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**SCRUTINY INQUIRY PANEL - COMBATING LONELINESS IN SOUTHAMPTON**  
**MINUTES OF THE MEETING HELD ON 19 JANUARY 2017**

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Present: Councillors Furnell (Chair), Coombs (Vice-Chair), Laurent, Murphy, Parnell and T Thomas

Apologies: Councillors Burke

10. **MEETING 5 - GATEWAY SERVICES**

The Panel considered the report of the Service Director, Legal and Governance regarding the role that access to transport and technology plays in tackling loneliness.

Following discussions with invited representatives the Panel concluded that:

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

**RESOLVED** that the comments made by: Rebecca Ayres, Transformation Programme Manager, Southampton City Council; Beverley Smith, Business and Account Manager, IT and Customer Service, Southampton City Council; Adrian Littlemore, Senior Commissioner, Integrated Commissioning Unit; Carole Binns, Interim Director of Adult Social Services, Southampton City Council and Councillor Lewzey, Chair of the Community Solutions Group be noted and used as evidence in the review.