

Public Document Pack

Overview and Scrutiny Management Committee

Thursday, 2nd February, 2023
at 5.30 pm

PLEASE NOTE TIME OF MEETING

Council Chamber, Civic Centre,
Southampton

This meeting is open to the public

Members

Councillor Fuller (Chair)
Councillor Houghton (Vice-Chair)
Councillor Cooper
Councillor Guthrie
Councillor Moulton
Councillor Savage
Councillor Shields
Councillor White
Councillor Winning

Appointed Members

Catherine Hobbs, Roman Catholic Church
Francis Otieno, Primary Parent Governor
Rob Sanders, Church of England

Contacts

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PUBLIC INFORMATION

Overview and Scrutiny Management Committee

The Overview and Scrutiny Management Committee holds the Executive to account, exercises the call-in process, and sets and monitors standards for scrutiny. It formulates a programme of scrutiny inquiries and appoints Scrutiny Panels to undertake them. Members of the Executive cannot serve on this Committee.

Role of Overview and Scrutiny

Overview and Scrutiny includes the following three functions:

- Holding the Executive to account by questioning and evaluating the Executive's actions, both before and after decisions taken.
- Developing and reviewing Council policies, including the Policy Framework and Budget Strategy.
- Making reports and recommendations on any aspect of Council business and other matters that affect the City and its citizens.

Overview and Scrutiny can ask the Executive to reconsider a decision, but they do not have the power to change the decision themselves.

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: Corporate Plan 2020-2025 sets out the four key outcomes:

- Communities, culture & homes - Celebrating the diversity of cultures within Southampton; enhancing our cultural and historical offer and using these to help transform our communities.
- Green City - Providing a sustainable, clean, healthy and safe environment for everyone. Nurturing green spaces and embracing our waterfront.
- Place shaping - Delivering a city for future generations. Using data, insight and vision to meet the current and future needs of the city.
- Wellbeing - Start well, live well, age well, die well; working with other partners and other services to make sure that customers get the right help at the right time

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.

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

Mobile Telephones:- Please switch your mobile telephones to silent whilst in the meeting

Fire Procedure:-

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

Access is available for disabled people. Please contact the Democratic Support Officer who will help to make any necessary arrangements.

Dates of Meetings: Municipal Year 2022/23

2022	2023
9 June	12 January
14 July	2 February
11 August	9 March
8 September	13 April
13 October	
10 November	
15 December	

CONDUCT OF MEETING

TERMS OF REFERENCE

The general role and terms of reference for the Overview and Scrutiny Management Committee, together with those for all Scrutiny Panels, are set out in Part 2 (Article 6) of the Council's Constitution, and their particular roles are set out in Part 4 (Overview and Scrutiny Procedure Rules – paragraph 5) of the Constitution.

RULES OF PROCEDURE

The meeting is governed by the Council Procedure Rules and the Overview and Scrutiny Procedure Rules as set out in Part 4 of the Constitution.

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 4.

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.

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 AND CHANGES IN PANEL MEMBERSHIP (IF ANY)

To note any changes in membership of the Panel made in accordance with Council Procedure Rule 4.3.

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.

NOTE: Members are reminded that, where applicable, they must complete the appropriate form recording details of any such interests and hand it to the Democratic Support Officer.

3 DECLARATIONS OF SCRUTINY INTEREST

Members are invited to declare any prior participation in any decision taken by a Committee, Sub-Committee, or Panel of the Council on the agenda and being scrutinised at this meeting.

4 DECLARATION OF PARTY POLITICAL WHIP

Members are invited to declare the application of any party political whip on any matter on the agenda and being scrutinised at this meeting.

5 STATEMENT FROM THE CHAIR

6 MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING) (Pages 1 - 2)

To approve and sign as a correct record the Minutes of the meetings held on 12 January 2023 and to deal with any matters arising, attached.

7 PORTSWOOD CORRIDOR PHASE 1 CONSULTATION (Pages 3 - 50)

Report of the Cabinet Member for Transport and District Regeneration outlining draft proposals designed to reduce through traffic in Portswood District Centre.

8 BUDGET PROPOSALS - 2023/24 (Pages 51 - 66)

Report of the Chair of the Overview and Scrutiny Management Committee recommending that the Committee review the budget proposals contained within the appended briefing paper and, following the discussion with the Cabinet Member for Finance and Change and officers, provide feedback for Cabinet to consider at their 21 February 2023 meeting.

9 MONITORING SCRUTINY RECOMMENDATIONS TO THE EXECUTIVE

(Pages 67 - 86)

Report of the Scrutiny Manager enabling the Overview and Scrutiny Management Committee to monitor and track progress on recommendations made to the Executive at previous meetings.

Wednesday, 25 January 2023

Director of Legal and Business Services

SOUTHAMPTON CITY COUNCIL
OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE
MINUTES OF THE MEETING HELD ON 12 JANUARY 2023

Present: Councillors Fuller (Chair), Houghton (Vice-Chair), Cooper, Guthrie, Moulton, White, Winning, T Bunday and Furnell
Appointed Members: Rob Sanders and Francis Otieno

Apologies: Councillors Savage and Shields

Also in attendance: Cabinet Member for Transport and District Regeneration – Councillor Keogh
Cabinet Member for Safe City – Councillor Renyard

34. **APOLOGIES AND CHANGES IN PANEL MEMBERSHIP (IF ANY)**

It was noted that following receipt of the temporary resignation of Councillors Savage and Shields from the Committee, the Monitoring Officer, acting under delegated powers, had appointed Councillors A Bunday and Furnell to replace them for the purposes of this meeting.

35. **MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING)**

RESOLVED: that the minutes for the Committee meeting on 15 December 2022 be approved and signed as a correct record.

36. **FORWARD PLAN**

The Committee considered the report of the Scrutiny Manager enabling the Overview and Scrutiny Management Committee to examine the content of the Forward Plan and to discuss issues of interest or concern with the Executive.

In regard to Appendix 1 the Cabinet Member for Transport and District Regeneration – Councillor Keogh and Wade Holmes - Service Manager for Integrated Transport were present and with the consent of the Chair addressed the meeting.

RESOLVED:

(i) On consideration of the briefing paper relating to the forthcoming Cabinet Decision “Application for the designation of civil enforcement area for moving violations” the Committee noted the forthcoming decision.

37. **SAFE CITY PARTNERSHIP ANNUAL REVIEW**

The Committee considered the report of the Chair of the Safe City Partnership providing the Committee with an update for 2021/22 on community safety in Southampton and the Safe City Partnership.

Barbara Swyer - Chair of the Safe City Partnership, Cabinet Member for Safe City – Councillor Renyard, Chief Inspector Marcus Kennedy - Hampshire Constabulary, Claire Edgar - Executive Director Wellbeing and Housing and Chris Brown - Community

Cohesion Manager were in attendance and with the consent of the Chair addressed the meeting.

RESOLVED that the Committee recommended that:

- (1) To improve confidence in the safe city partners, the Safe City Partnership reflects on the importance of communicating positive actions and outcomes to the public.
- (2) The Sector Sergeants within the Neighbourhood Policing Teams seek to develop effective relationships and lines of communication with Ward Councillors to ensure that the Constabulary are informed about issues and concerns impacting on the local community.
- (3) Consideration is given to refreshing and rebranding the Neighbourhood Watch Scheme in Southampton to reflect the technological opportunities that are now available.
- (4) To raise its profile and public support, the connection between community groups, Councillors and Community Payback is enhanced.
- (5) To build on the strengths of the Safe City Partnership, the Partnership reviews good practice from high performing comparable partnerships across England and Wales.
- (6) To provide a more accurate insight into the effectiveness of the Safe City Partnership, the next iteration of the annual report to scrutiny is more strengths based, providing a balanced narrative outlining positive outcomes alongside the published crime data.

38. **MONITORING SCRUTINY RECOMMENDATIONS TO THE EXECUTIVE**

The Committee noted the report of the Scrutiny Manager enabling the Overview and Scrutiny Management Committee to monitor and track progress on recommendations made to the Executive at previous meetings.

Agenda Item 7

DECISION-MAKER:	OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE
SUBJECT:	PORTSWOOD CORRIDOR PHASE 1 CONSULTATION
DATE OF DECISION:	2 FEBRUARY 2023
REPORT OF:	COUNCILLOR KEOGH CABINET MEMBER FOR TRANSPORT AND DISTRICT REGENERATION

<u>CONTACT DETAILS</u>			
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STATEMENT OF CONFIDENTIALITY

NOT APPLICABLE

BRIEF SUMMARY

This document outlines a summary of the results of the first phase of the public consultation conducted for the Portswood Corridor for the Overview and Scrutiny Management Committee (OSMC). This will outline what consultation has been conducted to date and a summary of the results. It also outlines what the next steps are for the project.

RECOMMENDATIONS:

	(i)	That the Committee note the results of the first phase of the consultation process
	(ii)	That the Committee note the next steps including the gathering of additional data sets and further information before commencing the next phase of consultation for the project.

REASONS FOR REPORT RECOMMENDATIONS

	The first phase of public consultation showed that additional data sets and information is required that will be used to inform the second phase of consultation and what additional information will be shared. Once this second phase of consultation is concluded, a decision can then be made on the project.
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ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

1.	Proceed with the project informed by the consultation to date. This has been rejected as there are still outstanding areas of concern that need to be addressed before an informed decision can be made and additional consultation is required.
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2.	No longer proceed with project. This has been rejected as although there are still outstanding areas of concern, there is support in the community to proceed with the project as well as significant evidence that the project will have a positive and regenerative effect on the area.
DETAIL (Including consultation carried out)	
3.	In 2020, Southampton was one of 12 cities that received funding through the Department for Transport's Transforming Cities Fund.
4.	The joint bid submitted in November 2019 by Southampton City Council and Hampshire County Council for Southampton and Hampshire was awarded £57m of Government funding towards the total £68.5m programme and covers the four years to March 2024. The remainder of the funding comes from local match contributions with the Council and its partners.
5.	The programme's key objectives of the programme are: <ul style="list-style-type: none"> • Making the Southampton City Region a productive vibrant and successful place at the forefront of innovation; • Supporting sustainable economic growth by connecting our City Region together; • Providing people with a more effective commute through a new Rapid Transit System; and • Providing additional sustainable, healthy and active mobility options to meet the needs of and empower all residents.
6.	Why Portswood Corridor? The proposals for the Eastleigh to Southampton Corridor aims to better connect Fair Oak and Bishopstoke to Eastleigh, and onwards from Eastleigh to Southampton Airport and Southampton City Centre by bus and bike. This would focus on improved cycle links and improved bus journey times and reliability for buses, with improved connections to the University of Southampton and the rail network at Eastleigh, Southampton Airport, Swaythling and St Denys stations.
7.	Within the boundary of Southampton, the corridor consists of Thomas Lewis Way (TLW), which is being upgraded as the key vehicular route, and Portswood Road which would provide the key route for buses and people cycling and walking.
8.	The corridor carries approximately 12,000 vehicle trips per day via Portswood Broadway and 20,000 on TLW, with 26 two-way buses an hour on Portswood Broadway.
9.	The total investment into the corridor across Hampshire County Council and Southampton City Council facilitated by TCF is in the order of £18m.
10.	The improvements to TLW focus on its key junctions with signal technology being upgraded, pinch points being removed and crossing facilities being upgraded at its junction with St Denys Road. The value of these works are in the order of £1.5m, with Mayfield junction and signal upgrade at St Denys Road junction complete, and Horseshoe Bridge junction currently on site. The improvements to TLW aim to enhance the strategic function of the corridor in the movement of through traffic in and out of the city and so reduce the demand and need for through traffic using Portswood Broadway.

11.	<p>The Southampton Mass Transit System (SMTS) and Bus Service Improvement Plan (BSIP) set out the ambition for public transport in Southampton to be reliable, frequent and integrated. Portswood Road is one of the identified Rapid Bus Corridors within the SMTS and measures have been investigated to improve bus journey times and making them more reliable between Eastleigh and Southampton via Portswood. The corridor is also being investigated through the Southampton Mass Rapid Transit (MRT) study which will look at future innovation and measures along the corridor. This is concluding in Spring 2023 and will help to inform the strategy for Portswood Road.</p>
12.	<p>Summary of the key schemes consulted on for the Portswood Corridor:</p> <ul style="list-style-type: none"> • Portswood Broadway scheme, budgeted at £2.9m, includes the following key objectives: <ul style="list-style-type: none"> ○ To regenerate and make the district centre a more competitive economic area; ○ Make the district centre more attractive and a more enjoyable place to spend time; ○ Provide greening, improve bio-diversity and more space for pedestrians within the district centre; ○ Improve walking and cycling connectivity to and through the district centre; ○ Provide safer crossing opportunities; and ○ Improved priority to buses via upgraded signal technology. • The Lodge Road junction improvements, budgeted at £0.90m, includes the following key objectives: <ul style="list-style-type: none"> ○ Provide safer crossing opportunities for people traveling on foot or by bike; ○ Afford more priority to buses via upgraded signal technology; ○ Northbound vehicle traffic guided away from Portswood Road residential area; ○ Slow vehicles turning left from lodge road onto Portswood Road; ○ Removal of the left slip lane from Lodge Road to Portswood Road; noting that the left turn would still remain available; ○ Improved connection for people who chose to cycle; and ○ New toucan crossing on Bevois Hill at its junction with A335. • Portswood Travel Hub budgeted at £0.31m, includes the following key objectives: <ul style="list-style-type: none"> ○ Improved transport mode options; ○ Increased disabled access and parking; and ○ Improve public realm and green spaces. • Active Travel Zone in the Highfield area, includes the following key objectives: <ul style="list-style-type: none"> ○ Improve road safety; ○ Reduce the amount of through route traffic on local roads; ○ Improve air quality; and ○ Encourage walking, wheeling and cycling as a mode of transport.
13.	<p>In addition to the key schemes as outlined in the paragraphs above, the corridor works include cycle, bus and travel hub schemes within Eastleigh (to be delivered by Hampshire County Council), bus priority measures for</p>

	Swaythling are being considered, the St Denys Active Travel Zone (delivered), St Denys Road corridor (for delivery in 2023) and Wessex Lane schemes (delivered).
14.	In order to assess the impacts of the proposal, a survey involving Automatic Traffic Counts was carried out in April-May 2021, and delivery & service surveys in May-June 2021. Automatic Number Plate Recognition data was collected July 2021 and parking surveys conducted July 2021. In addition, the council have continuous monitoring of pedestrian counts in the area along with air quality sensors.
15.	A microsimulation model was developed for the corridor by an independent consultant to assess the impacts of restricting access for vehicles along Portswood Broadway, alongside enhancing the flow of traffic and capacity along TLW. The extents of the model included the entire A335 Thomas Lewis Way from Bevois Valley Road to Stoneham Way, Portswood Road from Bevois Valley Road to Burgess Road / High Road, and St Denys Road from Highfield Lane to Manor Farm Road / Cobden Bridge. All side roads along the corridor were included in the model as junctions onto the main road network but were not individually modelled.
16.	The model analysed the shift of traffic from Portswood Broadway to TLW. It then assessed the impact of this shift on TLW. The findings were that the improvements to TLW and anticipated mode shift will mitigate any impacts caused by the additional traffic on TLW from Portswood Broadway. Ongoing monitoring is currently planned to ensure the improvements meet the predicted capacity enhancements.
Consultation Overview	
17.	Initial perception surveys were carried out in October and November 2020 with the findings made available on Council websites in January 2021. An on-street customer survey for Portswood Broadway was conducted in September/October 2021 the results of which were published and widely promoted on the Council's website and promotional material. Officers conducted a full public consultation which ran from 3rd October – 13th November 2022 on four schemes along the Portswood Corridor which included: <ul style="list-style-type: none"> a. Portswood Broadway; b. Highfield Active Travel Zone; c. Lodge Road Junction improvements; and d. Portswood Travel Hub
18.	The consultation consisted of: <ul style="list-style-type: none"> a. Creation of website material with an online survey; b. Stakeholder meetings; c. Two rounds of mailout to 6,487 residents & business owners in the surrounding area; d. Face to face engagement with local businesses; e. Copies of a printed survey available at Portswood Library; f. Promotion through social media and local press; and g. Four public open days run as drop in events located at October Books, Portswood Broadway and University of Southampton.
19.	Council staff were invited to speak at two resident led events, and gave

	presentations / questions and answers at a meeting with the Portswood Gardens Residents Association and Highfield Residents Association.
20.	A questionnaire was distributed to the public in which they were asked questions if people agreed or disagreed that the proposals met key objectives of the programme and wider council objectives. The survey also asked for a general response on what affect they would have on their travel habits when traveling in and around the area.
Summary of Consultation Survey Results	
21.	1,558 responses were received on the questionnaire about the proposed schemes. An analysis of postcode information indicated that 63% of submissions were from the local SO17 postcode area.
22.	It is important to note that concerns were raised by residents about the questions asked, the format in which there were presented and the character limit on the comments box. For Phase 2 of the consultation, a review will be conducted by Council officers on these areas of concern and the consideration of an independent review be conducted prior to launching the next phase of consultation. Further details of the consultation's questions results can be found in Appendices 1 & 2.
23.	<p>Results of the survey are as follows:</p> <p><u>General responses to change in travel habits if the proposals were to proceed:</u></p> <ul style="list-style-type: none"> • 10% said they would be encouraged to travel by e-scooter more. • 24% said they would be encouraged to travel by bus more. • 33% said they would be encouraged to travel by car/van/taxi less. • 27% said they would be encouraged to cycle more. • 27% said they would be encouraged to walk/wheel more.
24.	<p><u>Portswood Broadway</u></p> <p>Response to statements:</p> <ul style="list-style-type: none"> • 61% agree the proposed improvements will improve walking and cycling connectivity to and through the local centre, 22% disagree. • 66% agree the proposed improvements will provide safer crossing opportunities for people travelling on foot or bike, 20% disagree. • 57% agree the proposed improvements will enhance the waiting experience for bus passengers, 22% disagree. • 57% agree the proposed improvements will reduce bus journey times, 23% disagree. • 67% agree the proposed improvements will afford more priority to buses, 18% disagree. • 50% agree the proposed improvements will encourage visitors to spend more time in the district centre, 37% disagree. • 60% agree the proposed improvements will make the district centre more attractive, 30% disagree. <p>Top themes of comments:</p> <ul style="list-style-type: none"> • Supported Themes (Response) <ul style="list-style-type: none"> ○ More Green Areas (29) ○ Better Pedestrian Space (11)

	<ul style="list-style-type: none"> ○ Help Economy (8) ○ Need Protected Spaces for Bicycles (8) ○ Safer for people who chose to cycle (5) ● Areas of Concerns <ul style="list-style-type: none"> ○ Traffic Overspill (112) ○ Harm Local Economy (62) ○ Journey time/Access by Car (51) ○ Congestion (33) ○ Fine as it is (27)
25.	<p><u>Highfield Active Travel Zone</u></p> <p>Response to statements:</p> <ul style="list-style-type: none"> ● Between 47% and 58% of respondents agreed with each of the statements regarding the proposed ATZ, between 28% and 38% disagreed. ● 47% agreed the proposed ATZ will improve air quality, 34% disagreed. ● 51% agreed the proposed ATZ will increase road safety, 32% disagreed. ● 48% agreed the proposed ATZ will improve access to Portswood Centre on foot and by bike, 33% disagreed. ● 58% agreed the proposed ATZ will slow traffic speeds, 28% disagreed. ● 51% agreed the proposed ATZ will deter local traffic from taking a short cut through residential streets, 38% disagreed. <p>Top themes of comments:</p> <ul style="list-style-type: none"> ● Supported Themes <ul style="list-style-type: none"> ○ Safer for people on foot/bike (13) ○ Improve Road Safety (8) ○ Cleaner Air (5) ● Areas of Concerns <ul style="list-style-type: none"> ○ Journey time/Access by Car (146) ○ Air pollution (68) ○ Congestion (68) ○ Traffic Overspill (63) ○ Harm Local Economy (39)
26.	<p><u>Lodge Road Junction</u></p> <p>Response to statements:</p> <ul style="list-style-type: none"> ● Between 54% and 69% of respondents agree with each of the statements regarding the planned improvements for the Lodge Rd junction, between 18% and 31% disagree with each of them. ● 57% agree that the planned improvements for the Lodge Rd junction will slow traffic turning left from Lodge Rd onto Portswood Rd, 25% disagree. ● 54% agree that the planned improvements for the Lodge Rd junction will guide northbound traffic to use TLW, 31% disagree. ● 56% agree that the planned improvements for the Lodge Rd junction will better link Portswood to Bevois Valley by bike, 22% disagree. ● 69% agree that the planned improvements for the Lodge Rd junction will

	<p>provide safer crossing opportunities, 18% disagree.</p> <ul style="list-style-type: none"> • 60% agree that the planned improvements for the Lodge Rd junction will give more priority to buses, 21% disagree. <p>Top themes of comments:</p> <ul style="list-style-type: none"> • Supported Themes <ul style="list-style-type: none"> ○ Improve Road Safety (16) ○ More green Space (10) ○ Safer for Cyclists (6) ○ Loss of left Slip Road (5) ○ Need Protected spaces for Bicycles (4) • Areas of Concerns <ul style="list-style-type: none"> ○ Congestion (45) ○ Loss of Left Slip Road (31) ○ Fine as it is (25) ○ Not a good use of money (23) ○ Need protected spaces for Bicycles (19)
27.	<p><u>Travel Hub</u></p> <p>Response to statements:</p> <ul style="list-style-type: none"> • Between 48% and 57% agreed with each of the statements regarding the proposed Travel Hub, 27% to 35% disagreed. • 55% agreed the proposed travel hub will enhance the public space, 29% disagreed. • 50% agreed the proposed travel hub will support zero emissions deliveries, 30% disagreed. • 48% agreed the proposed travel hub will provide an attractive space to spend time, 27% disagreed. • 48% agreed the proposed travel hub will encourage multi-modal trips, 34% disagreed. • 57% agreed the proposed travel hub will promote a range of sustainable transport options, 28% disagreed. <p>Top themes of comments:</p> <ul style="list-style-type: none"> • Supported Themes <ul style="list-style-type: none"> ○ More Green/Attractive areas (35) ○ Travel Options (13) ○ Cycle Safety/Security (11) ○ Better Pedestrian Space (6) ○ Improve Road safety (1) • Areas of Concerns <ul style="list-style-type: none"> ○ E-scooter Danger (43) ○ Not a Good Use of Money (37) ○ Some People Can't Use It (33) ○ Anti-social behaviour/Security (25) ○ Fine as it is (21)
Analysis of event and Consultation outcomes	
28.	The public open day drop-in sessions and discussion with the two resident groups identified that many residents would like to see additional information

	to make a more informed decision about the project and the impacts it will have on the local journeys and amenity. These have been categorised as follows:
29.	<p>Updated Traffic Counts.</p> <p>Some of the traffic data collected to inform the modelling was carried out pre covid and in early covid recovery periods in 2020. Traffic conditions have changed across the city as a “new normal” has been established of changing work patterns. Representations have been made to have updated traffic count data that reflects current traffic conditions.</p>
30.	<p>Impact on local roads</p> <p>Traffic modelling carried out for the project has focused on the impacts on the Portswood Corridor which is limited to the A335 TLW and Portswood Road, with detailed analysis made available for these roads only. Representations were made that more specific details on local roads such as Winn, Westwood, Brookvale, Westridge and Abbots Way in terms of exact numbers.</p>
31.	<p>Information about local roads has been limited in the consultation process and will be dependent on the work carried out as part of the Active Travel Zone process to confirm exact traffic numbers on these local roads, but the results of the modelling process has indicated some increase of traffic volumes in these local roads without an Active Travel Zone in place. Representations have been made requesting more detailed information on the impact on local roads which shall be carried out as a recommendation of the consultation report.</p>
32.	<p>Capacity of TLW</p> <p>Upgrades to TLW have been carried out to remove pinch points and upgrade traffic signal technology. Representations have been made to allow time for the changes to be assessed to see if assumptions made about the new capacity for A335 TLW are correct.</p>
33.	<p>Viability of the resilience A335 TLW to be the main road arterial into the city due to emergency situations</p> <p>Representations have been made that have raised concerns in emergency situations that can impact A335 TLW such as localised flooding or crashes which would mean it is not viable to be the only route along this corridor.</p>
34.	<p>Impact of the local economy and businesses</p> <p>Representations have been made that they are concerned of what the impact will be on retail trade in the area with the proposed changes to the highway network.</p>
35.	<p>Anti-social behaviour</p> <p>Concerns were raised about existing anti-social behaviour, street drinking and safety along the Portswood Broadway.</p>
36.	<p>Related Petitions</p> <p>A petition was created titled “Say NO to Southampton City Council's proposal to close part of Portswood Broadway to through traffic” and received 2868 respondents. The petition is now closed and will be debated at a full council meeting.</p>

	More recently a petition was created titled “Say YES to Portswood Road Improvement Plans” which is open until 3/6/2023 and at the time of the report writing has 254 respondents.
Next Steps	
37.	<p>The first phase of the consultation has shown that the community require additional information to make an informed choice about the project. This additional information will be supplied as part of the next phase of consultation and consist of:</p> <ul style="list-style-type: none"> • Additional traffic count data obtained. This would require new automatic traffic count data / camera data to be carried out in a traffic neutral month (March to November); • A period of monitoring of three months on journey time and traffic flows on A335 TLW to assess the recent improvements made on this part of the corridor; • An independent Economic Impact Assessment to be carried out in conjunction with local retailers on what the impacts would be of the proposed scheme (to be carried out February / March / April); • Revised traffic assessment to quantify the impacts on local roads more accurately (after new traffic count data is obtained); • Council officer discussions with the Police will introduce additional CCTV in the area to address the existing antisocial behaviour issues; and • An emergency incident plan for A335 TLW to assess the impact of instances such as localised flooding or a crash that restricts access along the corridor.
38.	The Southampton Mass Rapid Transit (MRT) study which will look at future innovation and measures along the corridor. This will include recommendations for the future transport network in the Portswood Broadway area, and this study will need to conclude before final design decisions are made. The study will conclude in Spring 2023.
39.	After this additional data is collected, it is proposed to undertake a further consultation on the scheme with the new information in Summer 2023 (A Phase 2 consultation). This will include an improved consultation questionnaire following the feedback received from the phase 1 consultation.
40.	Until the Phase 2 consultation can be carried out in Summer 2023, no decision will be made with regards to the implementation of the scheme.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
41.	The TCF programme is included in the Councils capital programme and has sufficient funds from the awarded capital grant to carry out the additional surveys, modelling and impact assessments.
42.	There are no revenue implications as a result of these proposals.
<u>Property/Other</u>	
43.	None
LEGAL IMPLICATIONS	

<u>Statutory power to undertake proposals in the report:</u>	
44.	As the report recommendation is noting the next steps, there are no legal implications.
<u>Other Legal Implications:</u>	
45.	None
RISK MANAGEMENT IMPLICATIONS	
46.	There is a risk related to the delivery timeline for the project being delayed as a result of undertaking the additional traffic counts and studies. Timelines for the project have now been adjusted to allow for the gathering of further information and as such the risk has been mitigated. The funding from the DfT stipulates that the funds must be spent by March 2024.
POLICY FRAMEWORK IMPLICATIONS	
47.	The Council's Local Transport Plan - Connected Southampton 2040, identifies 'A System for Everyone, making Southampton an attractive and liveable place to improve the people's quality of life, so that everyone is safe, and has inclusive access to transport regardless of their circumstances.' The Plan also has the goal of a Connected City, with fast, efficient transport options available that effectively and reliably connect people with the places they want to go. As part of that, the Southampton Mass Transit System has been identified that will be a high-quality system comprising of various types of public transport.
48.	The Council's Bus Service Improvement Plan (BSIP) has listed ambitions for the public transport network, including: Ambition 6 - The City and District Centres are hubs within the network and buses support their sustainable growth. Ambition 9 also refers to the development of the integrated Southampton Mass Transit System.

KEY DECISION?	No
WARDS/COMMUNITIES AFFECTED:	Wards - Swaythling, Portswood, Bevois and Bargate
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	Portswood Corridor Consultation Answers Report
2.	Portswood Corridor Consultation Comments Report

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?	Not at this stage of the proposals
Data Protection Impact Assessment	

Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) 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	

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Portswood Corridor Consultation Questionnaire Analysis

January 2023

Summary

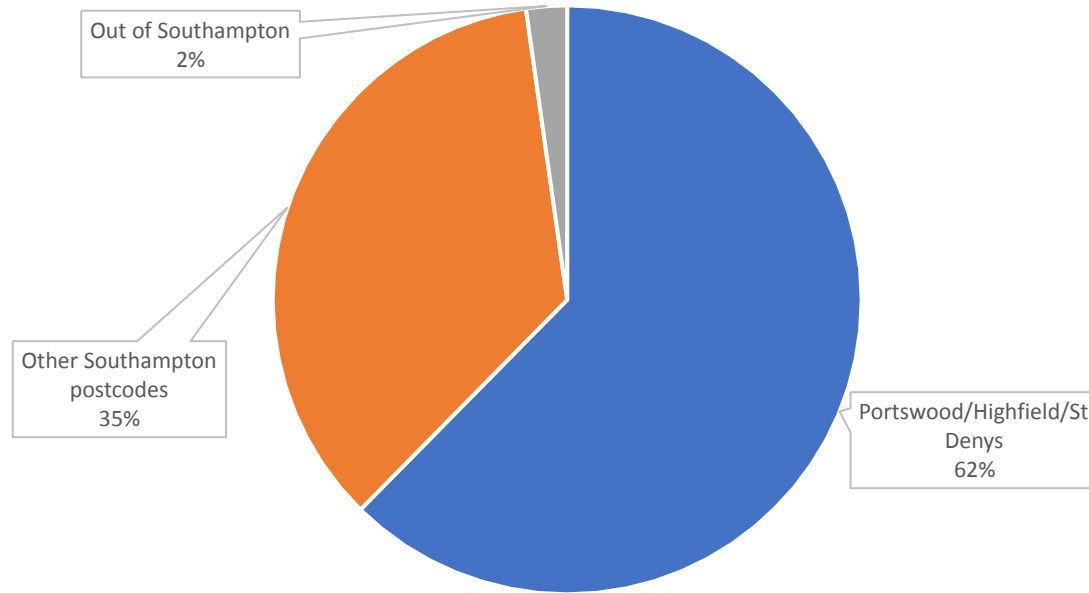
- **1558 responses were submitted (including 10 paper copies)**
- **63% of respondents live in SO17 postcodes (Portswood / Highfield / St Denys) and 35% are from other Southampton postcodes**

Key Findings

- 33% said the scheme would encourage them to travel by car / van / taxi less often
- 27% said the scheme would encourage them to cycle more often
- 27 % said the scheme would encourage them to walk / scoot / wheel more often
- 24% said the scheme would encourage them to take the bus more often
- Between 54% and 69% of respondents agreed with each of the statements regarding Lodge Rd
- Between 50% and 67% of respondents agreed with each of the statements regarding Portswood Broadway and the Highfield Lane/St Denys Road junction
- Re the Active Travel Zone (ATZ): At least 47% agree with all the statements
- Re the Travel Hub: Between 48% and 57% agree with each of the statements
- Between 37% and 50% of respondents felt that the proposed improvements would meet each of the project aims

Location of Respondents

Location of responses

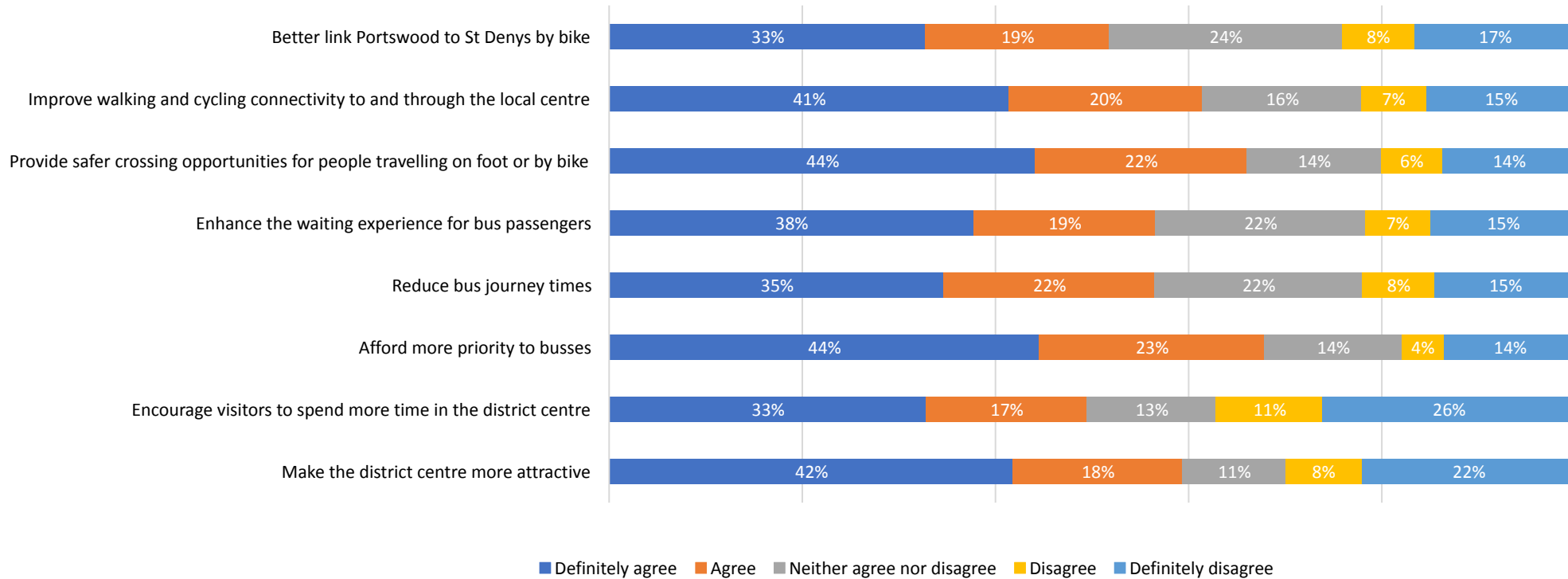


63% of responses were from the Portswood/Highfield/St Denys area
35% from other Southampton postcodes
2% from out of Southampton

Portswood Broadway

Q9: How far do you agree that the planned improvements for Portswood Broadway and the Highfield Lane / St Denys Rd junction will achieve the following:

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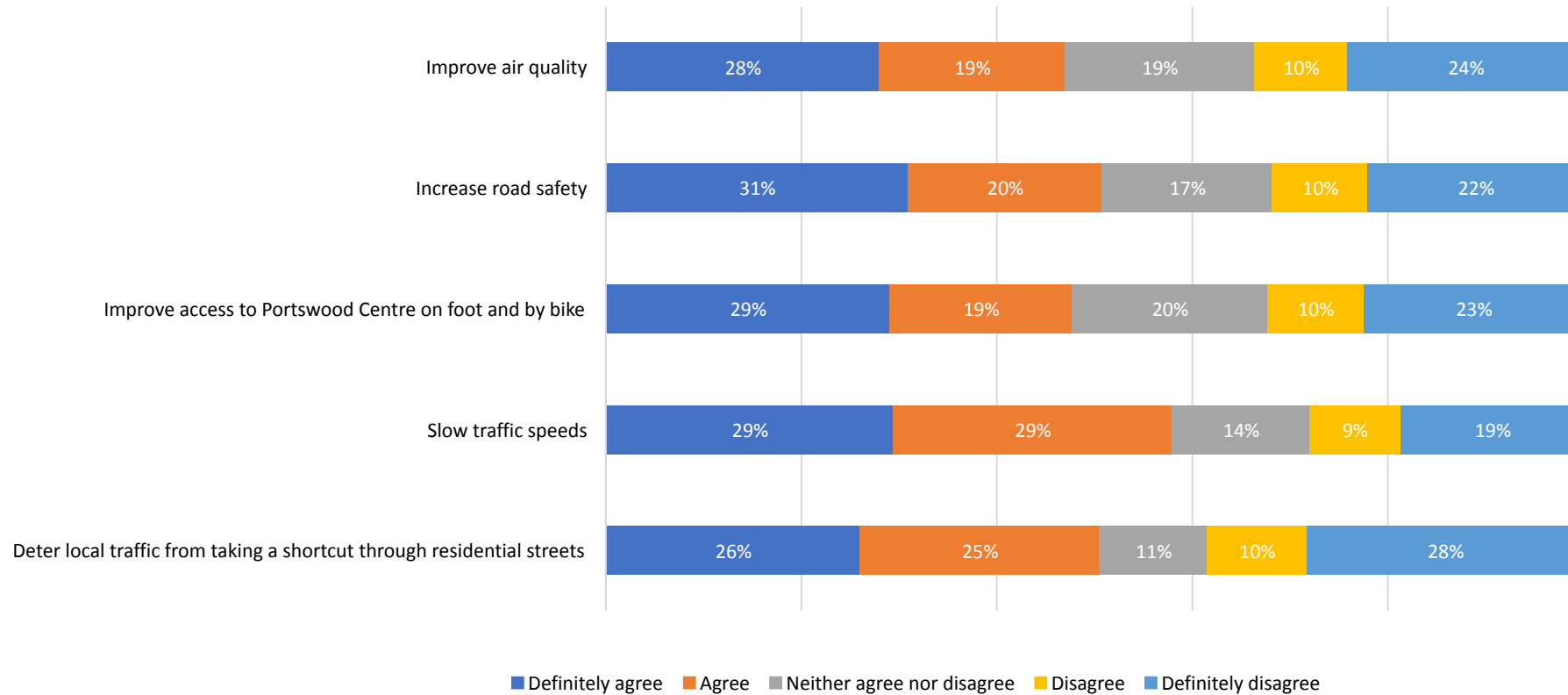


Portswood Broadway

- Between 50% and 67% agree with each of the statements regarding the planned improvements for Portswood Broadway and the Highfield / St Denys Rd junction, between 18% and 37% disagree
- 52% agree the proposed improvements will better link Portswood to St Denys by bike, 25% disagree
- 61% agree the proposed improvements will improve walking and cycling connectivity to and through the local centre, 22% disagree
- 66% agree the proposed improvements will provide safer crossing opportunities for people travelling on foot or bike, 20% disagree
- 57% agree the proposed improvements will enhance the waiting experience for bus passengers, 22% disagree
- 57% agree the proposed improvements will reduce bus journey times, 23% disagree
- 67% agree the proposed improvements will afford more priority to buses, 18% disagree
- 50% agree the proposed improvements will encourage visitors to spend more time in the district centre, 37% disagree
- 60% agree the proposed improvements will make the district centre more attractive, 30% disagree

Highfield Active Travel Zone

Q16: How far do you agree that the proposed ATZ will achieve the following?:

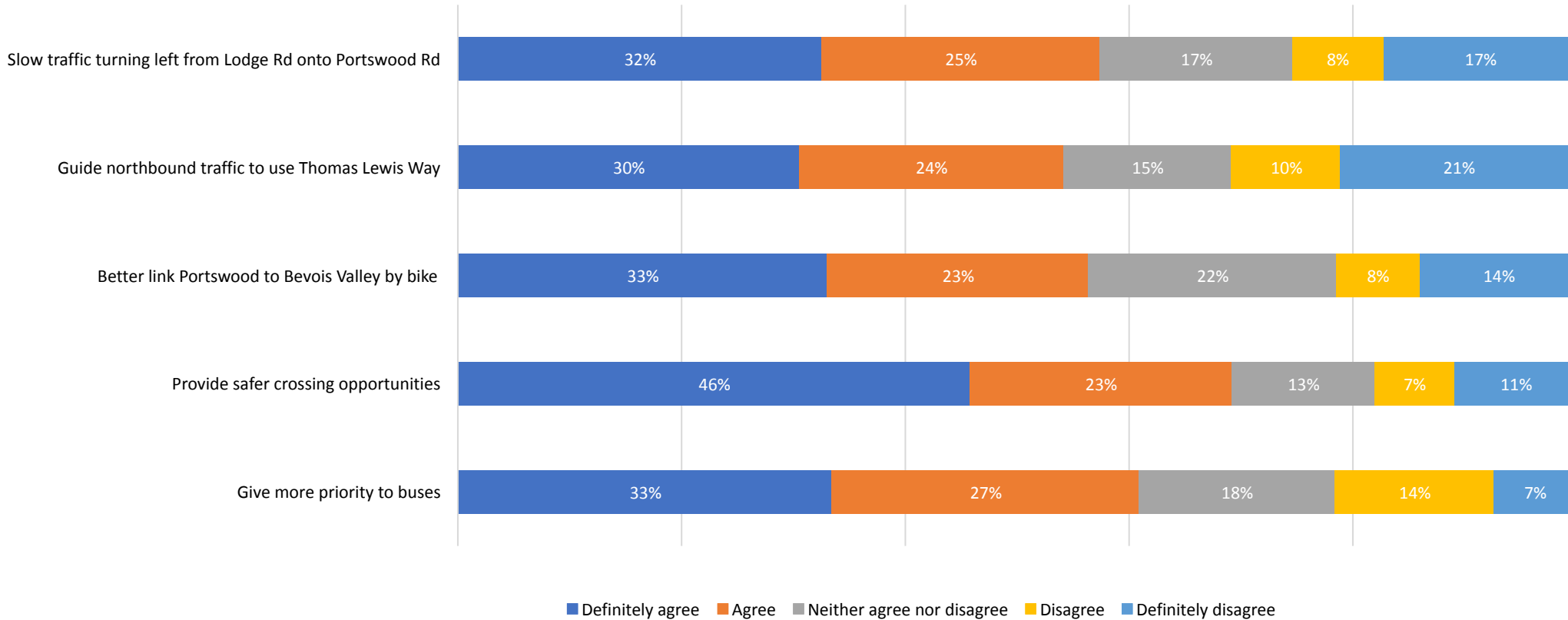


Highfield Active Travel Zone cont'd

- Between 47% and 58% of respondents agreed with each of the statements regarding the proposed ATZ, between 28% and 38% disagreed
- 47% agreed the proposed ATZ will improve air quality, 34% disagreed
- 51% agreed the proposed ATZ will increase road safety, 32% disagreed
- 48% agreed the proposed ATZ will improve access to Portswood Centre on foot and by bike, 33% disagreed
- 58% agreed the proposed ATZ will slow traffic speeds, 28% disagreed
- 51% agreed the proposed ATZ will deter local traffic from taking a short cut through residential streets, 38% disagreed
- **30% said they live in the Highfield ATZ area. Of those, 50% prefer Option 1 (Traffic calming measures), 27% Option 2 and 23% the 'Do nothing' option.**

Lodge Road Junction

Q6: How far do you agree that the planned improvements for the Lodge Rd junction will achieve the following:

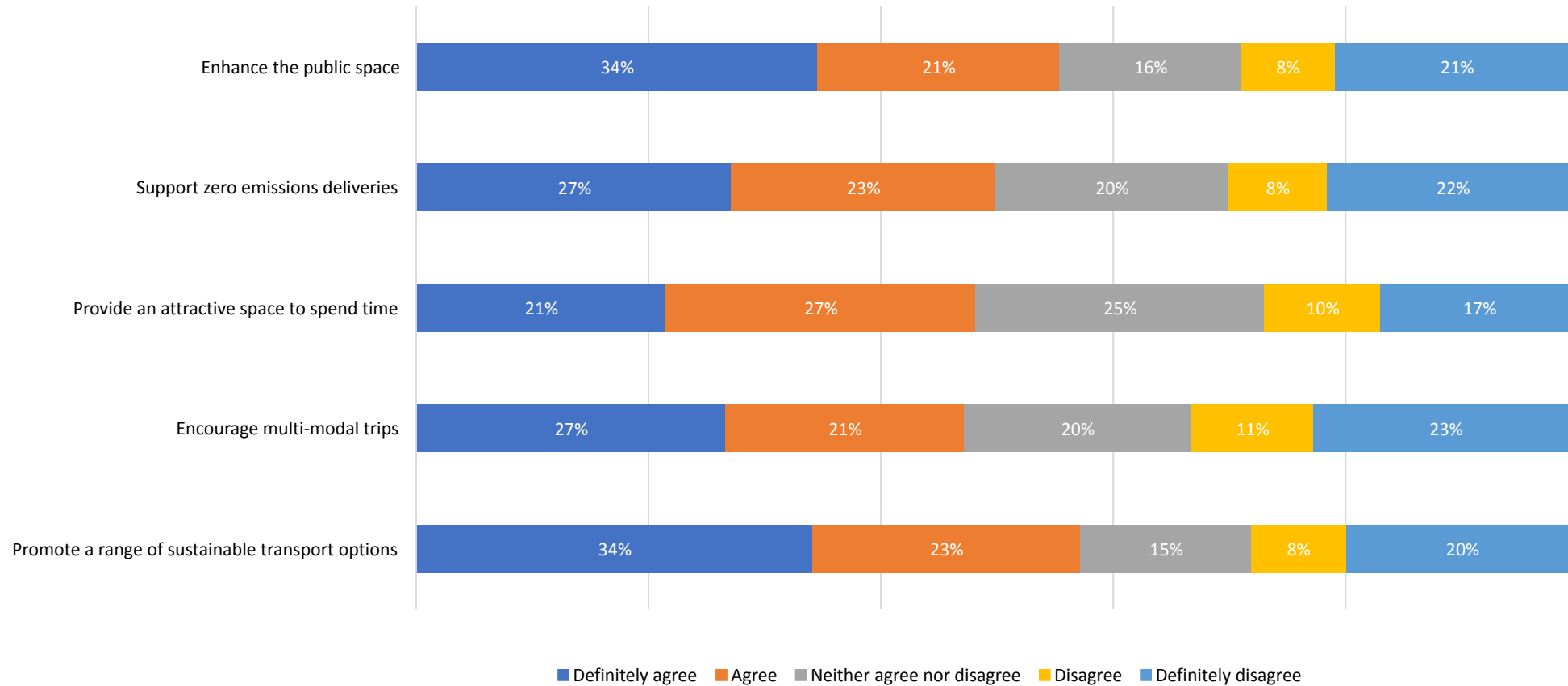


Lodge Road Junction Cont'd

- Between 54% and 69% of respondents agree with each of the statements regarding the planned improvements for the Lodge Rd junction, between 18% and 31% disagree with each of them
- 57% agree that the planned improvements for the Lodge Rd junction will slow traffic turning left from Lodge Rd onto Portswood Rd, 25% disagree
- 54% agree that the planned improvements for the Lodge Rd junction will guide northbound traffic to use Thomas Lewis Way, 31% disagree
- 56% agree that the planned improvements for the Lodge Rd junction will better link Portswood to Bevois Valley by bike, 22% disagree
- 69% agree that the planned improvements for the Lodge Rd junction will provide safer crossing opportunities, 18% disagree
- 60% agree that the planned improvements for the Lodge Rd junction will give more priority to buses, 21% disagree

Travel Hub

Q18: How far do you agree that the proposed Travel Hub will achieve the following:

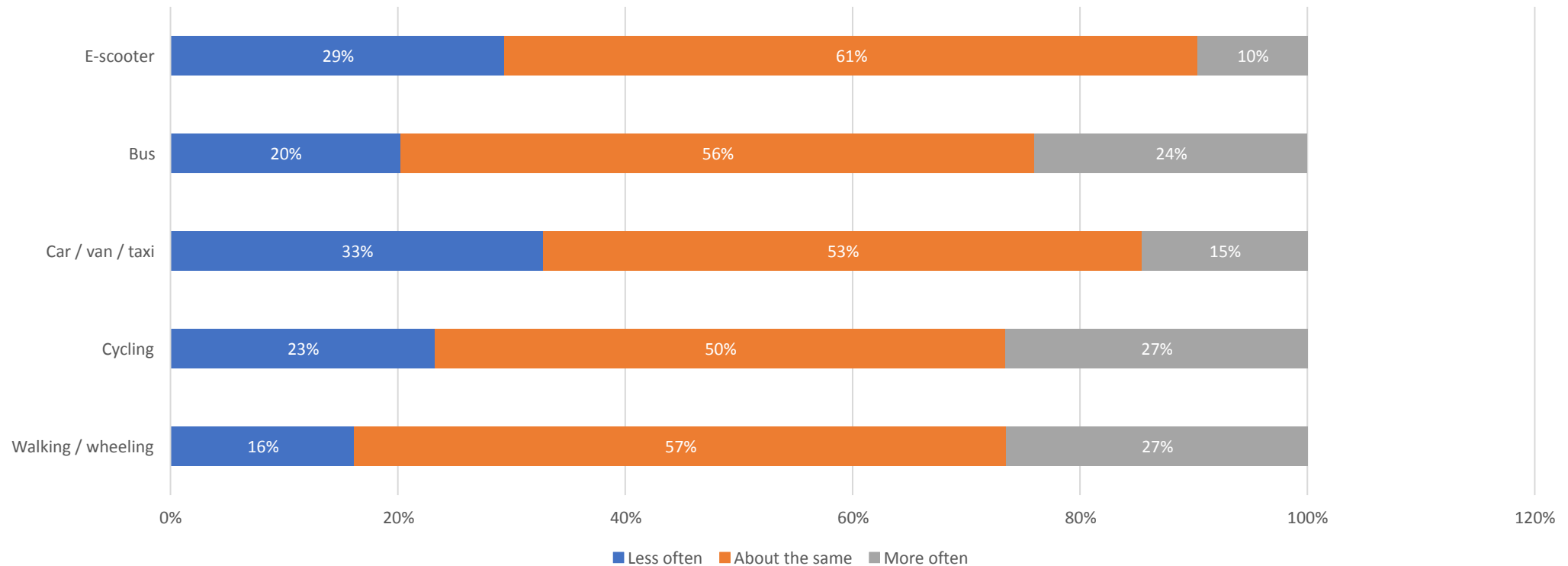


Travel Hub cont'd

- Between 48% and 57% agreed with each of the statements regarding the proposed Travel Hub, 27% to 35% disagreed
- 55% agreed the proposed travel hub will enhance the public space, 29% disagreed
- 50% agreed the proposed travel hub will support zero emissions deliveries, 30% disagreed
- 48% agreed the proposed travel hub will provide an attractive space to spend time, 27% disagreed
- 48% agreed the proposed travel hub will encourage multi-modal trips, 34% disagreed
- 57% agreed the proposed travel hub will promote a range of sustainable transport options, 28% disagreed

Will the proposed improvements encourage you to use the following modes of transport more often, about the same or less often?

Q21 Thinking about the areas you have commented on, will the proposed improvements encourage you to use the following modes of transport more often, about the same or less often?

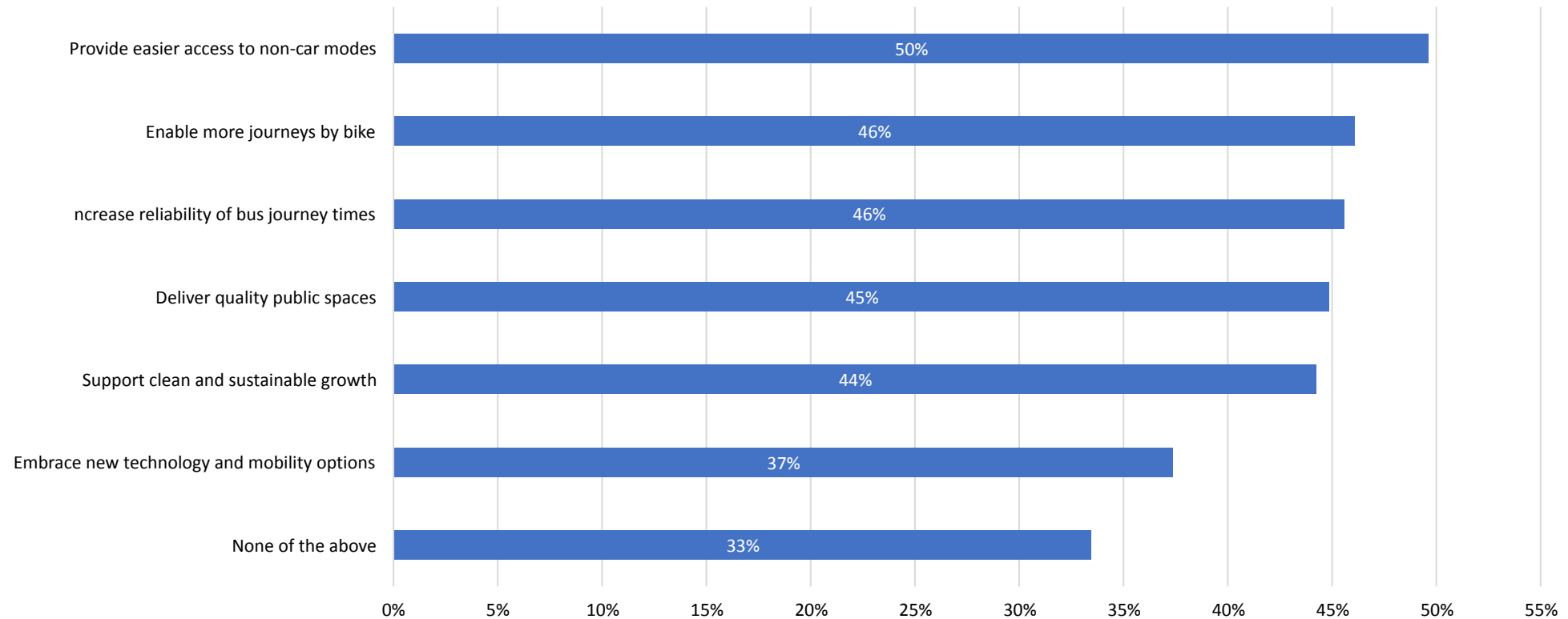


Will the proposed improvements encourage you to use the following modes of transport ... Cont'd

- The highest % (between 50% to 61% for each mode) think they would use that mode about the same amount
- 10% said they would be encouraged to travel by e-scooter more
- 24% said they would be encouraged to travel by bus more
- 33% said they would be encouraged to travel by car/van/taxi less
- 27% said they would be encouraged to cycle more
- 27% said they would be encouraged to walk/wheel more

Which of the project aims would the proposed improvements meet?

Thinking about the areas you have commented on, which of the project aims would the proposed improvements meet?

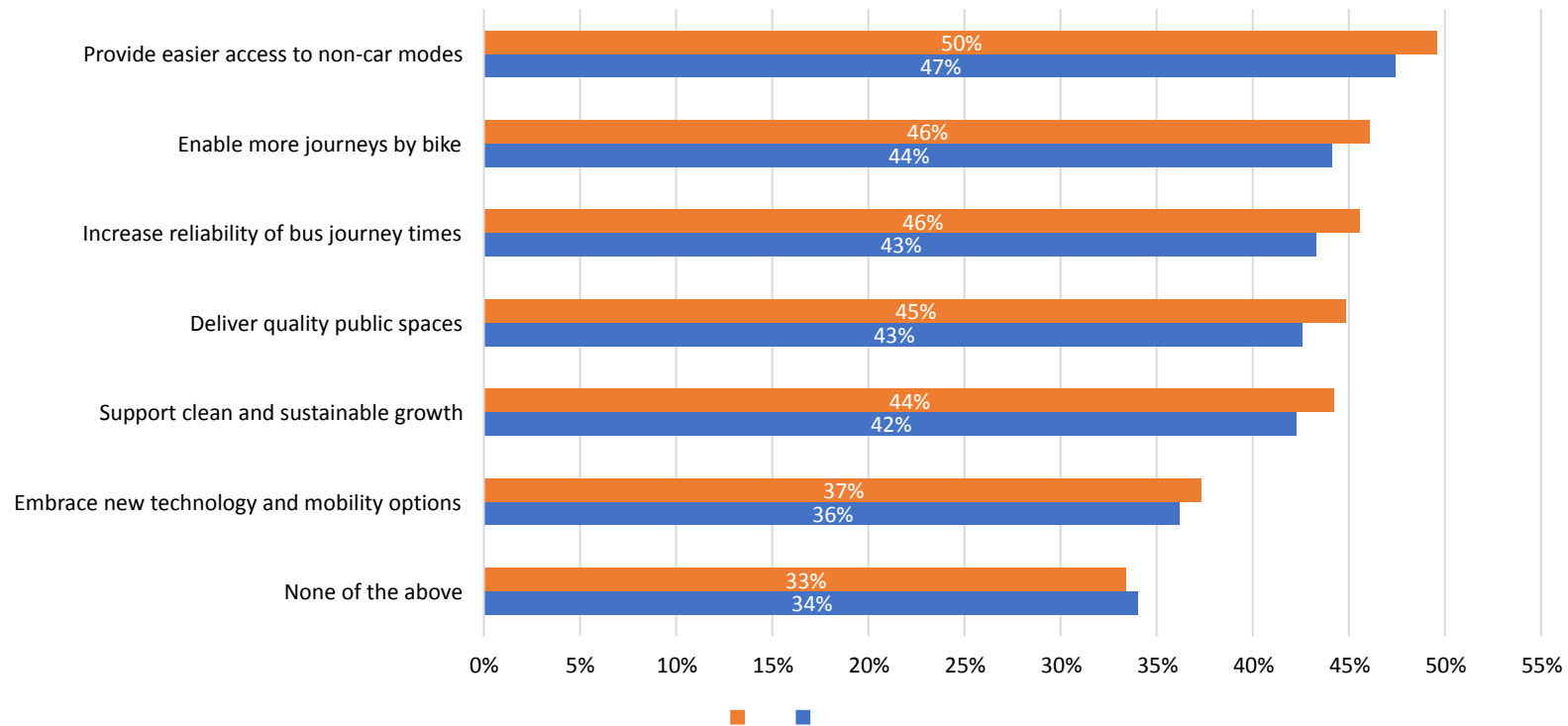


Which of the project aims would the proposed improvements meet?

- Between 37% and 50% of respondents felt that the proposed improvements would meet each of the project aims
- 50% felt it would provide easier access to non-car modes
- 46% felt it would enable more journeys by bike
- 46% felt it would increase reliability of bus journey times
- 45% felt it would deliver quality public spaces
- 44% felt it would support clean and sustainable growth
- 37% felt it would embrace new technology and mobility options
- 33% felt that none of the project aims would be met

Which of the project aims would the proposed improvements meet? (compare all with SO17)

Thinking about the areas you have commented on, which of the project aims would the proposed improvements meet?



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Concerns and Support

Analysis of comments

for

Portswood Corridor Consultation

January 2023

Overview

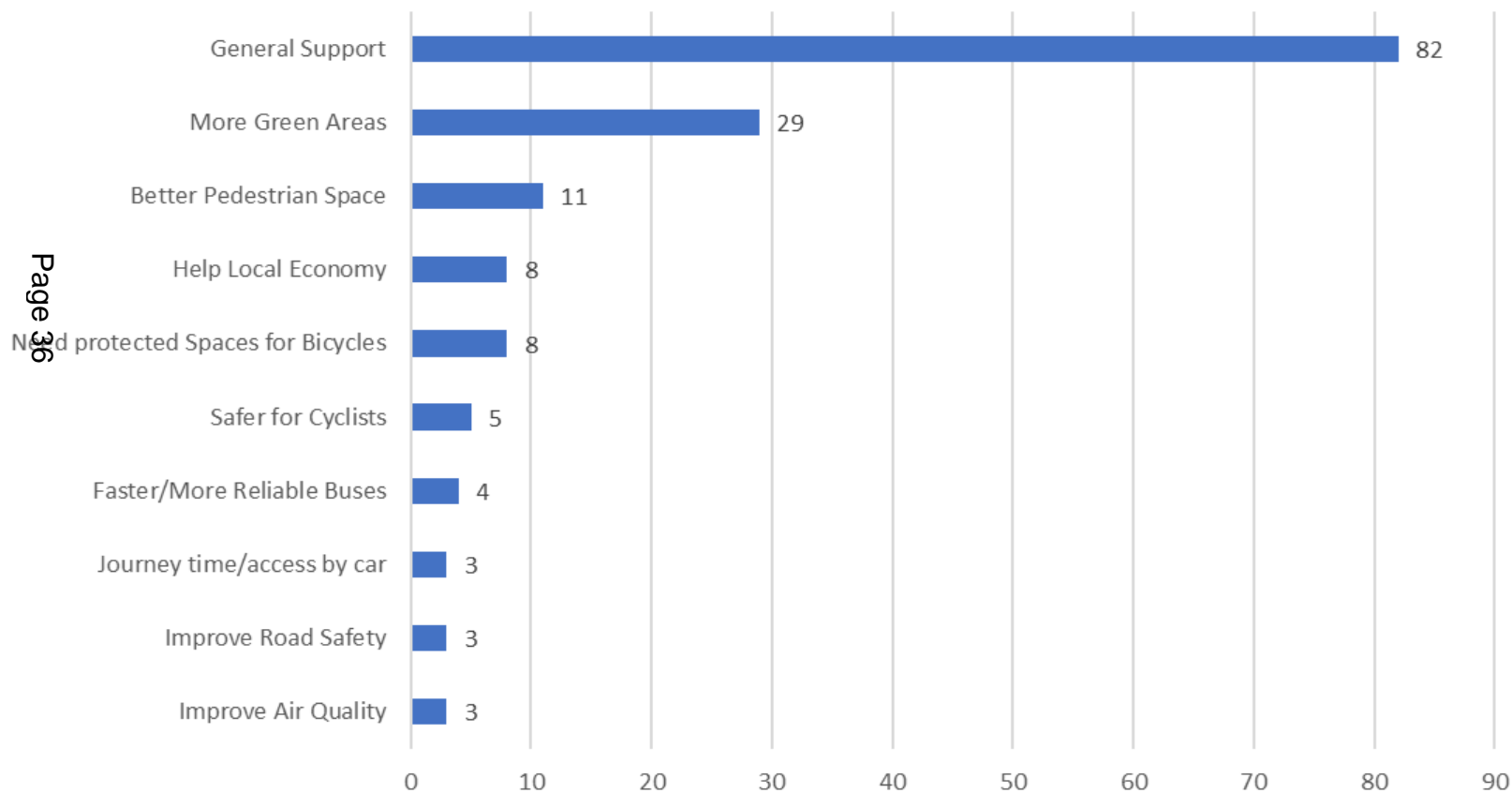
- Over 3000 comments were analysed and categorised according to their theme.
- Where a respondent referred to more than one thing within their comment, a new comment was created for each theme covered.
- Comments were categorised according to whether the respondent was generally supportive of the project, neutral or had concerns.
- 869 respondents commented on the Portswood Broadway scheme.
- 694 respondents commented on the Lodge Road/Highfield Road Jct scheme.
- 923 respondents commented on the Highfield ATZ.
- 631 respondents commented on the Travel Hub.
- Note: a respondent who was generally supportive of the scheme could also express a concern about an element of it, and vice versa.

Portswood Broadway

- 869 comments in total
- 29 comments were unrelated to the Portswood Broadway proposals

Portswood Broadway: Supportive Comment Themes

Portswood Broadway: Top 10 positive comment themes

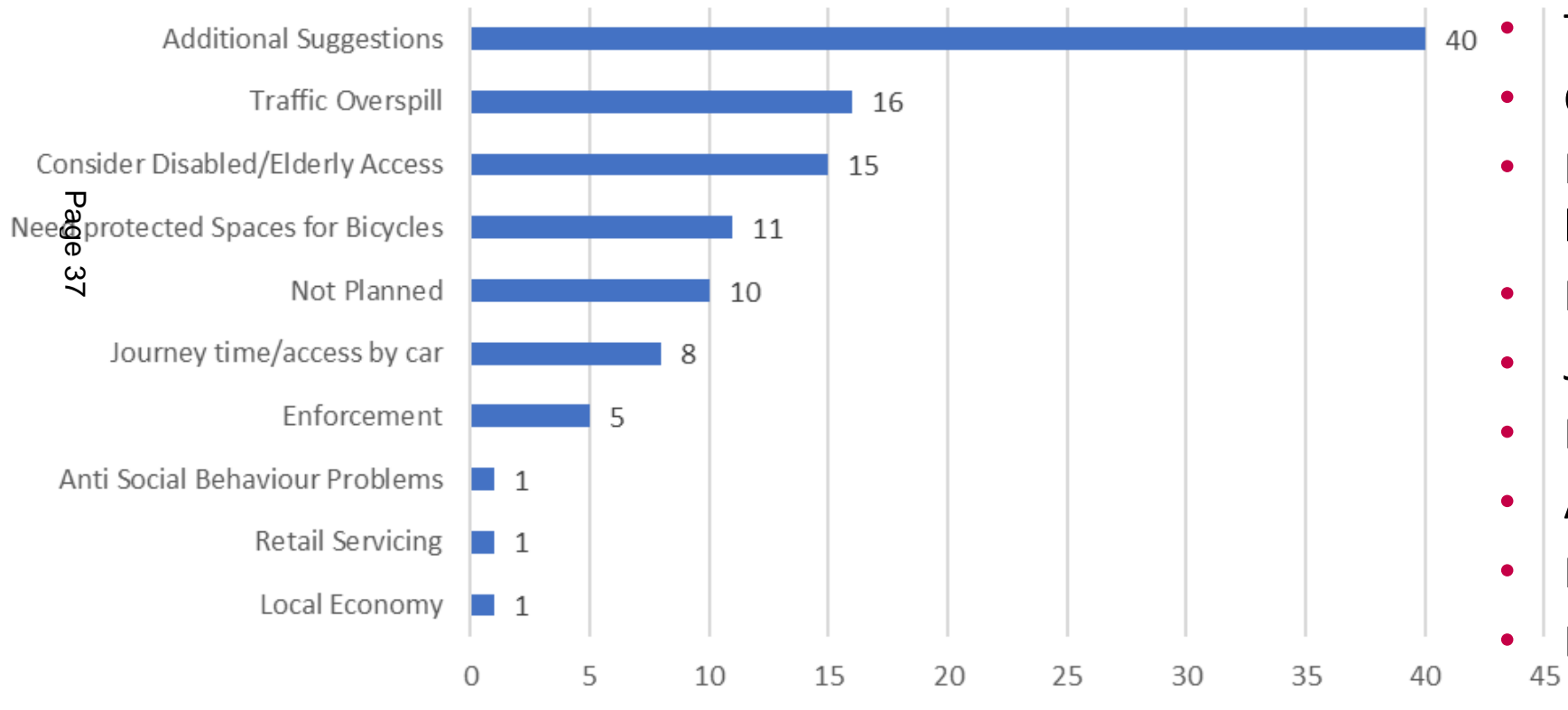


- Main areas of support:

- General support (82)
- More green areas (29)
- Better pedestrian space (11)
- Help local economy (8)
- Need protected space for bicycles (8)
- Safer for cyclists (5)
- Faster/more reliable buses (4)
- Journey time/access by car (3)
- Improve Road Safety (3)
- Improve air quality (3)

Portswood Broadway: Neutral Comment Themes

Portswood Broadway: Top 10 neutral comment themes



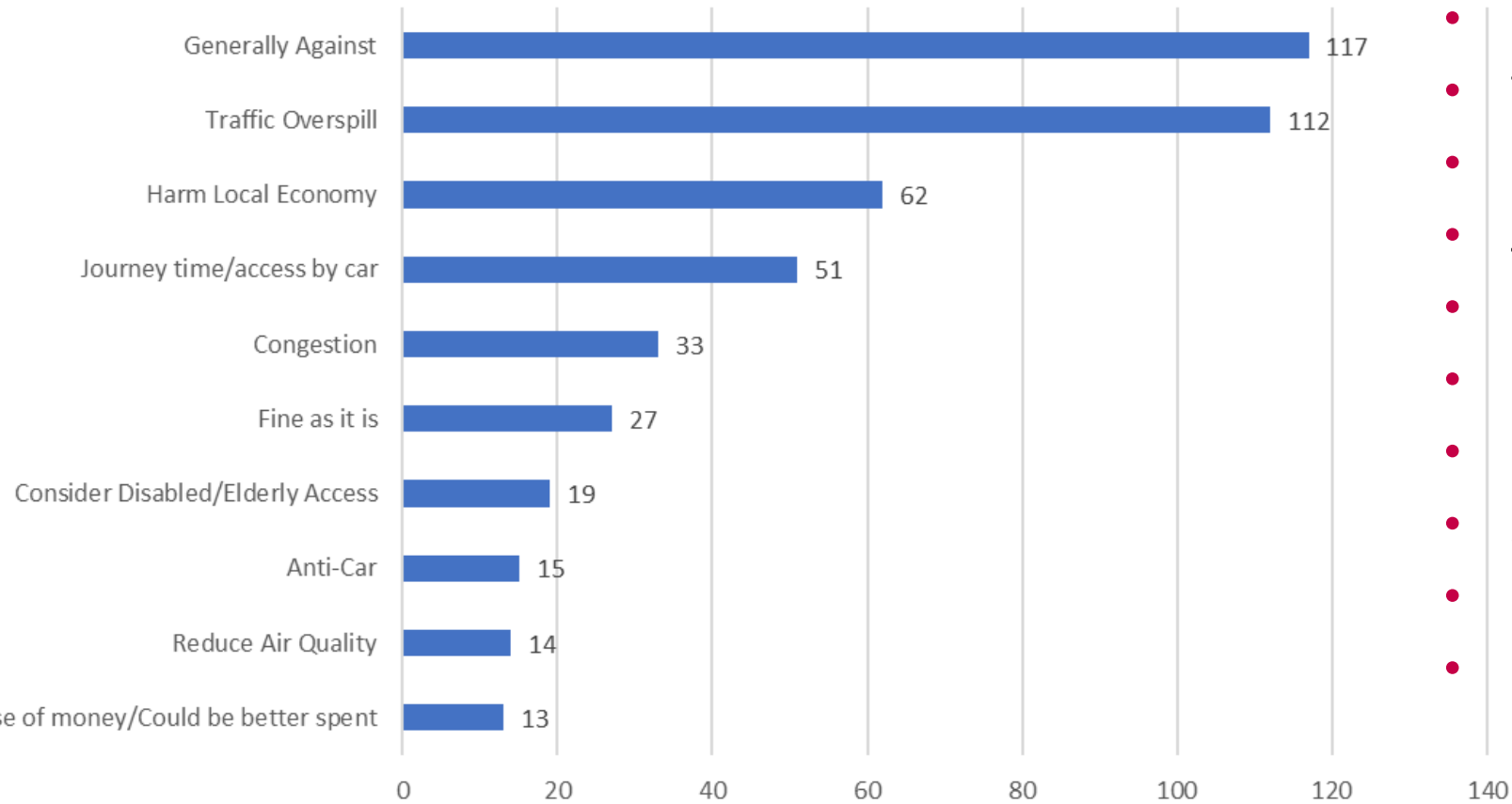
Neutral comment themes:

- Additional suggestion (40)
- Traffic overspill (16)
- Consider disabled/Elderly (15)
- Need protected spaces for bicycles (11)
- Not planned (10)
- Journey time/access by car (8)
- Enforcement (5)
- Antisocial behaviour problems (1)
- Retail servicing (1)
- Local economy (1)

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Portswood Broadway: Concern Themes

Portswood Broadway: Top 10 concerns



• Main areas of concern:

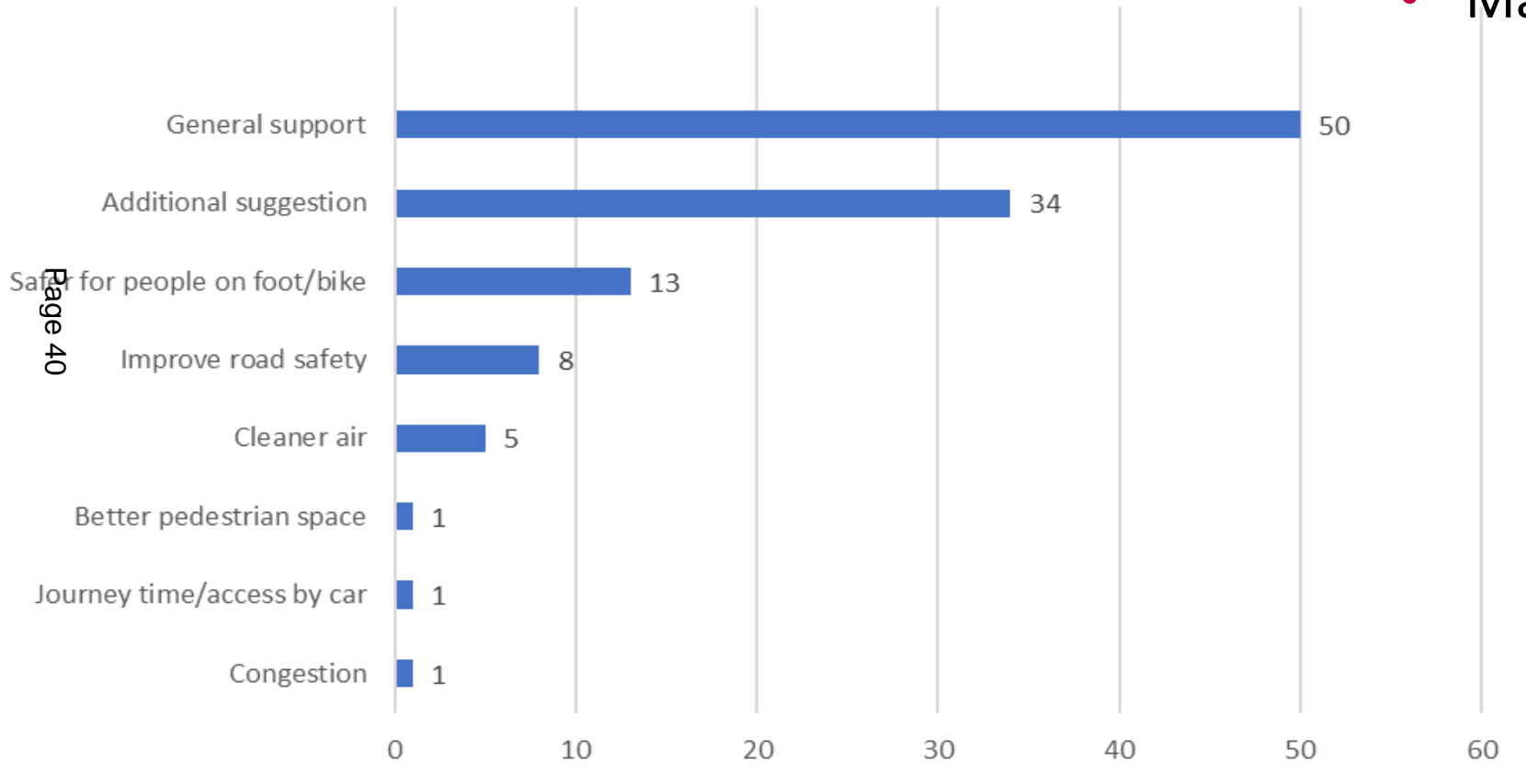
- Generally against (117)
- Traffic overspill (112)
- Harm local economy (62)
- Journey time/access by car (51)
- Congestion (33)
- Fine as it is (27)
- Consider disabled/elderly (19)
- Anti-car (15)
- Reduce air quality (14)
- Not a good use of money (13)

Highfield Active Travel Zone

- 923 comments in total
- 55 comments were unrelated to the Highfield ATZ proposals

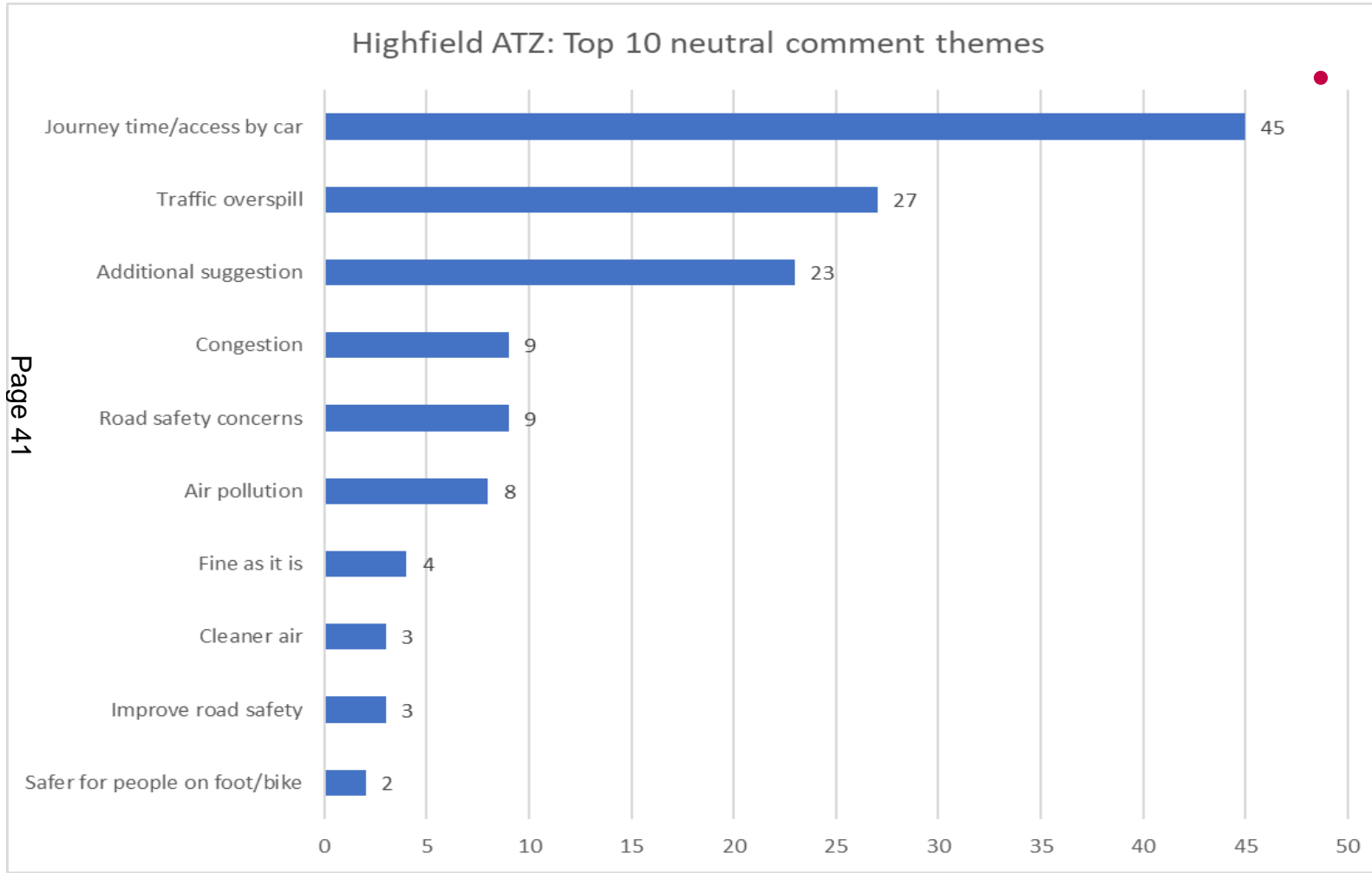
Highfield ATZ: Supportive Comment Themes

Highfield ATZ: Supportive comment themes



- Main areas of support:
 - General support (50)
 - Additional suggestions (34)
 - Safer for people on foot/bike (13)
 - Improve road safety (8)
 - Cleaner air (5)
 - Better pedestrian space (1)
 - Journey time/access by car (1)
 - Congestion (1)

Highfield ATZ: Neutral Comment Themes

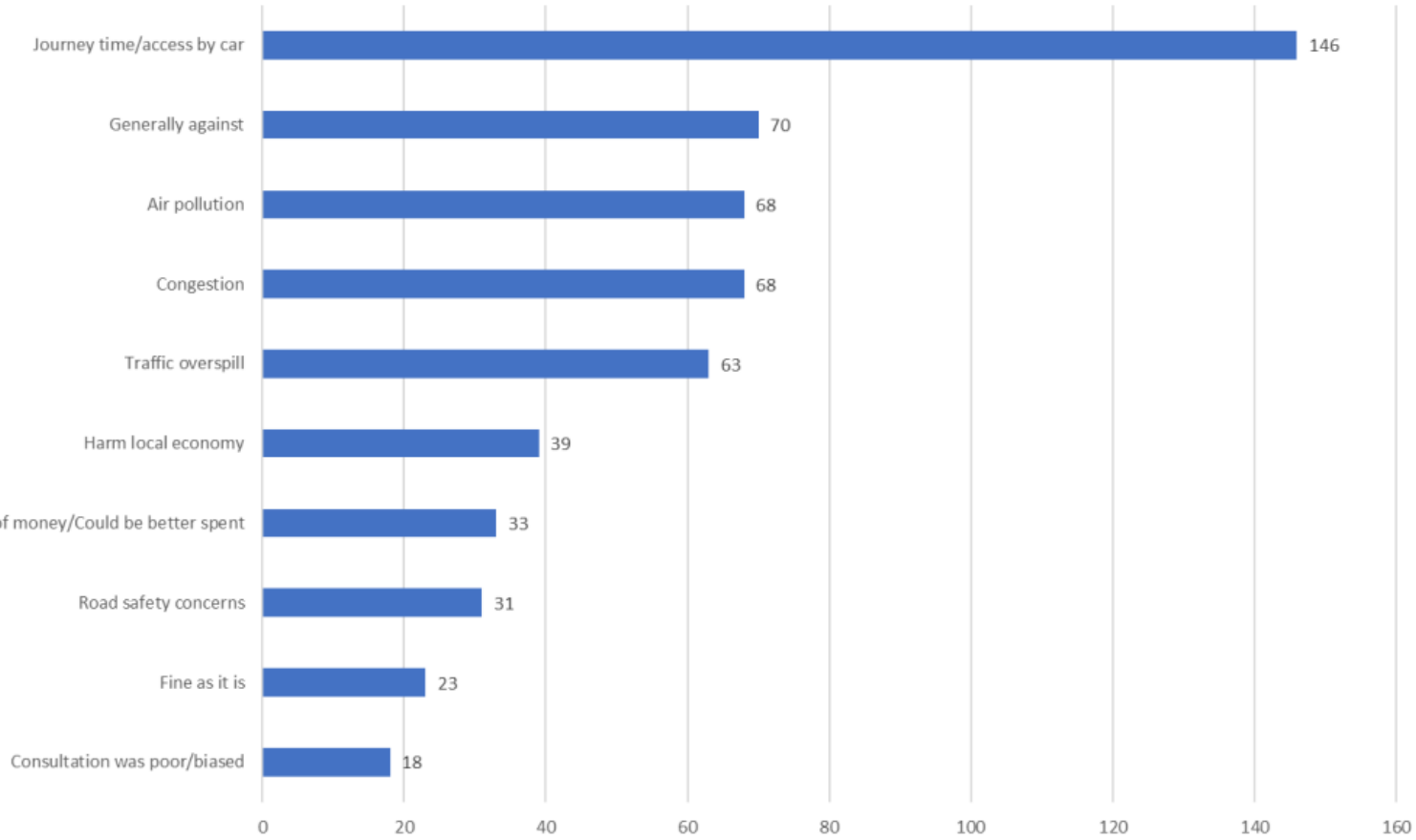


- Neutral comment themes:
 - Journey time/access by car (45)
 - Traffic overspill (27)
 - Additional suggestion (23)
 - Congestion (9)
 - Road safety concerns (9)
 - Air pollution (8)
 - Fine as it is (4)
 - Cleaner air (3)
 - Improve road safety (3)
 - Safer for people on foot/bike (2)

Highfield ATZ: Concern Themes

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Highfield ATZ: Top 10 concern themes



- Main areas of concern:
 - Journey time/access by car (146)
 - Generally against (70)
 - Air pollution (68)
 - Congestion (68)
 - Traffic overspill (63)
 - Harm local economy (39)
 - Not a good use of money (33)
 - Road safety concerns (31)
 - Fine as it is (23)
 - Consultation was poor/biased (18)

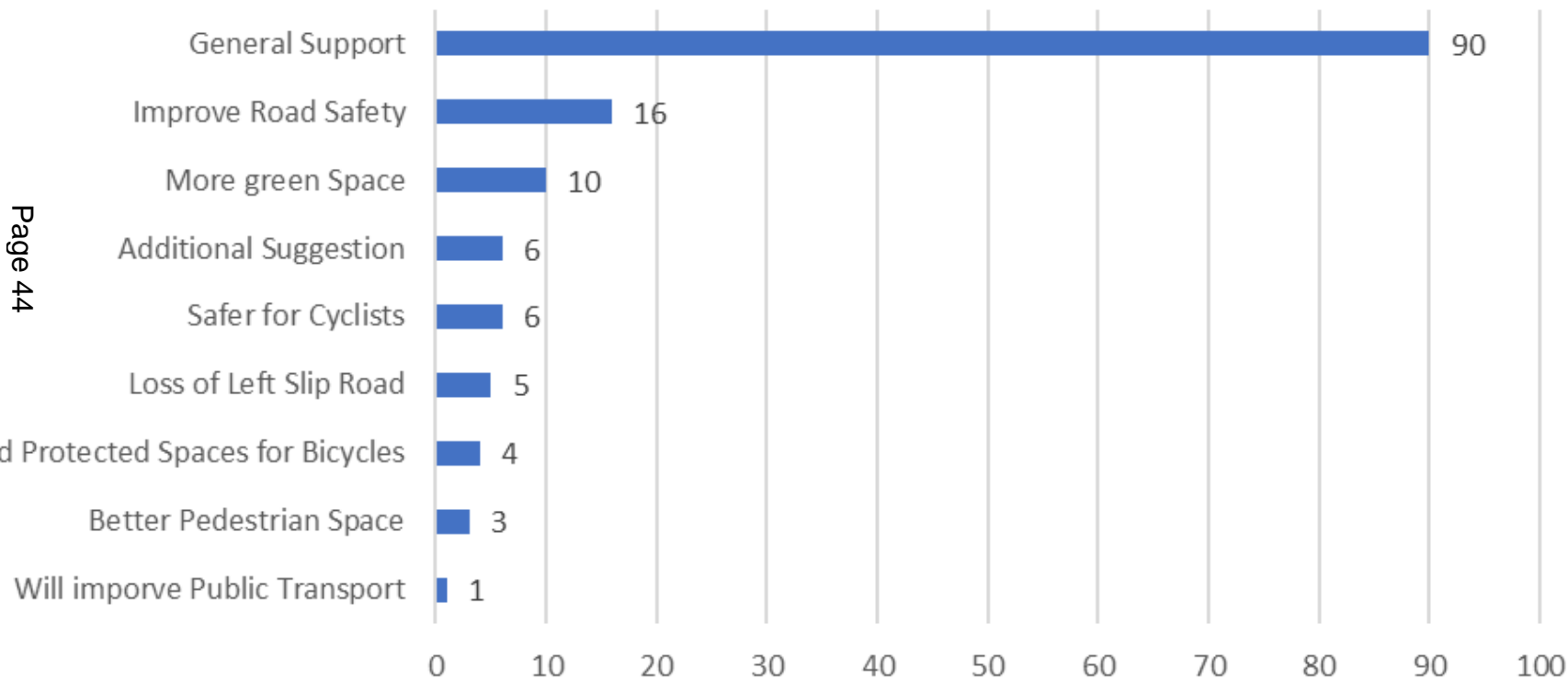
Lodge Road Junction

- 694 comments in total
- 157 comments were unrelated to the Lodge Road Jct proposals

Lodge Road Junction: Supportive Comment Themes

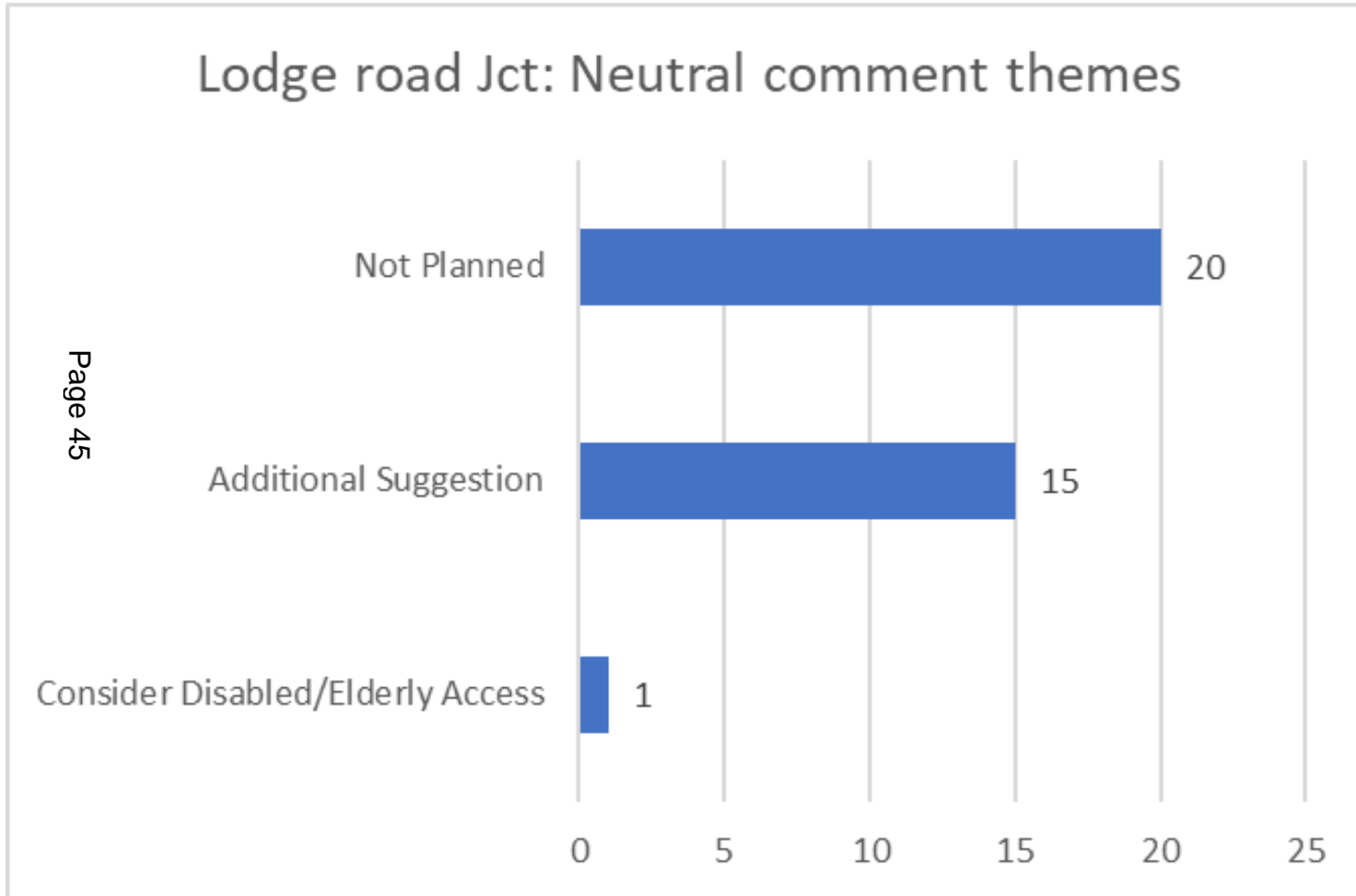
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Lodge Road Jct: Supportive themes



- Main areas of support:
 - General support (90)
 - Improve road safety (16)
 - More green space (10)
 - Additional suggestions (6)
 - Safer for cyclists (6)
 - Loss of left slip road (5)
 - Need protected space for bicycles (4)
 - Better pedestrian space (3)
 - Will improve public transport (1)

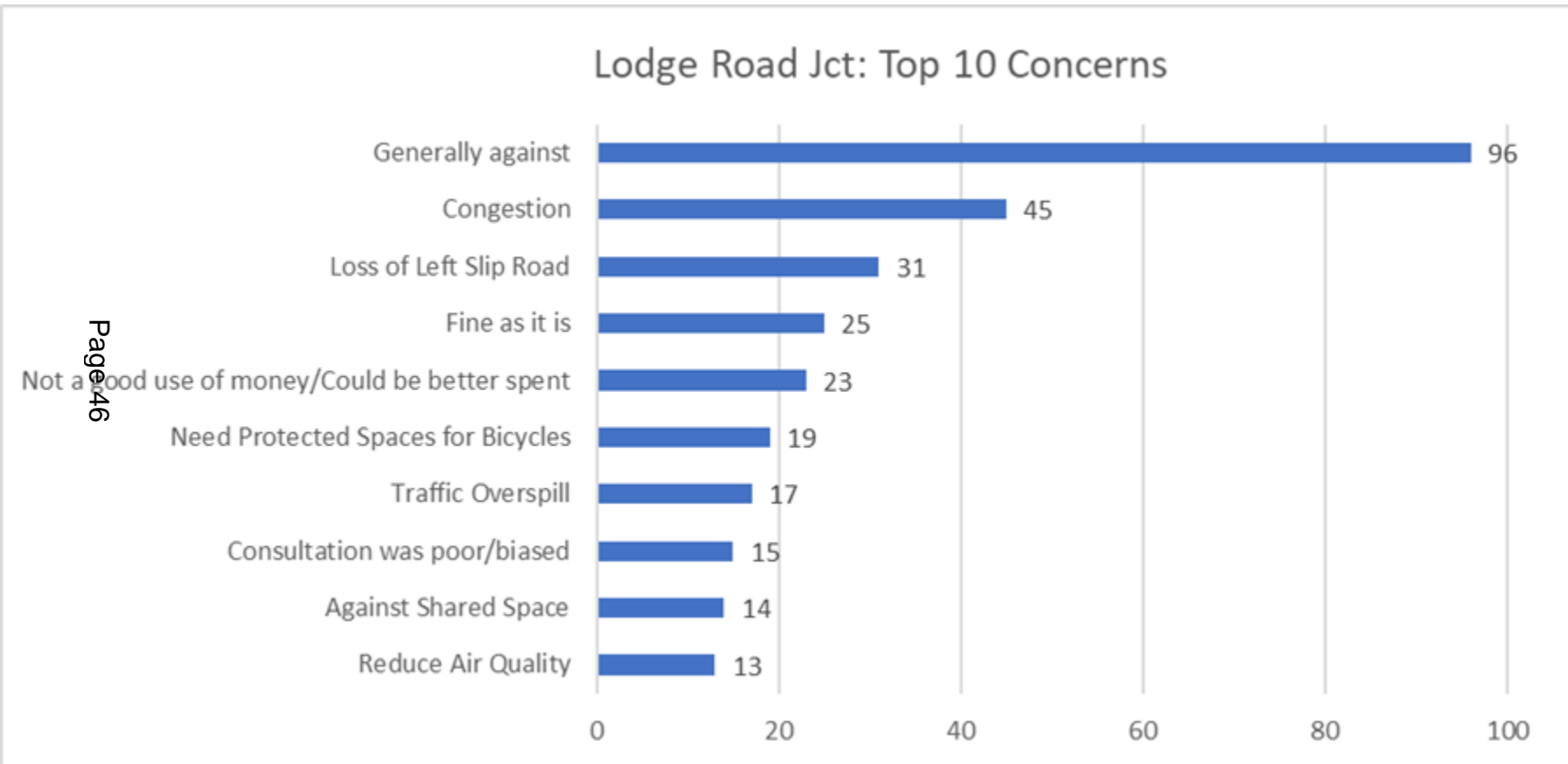
Lodge Road Junction: Neutral Comment Themes



- Neutral comment themes:
 - Not planned (20)
 - Additional suggestion (15)
 - Consider disabled/elderly access (1)

Lodge Road Junction: Concern Themes

- Main areas of concern:
 - Generally against (96)
 - Congestion (45)
 - Loss of left slip road (31)
 - Fine as it is (25)
 - Not a good use of money (23)
 - Need protected space for bicycles (19)
 - Traffic overspill (17)
 - Consultation was poor/biased (15)
 - Against shared space (14)
 - Reduce air quality (13)

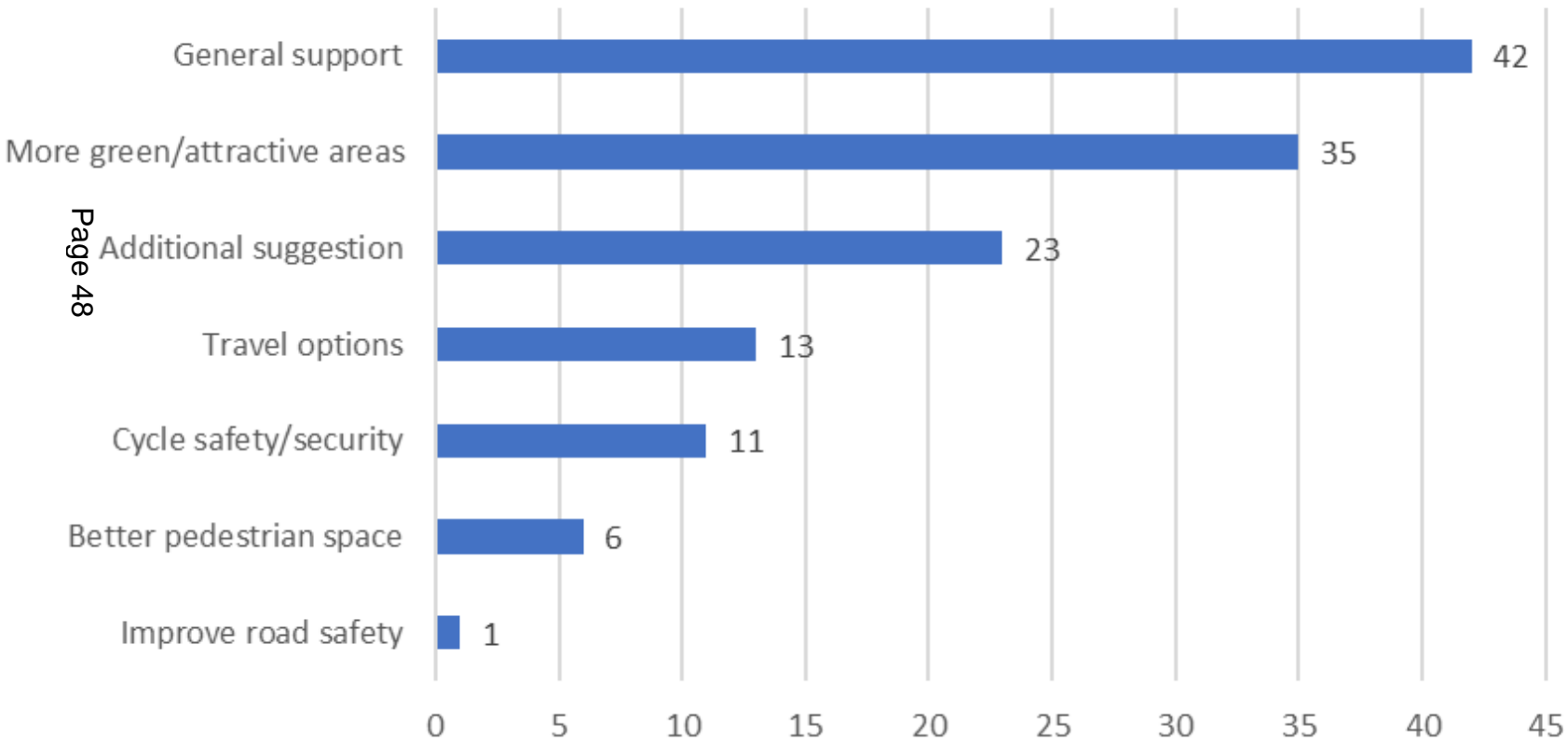


Travel Hub

- 631 comments in total
- 128 comments were unrelated to the Travel Hub proposals

Travel Hub: Supportive Comment Themes

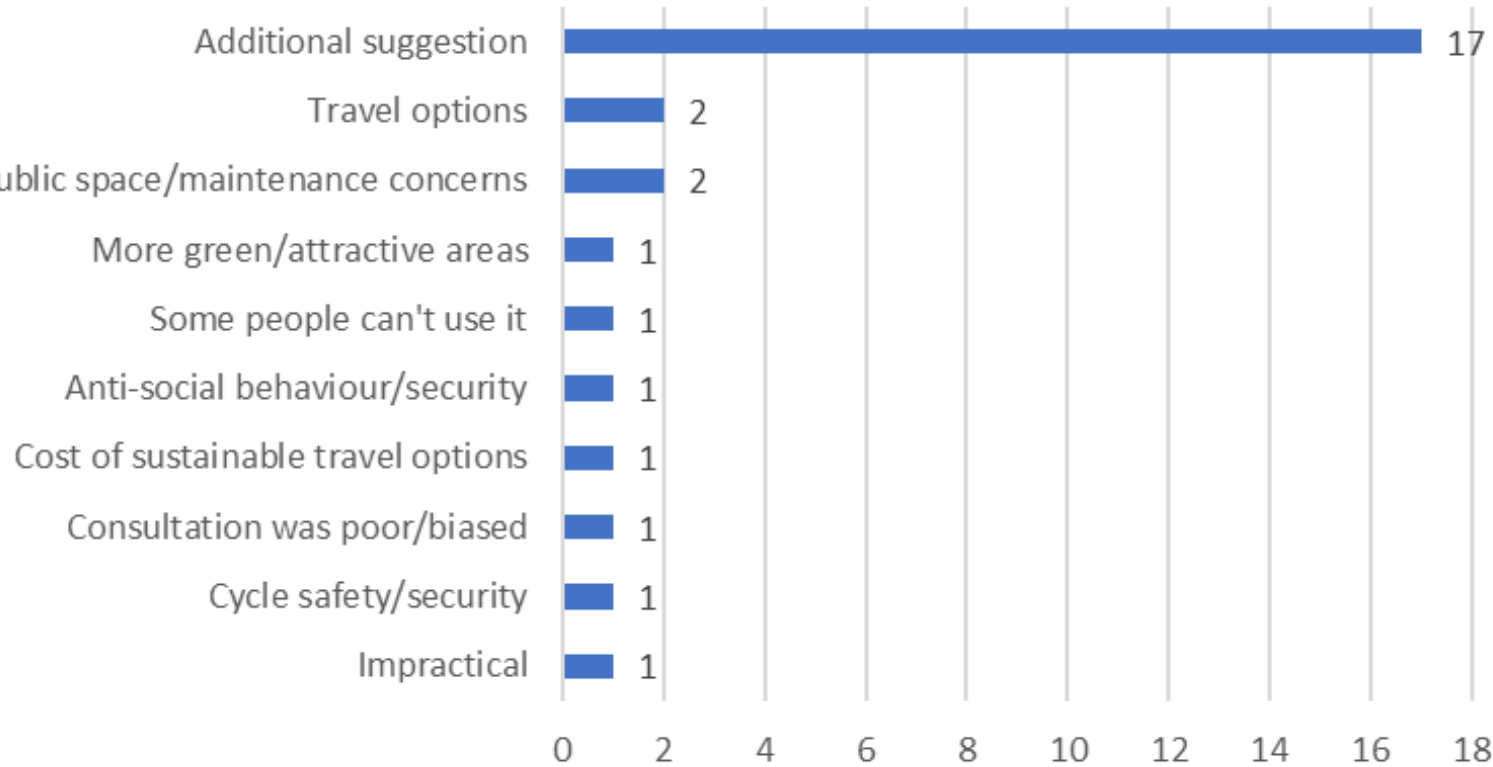
Travel Hub: Supportive comment themes



- Main areas of support:
 - General support (42)
 - More green/attractive areas (35)
 - Additional suggestion (23)
 - Travel options (13)
 - Cycle safety/security (11)
 - Better pedestrian space (6)
 - Improve road safety (1)

Travel Hub: Neutral Comment Themes

Travel Hub: Top 10 Neutral comment themes

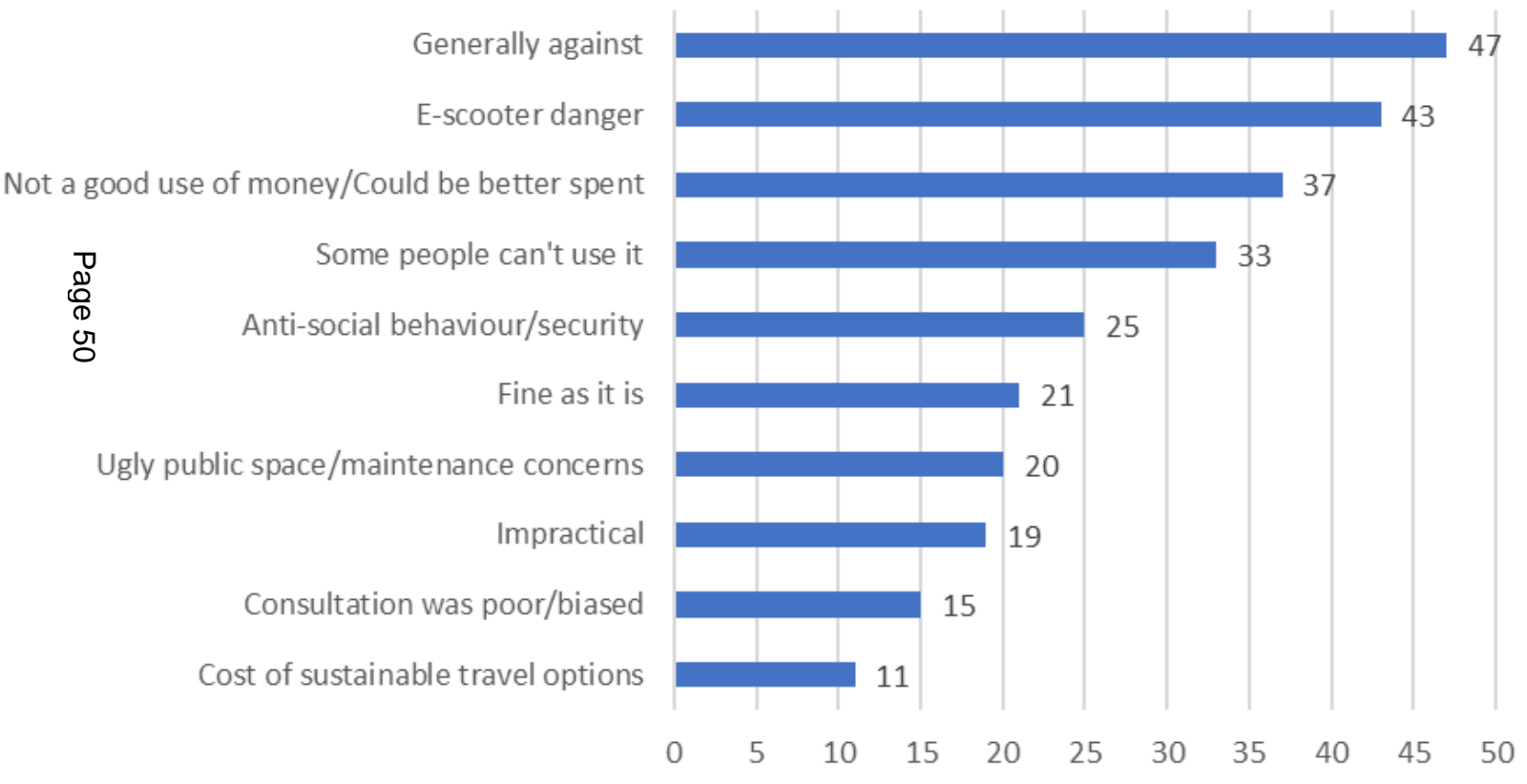


- Neutral comment themes:
 - Additional suggestion (17)
 - Travel options (2)
 - Ugly public spaces/maintenance concerns (2)
 - More green/attractive areas (1)
 - Some people can't use it (1)
 - Anti-social behaviour/security (1)
 - Cost of sustainable travel options (1)
 - Consultation was poor/biased (1)
 - Cycle safety/security (1)
 - Impractical (1)

Travel Hub: Concern Themes

- Main areas of concern:

Travel Hub: Top 10 concern themes



- Generally against (47)
- E-scooter danger (43)
- Not a good use of public money (37)
- Some people can't use it (33)
- Anti-social behaviour/security (25)
- Fine as it is (21)
- Ugly public space/maintenance concerns (20)
- Impractical (19)
- Consultation was poor (15)
- Cost of sustainable transport options (11)

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Agenda Item 8

DECISION-MAKER:	OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE		
SUBJECT:	BUDGET PROPOSALS – 2023/24		
DATE OF DECISION:	2 FEBRUARY 2023		
REPORT OF:	COUNCILLOR FULLER – CHAIR OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE		
<u>CONTACT DETAILS</u>			
Author:	Title	Scrutiny Manager	
	Name:	Mark Pirnie	Tel: 023 8083 3886
	E-mail:	Mark.pirnie@southampton.gov.uk	
STATEMENT OF CONFIDENTIALITY			
None			
BRIEF SUMMARY			
<p>At its meeting on 21 February 2023 Cabinet will recommend the 2023/24 revenue budget, medium term financial strategy and capital programme to full Council for approval on 22 February 2023.</p> <p>The Chair of the Committee has requested that the 2023/24 draft budget and savings proposals are scrutinised at the 2 February meeting of the Overview and Scrutiny Management Committee to enable feedback from the Committee to be considered by Cabinet and reflected in the 21 February and 22 February decision making reports.</p> <p>A briefing paper setting out progress to date on achieving a balanced revenue budget for 2023/24, including a list of draft savings proposals being considered, is attached as Appendix 1.</p>			
RECOMMENDATIONS:			
	(i)	That the Committee review the information contained within the appended briefing paper and, following the discussion with the Cabinet Member for Finance and Change and officers, provide feedback for Cabinet to consider at their 21 February 2023 meeting.	
REASONS FOR REPORT RECOMMENDATIONS			
1.	To enable the Committee to scrutinise the Council's draft budget proposals for 2023/24.		
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED			
2.	None.		
DETAIL (Including consultation carried out)			
3.	Attached as Appendix 1 is a briefing paper that outlines the progress to date on achieving a balanced revenue budget for 2023/24. The briefing paper also includes draft Medium Term Financial Strategy assumptions and a list of savings proposals being considered, subject to the outcome of the budget consultation exercise.		
4.	The Committee are requested to use the attached information to discuss the 2023/24 draft budget proposals with the Cabinet Member for Finance and Change and invited Council officers.		

5.	Following the discussion, the Committee may decide to submit feedback to the Executive on the Executive's proposals and approach. The Council's constitution requires the Executive to consider the comments of Overview and Scrutiny Management Committee on the budget strategy, and to report to Council on how it has taken into account any comments or recommendations from Overview and Scrutiny Management Committee.	
RESOURCE IMPLICATIONS		
<u>Capital/Revenue</u>		
6.	Details are set out in the attached briefing paper. Full details will be set out in the Executive decision making report published on 13 February 2023.	
<u>Property/Other</u>		
7.	Details will be set out in the Executive decision making report published on 13 February 2023.	
LEGAL IMPLICATIONS		
<u>Statutory power to undertake proposals in the report:</u>		
8.	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>		
9.	Details will be set out in the Executive decision making report published on 13 February 2023.	
RISK MANAGEMENT IMPLICATIONS		
10.	Details will be set out in the Executive decision making report published on 13 February 2023. Effective overview and scrutiny is a key ingredient of risk management.	
POLICY FRAMEWORK IMPLICATIONS		
11.	Details will be set out in the Executive decision making report published on 13 February 2023.	
KEY DECISION		No
WARDS/COMMUNITIES AFFECTED:		None directly as a result of this report
<u>SUPPORTING DOCUMENTATION</u>		
Appendices		
1.	Briefing Paper – Draft Budget Proposals 2023/24	
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?		Identified in the Executive decision-making report published on 13 February 2023.

Data Protection Impact Assessment	
Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out?	Identified in the Executive decision-making report published on 13 February 2023.
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

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BRIEFING PAPER

SUBJECT: 2023/24 BUDGET UPDATE

DATE: 2 FEBRUARY 2023

RECIPIENT: OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

THIS IS NOT A DECISION PAPER

SUMMARY:

At its meeting on 21 February 2023 Cabinet will recommend the 2023/24 revenue budget, medium term financial strategy and capital programme to full Council for approval on 22 February 2023. This briefing paper sets out progress to date on achieving a balanced revenue budget for 2023/24 and includes a draft list of savings proposals being considered, subject to the outcome of the budget consultation exercise. Work is continuing to identify what further measures could be taken to reduce the call on reserves to balance the budget for 2023/24.

The background to the 2023/24 budget process is the 'Essential Spend' regime in place in response to the considerable financial pressures the Council currently faces. This regime is expected to continue into 2023/24. All Councils are facing considerable pressures due to the sharp rise in inflation, energy cost increases, pay awards being higher than expected and strong demand for council services. For example, as reported to Cabinet in November, in 2022/23 the total forecast overspend within Children and Learning when added to that of Health, Adults and Leisure amounted to £12.8M with the demand for social care, across the country and reflected in the City, being a major driver. Furthermore, energy costs and fuel are already producing an estimated £2.7M overspend in this year. The 2022/23 pay award cost, which was negotiated nationally at a flat rate increase of £1,925 was effectively around 5.7% for Southampton and came in at around £4M beyond the budgeted sum, although this extra was covered from central contingency it clearly represents an ongoing budget pressure.

All budget estimates remain under review pending finalisation of the draft budget, and so may change between now and publication of the February Budget report.

BACKGROUND and BRIEFING DETAILS:

1. A report providing an update on the budget forecast for 2023/24 and savings plans being consulted upon was presented to Cabinet in November 2022. The report outlined anticipated changes to government funding, budget and inflationary pressures faced by the Council and draft proposals and measures to help mitigate the forecast budget shortfall. The proposals within the report did not achieve a balanced budget for 2023/24, with a shortfall of £28.9M still to be addressed. The report is available as agenda item 31 at: [Agenda for Cabinet on Tuesday, 8th November, 2022, 4.30 pm | Southampton City Council](#)
2. The summary of the forecast budget shortfall as reported in November is set out in Table 1 below.

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Table 1 – Forecast Budget Shortfall November 2022

	2023/24 £M	2024/25 £M	2025/26 £M	2026/27 £M
Forecast Budget Shortfall February 2022 (after agreed savings)	23.43	21.46	21.95	21.95
Funding Changes	(6.82)	(6.82)	(6.82)	(6.82)
Use of Reserves	(1.00)			
Budget and Inflationary Pressures	30.34	27.80	29.78	35.94
Draft Savings Proposals	(17.05)	(16.21)	(18.82)	(19.51)
Forecast Budget Shortfall November 2022	28.90	26.23	26.10	31.57

Numbers are rounded

3. Work has been continuing since November to identify further ways of meeting the budget shortfall. There have been changes to budget/inflationary pressures and further pressures have also emerged. The Provisional Local Government Finance Settlement was announced on 19 December 2022 setting out government funding allocations for individual local authorities. The updated position taking these changes into account is shown in Table 2 below.

Table 2 – Updated Forecast Budget Shortfall January 2023

	2023/24 £M	2024/25 £M	2025/26 £M	2026/27 £M
Forecast Budget Shortfall November 2022	28.90	26.23	26.10	31.57
Funding Changes	(6.47)	(11.91)	(13.38)	(19.38)
Use of Reserves	(4.14)	0.00	2.00	2.00
New/Amended Budget and Inflationary Pressures	7.92	13.24	11.72	13.96
New/Amended Draft Savings Proposals	(4.98)	(2.96)	(3.38)	(3.53)
Updated Budget Shortfall January 2023 before additional council tax flexibilities	21.23	24.60	23.05	24.62
Additional Council Tax/Adult Social Care Precept Flexibilities	(3.29)	(3.38)	(3.50)	(3.60)
Updated Forecast Budget Shortfall January 2023 after additional council tax flexibilities	17.94	21.22	19.55	21.02

Numbers are rounded

4. Details of the £22.03M draft savings proposals for 2023/24 (£17.05M per Table 1 + a further £4.98M per Table 2), rising to £23.04M in 2026/27, included within the updated budget shortfall position noted above are provided in Annex 1. These are subject to the outcome of the budget consultation exercise, responses to which are currently being analysed.
5. In the Provisional Local Government Finance Settlement local authorities were given the ability to apply an increase in core council tax of up to 3% and an increase in the adult social care precept of up to 2% for 2023/24 without the need for a local referendum. The February 2022 MTFS assumed that the core council tax would increase by 1.99% and there would be no increase in the adult social care precept. Table 2 above shows the additional council tax income that would be generated by increasing council tax to the maximum allowable without a local referendum.

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6. By law the Council is required to set a balanced budget for the forthcoming year. As such, any remaining budget shortfall would need to be met from reserves. Work is continuing to identify what further measures could be taken to reduce the call on reserves to balance the budget for 2023/24. Options being considered include increasing income and reviewing the capital programme, given the substantial rises on debt financing and construction costs.
7. The capital programme has been under review. Normally re-phasing is due to delays, over-estimation of the likely delivery timescale when first included in the programme or increased inflationary or other costs that cannot be absorbed within the project cost envelope. This detailed review remains underway, but the following are significant instances of where a re-phasing of the scheme will be proposed within the 2023/24 budget papers:
 - Winchester Rd Property Adaptions (£1.1M) – Slippage from 2022/23 to 2023/24, lease being agreed prior to work commencing.
 - The Way we Work (£1M) – removed from the programme in 2023/24 as the capital works have now been completed.
 - Art Gallery Roof (£1.4M) - Slippage from 2022/23 to 2023/24, due to procurement issues.
 - Corporate Asset Decarbonisation Scheme (£3M) – paused for 2023/24, whilst a review of the business case confirms the borrowing necessary will be paid for from savings.
 - Itchen Bridge (£4M) – Slippage from 2023/24 to 2024/25, due to clustering of major City Centre works with significant congestion implications if bridge works coincided with them and the slippage over recent months with preparatory works and hence what can reasonably be expected to be delivered in summer 2023.
 - Fleet Modernisation (net £2M) – £1M reduction in 2023/24, 2024/25 and 2025/26, £1M added in 2026/27, pending more detailed consideration of Fleet Modernisation and utilisation works.

This will help deliver the saving from the review of capital assumed in the list of savings. Work continues to finalise the capital programme as part of the papers submitted for February Council.

8. It is evident that use of reserves both to cover the in-year forecast overspend (reported at £9.59M as at quarter 2) plus a major draw on reserves for the 2023/24 budget (which would have to be £17.94M at the current point based on Table 2) would have a detrimental impact on the strength of Council finances. This would mean heightened financial risks for 2023/24, whilst at the same time the Council is also looking to deliver a very significant level of savings. Given the potentially significant sum that will be required from reserves to balance the 2023/24 budget, work will need to continue after the budget has been set to find further ways to reduce the call on reserves in 2023/24, to allow capacity for transformation and invest to save activity as well as sufficient cover for the financial risks faced by the Council. Such further actions will be essential to reduce a high risk of a crisis point being reached in 2023 and under such circumstances, it would not take much for the Council to face a S114 notice to be issued. The lessons from other councils are that early action reduces the risk of reaching the point of a S114 notice being required.
9. For information, Annex 2 contains a summary table of the current main Medium Term Financial Strategy (MTFS) assumptions. These are under regularly review and may yet change before the draft budget is finalised. They are a mixture of mainly economic and

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future funding assumptions and will be used to inform the expenditure and income projections for the Council for financial planning purposes when looking at the budget over a four year time horizon, updating the forecast of the future budget shortfall as part of the February budget papers.

10. Government did encourage local authorities to apply reserves to help address their budget pressures, when it made a policy announcement shortly before Christmas. Additionally, the published figures of local government funding support make an assumption that all councils will use the maximum possible council tax rise, and by **implication**, the Government's settlement assumes 5% for councils such as Southampton. It is of note that Council Tax provides a regular and ongoing financial benefit, whilst reserves by their nature are a one off source of financing only, and excessive reliance on reserves indicates the budget has fundamental underlying issues of sustainability. Reducing reserves will inevitably expose the authority to greater financial risks and also reduce the potential sums available from reserves to finance 'invest to save' type measures and other on-going savings.
11. At the start of 2022/23, the Medium Term Financial Risk (MTFR) reserve stood at £57M, with around £15M committed for supporting the budget during 2022/23, therefore leaving an uncommitted balance of approx. £42M. Other reserves have previously been consolidated into the MTFR as the key reserve to cover the Council's financial risks, budget management, risks around non delivery of savings or shortfalls in expected funding and supporting invest to save measures (including transformation and staff restructures). The MTFR reserve is therefore key to the financial resilience and robustness of the Council. With expected use in 2022/23, including covering the authority's forecast overspend of £9.6M (as at quarter 2), if the MTFR is used to cover in full the shortfall identified in table 2, its balance would be around the £12M mark remaining, before any calls for transformation, restructures, non delivery of savings or other risks.
12. The S151 officer will include his formal view on the robustness of estimates and the adequacy of reserves as part of the budget report.

RESOURCE/POLICY/FINANCIAL/LEGAL/RISK MANAGEMENT IMPLICATIONS:

13. Details will be set out in the Executive decision making report published on 13 February 2023.

OPTIONS and TIMESCALES:

14. On 21 February 2023 Cabinet will recommend the budget proposals for approval by Full Council on 22 February 2023.

Appendices/Supporting Information:

- Annex 1 - Draft Savings Proposals
- Annex 2 – Draft MTFS Assumptions

Further Information Available From:	Name:	Steve Harrison – Head of Financial Planning and Management
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Draft Savings Proposals

Ref No	Summary/Impact of Proposal	Portfolio	Service Activity	2023/24 £000	2024/25 £000	2025/26 £000	2026/27 £000
	<u>Efficiency Savings</u>						
23S151	Review non-staffing budgets that supports families in need.	Children & Learning	Children & Families First	(15)	(15)	(15)	(15)
23S165	Creation of framework agreement for temporary accommodation to support no recourse to public funds/homeless families.	Children & Learning	Children & Families First	(10)	(15)	(15)	(15)
23S157	Increase public health funding for the PAUSE service which is preventing women having repeat removals of children to care.	Children & Learning	Pathways Through Care	(72)	(72)	(72)	(72)
23S161	Reduction of one post in the Placements Service.	Children & Learning	Pathways Through Care	(44)	(44)	(44)	(44)
23S159	Freeze Children and Learning Service Workforce Academy spending on promotional materials and staff conferences.	Children & Learning	Quality Assurance Business Unit	(20)	(20)	(20)	(20)
23S169	Review of Emergency Duty arrangements across Children's and Adults services.	Children & Learning	Safeguarding		(100)	(100)	(100)
23S39	Review the Strategic Skills non-staffing budgets.	Children & Learning	Skills	(13)	(13)	(13)	(13)
23S160	Redesign of Young People's, Missing, Exploited, Trafficked and Youth Justice Service.	Children & Learning	Young Peoples Service	(111)	(111)	(111)	(111)
23S170	Review of Asset management budgets within Education portfolio.	Children & Learning	Education - Early Years and Asset Mgt	(60)	(60)	(60)	(60)
23S173	Review of Education non-staffing budgets.	Children & Learning	Education - Early Years and Asset Mgt	(47)	(47)	(47)	(47)
23S89	Review the Digital and Customer Experience budget.	Communities & Customer Engagement	Customer Services	(5)	(5)	(5)	(5)
23S119	Transfer Cobbett Road Library to a third party operator (subject to fulfilling Council requirements).	Communities & Customer Engagement	Libraries	(70)	(70)	(70)	(70)
23S80	Closure of the Civic Centre between the winter bank holidays to reduce building management costs (heating etc.)	Economic Development	Facilities	(8)	(8)	(8)	(8)
23S81	A restructure of the Facilities Management Team to realise efficiencies.	Economic Development	Facilities	(50)	(50)	(50)	(50)
23S82	A reduction in available budget for equipment within the Facilities Management Team.	Economic Development	Facilities	(31)	(31)	(31)	(31)
23S83	Spending less on external building security provisions with external providers.	Economic Development	Facilities	(20)	(20)	(20)	(20)
23S84	Closing areas of Civic Centre office spaces on one day a week in line with demand to reduce building running costs.	Economic Development	Facilities	(20)	(20)	(20)	(20)
23S85	Consolidation of building cleaning activities and resources under one contract to bring efficiencies / economies of scale including the Civic Centre.	Economic Development	Facilities	(60)	(60)	(60)	(60)
23S205	Efficiency from Civic Centre energy controls.	Economic Development	Facilities	(60)	(60)	(60)	(60)
23S33	Building Control review of budget and reserves.	Economic Development	Planning	(25)			
23S16	Restructure the Property service area to remove long-term vacancies and conversion of interim posts to permanent positions.	Economic Development	Property Services	(370)	(370)	(370)	(370)
23S18	Capitalise structural repairs and maintenance and fund from borrowing to create a one-off savings in revenue.	Economic Development	Central Repairs & Maintenance	(710)			
23S19	Review property repairs and maintenance budget against essential spend criteria.	Economic Development	Central Repairs & Maintenance	(140)	(140)	(140)	(140)
23S20	Relocate services from One Guildhall Square into the Civic Centre and rent out vacated space.	Economic Development	Property Portfolio Management	(300)	(608)	(1,008)	(1,008)
23S17	Review training and supplies budgets within the Property service area.	Economic Development	Property Services	(15)	(15)	(15)	(15)

Ref No	Summary/Impact of Proposal	Portfolio	Service Activity	2023/24 £000	2024/25 £000	2025/26 £000	2026/27 £000
23S21	Maximise capitalisation of Property staff time spent on capital projects.	Economic Development	Property Services	(30)	(30)	(30)	(30)
23S22	Increase Property team's charge out hourly rates in line with salary increases.	Economic Development	Property Services	(40)	(40)	(40)	(40)
23S58	Improve and automate business support processes as part of transformation programme.	Finance & Change	Business Support	(290)	(290)	(290)	(290)
23S193	Reduce 1 Internal Audit from full-time to part-time - to reflect actual staffing level.	Finance & Change	Internal Audit	(20)	(20)	(20)	(20)
23S40	IT - Staffing - post restructure review.	Finance & Change	IT Services	(90)	(90)	(90)	(90)
23S41	Remove additional Unified Support Services contract and place reliance on basic support from Microsoft.	Finance & Change	IT Services		(175)	(175)	(175)
23S43	Remove MS Visio licenses.	Finance & Change	IT Services	(4)	(4)	(4)	(4)
23S45	Tether (share) connectivity from one mobile device to another to reduce the number of mobile SIM contracts needed.	Finance & Change	IT Services	(12)	(12)	(12)	(12)
23S46	Review all parking permits and remove where roles have changed and no longer required.	Finance & Change	IT Services	(4)	(4)	(4)	(4)
23S47	Reduce the number of multi function devices by 50% when the contract is renewed and use print management tools to minimise the impact on staff.	Finance & Change	IT Services	(75)	(75)	(75)	(75)
23S48	Rationalise the number of mobile SIM contracts in use across the Council.	Finance & Change	IT Services	(66)	(66)	(66)	(66)
23S49	Migrate remaining users from the Avaya phone system to Teams telephony and decommission the Avaya system.	Finance & Change	IT Services	(70)	(70)	(70)	(70)
23S174	Review agency staff spend in Intelligence, Innovation & Change Team.	Finance & Change	Data & Intelligence	(40)	(40)	(40)	(40)
23S176	Review of policy related roles across the organisation to understand any synergies and whether additional income can be obtained through funding opportunities.	Finance & Change	Data & Intelligence	(75)	(75)	(75)	(75)
23S177	Delete vacant post within Intelligence, Innovation & Change Team.	Finance & Change	Data & Intelligence	(44)	(44)	(44)	(44)
23S183	Reduce spend within Finance on postage, subscriptions and conferences.	Finance & Change	Corporate Finance	(14)	(14)	(14)	(14)
23S184	Redesign of Finance service, including removal of vacant posts.	Finance & Change	Corporate Finance	(162)	(162)	(162)	(162)
23S206	Local Government Pension Scheme revaluation contribution: SCC funding level remains at 105%, but additional gain above that can be applied in the form of contribution reductions.	Finance & Change	Pension & Redundancy Costs	(1,330)	(1,330)	(1,330)	(1,330)
23S213	Improve performance on recovering duplicate payments.	Finance & Change	Accounts Payable	(65)	0	0	0
23S100	Fleet Operations - savings to be achieved through reduced repair costs as newer vehicles come on line, and a service redesign to introduce a more resilient management structure and efficient operating model. All staffing reductions to be achieved by not filling vacancies.	Housing & the Green Environment	Fleet Trading Area	(120)	(120)	(120)	(120)
23S103	Move to a commissioning model for the Landscaping team to support the delivery of SCC capital projects and concentrate internal delivery on external contracts where full costs can be recovered and capitalised, and more commercial contracts can be supported.	Housing & the Green Environment	Landscape Trading Area	(255)	(255)	(255)	(255)

Ref No	Summary/Impact of Proposal	Portfolio	Service Activity	2023/24 £000	2024/25 £000	2025/26 £000	2026/27 £000
23S97	Adult Social Care - reduce agency staffing budgets/freeze vacancies.	Health, Adults & Leisure	Adults - Adult Services Management	(850)	(850)	(850)	(850)
23S98	Proposal for Public Health Grant to be invested in activities delivering wider public health outcomes (with Director of Public Health oversight).	Health, Adults & Leisure	Adults - Adult Services Management	(500)	(500)	(500)	(500)
23S92	Use the results of the Association of Directors of Adult Social Services peer review to reduce costs for Adult Social Care continuing healthcare/S117 aftercare.	Health, Adults & Leisure	Adults - Long Term	(100)	(150)	(150)	(150)
23S95	Adult Social Care - shift to home first policy, avoiding need for residential placement.	Health, Adults & Leisure	Adults - Long Term	(134)	(473)	(473)	(473)
23S31	Review of the Green Cities studies budget.	Housing & the Green Environment	Air Quality Monitoring	(7)	(7)	(7)	(7)
23S113	Review of the schools grounds maintenance contract in 2024.	Housing & the Green Environment	City Services - Commercial Services			(60)	(60)
23S30	Progression of the Coastal Partners partnership arrangement and review of Flood Team studies budget.	Housing & the Green Environment	Flood Risk Management	(22)	(22)	(22)	(22)
23S101	Review of the central street cleansing team in line with saving opportunities supported by the introduction of solar bins and a re-focussed city-wide task team.	Housing & the Green Environment	City Services - District Operating Areas	(28)	(28)	(28)	(28)
23S108	Auction off 3 diesel sweepers, increase the electric vehicle capacity and introduce a new shift pattern for the street cleansing team.	Housing & the Green Environment	City Services - District Operating Areas		(75)	(75)	(75)
23S99	Install additional solar compactor bins across the city and reduce open litter bins to enable more efficient collection, reduce scavenging by animals and rodents and prevent wind blown litter.	Housing & the Green Environment	City Services - District Operating Areas	(30)	(60)	(60)	(60)
23S87	Improve efficiency of printing across the organisation.	Leader	Corporate Communications	(30)	(30)	(30)	(30)
23S88	Marketing and advertising activity efficiencies.	Leader	Corporate Communications	(20)	(20)	(20)	(20)
23S212	Founding partner contributions to Cultural Trust to deliver City of Culture legacy will be made from existing budgets.	Leader	City of Culture	(82)	(43)	(30)	
23S76	Redesign of the Human Resources & Organisational Development service following the senior management restructure.	Leader	HR Services	(154)	(154)	(154)	(154)
23S50	Legal Services staffing restructure.	Leader	Legal Services & Customer Relations	(54)	(54)	(54)	(54)
23S51	Stop using the DX postal service.	Leader	Legal Services & Customer Relations	(9)	(9)	(9)	(9)
23S52	Reduction in Legal Services books budget to essential texts only.	Leader	Legal Services & Customer Relations	(10)	(10)	(10)	(10)
23S53	Reduction in Legal Services attendance at external courses to mandatory only	Leader	Legal Services & Customer Relations	(2)	(2)	(2)	(2)
23S54	Deletion of Records Management part-time post.	Leader	Legal Services & Customer Relations	(13)	(13)	(13)	(13)
23S55	Deletion of apprentice post within Complaints Team after end of current fixed term contract.	Leader	Legal Services & Customer Relations	(24)	(24)	(24)	(24)
23S57	Review potential for a new legal services partnership with new partner council.	Leader	Legal Services & Customer Relations	(60)	(60)	(60)	(60)
23S142	Review need for vacant Community Safety Warden post.	Safer City	Community Safety, Alcohol Related Crime, CCTV	(35)	(35)	(35)	(35)

Ref No	Summary/Impact of Proposal	Portfolio	Service Activity	2023/24 £000	2024/25 £000	2025/26 £000	2026/27 £000
23S139	Review allocation of staffing costs between on street and off street parking.	Transport & District Regeneration	Parking & Itchen Bridge	(30)	(30)	(30)	(30)
23S26	Integrate the courier service with wider post room activities within the Civic Centre as part of the Business Support service review and new income generation opportunities.	Transport & District Regeneration	Transportation	(35)	(35)	(35)	(35)
23S27	Revenue savings from road safety review.	Transport & District Regeneration	Transportation	(19)	(19)	(19)	(19)
23S28	Review in Transport Policy studies budget.	Transport & District Regeneration	Transportation	(81)	(31)	(31)	(31)
23S9	Concessionary fares - reduced operator claims linked to reduced demand and payments on actual patronage.	Transport & District Regeneration	Transportation	(1,787)	(434)	(434)	(434)
23S1	Remove budget provision for Health & Social Care Levy.	All	All	(1,131)	(1,131)	(1,131)	(1,131)
23S2	Review of vacancy assumption on salary budgets (by 1%) across the council reflecting the turnover in staff budgets and as and when vacancies occur to manage the use of resources flexibly.	All	All	(1,246)	(1,246)	(1,246)	(1,246)
23S202	Procurement savings to be made across Council services.	All	All			(3,200)	(4,150)
23S209	Ensure appropriate application of contractual car user policy.	All	All	(8)	(8)	(8)	(8)
23S3	Review of budget provision for training, conferences and seminars etc reflecting new ways of working more remotely.	All	All	(65)	(65)	(65)	(65)
23S8	Senior management restructure.	All	All	(258)	(358)	(358)	(358)
23S207	Use of Community Infrastructure Levy instead of external borrowing.	Non-Portfolio	Non-Portfolio	(600)	(600)	(600)	(600)
23S208	Use of internal borrowing via SCC own reserves and balances to offset as much external borrowing as possible.	Non-Portfolio	Non-Portfolio	(1,800)	(1,800)	(1,800)	(1,800)
23S7	Capital financing impact of capital programme review in light of slippage/rephasing and programme amendments.	Non-Portfolio	Non-Portfolio	(4,670)	(3,030)	(2,930)	(2,820)
	Total Efficiency Savings			(18,975)	(16,275)	(19,822)	(20,632)

Ref No	Summary/Impact of Proposal	Portfolio	Service Activity	2023/24 £000	2024/25 £000	2025/26 £000	2026/27 £000
23S134	<u>Income Generation</u> Increase income from cremation.	Communities & Customer Engagement	Bereavement Services	(100)	(100)	(100)	(100)
23S137	Increase burial income.	Communities & Customer Engagement	Bereavement Services	(25)	(25)	(25)	(25)
23S138	Increase the number of ceremonies being undertaken by the Registration Service.	Communities & Customer Engagement	Registration Services	(25)	(25)	(25)	(25)
23S32	Investigate options for an increase to the S106 administration fee.	Economic Development	Planning	(5)	(5)	(5)	(5)
23S11	Increase income from the City Golf Course.	Housing & the Green Environment	City Services - Commercial Services	(70)	(70)		
23S105	Review proposals to increase allotment income	Housing & the Green Environment	City Services - Trees & Ecology		(13)	(13)	(13)
23S86	Generate income from outdoor advertising being managed on council land.	Leader	Corporate Communications	(50)	(50)	(50)	(50)
23S115	Increased museum income from various streams.	Leader	Culture Services	(48)	(48)	(48)	(48)
23S56	Increase income for Legal Services work on S106 agreements.	Leader	Legal Services & Customer Relations	(5)	(5)	(5)	(5)
23S130	Itchen Bridge fees for non-residents - increase of 20p and 10p (peak and off peak) from April 2023, subject to Traffic Regulation Order consultation and response.	Transport & District Regeneration	Parking & Itchen Bridge	(400)	(440)	(440)	(440)
23S132	Remove concessions for Itchen Bridge charges for electric vehicles, subject to Traffic Regulation Order consultation and response.	Transport & District Regeneration	Parking & Itchen Bridge	(10)	(14)	(14)	(14)
23S133	Reinstate multi-storey car park evening charges.	Transport & District Regeneration	Parking & Itchen Bridge	(20)	(20)	(20)	(20)
23S143	Review/simplification of parking tariffs.	Transport & District Regeneration	Parking & Itchen Bridge	(187)	(250)	(250)	(250)
23S29	Extension of e-scooter trials to 2024 and generate income via third party contract.	Transport & District Regeneration	Transportation	(50)			
23S195	Review fees & charges across the Council.	All	All	(165)	(665)	(665)	(665)
23S182	Increase Treasury Management investment yield via longer term investing.	Non-Portfolio	Non-Portfolio	(90)	(90)	(90)	(90)
	Total Income Generation			(1,250)	(1,820)	(1,750)	(1,750)
23S145	<u>Other Savings</u> Meet homelessness service staff costs from ringfenced grant funding.	Housing & the Green Environment	Housing Needs	(500)	(500)		
23S141	One-off contribution from Trading Standards South East.	Safer City	Environmental Health & Scientific Services	(70)			
23S186	Look at options for energy cost efficiency and environmental benefit, through part night residential street lighting .	Finance & Change	Highways Contracts	(428)	(428)	(428)	(428)
23S140	Use on street parking surpluses to fund highways capital projects to reduce borrowing costs.	Non-Portfolio	Non-Portfolio	(60)	(150)	(200)	(230)
23S196	Insurance Fund - review of sum needed within Insurance Fund.	Non-Portfolio	Non-Portfolio	(750)			
	Total Other Savings			(1,808)	(1,078)	(628)	(658)
	TOTAL SAVINGS			(22,033)	(19,173)	(22,200)	(23,040)

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Agenda Item 8

Appendix 3

Draft Medium Term Financial Strategy Assumptions

The table below summarises the Council's key assumptions for the Medium Term Financial Strategy. Percentages indicate forecast year-on-year changes.

Item	2023/24	2024/25	2025/26	2026/27
Increase in Core Council Tax Charge	2.99%	1.99%	1.99%	1.99%
Increase in Adult Social Care Precept	2.00%	0.00%	0.00%	0.00%
Council Tax Base (No. of Band D equivalents)	67,057	67,474	68,430	69,108
Increase in Small Business Rates Multiplier	0.0%	5.4%	3.2%	2.6%
Increase in Revenue Support Grant*	13.3%	5.4%	3.2%	2.6%
Increase in Top Up Grant	15.9%	5.4%	3.2%	2.6%
Reduction in New Homes Bonus	-76.6%	-100.0%	0.0%	0.0%
Pay award	4.0%	2.0%	2.0%	2.0%
Contract Inflation	10.4%	7.4%	3.2%	2.6%

* Other specific grants have been rolled into Revenue Support Grant in 2023/24

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DECISION-MAKER:		OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE	
SUBJECT:		MONITORING SCRUTINY RECOMMENDATIONS TO THE EXECUTIVE	
DATE OF DECISION:		2 FEBRUARY 2023	
REPORT OF:		SCRUTINY MANAGER	
<u>CONTACT DETAILS</u>			
Executive Director	Title	Chief Executive	
	Name:	Mike Harris	Tel: 023 8083 2882
	E-mail	Mike.harris@southampton.gov.uk	
Author:	Title	Scrutiny Manager	
	Name:	Mark Pirnie	Tel: 023 8083 3886
	E-mail	Mark.pirnie@southampton.gov.uk	
STATEMENT OF CONFIDENTIALITY			
N/A			
BRIEF SUMMARY			
This item enables the Overview and Scrutiny Management Committee to monitor and track progress on recommendations made to the Executive at previous meetings.			
RECOMMENDATIONS:			
	(i)	That the Committee considers the responses from the Executive to recommendations from previous meetings and provides feedback.	
REASONS FOR REPORT RECOMMENDATIONS			
1.	To assist the Committee in assessing the impact and consequence of recommendations made at previous meetings.		
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED			
2.	None.		
DETAIL (Including consultation carried out)			
3.	Appendix 1 of the report sets out the recommendations made to the Executive at previous meetings of the Overview and Scrutiny Management Committee (OSMC). It also contains a summary of action taken by the Executive in response to the recommendations.		
4.	The progress status for each recommendation is indicated and if the OSMC confirms acceptance of the items marked as completed they will be removed from the list. In cases where action on the recommendation is outstanding or the Committee does not accept the matter has been adequately completed, it will be kept on the list and reported back to the next meeting. It will remain on the list until such time as the Committee accepts the recommendation as completed. Rejected recommendations will only be removed from the list after being reported to the OSMC.		

RESOURCE IMPLICATIONS		
<u>Capital/Revenue</u>		
5.	None.	
<u>Property/Other</u>		
6.	None.	
LEGAL IMPLICATIONS		
<u>Statutory power to undertake proposals in the report:</u>		
7.	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>		
8.	None	
RISK MANAGEMENT IMPLICATIONS		
9.	None.	
POLICY FRAMEWORK IMPLICATIONS		
10.	None	
KEY DECISION		No
WARDS/COMMUNITIES AFFECTED:		None directly as a result of this report
<u>SUPPORTING DOCUMENTATION</u>		
Appendices		
1.	Monitoring Scrutiny Recommendations – 2 February 2023	
2.	Southampton Healthy Homes – The Environment Centre	
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
Data Protection Impact Assessment		
Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) 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	

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
Page 70				<p>out in the Defra TG22 document under the LAQM regime, as referenced above.</p> <p>Three key ratification processes are used.</p> <p>The first is bias adjustment. Bias adjustment is accounts for diffusion tubes' tendency to overestimate concentrations of NO2. This is coordinated every year by Defra who assess nationwide data from diffusion tubes which are co-located with far more reliable automatic monitoring stations. The national bias adjustment factors published by Defra for 2021 is 0.84. Using the 2021 bias adjustment factor reduces the raw data by 16%. This correction is not to "reflect background factors". All data reflects concentrations at the monitoring location including background sources and those more associated with a specific location e.g., road transport at a roadside location. The 16% is instead a result of the bias adjustment of raw diffusion tube data on the basis that tubes have a tendency to monitor higher concentrations than the far more reliable automatic stations.</p> <p>The second process is annualization. This involves filling in gaps in data where several months are monitored. Again, more detail is available in the TG22 document.</p> <p>The last process is distance correction. This is used where the "relevant receptor" ie. a house is located far back from the curb where pollution is monitored. In these cases, exposure at the receptor can be estimated using a formula provided by Defra. This formula includes the levels monitored at the curb, distance to the house and "background concentration". In this context, background concentration refers to annual average concentrations in a location off the main road. In the case of Southampton this is diffusion tube N100</p>	

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
Page 71				<p>in Sandringham Road, a residential estate which monitored a bias adjusted annual average of 16.8. This figure isn't subtracted from the concentration at the curb, it is instead used as part of the formula in Defra's diffusion tube processing tool.</p> <p>Essentially, background concentrations are not deducted from any NO2 concentrations reported in ASRs. These ratification processes are instead designed to mitigate the fundamental positive bias of diffusion tubes and, where relevant, annual concentrations at receptors where yearly data is incomplete, and the diffusion tube is far away from a receptor. This is ultimately because exceedances of the national air quality objective for NO2 is based on annual, bias adjusted means at locations of relevant receptors, and not raw data.</p> <p>Furthermore, Defra acknowledge the inherent uncertainty of using diffusion tube data, as they are less accurate than automatic data. They advise that Local Authorities do not revoke Air Quality Management Areas based on diffusion tube data alone, unless annual means are consistently below 36 ug/m3 for 3 consecutive years. The actual Standard is 40, so a conservative 10% margin of error is built into decision making.</p>	
			<p>2) That, to help inform actions and decisions, the Executive consider opportunities to develop understanding of the impact that home working and hybrid working is having on pollution levels in the city.</p>	<p>Hybrid working is thought to reduce trips in the city and consequently reduce peak congestions and associated road traffic emissions. During the 2020 lockdown the city experienced a significant reduction in road traffic and saw an associated improvement in air quality. This was documented here. This study also demonstrated the difficulty in attributing pollution levels to changes in travel behaviour due to weather conditions masking or exaggerating differences.</p>	Completed

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
Page 72				<p>The 2021 Census reports that 25.6% of working people in Southampton worked from home. In a 2021 city travel survey 24% of the 1,958 respondents said they would travel less and work from home more. Recent surveys have demonstrated an 8% increase in cycling in 2022 vs 2019. But the most recent traffic data suggests that overall traffic volumes in the city have returned to 98% of where they were pre-pandemic (Nov 22 vs Nov 19) on comparable roads.</p> <p>Further work is required to understand the extent and impact of hybrid working on travel behaviours, especially on the distribution of trips across the day. Further surveys and assessments are planned for 2023 including a review of potential impacts on modelled NO2 levels in 2024 as part of our ongoing evaluation activities.</p>	
			<p>3) That the requirement for ongoing stakeholder engagement is reflected in the new Air Quality Action Plan.</p>	<p>The Council recognises that it has a limited sphere of control and influence over activities in the city and that ongoing stakeholder engagement is vital to delivering air quality improvements.</p> <p>As such, stakeholder engagement features heavily in the Air Quality Action Plan, namely in the following actions:</p> <ul style="list-style-type: none"> • Work with University Hospital Southampton to support their new 'Green Plan'. • Investigate implementing a freight quality partnership for key operators as part of a wider Green City programme. • Continue to support The Port of Southampton in delivering their Cleaner Air for Southampton strategy, including investigating more opportunities for shore-side power. • Continue to work with the city's universities to integrate expertise and new research into measures. 	Completed

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
Page 73				<ul style="list-style-type: none"> • Advocate for more frequent train services through Southampton and work with National Rail to encourage more travel within the city. • Promote benefits of flexible and home working within SCC and partner organisations. • Encourage lift sharing schemes for workplaces. <p>This builds on top of existing work delivered through the Transport team, notably the Workplace Travel Planners network which actively engages the city's major employers and works with them to encourage modal shift in their commuting and operational journeys.</p> <p>On this basis, it is considered that the AQAP, as presented, adequately reflects our stakeholder engagement activities. It is accepted that over the 5 year life span of the this Plan, further opportunities are likely to emerge. For that reason, there is a recommendation that the Plan is adopted with delegated powers that will allow updates and amendments to be made, ensuring the Plan is able to reflect the latest opportunities available.</p>	
			<p>4) That details are provided to the Committee on the potential options that are being considered to improve the layout of Shirley High Street to reduce congestion and improve air quality (Action 50).</p>	<p>Details on the St Mark's ATZ project are on the Connecting Southampton website - https://transport.southampton.gov.uk/atf/st-marks-c-of-e-school/. St Mark's School is within a 20 min walk of over 13,000 homes and as it expands there is potential for more students to come to the school. Currently as a primary school 65% of pupils walk/cycle/scoot to school but as the expansion continues it will see more pupils attend. To mitigate this, and to discourage the high volume of cut-through driving, a package of measures has been developed with the local community to encourage more walking, scooting and cycling to school. This would improve safety and air quality by replacing or making sure future trips are walked or cycled rather than by car and through the School Travel</p>	Completed

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
				<p>Planning process that accompanies the ATZ further increase the proportion of pupils travelling actively. The Bus Service Improvement Plan (BSIP) identifies the need for a multi-modal study and bus priority measures on Shirley Road in the medium term 2025-30 period. As this develops through Integrated Transport there will be further data collection, consultation and co-design with local communities, businesses and transport operators.</p>	
			<p>5) That an overview of the uptake and geographical distribution of the home energy efficiency scheme, managed by The Environment Centre, is circulated to the Committee (Action 10).</p>	<p>The Environment Centre have provided a report detailing their activities within the city for the period 1st April to 31st December 2022. This is provided separately as Appendix 2.</p>	<p>Completed</p>
15/12/22	Finance & Change	Scrutiny of the Council's Financial Position	<p>1) That the Executive commit to communicating proposals to councillors in advance of them appearing in the media.</p>	<p>The council's budget proposals are shared with the opposition prior to the media being briefed. Where appropriate, ward councillors will be made aware of any changes in their ward. (10/01/23)</p>	<p>Completed</p>
			<p>2) That the detail within the email sent by the Cabinet Member for Finance and Change to the Shadow Cabinet Member for Finance, relating to the £17.05m of draft savings proposals identified for 2023/24, are circulated to the Committee.</p>	<p>Circulated to the Committee on 04/01/23</p>	<p>Completed</p>
12/01/23	Safe City	Safe City Partnership Annual Review	<p>1) That, to improve confidence in safe city partners, the Safe City Partnership (SCP) reflects on the importance of communicating positive actions and outcomes to the public.</p>	<p>Response requested for 9 March OSMC meeting – Scrutiny Manager</p>	

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
Page 75			2) That Sector Sergeants within the Neighbourhood Policing Teams seek to develop effective relationships and lines of communication with Ward Councillors to ensure that the Constabulary are informed about issues and concerns impacting on the local community.	Response requested for 9 March OSMC meeting – Scrutiny Manager	
			3) That consideration is given to refreshing and rebranding the Neighbourhood Watch Scheme in Southampton to reflect the technological opportunities that are now available.	Response requested for 9 March OSMC meeting – Scrutiny Manager	
			4) That, to raise its profile and public support, the connection between community groups, Councillors and Community Payback is enhanced.	Response requested for 9 March OSMC meeting – Scrutiny Manager	
			5) That, to build on the strengths of the SCP, the Partnership reviews good practice from high performing comparable partnerships across England and Wales.	Response requested for 9 March OSMC meeting – Scrutiny Manager	
			6) That, to provide a more accurate insight into the effectiveness of the SCP, the next iteration of the annual report to scrutiny is more strengths based, providing a balanced narrative outlining positive outcomes alongside the published crime data.	Response requested for 9 March OSMC meeting – Scrutiny Manager	

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Southampton Healthy Homes: 1st April to 31st December 2022

Highlights

- 1,033 households supported - a 60% increase on 2021-22
- Total gains achieved for households valued at £258,063
- 56 households have benefitted from 66 large energy efficiency measures resulting in:
 - Estimated lifetime energy bill savings £245,003
 - Estimated lifetime carbon savings 1,158.61tCO_{2e}

Introduction

tEC delivers Southampton City Council's affordable warmth service, Southampton Healthy Homes. This comprises two sub-projects:

- Advice in Southampton (AIS): bespoke, in-depth affordable warmth advice appointments; and
- Southampton Healthy Homes (SHH): casework and funding for energy efficient home improvements and complex billing support for a vulnerable sub-set of AIS clients.

Information, guidance and support is available over the phone, via email, at home visits and at outreach events and via our website. Affordable warmth guidance and advice provided includes:

- Home energy efficiency (impartial and up-to date information on heating, insulation and renewable technologies);
- Heating benefits (advice and support on the warm home discount, winter fuel payments, and pre-payment meter top-up vouchers);
- Fuel and water bills (support with understanding bills dealing with meter and bills issues/disputes and information on consumer rights);
- Damp, mould and condensation (advice on how best to tackle these issues and information on the support available through the project for vulnerable households);
- Vulnerable consumer support (information and support signing up to the priority services register and up-to-date information and signposting to other types of cost of living support in the city);
- Reducing energy use e.g. understanding use, opportunities to use less (behaviour change);
- Smart meters (benefits, pitfalls and how to use the in-home display);
- Private rental energy efficiency standards (tenants and landlords rights and responsibilities); and
- Benefits, budgeting and debt (via a referral to Citizens Advice Southampton /Welfare Rights and Money Advice).

Casework support is provided to households where our additional longer-term support is required to resolve their enquiry. Our advisers work closely with the client, their support

network and third parties to resolve complex problems and facilitate the installation of home energy efficiency/low carbon improvements.

Activities

The Southampton Healthy Homes (SHH) team has assisted 1,033 households since 1st April 2022. This is a **60% increase on the same time last year** and greater than the total number of households assisted in 2021-22 (see chart 1, below). 48% of households supported over the past nine months are either owner-occupiers (35%) or private tenants (13%), see chart 2 (below).

Chart 1. Number of affordable warmth clients

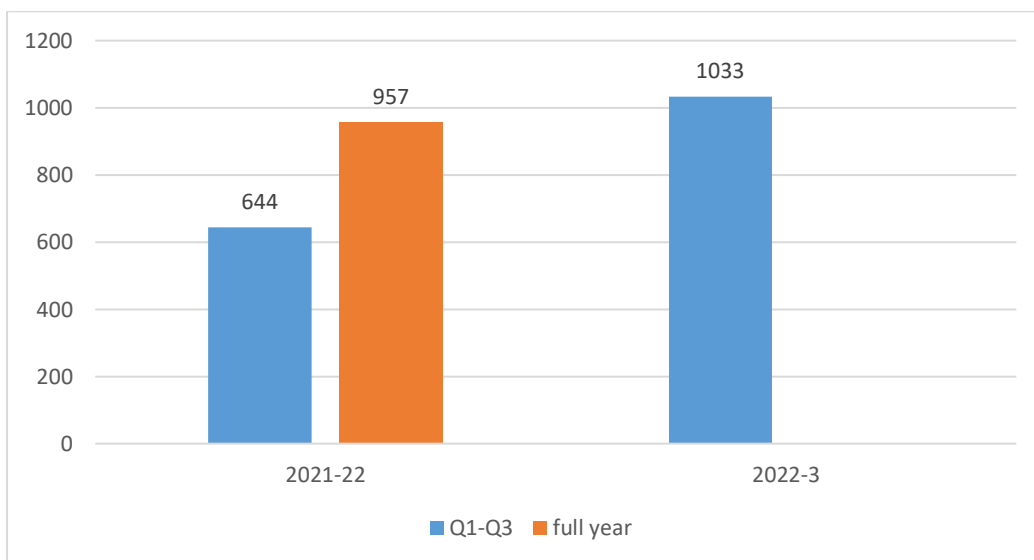
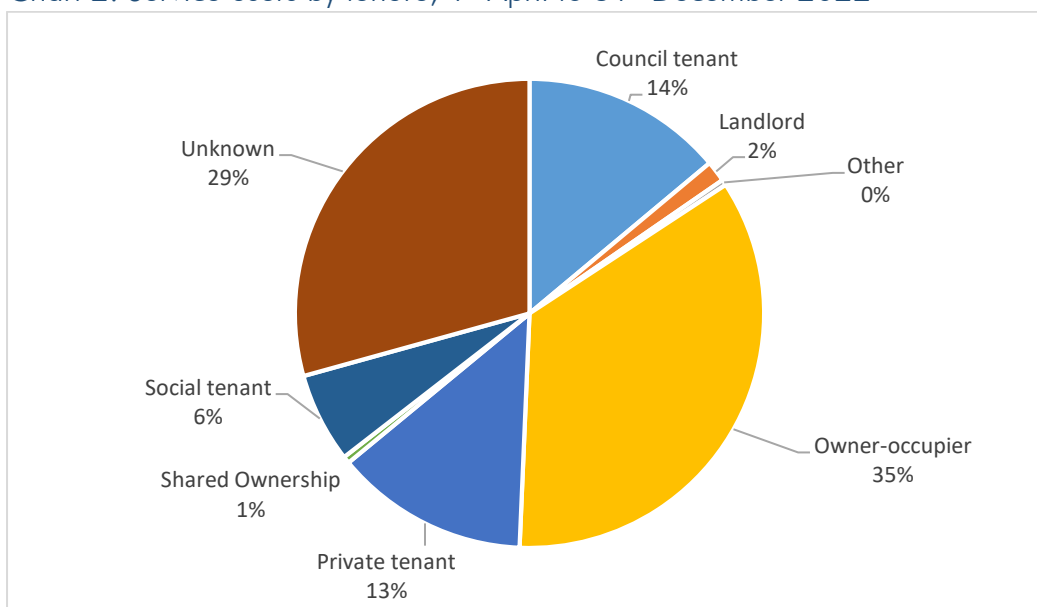


Chart 2. Service users by tenure, 1st April to 31st December 2022



The map below shows the distribution of households accessing Healthy Homes support and table one includes financial gains achieved for households supported through Southampton Healthy Homes this year.

Map 1. Southampton Healthy Homes clients 1st April – 31st December 2022

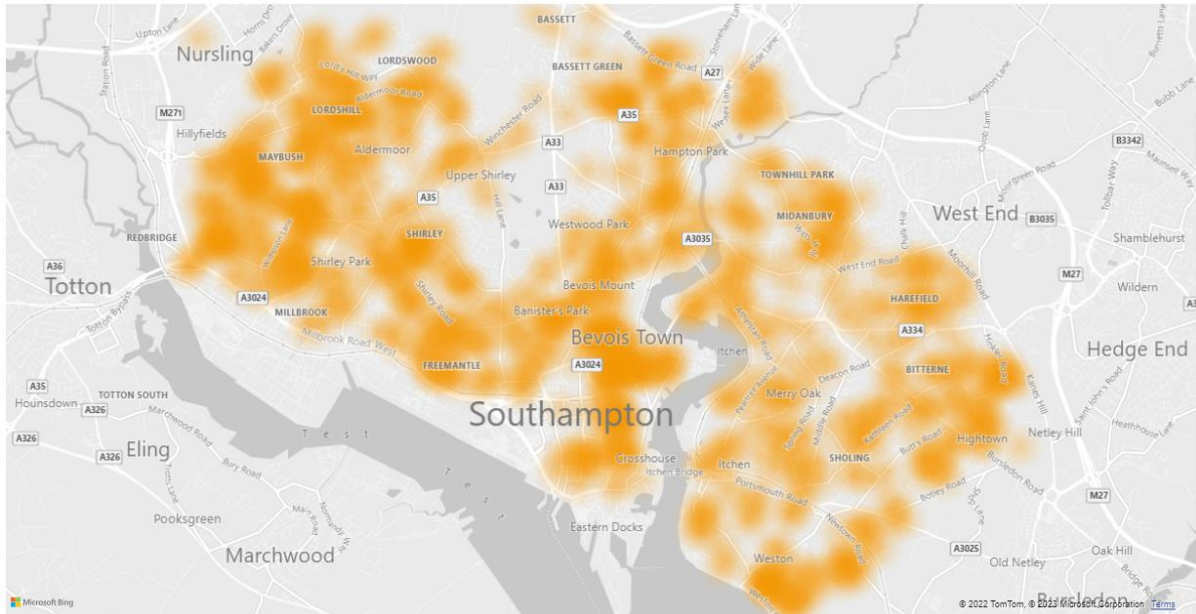


Table 1. Financial gains for households supported, year to date

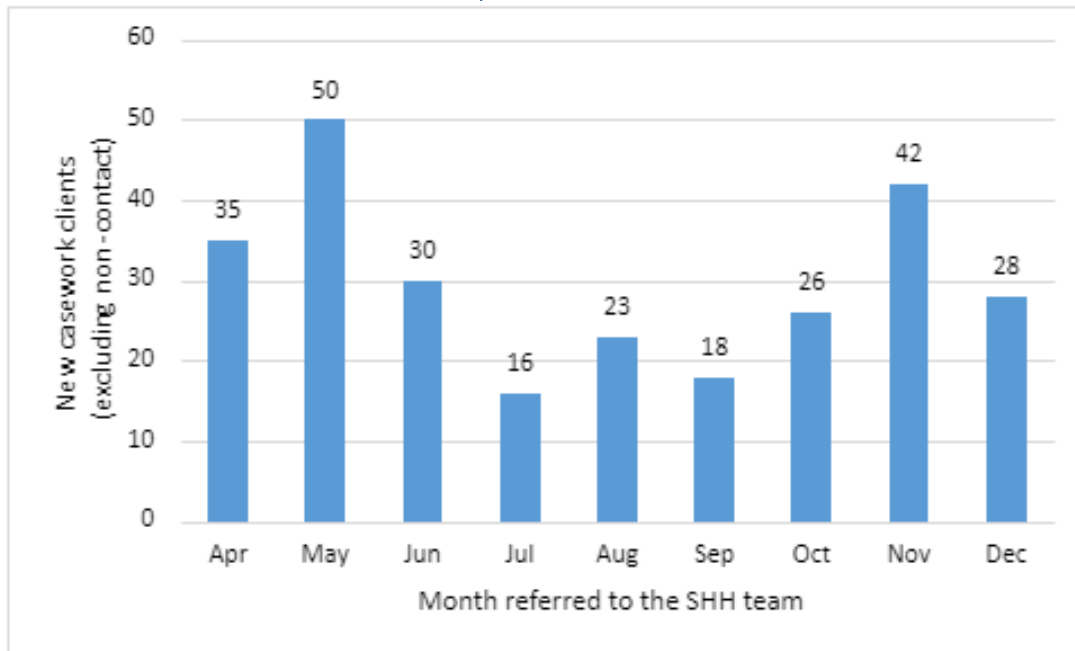
Type	Amount, £
Debts cleared	1,550
Warm Home Discount	600
Estimated lifetime bill savings from small energy efficiency measures	4,038
Estimated lifetime bill savings from large energy efficiency measures	245,003
Other benefits/charitable support including water bill savings	6,842
Total	258,063

Note: financial figures rounded to the nearest £.

Casework

A sub-set of clients receive casework advice through the Southampton Healthy Homes project. This long-term, detailed advice is time consuming but results in substantial energy bill savings, carbon reductions and reduced risk of negative mental and physical health outcomes associated with cold, damp and mouldy homes. The team started supporting 268 new casework clients between 1st April 2022 and 31st December 2022. The chart below shows the number of new casework referrals by month received. These figures do not represent total casework demand during this period as they do not account for ongoing casework for clients from the previous quarter or returning historical clients seeking new support.

Chart 3. New casework clients 1st April to 31st December 2022



Warm spaces and winter warmth packs

The SHH team have researched warm spaces availability across the city, in order to share this information with clients where appropriate. We have also held service briefings for SVS/SO:Linked and social prescribing teams so that colleagues involved with the provision of warm spaces are aware of the SHH offering and how to refer clients. We are extending this offer to other warm spaces venues and key warm space partners including the Community Wellbeing Team (home visiting nursing team).

In addition, we are coordinating the sourcing and distributing winter warm packs to vulnerable households who are struggling to keep warm and well or reduce energy costs, including those who are unable to the city's warm spaces. Funding has been provided by the Integrated Care Board and SCC's Household Support Fund.

Packs are tailored to the needs of the household and items include:

- Blanket (fabric);
- Thermal hat;
- Thermal socks;
- Instant soup sachets;
- Instant hot chocolate;
- Thermometer card;
- Dressing gown;
- Scarf/snood;
- Gloves;
- Hot water bottle;
- Thermos flask;
- Electric throw blanket;

- LED lightbulbs; and
- Draught proofing materials.

The SHH team are also identifying the need for winter warmth packs/practical interventions to for households, who've not specifically been referred for a winter warmth pack. Provision of this practical support will be complimented with extra/ additional access to utility top-ups for prepayment meter customers via tEC referrals to SCRATCH.

Unmet demand

We've seen a significant increase in demand for support which is beyond current capacity to provide initial guidance and advice through our Advice in Southampton commitments. This is primarily a result of households seeking affordable warmth guidance when applying for Household Support Fund assistance (self or agency led). **Since 1st April 2022 we have received 4,650 referrals** through this pathway and we've been working hard to respond to this unmet demand.

In response to this unmet demand, we have:

- Redesigned our website to improve digital access to information and guidance (live since early October. The new website, combined with our winter communications and marketing campaign work has resulted in **an 120 % increase in web sessions compared to the same time last year;**
- Continually assessed our processes and support approach to ensure we are able to work as efficiently as possible, helping clients to resolve their own issues where appropriate and prioritising in-depth support for our most vulnerable clients; and
- Secured additional funding via the Energy Industry Voluntary Redress Scheme to increase our capacity for phone and community-based advice provision. We're currently training new recruits and expect them to be ready to support local residents in January 2023.

Energy efficiency/low carbon measures

A key focus of the Healthy Homes service casework is supporting clients to understand the potential energy efficiency and low carbon improvements that can be made to their home and securing grant funding for these works; assisting them from enquiry to post-installation. The SHH team explore national and local funding schemes including:

- Better Care and Carbon offset funding;
- ECO4 (including ECOflex);
- Warmer Homes (LAD/HUG);
- Disabled facilities funding;
- Boiler Upgrade Scheme; and
- Discretionary funding from a grant-making foundation for measures outside of the scope of SHH

A multi-measure/whole house, fabric first approach is undertaken when looking at potential home energy improvements. Eligible measures may include:

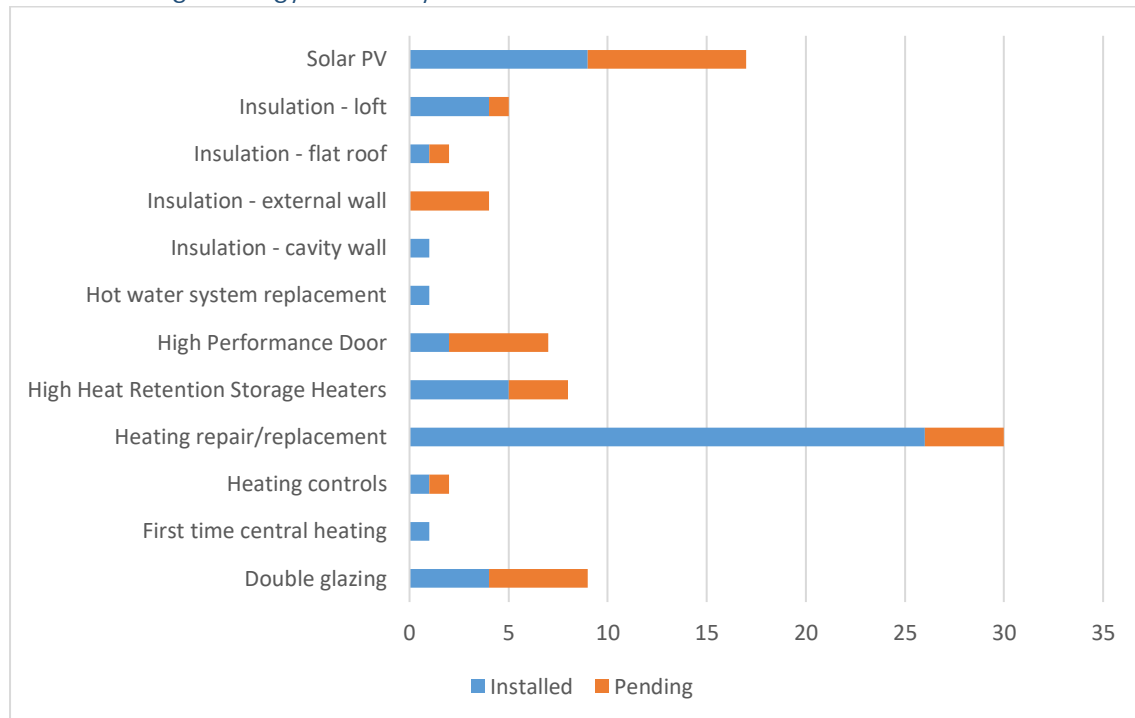
1. Insulation: cavity wall, external wall, internal wall, loft, room-on-roof, flat roof, underfloor
2. Heating system (repairs or replacements) and first-time central heating, including:
 - Boilers and radiators or underfloor heating;
 - Heat pumps;
 - Warm air systems;
 - Storage heaters (high heat retention);
 - Heating control upgrades and/or adjustments;
 - Hot water system repairs or replacements;
3. Door and/or window repairs or replacement where this represents a risk of excess cold or a risk of high energy bills
4. Renewable electricity or hot water systems
5. Essential enabling works including damp treatment/preventative works, ventilation improvements and plumbing, where appropriate.

The team have been working closely with 138 households to explore opportunities for domestic energy improvements and secure grant funding for these works to be delivered. Over the past nine months 53 households have benefitted 66 measures from heating, insulation, solar PV and glazing/door measures. 11% of households also required enabling works to ensure the interventions could be delivered. Table 2 provides a breakdown and chart 4 provides a breakdown of the measure mix.

Table 2. Energy efficiency measures progress

	No. of Households	No of measures	Estimated lifetime energy bill savings (£)	Estimated lifetime carbon savings (tCO _{2e})
Installed, year to date	53	66	245,003	1,158.61
Pending (funding committed)	26	32	159,597	301.60

Chart 4. Large energy efficiency/low carbon measures



In addition, the team have been developing relationships with various installers, following in response to the Council's aspirations to maximise delivery of measures for low income and vulnerable households, utilising its own discretionary funding. There is potential for installers to signpost large volumes of households to the service for advice and grant funding for improvements including Solar PV, flat roof insulation and external wall insulation.

Current barriers/challenges include:

- Solar PV installers being incredibly busy with works scheduled until March 2023;
- Installer uncertainty around ECO works being rejected following completion (due to changes under ECO4), resulting in non-payment; and
- Limited progress confirming potential for SCC shortfall funding to ensure high costs LAD/HUG works are undertaken. We are liaising with PCC and Agility Eco on this matter.

Managing these relationships is key to maximising the number of households supported with measures and utilising Better Care and Carbon Offset monies. Installers have highlighted the importance of certainty going forward both in terms of potential number of households that can be supported and how long funding will be available, if they engage closely with the SHH service.

We're discussing these opportunities and challenges with the SCC contract manager in the coming weeks.

Case studies

Private tenant with no fixed, working heating

About the client: Working age client who lives alone, privately rents his property and lives with multiple impairments.

The situation: The client was referred to us by Home Group (who were helping him with his debt) to see if we could help him with a top-up voucher. He was not eligible for a voucher as he did not have a prepayment meter, but on further investigation we found that he had had no fixed heating for some time and was struggling to stay warm, rationing his energy consumption and relying on expensive on-peak plug-in electric heaters. He was worried he would have to move out of the property due to the unaffordable bills.

Our support: We spoke to the client to check he was receiving help with his debt (Homegroup) and benefits (SARC) and provided him with a food bank voucher. We then explained that funding may be available to improve the heating in the property, as long as the landlord had met his minimum legal obligations. We subsequently spoke to the landlord and helped the landlord obtain some quotes from Buy With Confidence installers. The landlord very quickly installed the client's preferred type of fixed heaters (high heat retention storage heaters) after our discussion.

When discussing his situation, the client mentioned that his neighbour was also struggling with the cold and regularly had to call an ambulance as he was very worried about him. The neighbour did not have a phone number, and the client told us that he did not want to speak to us directly, but we obtained consent to make a referral to Adult Services to ensure he received the support he needed. We also sent the neighbour a letter offering our support.

We are hoping to help this client with insulation in the future, but there are currently too many barriers to this with current grant schemes and private rented sector legislation.

Total interactions: 91

Outcomes: New fixed heating installed following our involvement. Food bank voucher. Referral of neighbour to adult services.

Cost of living energy payment query

About the client: Working age client who owns her home and lives alone, and has been supported by the Southampton Healthy Homes team for a few years, during which time she has suffered a bereavement. She receives support from SpectrumCIL and lives with a chronic mental health condition.

The situation: A previous client of ours, the client contacted us in November 2022 over concerns she had not received cost of living energy payment onto her pre-payment meter. She was finding this problem particularly distressing.

Our support: We have provided a range of support to this client over the years, including helping her to access a heating upgrade, energy efficiency measures, solar panels, utility discounts and food and energy vouchers. We also referred her to CAS for a benefits check. During this most recent interaction, we helped her to speak to her supplier to resolve the issue with her payment being added to her meter. Despite assurances, the issue was not resolved after our first call, and it took a few long calls to the supplier and client before the credit was successfully added to the client's meter. This was distressing for the client, so she was very grateful for our support.

Total interactions: 12 (this time with client and her energy supplier, Boost)

Outcomes: £66 voucher successfully added to the client's meter following our support.

Client feedback

100% of survey respondents were satisfied with the service and that their situation had improved significantly since seeking help from us.

Our clients told us:

"Absolutely first class. Very helpful and professional, I am so pleased that your services were recommended and that I followed it up. It has and will continue to make an enormous difference to our way of life now and for years to come knowing we can have peace of mind in being able to heat our home beneficially to us but also energy efficiently."

"Our advisor was friendly and professional. [Adviser] spent lots of time on our situation. He was very thorough, knowledgeable and a great help when we didn't know who to turn to for help."

Asked to describe any changes to health and wellbeing following involvement with the Southampton Healthy Homes Service one client responded: *"Really very uplifting mentally and obviously much more comfortable physically."*

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