and action plan for tackling loneliness. Opportunity - The concept of an ‘age-friendly city’ was developed by the World Health Organisation (WHO) and the term refers to a city that enables and encourages people to age well according to their needs, desires and capacities. WHO has established a global network of 287 age-friendly cities and communities across 28 countries. Twelve are in the UK. 	<p>15. Develop an overarching plan to combat loneliness in Southampton. It is recommended that the plan is owned by the Health and Wellbeing Board, delivered in partnership with the Community Solutions Groups, and linked to Better Care.</p> <p>16. It is recommended that the Council explores the steps required to become accredited and, if deemed achievable and desirable, commits Southampton to becoming Age Friendly.</p>

Framework for Loneliness	Positive Developments in Southampton (based on evidence provided to the Panel)	Weaknesses / Opportunities for Southampton (based on evidence provided to the Panel)	Recommendations
		<ul style="list-style-type: none"> Opportunity - A report from the Social Finance, <i>Investing to tackle loneliness</i>, has been produced that identifies the potential to use Social Impact Bonds as a mechanism to fund and test innovative ways of identifying and supporting those suffering from loneliness. <p>A Social Impact Bond is a financial mechanism in which investors pay for a set of interventions to improve a social outcome that is of social and/or financial interest to a government commissioner. If the social outcome improves, the government commissioner repays the investors for their initial investment plus a return for the financial risks they took. If the social outcomes are not achieved, the investors stand to lose their investment. Social Impact Bonds provide investment to address social problems and look to fund preventative interventions. As such, they present an opportunity to provide support to reduce the strain on acute services.</p>	<p>17. The potential to deliver the step change in outcomes through the use of Social Impact Bonds is explored by the Council if progress combating loneliness in Southampton is not being made at the pace required.</p> <p>18. To enable effective monitoring of progress it is appropriate that a mechanism is developed by which success in combating loneliness can be measured against.</p>

This page is intentionally left blank

Conclusions and Recommendations

A summary of the key evidence presented at each of the inquiry meetings is attached as Appendix 3. In addition a summary of findings for Southampton against the framework for loneliness is attached as Appendix 4. Conclusions were drawn from each meeting and disseminated to the Panel. All of the reports, presentations and minutes from the inquiry meetings can be found here:

<http://www.southampton.gov.uk/modernGov/ieListMeetings.aspx?Committeed=660>

Conclusions

- The inquiry has clearly demonstrated to the Panel that loneliness is a significant issue in Southampton that has devastating and costly impacts for numerous residents, communities and the city as a whole.
- Loneliness is amenable to a number of effective interventions and there are clear incentives, as well as a moral obligation, to take action to address loneliness as combating loneliness can reduce the need for health and care services in the future.
- The Panel were encouraged by the progress made in Southampton to reduce and prevent loneliness, and the variety and diversity of activities and support currently being delivered, predominantly through the voluntary and community sector and the band of volunteers who work tirelessly to support vulnerable residents, to help make connections and bring communities together.
- The Panel are aware that a considerable number of the Loneliness Framework interventions needed in a local area to support people experiencing, or at risk of loneliness, are now in place or are in development, and that when a number of the new initiatives become established and rolled out across the city outcomes will improve.
- The area where the Panel felt most passionately about was the importance of strengthening neighbourhoods. Strong communities, looking out and supporting each other will inevitably reduce isolation and loneliness as well as providing numerous other benefits.
- The Panel support the development of the Community Solutions Groups, the proposals to develop a community development service to support voluntary and community organisations, reduce duplication and improve co-ordination, and to increase grant funding available for neighbourhood groups to encourage community led initiatives. Community led solutions offer significant potential to combat loneliness.
- However, Southampton can and must do more to combat loneliness and changes can be made that improve the timeliness of support offered to lonely people and help to prevent vulnerable people from becoming lonely, particularly acutely lonely, in the future.
- A priority must be to reach out more effectively to those who are most isolated and lonely, using and developing the data available and understanding of what causes loneliness, and which transition points can

make people vulnerable, to promote services and target appropriate support when it is required.

- Additionally there is a clear requirement to improve the provision of community focussed information, advice and guidance provided to lonely people and the co-ordination of effort and activity to encourage digital inclusion in Southampton.
- Examples of good practice exist nationally and it is advisable that the Council takes up the invitation from the Campaign to End Loneliness to provide support as Southampton seeks to combat loneliness.
- It is essential that in the drive to combat loneliness the views and opinions of lonely people must be at the heart of any decisions and that consideration should be given to hearing the voice of lonely people throughout the process.
- The findings and recommendations identified during the inquiry are reflected within Southampton Better Care vision; which is to join up care and support for each and every unique person in our city needing our care.

Recommendations

Reflecting the key findings and conclusions the following actions are recommended to combat loneliness in Southampton:

Foundation Services

1. **Southampton index of isolation and loneliness** – Incorporating segmentation data from MOSAIC, build on existing data sources to develop a comprehensive local index of isolation and loneliness that will enable neighbourhoods which have a higher likelihood of having individuals that are socially isolated or lonely to be identified.
2. **Data sharing and targeting support** – To increase the effectiveness of interventions share the index of isolation and loneliness with relevant organisations across Southampton, including the voluntary and community sector and the Council's Digital Transformation Team. This should enable services and prevention activity to be targeted to groups and neighbourhoods that are particularly vulnerable to loneliness.
3. **Transitions and key life events** – There is growing awareness that certain transitions and key life events such as bereavement, motherhood or retirement are risk factors for loneliness. Consideration should be given to the timely support and information that can be provided to residents experiencing these transitions and events to prevent and respond to loneliness.
4. **Southampton Information Directory (S.I.D)** – To maximise the potential of a citywide, but community focussed, information directory, a co-ordinated approach needs to be developed that results in either improvements to the

existing Southampton Improvement Directory so that it is fit for purpose, or the purchasing of an additional platform to meet the needs of the city.

5. **Community Navigation** - Dependent upon the evaluation of the pilot scheme, commission and roll out the Community Navigation Scheme across Southampton to support residents to find the most appropriate support (utilising and updating the S.I.D) and to act as a link between lonely residents, local Community Solutions Groups and statutory services, including GP's.
6. **GENIE** – To help lonely people make new connections and reduce demand for health and care services, develop a plan to implement the GENIE tool across Southampton using trained volunteers and the improved S.I.D.
7. **Communications** – Develop a communications plan to improve awareness of loneliness, both among professionals and older people themselves, and to identify appropriate methods to communicate with lonely people.

Direct Interventions

8. **Befriending Services and Peer Support** – The Panel were informed of the lengthy waiting list for befriending services and peer support in Southampton. Linked to the development in the city to support prevention and early intervention it is recommended that consideration be given to identifying opportunities to increase capacity for the much valued befriending and peer support schemes in Southampton.

Gateway Services

9. **Digital Inclusion** – A Digital Strategy for the Council is currently in development. The Panel recommends that the Council co-ordinates its' approach with partners across the city to support digital inclusion, reduce duplication and target support effectively, utilising the index of social isolation and loneliness, including digital support for communities whose first language is not English.
10. **Community Transport** - The Community Solutions Sub-group are actively considering innovative approaches to the transport needs of people who cannot or find it difficult to use public transport. It is recommended that, if the business planning by the University of Southampton identifies the solution is achievable and sustainable, the Council and partners consider the support that they can offer to help the proposals come to fruition.

Structural Enablers

11. **BME Engagement in Community Solutions Groups** - Seek to engage BME communities and new communities in the local community solutions groups.

12. **Role of Councillors** – Councillors can be key catalysts in bringing communities together. It is recommended that Southampton City Councillors lead by example, alongside local community solutions groups, by actively promoting neighbourliness and community action in their wards.
13. **Matching Students with Lonely Householders in Southampton** - To help solve the problems of affordable accommodation for young people and loneliness, particularly among house owning ‘empty nesters’ or bereaved, explore opportunities to encourage the creation of an organisation that pairs older people with students in Southampton, similar to the [Homeshare](#) scheme operating in Paris.
14. **City Makers** - To encourage more civic pride and volunteers, consideration be given to the idea proposed by Love Southampton of creating ‘City Makers’, similar to the ‘Games Makers’ scheme developed for the London Olympics.

Strategic Direction

15. **Combating Loneliness Plan** - The initiatives and recommendations proposed in this report are more likely to be effective if they are built into an overarching plan to combat loneliness in Southampton. It is recommended that the plan is owned by the Health and Wellbeing Board and linked to Better Care.
16. **Age Friendly Southampton** – It is evident that Southampton has the potential to become a recognised ‘Age Friendly City’. It is recommended that the Council explores the steps required to become accredited and, if deemed achievable and desirable, commits Southampton to becoming Age Friendly.
17. **Social Impact Bonds** – If progress combating loneliness in Southampton is not being made at the pace required by the Better Care Scheme, it is recommended that the potential to deliver the step change in outcomes through the use of Social Impact Bonds is explored by the Council. (A definition of a Social Impact Bond is found on P48)
18. **Evidence what success looks like** – To enable effective monitoring of progress it is appropriate that a mechanism is developed by which success in combating loneliness can be measured against.

Agenda Item 8

DECISION-MAKER:	CABINET		
SUBJECT:	TOWNHILL PARK REGENERATION NEXT STEPS		
DATE OF DECISION:	21 MARCH 2017		
REPORT OF:	LEADER OF THE COUNCIL		
<u>CONTACT DETAILS</u>			
AUTHOR:	Name:	Sue Jones	Tel: 023 8083 3929
	E-mail:	Sue.jones@southampton.gov.uk	
Director	Name:	Mike Harris	Tel: 023 8083 2882
	E-mail:	Mike.Harris@southampton.gov.uk	

STATEMENT OF CONFIDENTIALITY		
None		
BRIEF SUMMARY		
<p>This report contains an update to Cabinet on the delivery strategy for Townhill Park Regeneration and seeks approval to enter into contracts to deliver redevelopment of Plots 1 and 2 (phase 1). The next stages of the decant process are set out including future demolition and continued acquisition and disposal of land, as well as an update on potential Compulsory Purchase implications.</p>		
RECOMMENDATIONS:		
		<u>Delivery and procurement Plot 1 (phase 1) and delivery of Plot 2 (phase 1) and further demolitions</u>
	(i)	<p>To delegate authority to the Head of Capital Assets after consultation with the Service Director – Finance and Commercialisation and the Leader to:</p> <ul style="list-style-type: none"> a) Finalise agreement of the procurement process for Plot 1 (phase 1) and appointment of a building contractor using an OJEU compliant framework subject to the contract sum being within the scheme approved budget b) Subject to written approval by the Service Director: Legal & Governance that all legal requirements are met and obtaining all necessary regulatory consents, to enter into the necessary legal agreements on land sale and lease to enable the delivery of housing on Plot 2 (phase 1) c) Subject to remaining within approved budget, to procure and enter into further demolition contracts to secure the clearance of property required to progress future redevelopment plots identified in the approved Master Plan.
		<u>Land Disposal</u>
	(ii)	To delegate authority to the Head of Capital Assets after consultation with Service Director:- Legal & Democratic Service, the Service Director: Finance and Commercialisation and the Leader to dispose

		of land required for the delivery of the Townhill Park regeneration Scheme at less than market value where there is appropriate social and economic benefit and the disposal meets the conditions under Section 32 and 34 of the Housing Act 1985 permitting disposal at less than market value.
		<u>Future Decant Programme</u>
	(iii)	<p>Delegate authority to the Head of Capital Assets after consultation with the Service Director: Legal & Governance, the Service Lead: Council Housing & Neighbourhoods and the Cabinet Member for Housing and Adult Care to:</p> <ul style="list-style-type: none"> (i) Carry out all necessary consultation on the Decant Policy and arrangements under the Housing Act 1985. The outcome of the consultation will be presented to Cabinet for approval of the revised Decant Policy (ii) Subject to the future approval of Cabinet in relation to (i) above, to determine the future decant programme and associated arrangements for all affected properties required to deliver the regeneration scheme.
	(iv)	To note that the current approved budget together with funding from Section 106 Affordable Housing contributions will be used to cover the costs of activities outlined in this report. In addition there is agreed Homes and Communities Agency (HCA) funding of £750,000 towards 50 affordable homes on Plot 1 (phase 1).

REASONS FOR REPORT RECOMMENDATIONS

1.	<p><u>Delivery</u></p> <p>The Council's Estate Regeneration programme aims to identify the potential within Southampton's council housing estates for the development of new modern homes and to stimulate more mixed tenure communities. Townhill Park regeneration continues the momentum already achieved in delivering improvements to a number of council estates. Recent and proposed changes to Government housing and planning legislation have necessitated reappraisal of how the regeneration of Townhill Park is delivered. This report therefore sets out recommendations to enable the redevelopment of Townhill Park Plots 1 and 2 (formerly known as Phase 1) and future demolition of the further redevelopment plots in order to achieve Estate Regeneration objectives.</p>
2.	<p><u>Future Decant</u></p> <p>The comprehensive regeneration of Townhill Park is dependent on delivering more efficient buildings in an improved environment and relies on decanting existing residents from the proposed redevelopment sites. The Council's current decant policy is out of date and needs modifications. It would be prudent for Cabinet to give its permission for any consultation to be commenced both on the proposed amendments to the policy and on the decant programme due to the large number of council tenants and other residents that will need to be decanted and the potential for the residents to be substantially affected by the proposals. All representations will be taken into account prior to any final decision being referred to cabinet and prior to the Secretary of State's permission (where required) being sought.</p>

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED	
	<u>Revised delivery of Phase 1</u>
3.	As government housing policy has changed (reducing funding for affordable social housing and rental income from local authority housing rental) previous options for phase 1 delivery have become unviable. In February 2016 it was anticipated that Plot 1 would be appropriate for the government's then new initiative Starter Homes, but this has not proved to be the case.
	<u>Future Decant and Demolition</u>
4.	It is not feasible to carry out comprehensive regeneration of Townhill Park estate without decanting as the development sites need to be cleared to allow maximum potential to deliver a high quality living environment.
DETAIL (Including consultation carried out)	
	<u>The Council's Estate Regeneration Strategy including the Delivery Strategy for Townhill Park</u>
5.	In September 2016 a report was submitted to the Council's Overview and Scrutiny Management Committee setting out the future high level strategy for the delivery of the Council's Estate Regeneration Programme. It was acknowledged that the recent approach to estate regeneration based on the master planning of specific areas of the city has proved slower to deliver than hoped (a problem certainly not unique to Southampton) and has meant that many of the buildings which will cost the most to maintain and occupy are not being addressed as early as would be ideal.
6.	An approach that prioritises the buildings and types of building that will require the highest pro rata regular expenditure on repairs and maintenance over the next 5, 10 and 15 years and identifies the most cost effective (based on a lifetime cost approach) major refurbishment and/or redevelopment options is now proposed.
7.	Opportunities to increase density and the mix of housing to include homes for market rent or sale (including shared ownership and starter homes) will also be pursued.
8.	Accelerating investment in the redevelopment and or major refurbishment of the Council's housing stock will require, at least initially, greater capital expenditure than can currently be funded either from revenue balances or borrowing within the Housing Revenue Account.
9.	A range of models for development and funding are therefore being considered. These include :- <ul style="list-style-type: none"> • Direct development within the HRA. • Use of the Council's proposed development and investment companies • The proposed sale of sites to Housing Association partners. • The proposed sale of sites to institutional funding partners make completed units available to the Council through finance leases with options to purchase. It is proposed that the Council will develop ongoing relationships with a number of development and funding partners with models replicated across the city.
10.	The regeneration of Townhill Park will continue to broadly follow the proposals as approved to date, but may be revised and delivered through a variety of

	delivery models.
	<u>Planning Consent</u>
11.	Outline planning permission for Townhill Park Regeneration was granted on 5 th May 2016. The consent is a hybrid with full details already approved for Plots 1 and 2 (phase 1) and the remaining redevelopment requiring reserved matters approval.
	<u>Delivery of Plot 1</u>
12.	The Government's Starter Homes initiative, reported in the Cabinet report of February 2016 has not, so far, proved applicable to Townhill Park. Therefore, other delivery models have been pursued.
13.	Plot 1 (phase1) (land at Roundhill Close and west of Meggeson Avenue) is being developed using the Wayfarer Partnership Framework, which the Council is a member of. The design has been revised in order to both produce a viable scheme but also to produce an apartment block that does not require a roof top garden. Instead there will be more open space provided at ground level. A contractor has been selected using the framework and we are in negotiation to finalise a contract that will enable a start on site this Summer and completion by Spring 2019.
14.	In mid-February 2017 a new standalone scheme was submitted for planning consent and local residents have an opportunity to comment through the statutory process. Prior to this, pre-application consultations were carried out with a drop in event for local residents and a meeting with the Townhill Park Forum the local stakeholder group. The proposals, which are similar to the previous scheme were generally well received.
	<u>Delivery of Plot 2</u>
15.	The Council, along with other local authorities, has been exploring new models in order to continue to deliver affordable housing. A recent source of funding has been from certain institutional and financial investment funds. Officers have been in negotiations with Cheyne Capital Management (UK) LLP who, using their social fund, make investments in social housing. The investments aim to balance social and financial return whilst providing property that helps disadvantaged groups.
16.	In 2014 Cheyne Capital formed the Cheyne Social Property Impact Fund ("Fund") the UK's first private fund providing long term affordable properties to non-profit, social sector organisations. The seed investor in the Fund is Big Society Capital, a financial institution established by law with a social mission. They are partners in the New Communities Partnership formed of Keir Living, the Cheyne Social Property Impact Fund and the Housing Growth Partnership and supported by the Homes and Communities Agency. They also have collaboration with the National Housing Federation.
17.	In April 2015 they acquired a plot of land from Luton Borough Council to build 80 units of affordable housing. This project was completed in November 2016 when Luton Borough Council and the Fund entered into a 21 year FRI lease. Luton Borough Council allocates people from their waiting list into these properties. The Council's Head of Capital Assets has visited the Luton development and also spoken with key officers at Luton Borough Council about the Fund.
18.	The proposal for Townhill Park Plot 2 is that, subject to full legal review and

	<p>satisfaction that all legal requirements are met to enable the Council to enter into an innovative arrangement of this nature, Cheyne Capital would purchase the land, design and build the housing. It is anticipated that the affordable housing will be between 45 and 55% of the total with the remainder let for private rental allowing the Council to generate an ongoing income stream. Current proposals for Plot 2 can achieve at least the current planning consent number of 213 units and is likely to exceed this number. The Council will seek to receive a capital receipt for the land and it is intended that it will enter into a Full Repairing and Insuring (FRI) lease agreement with the Fund to pay an agreed rental sum for the properties. The lease agreement is proposed to last for 21 years, at which point the Council can allow the lease arrangement to end, renew the lease for a further 20 years (on the same economic terms) or purchase the properties. The agreement would also include the Council managing the rental of the properties and their maintenance for which the Fund will pay an annually, Consumer Price Index (CPI) increasing, maintenance allowance. The lease agreement is proposed to be treated as an operating lease and off balance sheet. The Council's Legal and Governance team are reviewing the full details and implications of entering into this model of provision and will provide further advice on this proposed development prior to any agreements being approved. If the proposals prove not to be legally or financially viable an update and alternative model for development will be referred back to cabinet for decision.</p>
19.	<p>Subject to paragraph 18 above, and confirmation of the arrangement meeting all legal requirements, delegated powers are sought to enter into the legal agreements necessary to approve the delivery of Phase 1 Plot 2 with Cheyne Capital or a similar company.</p>
	<p><u>Delivery of Townhill Park Infrastructure</u></p>
20.	<p>An important aspect of the Townhill Park estate regeneration is that it aims to provide comprehensive improvements that will not only provide new housing but improve the quality of the environment for existing residents. Central to this is the traffic calming of Meggeson Avenue, the creation of a new central Village Green and the improvements to linked green spaces and Frog's Copse. In order to deliver this the Council's partners Balfour Beatty have been engaged to provide the detailed design and costings for the highways changes and Village Green. The approach to cost apportionment arising from this work is subject to further discussion with planning as part of the normal planning process.</p>
	<p><u>Delivery of future Phases and Plots</u></p>
21.	<p>The documentation of the May 2016 planning consent contains a phasing drawing for Townhill Park. In future the phasing may alter as the Council capitalises on development opportunities. In addition there is a planning condition in the May 2016 consent that ensures the Village Green is delivered early in the regeneration, stating that the Village Green must be provided before the occupation of the 277th residential unit. Any variations will require the relevant regulatory consents to be amended through the normal statutory process.</p>
	<p><u>Proposed Decanting Programme</u></p>
22.	<p>Although extensive public consultations have taken place with local residents throughout the development of the proposals and during the planning application process it is necessary to undertake further statutory</p>

	<p>consultations under the Section 105 and part V of schedule 2 of the Housing Act 195 and S137 Housing Act 1996, prior to further decanting taking place. The phase 1 decant was fairly small but the proposals for the next stage of decant will involve approximately 300 residents. A full impact assessment of residents needs must be undertaken and kept under review throughout the consultation and implementation process and a detailed decant programme will need to be produced. It will also be necessary to seek the Secretary of State's approval prior to the decant programme being commenced.</p>
23.	<p>The requirement to provide the Village Green makes the decanting of the 3 blocks that would occupy the site of the Village Green a priority (1 to 21 Ozier Road, 207 to 227 and 185 to 205 Meggeson Avenue). In addition, recent work has been undertaken, which has identified several blocks which require expensive remedial treatment. It is the intention to include them in the next programme of decanting. In January a newsletter was delivered to all residents updating them about the regeneration proposals and informing them that further details about future decanting would be available in the next couple of months. Once finalised and approved the decant programme will give those affected full information and support during the process.</p>
24.	<p>Prior to any decant programme being commenced it has been agreed that a further report will be submitted to Cabinet. Cabinet will need to approve the new decant policy and approve the decant programme prior to the Secretary of State's permission (where required) being sought.</p>
25.	<p>Decanting is an expensive and time consuming process. Due to the large number of people on the housing waiting list and the decreasing supply of affordable houses available, it will be a lengthy process. In addition, it is important that measures are followed in order to build new properties for social rent as quickly as possible in order to meet demand. By increasing densities the estate regeneration programme will provide increased affordable housing supply as well as new properties.</p>
26.	<p>The Council will use its reasonable endeavours to reach voluntary agreements with all the residents to enable them to decant to suitable alternative accommodation as quickly as possible. However, if this is not possible and the Council have to seek possession of any properties this will need to be undertaken via the Courts. Where possession is sought for an individual property that needs works and/or demolished the Council can rely on Ground 10 Housing Act 1985. However, where possession is sought or a redevelopment scheme the Council would need to do so under Ground 10A of the Housing Act 1985. Prior to this though there is a statutory duty to commence a 28 day consultation with tenants and thereafter to consider any representations and to seek the Secretary of State's permission for approval of the scheme.</p>
27.	<p>The purchase of the remaining leaseholder properties continues and is to be pursued more actively by the Council than previously in order to prepare development sites more quickly.</p>
	<p><u>Disposal of Land</u></p>
28.	<p>Where the Council's delivery model for redevelopment proposes disposal of land the Council will aim to achieve best consideration in accordance with statutory requirements. However, there are likely to be instances where the land sale will be at less than best consideration in order to achieve a higher mix of affordable housing or other objectives. In these cases the Council may still want</p>

	to agree the disposal because the social and economic benefits of the transaction outweigh the monetary value and this is legally acceptable provided certain statutory requirements and safeguards are met and sales certified by the Proper Officer as complying with the relevant legislation.
29.	Delegated powers are sought to enable disposal of land at Townhill Park to be made at less than market value provided there is appropriate social and economic benefit and statutory requirements for sales at an undervalue certified as met.
	<u>Compulsory Purchase Order (CPO) for Phase 1</u>
30.	Currently negotiations are proceeding favourably with the remaining leaseholder in Phase 1 and therefore CPO proceedings are being held in reserve pending the outcome of the current negotiations.
	<u>Compulsory Purchase Order for the Remaining Development Areas</u>
31.	Options are being investigated to establish the most effective future CPO route should difficulties occur in further decanting of tenants or leaseholders. Any requirements to pursue a CPO will be referred back to Cabinet and required to follow a strict statutory process.
	<u>Further Demolition of Vacant Blocks</u>
32.	Delegated power is requested in order that the Head of Capital Assets after consultation with Service Director: Legal & Governance the Service Director: Finance and Commercialisation and the Leader) can procure further demolition services and let a demolition contract for further demolitions subject to remaining within approved budget. On further investigation and if efficient a demolition contract allowing sequential demolition as blocks become vacant will be adopted.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
33.	The intention is to use the current approved Townhill Park Regeneration budgets to carry out the work detailed in this report.
34.	There is Homes and Communities Agency (HCA) funding of £750,000 towards 50 affordable homes on Plot 1 and Council s106 contribution towards the building of the six houses on Plot 1.
<u>Property/Other</u>	
35.	The land and properties are required for the improvement of the area which will improve the economic, social and health well-being of the residents within the estate regeneration area
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
36.	The Council has powers under the Housing Acts and the Local Government Act 1972 section 120 to undertake estate regeneration proposals. The detailed legal implications of the various proposals are set out within the main body of this report and some aspects of the proposals (consultation processes, the details of proposed land sales and leaseback arrangements etc) are subject to further legal investigation and confirmation of the appropriateness of the proposals in both legal, financial and risk

	management terms by the Council's statutory officers.
Other Legal Implications:	
37.	The Council will need to carry out a statutory consultation under S105 of the Housing Act 1985 and S137 Housing Act 1996 prior to considering any proposals to amend the decant policy. The Council needs to publish its arrangements for consultations under S105 and S137 but in order to meet government best practice, recent case law on public consultation and having regard to the scale of the impact of the proposals, it is recommended that a minimum 12 week consultation period is required. Thereafter all representations made during the consultation period will be taken into account before a finalised Decant Policy and Programme is referred back to Cabinet for consideration.
38.	The Council will also need to carry out a statutory 28 day consultation of tenants pursuant to Part V Schedule 2 of the Housing Act 1985 and seek approval of the Secretary of State prior to any decanting commencing.
39.	The Council's Legal and Governance team are seeking further review of the proposed Cheyne Capital proposals and their impact on the Council's statutory housing duties and powers and financial standing. The delegations to enter into arrangements in this regard are therefor subject to approval by the Council's Service Director: Legal & Governance prior to any binding obligations being entered into.
POLICY FRAMEWORK IMPLICATIONS	
40.	<p>These proposals will assist the City Council to achieve its corporate targets as set out in its Housing Strategy 2016-2025 in the following ways:</p> <ul style="list-style-type: none"> • Providing sustainable homes which in turn help to improve the health and wellbeing of local people • Developing on a brownfield site (estate regeneration) • Providing well-designed and safe sustainable housing where people want to live now and in the future • Providing affordable housing

KEY DECISION?	Yes
WARDS/COMMUNITIES AFFECTED:	Harefield, Bitterne Park
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	None
2.	

Documents In Members' Rooms

1.	
2.	

Equality Impact Assessment		
Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out.		YES
Privacy Impact Assessment		
Do the implications/subject of the report require a Privacy Impact Assessment (PIA) to be carried out.		YES
Other Background Documents		
Other Background documents available for inspection at:		
Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)	
1.		
2.		

This page is intentionally left blank

The **public sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with section 17 of the Crime and Disorder Act and will enable the council to better understand the potential impact of the budget proposals and consider mitigating action.

<p>Name or Brief Description of Proposal</p>	<p><u>Townhill Park Regeneration:</u></p> <p>Townhill Park Regeneration continues the momentum already achieved in delivering improvements to a number of council estates.</p> <p>The aim of the Townhill Park Estate Regeneration project is to comprehensively regenerate the area. The project aims to redevelop all the blocks in the area over a ten year period and re-provide with a mix of new apartment blocks and houses of mixed tenure. The new homes will be designed to modern standards and be energy efficient.</p> <p>In addition, the external environment will be improved for the benefit of both existing residents and those occupying the new homes. Environmental proposals include a new green space in the centre of the development with play facilities a meeting place and new convenience store. There is also improved walking, cycling and access to neighbouring green spaces. A series of improvements to Meggeson Avenue, is planned, to calm the traffic and provide a more pedestrian friendly environment.</p> <p>The project will provide a much improve living environment for the new and existing residents of Townhill Park.</p> <p>This assessment focuses particularly, but not exclusively, on the impact of the following areas of the regeneration project (subject of the March 2017 Cabinet report):</p> <ul style="list-style-type: none"> • proposal to redevelopment Plots 1 and 2 (formerly known as Phase 1). • approval for future demolition of the further redevelopment plots in order to achieve Estate Regeneration objectives. • approval for implementation of the statutory process in order to set up the programme and decant process for the remainder of the estate involving circa 300 households.
---	--

<p>Brief Service Profile (including number of customers)</p>	<p><u>Estate Regeneration Objectives</u></p> <p>The Council's Estate Regeneration programme aims to identify the potential within Southampton's council housing estates for the development of new modern energy efficient homes and to deliver mixed tenure communities.</p> <p>A range of models for development and funding are therefore being considered and it is proposed that the Council will develop ongoing relationships with a number of development and funding partners with models replicated across the city.</p> <p>Opportunities to increase density and the mix of housing to include affordable homes and those for market rent or sale (including shared ownership and starter homes) will be pursued.</p>
<p>Summary of Impact and Issues</p>	<p>The new homes will be built to a modern high specification which provides an improvement on the existing homes. They will have better energy efficiency, which means reduced running costs for the properties.</p> <p>New homes also avoid the need for temporary decants and disruption to tenants, as in the case of older properties in need of major repair</p> <p>The new homes on Plot 1 will be charged at Affordable Rent level (80% of the local market rent). This is higher than the current rents of many existing Council properties and combined with a number of welfare benefit changes may be a consideration when Council tenants are deciding whether or not they wish to consider moving to the properties. However, this will be offset by the homes being new and having lower running costs</p> <p>Plot 2 homes are likely to be a mixture of Affordable Rent and Private Rent. Due to higher rents these may not be as attractive to existing Council tenants, but will help to achieve the objective of diversifying the tenure mix on the estate. There is general agreement that residential areas that offer a mix of tenures provides the basis for a more sustainable community.</p> <p>In order to achieve maximum regeneration benefit it is necessary to demolish the existing properties on plots to be redeveloped. This is a disruptive process for affected residents. Council tenants require to be decanted and allocated new homes and leaseholder properties purchased by the Council, with leaseholders and, in some cases their tenants finding new homes. Seven out of the 8 blocks of existing flats in Phase 1 have already been decanted and demolished.</p> <p>Existing residents who are not directly affected are still subject to the redevelopment process while adjacent sites are vacated, demolished and redeveloped.</p>
<p>Potential</p>	<p>There is potential for specifying housing types that meet the</p>

Positive Impacts	<p>housing needs of the people on the housing register.</p> <p>The general mix of homes will be based on current and future needs, better enabling the housing on the estate to meet the requirements of local residents.</p> <p>A more diverse tenure mix in the area will provide a wider range of choice for residents and has the potential to create a more sustainable community.</p> <p>Experience from previous estate regeneration schemes has shown that only a small proportion of residents that are decanted wish to return to the redeveloped properties.</p> <p>Once the first plots start to build this should create opportunities for tenants decanting from future redevelopment plots to be relocated in Townhill Park in the new build properties, rather than relocating elsewhere in the city.</p> <p>The implementation of the Townhill Park regeneration is being phased to lessen the impact on residents and also to provide continuous convenience store access for local residents.</p> <p>The new homes will be modern and energy efficient. The relationship between buildings and open space will be more efficient and useable.</p> <p>The New Village Green will be a focus for the whole community and the improved walking, cycling and access to open spaces will benefit all residents.</p> <p>The traffic calming of Meggeson Avenue will create a more pedestrian friendly residential environment.</p>
Responsible Service Manager	<u>Sue Jones</u>
Date	<u>15.03 17</u>

Approved by Senior Manager	<u>Mark Bradbury</u>
Signature	
Date	<u>15.03 17</u>

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	New affordable homes will be allocated as per Lettings Policy. Decants will be managed in accordance with the Council's Decant Policy. (Note the current Decant Policy is under review)	<p>Ensure consistent implementation of the Council's adopted policies and plans.</p> <p>Ensure through design of the scheme that mobility and</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	Potential for specifying housing types that meet the housing needs of the people on the housing register	accessibility are maximised in both housing and the surrounding environment.
Disability	<p>New affordable homes will be allocated as per Lettings Policy. Decants will be managed in accordance with the Council's Decant Policy. (Note the current Decant Policy is under review)</p> <p>The Council has a range of policies and procedures which support the Council's equality and diversity standards</p> <p>Where required a Vulnerability Assessment can be completed with tenants and the Council's Specialist Assessment Unit can provide support and advice to Housing Management.</p> <p>Potential for specifying housing types that meet the housing needs of the people on the housing register.</p> <p>The project will follow the Council's disability policy</p>	<p>Ensure consistent implementation of the Council's adopted policies and plans.</p> <p>Ensure through design of the scheme that mobility and accessibility are maximised in both housing and the surrounding environment.</p> <p>Council guidelines on wheelchair liveable homes to be followed and set out in the specification.</p>
Gender Reassignment	<p>New affordable homes will be allocated as per Lettings Policy. Decants will be managed in accordance with the Council's Decant Policy. (Note the current Decant Policy is under review)</p> <p>The Council has a range of policies and procedures which support the Council's equality and diversity standards</p>	<p>Council's adopted policies and plans are publicly available to view.</p> <p>Ensure consistent implementation of the Council's adopted policies and plans.</p>
Marriage and Civil Partnership	New affordable homes will be allocated as per Lettings Policy. Decants will be managed in accordance with the Council's Decant Policy. (Note the current Decant Policy is under review)	<p>Council's adopted policies and plans are publicly available to view.</p> <p>Ensure consistent implementation of the Council's adopted policies and plans.</p>
Pregnancy and Maternity	New affordable homes will be allocated as per Lettings Policy. Decants will be managed in accordance with the Council's Decant Policy. (Note the current Decant Policy is under review)	There will be a good range of family units provided on the new schemes
Race	<p>New affordable homes will be allocated as per Lettings Policy. Decants will be managed in accordance with the Council's Decant Policy. (Note the current Decant Policy is under review)</p> <p>The Council has a range of policies and procedures which support the Council's equality and diversity standards</p>	<p>Council's adopted policies and plans are publicly available to view.</p> <p>Ensure consistent implementation of the Council's adopted policies and plans.</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Religion or Belief	<p>New affordable homes will be allocated as per Lettings Policy. Decants will be managed in accordance with the Council's Decant Policy. (Note the current Decant Policy is under review)</p> <p>The Council has a range of policies and procedures which support the Council's equality and diversity standards</p>	<p>Council's adopted policies and plans are publicly available to view.</p> <p>Ensure consistent implementation of the Council's adopted policies and plans.</p>
Sex	<p>New affordable homes will be allocated as per Lettings Policy. Decants will be managed in accordance with the Council's Decant Policy. (Note the current Decant Policy is under review)</p> <p>The Council has a range of policies and procedures which support the Council's equality and diversity standards</p>	<p>Council's adopted policies and plans are publicly available to view.</p> <p>Ensure consistent implementation of the Council's adopted policies and plans.</p>
Sexual Orientation	<p>New affordable homes will be allocated as per Lettings Policy. Decants will be managed in accordance with the Council's Decant Policy. (Note the current Decant Policy is under review)</p> <p>The Council has a range of policies and procedures which support the Council's equality and diversity standards</p>	<p>Council's adopted policies and plans are publicly available to view.</p> <p>Ensure consistent implementation of the Council's adopted policies and plans.</p>
Community Safety	<p>Good design will be sought to 'design out crime' through Secured By Design Secured by Design criteria to be followed and set out in the specification for developers to adhere to.</p>	<p>Ensure through design of the scheme that security is maximised and minimise potential for anti-social behaviour in any new housing on the site and comply with the Secured By Design criteria.</p>
Poverty	<p>The Indices of Multiple Deprivation show that a proportion of residents in Townhill Park are affected by poverty.</p> <p>Development has been phased to allow for the continuous delivery of a local convenience store for local residents</p> <p>The increase in rents to the affordable rent model may cause difficulties for those residents identified as being in poverty.</p>	<p>Council services work together to maximise the social and economic benefits of the project.</p> <p>The council works with partner organisations to identify and support those most vulnerable. These measures include information and advice along with support into employment and training opportunities.</p>
Other Significant Impacts	<p>Local Employment Opportunities</p> <p>There are resident in the area who are unemployed and regeneration brings opportunities to promote employment for local people</p>	<p>An Employment and Skills Plan will accompany any planning consent and ensure the construction phase includes opportunities for local employment and training.</p> <p>Provision continues to be made</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		for the existing public transport within the traffic calming of Meggeson Avenue
	<p>Health and Well-Being</p> <p>There is a link between quality homes and state of health</p>	<p>Improved specification and energy efficiency of homes and access to well-connected green spaces and opportunities to walk and cycle will contribute to residents' health and well-being.</p> <p>Ensure through design of the scheme that mobility and accessibility are maximised in both housing and the surrounding environment.</p>
	<p>Contribution To Local Economy</p> <p>The proposal allows for a new retail/convenience provision and possible café facility</p>	<p>The redevelopment has been phased to allow continued provision of the existing convenience store for local residents.</p>



What is a Privacy Impact Assessment?

A Privacy Impact Assessment (“PIA”) is a process that assists organisations in identifying and minimising the privacy risks of new projects or policies.

Projects of all sizes could impact on personal data.

The PIA will help to ensure that potential problems are identified at an early stage, when addressing them will often be simpler and less costly.

Conducting a PIA should benefit the Council by producing better policies and systems, and improving the relationship with individuals.

Why should I carry out a PIA?

Carrying out an effective PIA should benefit the people affected by a project and also the organisation carrying out the project.

Whilst not a legal requirement, it is often the most effective way to demonstrate to the Information Commissioner’s Officer how personal data processing complies with the [Data Protection Act 1998](#).

A project which has been subject to a PIA should be less privacy intrusive and therefore less likely to affect individuals in a negative way.

A PIA should improve transparency and make it easier for individuals to understand how and why their information is being used.

When should I carry out a PIA?

The core principles of PIA can be applied to any project that involves the use of personal data, or to any other activity that could have an impact on the privacy of individuals.

Answering the screening questions in **Section 1** of this document should help you identify the need for a PIA at an early stage of your project, which can then be built into your project management or other business process.

Who should carry out a PIA?

Responsibility for conducting a PIA should be placed at senior manager level. A PIA has strategic significance and direct responsibility for the PIA must, therefore, be assumed by a senior manager.

The senior manager should ensure effective management of the privacy impacts arising from the project, and avoid expensive re-work and retro-fitting of features by discovering issues early.

A senior manager can delegate responsibilities for conducting a PIA to three alternatives:

- a) An appointment within the overall project team;
- b) Someone who is outside the project; or
- c) An external consultant.

Each of these alternatives has its own advantages and disadvantages, and careful consideration should be given on each project as to who would be best-placed for carrying out the PIA.

How do I carry out a PIA?

Working through each section of this document will guide you through the PIA process.

The requirement for a PIA will be identified by answering the questions in **Section 1**. If a requirement has been identified, you should complete all the remaining sections in order.

The Privacy Impact Assessment Statement in **Section 7** should be completed in all cases, and a copy of this document should be sent to the Senior Legal Assistant (Information) to record and review.

The Senior Legal Assistant (Information) will then issue a report, confirming whether the proposed measures to address the privacy risks identified are adequate, and make recommendations for additional measures needed.

These measures will be reviewed once in place to ensure that they are effective.

Advice can be found at the beginning of each section, but if further information or assistance is required, please contact the Senior Legal Assistant (Information) on 023 8083 2676 or at foi.requests@southampton.gov.uk.

Section 1 - Screening Statements

The following statements will help you decide whether a PIA is necessary for your project.

Please tick all that apply.

The project will involve the collection of new information about individuals.

The project will compel individuals to provide information about themselves.

Information about individuals will be disclosed to organisations or people who have not previously had routine access to the information.

You are using information about individuals for a purpose it is not currently used for, or in a way it is not currently used.

The project involves you using new technology which might be perceived as being privacy intrusive. For example, the use of biometrics or facial recognition.

The project will result in you making decisions or taking action against individuals in ways which can have a significant impact on them.

The information about individuals is of a kind particularly likely to raise privacy concerns or expectations. For example, health records, criminal records, or other information that people would consider to be particularly private.

The project will require you to contact individuals in ways which they may find intrusive.

The project involves making changes to the way personal information is obtained, recorded, transmitted, deleted, or held.

If any of these statements apply to your project, it is an indication that a PIA would be a useful exercise, and you should complete the rest of the assessment, including the Privacy Impact Assessment Statement in **Section 7**.

If none of these statements apply, it is not necessary to carry out a PIA for your project, but you will still need to complete the Privacy Impact Assessment Statement in **Section 7**.

Section 2 - Identifying the Need for a PIA

With the screening statements in mind, briefly explain what the project aims to achieve, what the benefits will be to the organisation, to individuals, and to other parties.

You may find it helpful to link to other relevant documents related to the project, for example a project proposal.

Section 3 - Describe the Information Flows

The collection, use, and deletion of personal data should be described here, and it may also be useful to refer to a flow diagram or another way of explaining data flows.

You should also say how many individuals are likely to be affected by the project.

Section 4 - Identify the Privacy Risks

Answering the questions below will help you identify the key privacy risks, and the associated compliance and corporate risks.

The questions cover the 8 Principles of the [Data Protection Act 1998](#), and whilst all may not be relevant to your project, they may prompt you to consider areas of risk which aren't initially apparent.

Principle 1

Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless:

- a) at least one of the conditions in Schedule 2 is met, and**
 - b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.**
-

Have you identified the purpose of the project?

What information will be collected and/or shared?

With whom will the information be shared?

How will individuals be told about the use of their personal data?

Who should be consulted about the processing of personal information, internally and externally?

How will you carry out the consultation?

Conditions for processing

For all data (tick all that apply):

The individual who the personal data is about has consented to the processing.

The processing is necessary in relation to a contract which the individual has entered into, or because the individual has asked for something to be done so they can enter into a contract.

The processing is necessary because of a legal obligation that applies to you (except an obligation imposed by a contract).

The processing is necessary to protect the individual's "vital interests".

The processing is necessary for administering justice, or for exercising statutory, governmental, or other public functions.

The processing is necessary for the purposes of the Council's legitimate interests.

If your project involves the processing of [sensitive data](#)* (tick all that apply):

The data subject has given his explicit consent to the processing of the personal data.

The individual who the sensitive personal data is about has given explicit consent to the processing.

The processing is necessary so that you can comply with employment law.

The processing is necessary to protect the vital interests of the individual (in a case where the individual's consent cannot be given or reasonably obtained), or another person (in a case where the individual's consent has been unreasonably withheld).

The processing is carried out by a not-for-profit organisation and does not involve disclosing personal data to a third party, unless the individual consents. Extra limitations apply to this condition.

The individual has deliberately made the information public.

The processing is necessary in relation to legal proceedings (for obtaining legal advice, or otherwise for establishing, exercising or defending legal rights).

The processing is necessary for administering justice, or for exercising statutory or governmental functions.

The processing is necessary for medical purposes, and is undertaken by a health professional or by someone who is subject to an equivalent duty of confidentiality.

The processing is necessary for monitoring equality of opportunity, and is carried out with appropriate safeguards for the rights of individuals.

* Under the Data Protection Act 1998, sensitive personal data is defined as personal data consisting of information as to:

- (a) the racial or ethnic origin of the data subject,
- (b) his political opinions,
- (c) his religious beliefs or other beliefs of a similar nature,
- (d) whether he is a member of a trade union,
- (e) his physical or mental health or condition,
- (f) his sexual life,
- (g) the commission or alleged commission by him of any offence, or
- (h) any proceedings for any offence committed or alleged to have been committed by him, the disposal of such proceedings or the sentence of any court in such proceedings.

If you are relying on consent to process personal data, how will this be collected and what will you do if it is withheld or withdrawn?

Do you need to create or amend privacy notices (which inform the data subject at the point of collection how their information will be used)?

Will your actions interfere with the right to privacy under [Article 8 of the European Convention on Human Rights](#) (right to respect for private and family life)?

Will any information from the project be published on the Internet or in other media?

Will a third party contractor be involved in the data processing process?

Have you identified the social need and aims of the project?

Are your actions a proportionate response to the social need, and why?

Principle 2

Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.

Does your project plan cover all of the purposes for processing personal data?

Have potential new purposes been identified as the scope of the project expands?

Principle 3

Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.

Is the information you are using of good enough quality for the purposes it is used for?

Which personal data could you not use, without compromising the needs of the project?

How will you ensure that only data that is adequate, relevant, and not excessive in relation to the purpose is processed?

Principle 4

Personal data shall be accurate and, where necessary, kept up to date.

If you are procuring new software does it allow you to amend data when necessary?

How will you ensure that personal data obtained from individuals or other organisations is accurate?

Principle 5

Personal data processed for any purpose or purposes shall not be kept for longer than necessary for that purpose or those purposes.

What retention periods are suitable for the personal data you will be processing?

Are you procuring software which will allow you to delete information in line with your retention periods?

What processes will be put in place for the destruction of the data?

Principle 6

Personal data shall be processed in accordance with the rights of data subjects under this Act.

Will the systems you are putting in place allow you to respond to subject access requests more easily?

If the project involves marketing, have you got a procedure for individuals to opt out of their information being used for that purpose?

Principle 7

Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

Where, and in what format, will the personal data be kept?

Will an IT system or application be used to process the personal data?

Do any new systems provide protection against the security risks you have identified?

What training and instructions are necessary to ensure that staff know how to operate the system securely?

Will staff ever work away from the office (e.g. on laptops, tablets, or smart phones)?

How will access to the personal data be controlled?

Principle 8

Personal data shall not be transferred to a country or territory outside the European Economic Area (EEA) unless that country or territory ensures and adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Will the project require you to transfer data outside of the EEA?

If you will be making transfers, how will you ensure that the data is adequately protected?

If a contractor is being used to process the personal information, where are they (and their data stores) based?

Section 5 - Summary of Identified Risks

Completing the questions in Section 4 will hopefully have identified areas in your project where personal data is at risk.

Use this section to summarise those risks.

Privacy Issue

Risk to Individual

Risk to the Council

Privacy Issue

Risk to Individual

Risk to the Council

Privacy Issue

Risk to Individual

Risk to the Council

Privacy Issue

Risk to Individual

Risk to the Council

Privacy Issue

Risk to Individual

Risk to the Council

Privacy Issue

Risk to Individual

Risk to the Council

Privacy Issue

Section 6 - Identify Privacy Solutions

For each of the risks identified in Section 6, describe the actions you could take to reduce them, and any future steps which would be necessary (e.g. the production of new guidance or future security testing for systems).

Risk

Solution

Result

Risk Eliminated

Risk Reduced

Risk Accepted

Is impact of solution on individuals justified, compliant, and proportionate?

Yes

No

Risk

Solution

Result

Risk Eliminated

Risk Reduced

Risk Accepted

Is impact of solution on individuals justified, compliant, and proportionate?

Yes

No

Risk

Solution

Result

Risk Eliminated

Risk Reduced

Risk Accepted

Is impact of solution on individuals justified, compliant, and proportionate?

Yes

No

Risk

Solution

Result

Risk Eliminated

Risk Reduced

Risk Accepted

Is impact of solution on individuals justified, compliant, and proportionate?

Yes

No

Risk

Solution

Result

Risk Eliminated

Risk Reduced

Risk Accepted

Is impact of solution on individuals justified, compliant, and proportionate?

Yes

No

Risk

Solution

Result

Risk Eliminated

Risk Reduced

Risk Accepted

Is impact of solution on individuals justified, compliant, and proportionate?

Yes

No

Section 7 - Privacy Impact Assessment Statement

This statement must be completed for all projects, regardless of whether a PIA was deemed to be necessary on completion of the screening questions in Section 1.

Name:

Position:

Project Summary:

Please choose one of the following options:

None of the screening statements in Section 1 of this document apply to the above project, and I have determined that it is not necessary to conduct a Privacy Impact Assessment.

Some of the screening statements in Section 1 of this document apply to the above project, and a need to carry out a Privacy Impact Assessment was identified. The assessment has been carried out, and the outcomes will be integrated into the project plan to be developed and implemented.

Date:

Once completed, please send a copy of this document to the Senior Legal Assistant (Information):

Email: foi.requests@southampton.gov.uk

Internal post: Corporate Legal, Civic Centre, Municipal, Ground Floor West

Document Information

Title: Privacy Impact Assessment

Author: Chris Thornton, Senior Legal Assistant (Information)

Version: v2.1

Owner: Information Governance Board on behalf of the Council's Management Team

Agreed by: Richard Ivory, Head of Legal and Democratic Services

Effective from: 17th July 2015

Review Date: 17th July 2016

Revision History:

06/12/13 - Version 1.0 - Reviser: Vikas Gupta - Document Created

10/03/15 - Version 2.0 - Reviser: Chris Thornton - Updated to PDF form format

17/07/15 - Version 2.1 - Reviser: Chris Thornton - Added information re report in introduction

14/01/16 - Version 2.2 - Reviser: Chris Thornton - Added screening question

This page is intentionally left blank

DECISION-MAKER:	CABINET		
SUBJECT:	CONCESSIONARY FARES SCHEME 2017/18		
DATE OF DECISION:	21 MARCH 2017		
REPORT OF:	CABINET MEMBER OF ENVIRONMENT AND TRANSPORT CONTACT		
<u>CONTACT DETAILS</u>			
AUTHOR:	Name:	Pete Boustred	Tel: 023 8083 4743
	E-mail:	pete.boustred@southampton.gov.uk	
Director	Name:	Mike Harris	Tel: 023 8083 2882
	E-mail:	mike.harris@southampton.gov.uk	

STATEMENT OF CONFIDENTIALITY	
None.	
BRIEF SUMMARY	
To agree the final scheme and the reimbursement rate to bus companies for the concessionary fare scheme for 2017/18	
RECOMMENDATIONS:	
(i)	To agree to reimburse bus operators at 49.6% in line with the guidance issued by the Department for Transport.
(ii)	To agree the local enhancements above the statutory minimum.
REASONS FOR REPORT RECOMMENDATIONS	
1.	To enable the Council to comply with the statutory requirement to serve bus operators with the minimum 28 days notice of the local enhancements and the reimbursement rate that the Council will use.
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED	
2.	The Council could withdraw the local enhancements that are offered to City residents but this is likely to achieve little saving as most passengers would just travel 30 minutes later in the morning once free travel is allowed.
DETAIL (Including consultation carried out)	
3.	The Council is required by law to give bus operators 28 days' notice of the Scheme that will operate and the reimbursement rate the Council will use. This report will allow the Council to give the required notice. Should the bus operator refuse to participate in the concessionary fare scheme the Council would need to issue a participation notice requiring them to do so. For the Notices to be effective, final confirmation is necessary of any additional local enhancements to the statutory minimum i.e. travel from 0900 rather than 0930 and between 2300 and 0030 for Southampton residents. Non Southampton residents will qualify to the statutory minimum. The proposed scheme for 2017/18 is the same as that which operates in 2016/17. This offers residents greater opportunity to access the broad range of services and opportunities across the City, including health services and other facilities so supporting independence, and well-being.

4.	The Department for Transport provides local authorities with guidance each year on the reimbursement and a calculator to use. This takes various factors into account and the information on the scheme that the authority has submitted. The Council has used this to set its reimbursement rate for several years now. The reimbursement rate for 2017/18 will be 49.6% compared 49.3% for the 2016/17 Scheme.
5.	The Council also produces a claim form that operators are required to populate with data on concessionary fare use and average fares. As the bus network in Southampton has been subject to several changes, intensive competition and reductions in fares, the Council will continue to calculate the average fare and reimbursement as based on the DfT Concessionary Fares guidance as has been the case for the 2016/17 Scheme and will not be entering into a fixed arrangement with any of the larger operators. Once the scheme starts on 1 st April bus operators then have 56 days to appeal to the Secretary of State on the proposed reimbursement rates. Appendix 1 shows details of the proposed scheme for 2017/18.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
6.	Full Council on the 15 th February 2017 approved a budget for 2017/18 of £5,214,000.
<u>Property/Other</u>	
7.	There are no property or other implications
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
8.	Concessionary fares are governed by the Transport Acts of 1985 and 2000, and the Concessionary Fares Act of 2007. If it were to be agreed that the future that no enhancements over and above the statutory minimum will be offered, then the 1985 Act does not apply as all local enhancements are made under this Act.
<u>Other Legal Implications:</u>	
9.	The provision of a concessionary travel scheme in accordance with the national minimum is a statutory duty. A discretionary power exists to provide a scheme that extends the entitlement of services over and above the national minimum. Any scheme must be made having regard to the Human Rights Act 1998 (with any national minimum scheme will be deemed to comply). Statutory notice must have been given by 1 st December 2015 and any representations received in accordance with the Notice considered and determined in accordance with the Act and Regulations.
POLICY FRAMEWORK IMPLICATIONS	
10.	The provision of concessionary travel accords with the policy direction of the City's adopted Local transport plan 2011 – 2016 by helping the Council meet its targets for increasing the use of sustainable transport modes (and bus travel in particular) and also increasing accessibility and promoting social inclusion.

KEY DECISION?	Yes/No
WARDS/COMMUNITIES AFFECTED:	ALL
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	Scheme details for 2017/18
Documents In Members' Rooms	
1.	None
Equality Impact Assessment	
Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out.	No
Privacy Impact Assessment	
Do the implications/subject of the report require a Privacy Impact Assessment (PIA) to be carried out.	No
Other Background Documents	
Other Background documents available for inspection at:	
Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	None

This page is intentionally left blank

Scheme Conditions

SOUTHAMPTON CITY COUNCIL CONCESSIONARY FARES SCHEME 2017/18 ('the Scheme')

Introduction

The Concessionary Fares Scheme agreed by Southampton City Council will come into effect on 1 April 2017 and continues until 31st March 2018. This Notice and Scheme replaces the Southampton Concessionary fares Scheme 2016/17 and supersedes all previous Schemes and Notices

Legislation

The scheme is made in accordance with the Concessionary Bus Travel Act 2007, the Transport Act 2000, the Travel Concessions (Eligibility) Act 2002 and the discretionary powers contained in the Transport Act 1985 ('the Acts').

Responsible Authority

The responsible authority for the Scheme shall be Southampton City Council. The Scheme shall be funded by Southampton City Council. The Scheme shall be administered by either Southampton City Council or its appointed agent(s).

All enquiries regarding the Scheme and all Notices required to be served upon the responsible authority under the Acts should be addressed to:

Mike Harris, Director of Growth, Civic Centre, Southampton, SO14 7LY.

A copy of the Scheme will be supplied to any person on request by post from the person specified above and is available on the Council website at www.southampton.gov.uk .

Operator Eligibility

Operators of registered bus services running within the City which is in receipt of Bus Service Operators Grant or contracted by the Local Public Transport team of Southampton City Council or a neighbouring local authority.

User Eligibility

Residents of Southampton who meet any of the following criteria will be eligible for a free concessionary fares pass:

- men and women aged 63 years and older;
- blind people;
- partially sighted people;
- deaf people;
- people without speech (in any language);
- people with a disability, or who have suffered an injury, which, in the opinion of a qualified medical practitioner, seriously impairs their ability to walk;
- people without the use of both arms;
- people with a learning difficulty;

- people who would be refused the grant of a driving licence to drive a motor vehicle under Section 92 of Part III the Road Traffic Act 1988;
- people with a long term mental health problem; and
- travelling companions/escorts of disabled people.

For those under the age of 63, applicants must either provide confirmation that:

- i) They are in receipt of Disability Living Allowance (higher mobility component); or
- ii) They have been awarded 8 or more points Personnel Independent Payment for Moving Around or Communicating verbally
- iii) They are in receipt of War Pensions Mobility Supplement; or
- iv) They have a valid registration card for their disability; or
- v) Certification of Vision impairment; or
- vi) Have learning difficulties and attend Southampton Day Services or registered with Southampton Learning Disabilities team; or
- vi) They have a signed form (MQ14) from their doctor confirming eligibility.

Hours of Operation

The Southampton concessionary fares scheme will be based on bus travel alone. Concessionary travel available all day on Saturdays, Sundays, Bank Holidays and declared public holidays and between 09:00 and 00:30 on other days for residents of Southampton and between 0930 and 2300 for all others. Blind persons will be permitted to travel at any time.

Area of Travel

Any journey that starts within the boundary of Southampton (NOTE: funding of such travel shall be subject to any inter-authority boundary/funding agreements which may be entered into and shall be deemed to be part of this Scheme. This will not affect user eligibility or operator reimbursement).

Level of Concession

The proposed scheme provides free travel on presentation of a valid pass:

Administration

The administration of the issue of concessionary fares scheme passes will be carried out by the Strategic Transport Team. A database of all people who are issued with a bus pass will be kept. The City Council will be responsible for meeting the statutory requirements for data protection.

Reimbursement

Operators will submit monthly returns to the City Council unless otherwise agreed in advance. Payment of 85% of the estimated figure for the month will be agreed with the operator and be made on the 15th of the month. The outstanding figure paid once exact figures are known and the claim should identify the number of journeys undertaken and the average fare payable.

The City Council will require all information produced in support of claims to be certified as accurate by a “responsible person”.

The returns will be subject to periodic audit by the City Council or its nominated representatives. Bus operators will be expected to provide information reasonably required for this purpose.

The City Council will reimburse operators at 49.6% of the average adult fare. The average fare will be calculated using the relevant average fare methodology as set out by the DfT in their Concessionary Fares guidance for 2017-18¹.

Unless agreed otherwise with operators, an additional amount of £0.07 per generated trip will be paid to recognise operators' additional costs in providing the concession. The council will also pay an administration fee of £0.002 for each trip made under the scheme.

Guidelines on evidence required to substantiate Additional Capacity Cost claims to the Concessionary Fares Scheme

The Southampton Concessionary Fares Scheme makes provision for operators to claim specific additional costs "to cover the costs of providing additional vehicle capacity to cope with growth in patronage brought about by concessionary travel", in addition to the standard marginal additional costs allowance. Such Additional Capacity Costs are considered on a case-by-case and service-specific basis, on submission of written evidence of the circumstances together with a statement of the costs incurred and may comprise claims for marginal capacity costs calculated in accordance with any prevailing DfT guidance and/or Peak vehicle Requirement Costs if evidenced to the satisfaction of the City Council.

The following checklist gives guidance on the nature of information which is considered necessary to substantiate Additional Capacity Cost claims. It should be appreciated that the amount and detail of information required will increase with claims of greater scope: one duplicate journey will require much more limited evidence than that to support a general increase of service frequency.

The claimant should demonstrate, with auditable evidence for each affected service:

- a) The extent of the capacity increase which is deemed necessary, itemising the resources entailed in its provision.
- b) The rationale for the increase, including –
 - the average distribution of capacity and utilisation by day / time and direction, and the scale and frequency of peaks in each;
 - the decision thresholds applied; and
 - any constraints on those decisions (e.g. maintaining clock face frequency).
- c) The proportions of concessionary passengers using the service at relevant times, and the contribution towards costs made by commercial passengers generated by the additional capacity.
- d) The relevant costs, clearly distinguishing –
 - marginal costs of operation (e.g. driver's time, fuel, tyres);
 - semi-variable costs (e.g. maintenance);

¹ <https://www.gov.uk/government/publications/guidance-on-reimbursing-bus-operators-for-concessionary-travel>

- attributable overheads (if any); and
- capital / financing costs and profit margin (if capital investment is involved).

Account should be taken of the standard Additional Marginal Costs allowance, either by netting off the cash sum or the exclusion of relevant cost headings.

Operators claiming reimbursement from the scheme above a level of £10,000 per annum must have suitable, auditable, Electronic Ticket Machine (ETM) data that will be required each month, except in circumstances that have been agreed with the Authority. Claims submitted with inadequate data may need to be validated through surveys. In these cases, the Scheme reserves the right to reclaim the cost of this validation.

Operators claiming reimbursement from the scheme above a level of £10,000 per annum must have ITSO-compliant smart readers with fully-functioning Class 2 messaging (including hot listing), and that are compatible with the Southampton HOPS, in active operation and must use the output of those readers to arrive at the claim. If smart readers are not in use or if they are not being used with full functionality as above, the Council reserves the right to make a proportionate deduction of 3% from the number of journeys claimed each month to account for the level of undetected fraudulent travel that is assumed to be taking place. The relevant reimbursement rate will be applied to the number of journeys after deduction unless the operator can provide verifiable evidence that all the journeys claimed for were made by holders of valid passes.

On request, the operator must make available historic boarding data for affected services; this will normally be in the form of unprocessed data from electronic ticket machine systems.

To enable the timely and efficient operation of the scheme and consideration of claims, claims should be submitted by the end of the calendar year to which they relate and relate to the preceding 12 months operation of the scheme. Additional claims submitted in accordance with the Limitation Act 1980 will be considered on a case by case basis.

Any challenge to any decision by the Authority in relation to any claim for additional capacity costs must be brought in accordance with the paragraph below headed "Operator Representations and Complaints".

Right to Survey

The City Council has the right to carry out surveys on vehicles on which concessions are given. Bus operators will be consulted as to how and when the survey will be carried out and operators will be given reasonable prior notice of the City Council's intention.

Variations

Southampton City Council reserves the right to vary the Scheme or to offer discretionary enhancements to the Scheme in accordance with the provisions of the Transport Act 1985 and any reimbursement arrangements relating to and forming part of the Scheme at any time in accordance with the provisions of the Acts, upon relevant Notice. Southampton City Council shall give 28 days notice in writing to Operators of any proposed variations or changes to the Scheme, save where changes relate to reimbursement arrangements in relation to which the Authority shall give 4 months notice of any proposed changes reimbursement arrangements, but the period of such notice may be shortened by mutual agreement or variations to the scheme required to give effect to a decision of the Secretary of State for Transport's determination of any application under the Transport Acts in relation to which the Authority shall give notice in writing to apply with immediate effect .

Right of Participation

Notwithstanding the mandatory participation of Operators in accordance with the Transport Act 2000 and the Concessionary Bus Travel Act 2007, Southampton City Council may require and notify any Operator to participate in the Scheme or any variation of the Scheme in accordance with the Transport Act 1985, and such participation will commence not less than 28 days after receipt of such written notification. At the date of notification the Operator will be supplied with a copy of this Scheme and any Variations thereto.

Operator Representations and Complaints:

If an Operator participating in this Scheme wishes to make any representations in relation to this scheme or reimbursement under this scheme (including any challenge, complaint, concern or grievance in relation to the Scheme) such a representation should be made in writing to the Responsible Authority at the address set out above. Representations will be considered by the Council on their merits and without prejudice to the Operators rights of Appeal under the Acts. Operators also have the right to avail themselves of the Authority's Corporate Complaints Policy, details of which may be found on the Authority's website at www.southampton.gov.uk

Right of Appeal

Any Operator has a right of appeal to the Secretary of State against the terms of reimbursement of the Scheme under the Transport Acts 1985 and 2000 or against participation in any discretionary element of the Scheme under the Transport Act 1985 on the grounds that:-

- (a) There are special reasons why their company's participation in the scheme in respect of any of the services to which the notice applies would be inappropriate (under both the 2000 Act and the 1985 Act); or
- (b) Any provision of the scheme or of any of the scheme arrangements are inappropriate for application in relation to any operators who are not voluntarily participating in the scheme (1985 Act only).

Prior to making such an application, notice in writing must be given to the person and at the address specified under the 'Responsible Authority Heading above.

This page is intentionally left blank