

DECISION-MAKER:	SCRUTINY INQUIRY PANEL		
SUBJECT:	MEETING 5 – GATEWAY SERVICES		
DATE OF DECISION:	19 JANUARY 2017		
REPORT OF:	SERVICE DIRECTOR – LEGAL AND GOVERNANCE		
<u>CONTACT DETAILS</u>			
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STATEMENT OF CONFIDENTIALITY	
None	
BRIEF SUMMARY	
<p>Throughout the inquiry the role that access to transport and technology plays in tackling loneliness has been repeatedly highlighted. Both are vital to enabling social connection, not only in supporting people to maintain their existing relationships, but also in enabling services that support the development of new connections. The Campaign to End Loneliness have characterised these as 'gateway services' within their framework for loneliness interventions.</p> <p>At the meeting the importance of gateway services will be discussed with invited guests who will inform the Panel of initiatives in place, or in development to combat loneliness in Southampton through transport or technological developments.</p> <p>Information will also be provided to the Panel on the role of cross sector working in combating loneliness.</p>	
RECOMMENDATION:	
(i)	The Panel is recommended to consider the comments made by the invited experts and community representatives and use the information provided as evidence in the review.
REASON FOR REPORT RECOMMENDATIONS	
1.	To enable the Panel to compile a file of evidence in order to formulate findings and recommendations at the end of the review process.
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED	
2.	None.
DETAIL (Including consultation carried out)	
3.	The Combating Loneliness Scrutiny Inquiry has been following the framework for loneliness interventions developed by the Campaign to End Loneliness. At the final evidence gathering meeting the focus will be on 'gateway services'.

4.	The 'Promising Approaches to reducing loneliness and isolation in later life' report identified that in considering services that could reduce loneliness by rekindling and/or improving the quality of existing relationships transport and technology were most often identified. However, experts were clear that these also played a wider role as enablers of effective intervention across the piece. It was also recognised that when transport and technology were not available, or not accessible, they could also act as 'disablers', rendering broader attempts to reduce loneliness ineffective. The Campaign to End Loneliness therefore characterised these as 'gateway services' – playing a critical role in directly enabling existing relationships and a vital supporting role in those interventions designed to support new social connection.
5.	At the meeting a number of guests have been invited to provide the Panel with details on technological and transport initiatives in Southampton designed to combat loneliness.
	Technology
6.	The impact of technology on loneliness has been widely discussed at meetings of the Inquiry Panel with some guests arguing that the increasing use of technology has exacerbated exclusion, and others pointing to the vital role that technology can play in enabling people to maintain and develop their social connections.
7.	At the meeting the Panel will be informed of an approach being employed in Southampton to remove the barriers preventing people from getting online and becoming digitally active.
8.	In addition the Panel will be provided with details of the development of the Southampton Information Directory (SiD), the electronic database that links people to relevant information and support. The SiD can be accessed using the email address below: http://sid.southampton.gov.uk/kb5/southampton/directory/home.page
	Transport
9.	Transport is vital in keeping people socially connected. Research demonstrates the importance of good transport in enabling people to keep up connections with existing family and friends. Lack of appropriate transport can be a major barrier not just to the maintenance of existing social connections, but also to the successful operation of services designed to reduce social isolation.
10.	At the inaugural meeting of the inquiry the Panel were informed about the work of the Community Solutions Group in Southampton and the priorities identified within the Community Cluster Groups.
11.	Access to community transport was identified as a priority and a sub-group comprising voluntary, community groups, transport operators and statutory services have been meeting to consider options available. At the meeting Adrian Littlemore, Senior Commissioner in the Integrated Commissioning Unit, will provide the Panel with details of the progress made by the Community Transport Group.

	Cross Sector Support
12.	In recognition of the importance of cross sector working to combat loneliness across Southampton, at the final evidence gathering meeting of the Panel Councillor Lewzey, Chair of the Community Solutions Group and member of the Itchen to Bridge the Gap Local Solutions Group, has been invited to provide the Panel with a perspective on the potential of the Community Solutions approach to address issues within communities, including loneliness.
13.	The Panel will also be provided with an overview of the Administration's direction of travel with regards to working with the voluntary sector in the city.
14.	The guests invited to present information at the meeting will take questions from the Panel relating to the evidence provided. Copies of any presentations will be made available to the Panel.
	BME Consultation
15.	Black and Minority Ethnic (BME) communities have been identified as being at higher risk of loneliness. During the inquiry efforts have been made to engage with BME communities in the city to ensure that the Panel are made aware of the different perspectives across the diverse communities within Southampton.
16.	Attached as an appendix to this report is a brief summary of the findings from the insights gained from the discussions that have taken place with BME communities relating to the issue of loneliness.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
17.	N/A
<u>Property/Other</u>	
18.	N/A.
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
19.	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>	
20.	None
POLICY FRAMEWORK IMPLICATIONS	
21.	None
KEY DECISION?	No
WARDS/COMMUNITIES AFFECTED:	None directly as a result of this report

SUPPORTING DOCUMENTATION

Appendices

1.	An insight into loneliness within Southampton's BME Communities – A summary of feedback provided
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Documents In Members' Rooms

1.	None
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Equality Impact Assessment

Do the implications/subject of the report require an Equality Impact Assessment (EIA) to be carried out.	No
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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)
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1.	None	
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