

# Scrutiny Inquiry Panel - Carer Friendly Southampton

Thursday, 7th January, 2021  
at 5.30 pm

**PLEASE NOTE TIME OF MEETING**

Virtual Meeting

This meeting is open to the public

## **Members**

Councillor Savage (Chair)  
Councillor Prior (Vice-Chair)  
Councillor Coombs  
Councillor B Harris  
Councillor McEwing  
Councillor White  
Councillor Windle

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# PUBLIC INFORMATION

## **Role of Scrutiny Panel Inquiry – Carer Friendly Southampton**

The Overview and Scrutiny Management Committee have instructed the Scrutiny Panel to undertake an inquiry.

**Purpose:** To identify opportunities to improve support for carers in Southampton.

**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

## **Public Representations**

At the discretion of the Chair, members of the public may address the meeting about any report on the agenda for the meeting in which they have a relevant interest.

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

**Mobile Telephones** – please turn off your mobile telephone 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** – access is available for the disabled. Please contact the Democratic Support Officer who will help to make any necessary arrangements.

## **Dates of Meetings: Municipal Year 2020/202**

8 October 2020
5 November 2020
26 November 2020
7 January 2021
28 January 2021
25 February 2021

## CONDUCT OF MEETING

### **TERMS OF REFERENCE**

The general role and terms of reference of 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.

### **BUSINESS TO BE DISCUSSED**

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

### **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.

### **QUORUM**

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

## **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 for 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.

### **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 - 6)

To approve and sign as a correct record the Minutes of the meeting held on 26 November 2020, and to deal with any matters arising.

### **7 CARER FRIENDLY SOUTHAMPTON - CARERS ACCESS TO INFORMATION, ADVICE AND GUIDANCE** (Pages 7 - 10)

Report of the Director of Legal and Business Operations requesting that the Panel consider the comments made by the invited guests and use the information provided as evidence in the review.

Tuesday, 29 December 2020

Service Director – Legal and Business Operations

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## **SCRUTINY INQUIRY PANEL – CARER FRIENDLY SOUTHAMPTON**

### **MINUTES OF THE MEETING HELD ON 26 NOVEMBER 2020**

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Present: Councillors Coombs, B Harris, McEwing, Prior, Savage (Chair), White and Windle.

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

**RESOLVED** that the minutes of the meetings held on 8th October 2020, and 5<sup>th</sup> November 2020, be approved and signed as a correct record.

7. **CARER FRIENDLY SOUTHAMPTON - INTRODUCTION, CONTEXT AND BACKGROUND**

The Panel considered the report of the Director of Legal and Business Operations requesting that the Panel consider the comments made by the invited guests and use the information provided as evidence in the review.

**Summary of information provided:**

**A carers perspective – Jenny, Emma-May, Leah and Zunayrah**

- Following a vox pop produced by No Limits featuring the views of young carers, and a vox pop by Carers in Southampton providing views of adult carers, 3 young carers, Leah, Ellie-May and Zunayrah, supported by Emma Jones and Emma Bowley from No Limits, informed the Panel about their experiences with regards to being recognised as a young carer.
- The lack of recognition and engagement from health services was identified as a challenge, with young carers often being ignored when wanting to be engaged in discussions with clinicians and the person they help to care for.
- Schools not knowing about the young carers role or understanding the responsibilities the young carer has outside of school, was also raised alongside not being able to access after school activities due to transport problems, and not discussing young carers in the school curriculum. This would help to normalise the role of being a young carer and could help self-identification by young people.
- Linda Lawless, Service Manager at Carers in Southampton, interviewed Jenny, a carer whose husband has dementia. Similar challenges about the need to repeatedly explain her caring role, not being listened to, and to be allowed to attend clinical appointments with her husband were raised by Jenny.
- Training in moving and handling was raised as was the lack of awareness by carers of the benefits and wider support that is available to them.

## **Identification of carers – Debbie Hustings - Partnership Manager (Carers) Surrey Heartlands Integrated Care System**

- A presentation was delivered by Debbie Hustings providing an overview of how Surrey Heartlands ICS support the identification of carers.
- Key points raised in the presentation included the following:
  - 2011 Census identified 115,216 carers of all ages who live in Surrey. New data will be provided by the 2021 census. This should be seen in context of the GP Patient survey which estimates the real caring population is nearer 17%. For Surrey this would mean our caring population is closer to 200,000.
  - Carers are the largest source of care and support in the UK. As an example of what this means to our community, the University of Leeds estimate that carers in Surrey save the nation some £1.8 billion a year which would otherwise be spent on long term admission to hospital care, home placements or expensive home support packages (Valuing Carers 2015).
  - The annual value of the joint budget for carers across Surrey based CCGs & Surrey County Council is £5.8m. Better Care Fund major source of funds.
  - A Surrey priority is to increase the visibility of the role of the carer – Ensuring early identification of carers is important to achieve this.
  - The NHS is key in identifying carers. The Surrey Carers Team has been collecting data on the number of carers registered within GP practices since 2008. There is now a Surrey Carers Key Performance Indicator for primary care (launched July 2019). The number of carers registered with Surrey GPs has increased every year and 90% of GP Practices are signed up to the GP Carer Quality Markers initiative outlined in the NHS England Long Term Plan.
  - Recognition that other health professionals such as pharmacists are key partners in identifying carers.
  - Carers details are entered onto the patients record to reduce the need to repeat their story to health professionals. This is outlined in the Surrey Carers Pathway, a 5-step pathway for carers signed up by Surrey County Council and NHS organisations in Surrey, co-produced with carers.
  - An important element of the approach in Surrey is to identify and support carers working within NHS organisations. A Surrey Carers Workforce Task Group has been established alongside numerous initiatives to support carers.
  - Carer Contingency Planning (Emergency Plans) – Importance recognised in Care Act and NHS Long Term Plan. Surrey have drafted a carer contingency planning process and are commissioning a new service from 1<sup>st</sup> Oct 2021. The plan is for each plan to be reviewed annually.
  - Surrey Young Carers Pledge – Carers passport scheme helpful to identify young carers, school nurses are engaged to help identify and support young carers, schools can be a wonderful resource and Surrey recognises this with a Surrey Young Carers School Award.



- Surrey are still on a journey to improve outcomes and support for carers. They have been working on this for 20 years. Leadership is essential, integration across health and social care is required but it can be done.

### **A Southampton GPs perspective – Dr Karen Malone, GP at Old Fire Station Surgery in Woolston**

- Key points raised by Dr Karen Malone included the following:
  - Pockets of good practice exist in Southampton GP surgeries with regards to identifying carers. Much of the identification of carers is ad-hoc.
  - Doctors do not always know carers; carers may have to identify themselves.
  - System 1, the clinical system used has the ability to record a patients caring role in the notes.
  - Need to get better at carer identification, especially parents that are carers for children with additional needs, carers of people with mental health conditions and young carers (school nurses could help to let surgeries know).
  - Time constraints on a GP is a challenge. Difficult to address needs of a patient as well as recognition of carers needs within a 10-minute appointment.
  - Primary Care is more than just GPs. All staff in a surgery can help to identify carers and update the records.
  - GPs do not always know who to contact to support a carer. Seems to be little on offer with regards to respite or breaks.
  - Southampton GPs have collective training days (TARGET). Opportunity to have a session with carers services to improve awareness and connections.
  - Townhill Surgery is in the same Primary Care Network (PCN) as the Old Fire Station Surgery. They have received PALS (Patient Advice and Liaison Service) funding (2 years) to improve patient support, including carers. Questions in the registration form, staff training to recognise carers, adverts in waiting room and website, contact from the PALS staff member to carers, as well as a carers pack, has helped Townhill to identify more carers.
  - PCNs are being provided with extra funding to appoint additional roles to work across the surgery's in each network. Social prescribers are being funded, they could help to identify and support carers.

### **UHS work with carers – Ellis Banfield, Head of Experience & Involvement, University Hospital Southampton NHS Foundation Trust (UHS)**

- Key points raised by Ellis Banfield included the following:
  - During the Covid lockdown UHS established a Patients Hub to help manage access to the hospital. The Hub is a single point of access for patients and carers, helping to signpost support.

- A carers programme is run by the Patients Hub and a Carers Support Lead has been recruited.
- UHS launched a Carers Card to be used in conjunction with the National Sunflower Lanyard scheme (designed to discreetly indicate, using a visible sign, that the wearer has a hidden disability and may require additional support). 250 Carers Cards have been dispensed already.
- The card helps to identify carers and signing up to the card enables carers to be recorded on the Patient Administration System as carers.
- Through the Carer Support Lead UHS are improving signposting to community support for carers. This will continue to develop.
- By identifying and flagging carers UHS are now in a position to be more flexible in offering outpatient appointments that meets the requirements of the patient's carer. This information can be sent to the patients GP.
- UHS are planning to develop a carers strategy to bring the initiatives together.
- Opportunity to link carers to the right support and ensure that the details of identified carers are shared across the health system. Recognition that more integration needs to occur.

**Southern Health NHS Foundation Trust's work with carers – Dawn Buck, Head of Patient and Public Engagement and Patient Experience - Southern Health NHS Foundation Trust**

- Following Southern Health's presentation at the previous meeting Dawn Buck raised the following key points:
  - A project to raise awareness of mental health in schools has resulted in more young people identifying as carers. A Youth Board has been created to look at these issues.
  - Programme of carer peer support workers being rolled out. They are proving effective. Southern Health are looking to a Patient and Carer Liaison Service, similar to PALS.
  - Extending services to include more support in Southampton.
  - Keen to work with UHS and Solent to join up approaches to identify and support carers, and to work with primary care to identify carers. Need to reduce duplication.

**Carer's Breaks and Replacement Care**

**A carers perspective – Laura**

- Following a vox pop produced by Carers in Southampton providing views of adult carers, Linda Lawless, Service Manager at Carers in Southampton, gave feedback from conversations with Laura, whose husband has dementia, about their experience of replacement care.
- Laura recently had 2 nights of replacement care at home. A total of 5 different people, with differing skill levels, provided support. This left Laura's husband confused and stressed. It was not a positive experience.

- Wider feedback from Carers In Southampton identified that not all carers are confident in the quality of care provided during replacement care. Carers want replacement care to be available to enable them to do things that they want to do, but they also want the person that they care for to have a good time as well.

### **Carers Breaks – Debbie Hustings - Partnership Manager (Carers) Surrey Heartlands Integrated Care System**

- A presentation was delivered by Debbie Hustings providing an overview of how Surrey Heartlands ICS support carers to get a break from their caring responsibilities.
- Key points raised in the presentation included the following:
  - Surrey Carers Prescription Service - Originally developed as a referral platform for GPs to refer carers for a GP Carers Break in 2011/12.
  - GPs asked for alternative support options when their breaks money run out and the menu was expanded to include all carers services commissioned.
  - Formally rolled out to all NHS Providers since 2015 – Since inception 38,000 Carers Prescriptions Dispensed, 51,000 Carers Services provided.
  - All GP Practices in Surrey have signed up to the service and make referrals. Model can be delegated to a practice nurse.
  - Quick referral process to follow (a necessity stipulated by GPs) using GP Carer's Prescription Portal. Process and Carers Breaks Service are managed by Action for Carers Surrey.
  - Carer Breaks provide a one-off payment to carer of £300. Funding can be used on anything from golf, laptop or as contribution towards a holiday (83% choose this). £700k annual budget plus management fees.
  - Replacement Care provided by Crossroads Care Surrey (CQC Outstanding provider). Up to 3.5 hours in house replacement care per week. £1.8m contract (25,000 hours of replacement care) waiting list for service. 2,000 carers supported; demand increased during lockdown when other activities were cancelled. All diseases and conditions supported.
  - £300 is not a lot but gratefully received. Also helps to encourage carer identification by NHS.

### **Adult Social Care and carers – Sharon Stewart, Head of Service for Adult Social Care & Louise Ryan, Service Manager for Social Well-Being - Southampton City Council**

- A presentation was delivered by Sharon Stewart and Louise Ryan.
- Following the Adult Social Care presentation at the previous meeting Sharon Stewart and Louise Ryan raised the following key points:
  - Recognition that ASC employees would benefit from training to help recognise and identify carers more effectively.

- Need to develop a joint approach for the carer and the cared for person. So important that both cared for and carers needs are considered at the same time -Taking a whole family approach.
- Range of different services we can use to support carers to get a break.
- Need to shift towards a strength based and community assets-based approach in supporting carers, linking people to maximising and building on their own social networks, tapping into what's available in their neighbourhood.
- Need to support individuals from different care groups that may currently get less access or type of support available to be equitable.
- Currently in Southampton between 400 to 500 carers receive direct payments of between £17- £42 per month (not means tested) if they meet eligibility criteria and resource allocation requirements, to take a break. This can be used on things such as gym memberships, a massage, gardening service, domestic support. Flexible and wide ranging.
- Carers direct payments can't be used to pay for replacement care which can be an issue in order to take a break
- Replacement care – The Care Act has made it clearer that replacement care should be provided to replace the care given by the unpaid carer to enable them to have a break.
- SCC recognise that there are a variety of ways in which you can provide replacement care including: Increased support at home; Sitting service or time with a carer to allow the carer to do something specific; Direct payments for increased support at home, respite or for flexible support; Opportunity to learn; Day service provision; and, Residential or nursing services.
- SCC's allocation of replacement care will be based on: Carer assessment (covers the impact of the unpaid caring role on the carer's mental and physical wellbeing); Current care package provided to (or self-funded by) the person with care needs (eligible or not); The level of necessary care being provided by an unpaid carer.

# Agenda Item 7

<b>DECISION-MAKER:</b>	SCRUTINY INQUIRY PANEL
<b>SUBJECT:</b>	CARER FRIENDLY SOUTHAMPTON – CARERS ACCESS TO INFORMATION, ADVICE AND GUIDANCE
<b>DATE OF DECISION:</b>	7 JANUARY 2021
<b>REPORT OF:</b>	DIRECTOR – LEGAL AND BUSINESS OPERATIONS

<b><u>CONTACT DETAILS</u></b>			
<b>Executive Director</b>	<b>Title</b>	<b>Deputy Chief Executive</b>	
	<b>Name:</b>	<b>Mike Harris</b>	<b>Tel: 023 8083 2882</b>
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<b>Author:</b>	<b>Title</b>	<b>Scrutiny Manager</b>	
	<b>Name:</b>	<b>Mark Pirnie</b>	<b>Tel: 023 8083 3886</b>
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<b>STATEMENT OF CONFIDENTIALITY</b>
None

<b>BRIEF SUMMARY</b>
In accordance with the inquiry plan, for the fourth meeting of the ‘Carer Friendly Southampton Inquiry’ the Panel will be considering issues related to carers access to information, advice and guidance.

<b>RECOMMENDATIONS:</b>
(i) The Panel is recommended to consider the comments made by the invited guests and use the information provided as evidence in the review.

<b>REASONS FOR REPORT RECOMMENDATIONS</b>
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.

<b>ALTERNATIVE OPTIONS CONSIDERED AND REJECTED</b>
2. None.

<b>DETAIL (Including consultation carried out)</b>
3. The fourth meeting of the Carer Friendly Southampton Inquiry will focus on carers access to information, advice and guidance. In particular: <ul style="list-style-type: none"> <li>○ Financial support and the Department for Work and Pensions</li> <li>○ Access to practical support and help from the community</li> <li>○ Housing and adaptations issues.</li> </ul>

<b>Information and Support for Carers</b>
4. Under the Care Act 2014, local authorities must establish and maintain a service for providing people with information and advice relating to support for carers. However, many carers are unaware of the advice and services available, or they may not have time to search for them.

5.	In her presentation at the inaugural meeting of the inquiry, Emily Holzhausen OBE - Director of Policy at Carers UK, informed the Panel that the lack of the right information and involvement at the right time makes caring harder and makes people poorer.
6.	<p>The NICE Guideline Supporting Adult Carers, published in January 2020, recommends that:</p> <ul style="list-style-type: none"> <li>○ Local authorities should provide information to carers to support them in their caring role. Information provision must meet the requirements of the Care Act 2014.</li> <li>○ Practitioners in health and social care should use every opportunity to tell carers they have a right to information and support and how to get it.</li> </ul>
7.	<p>The NICE guidance identifies that Information for carers should be up to date and cover:</p> <ul style="list-style-type: none"> <li>○ The range of support and advice recommended in the NICE guidelines</li> <li>○ How to access social and community support for carers</li> <li>○ Useful further sources of information and support such as carer groups and forums.</li> </ul> <p><a href="https://www.nice.org.uk/guidance/ng150/chapter/Recommendations#information-and-support-for-carers-overarching-principles">https://www.nice.org.uk/guidance/ng150/chapter/Recommendations#information-and-support-for-carers-overarching-principles</a></p>
<b>Community information, advice and support</b>	
8.	<p>In reference to help available from the community, the NICE guidance states that local authorities should ensure carers are kept regularly informed about available community services and other sources of support and advice and how to access them, for example:</p> <ul style="list-style-type: none"> <li>○ local carer support services</li> <li>○ self-help groups</li> <li>○ community and faith groups</li> <li>○ specialist benefits, financial and legal advice</li> <li>○ financial support</li> <li>○ advice about self-care</li> <li>○ where to find reliable information about the health condition of the person they are caring for.</li> </ul> <p><a href="https://www.nice.org.uk/guidance/ng150/chapter/Recommendations#social-and-community-support-for-carers">https://www.nice.org.uk/guidance/ng150/chapter/Recommendations#social-and-community-support-for-carers</a></p>
<b>Adaptations</b>	
9.	<p>The NICE guidance references the use of equipment and adaptations. The guidance recommends the following:</p> <ul style="list-style-type: none"> <li>○ Health and social care practitioners should involve carers during assessments for equipment and adaptations.</li> <li>○ Health and social care practitioners should ensure carers have access to advice, guidance and training about appropriate use of equipment and adaptations, and safe moving and handling techniques.</li> </ul> <p><a href="https://www.nice.org.uk/guidance/ng150/chapter/Recommendations#training-to-provide-care-and-support">https://www.nice.org.uk/guidance/ng150/chapter/Recommendations#training-to-provide-care-and-support</a></p>
10.	To provide a carers perspective on the issues the Panel will hear from carers about their experiences related to information, advice and guidance.

11.	<p>Following the insight from carers a number of guests have been invited to provide the Panel with information on the issues:</p> <ul style="list-style-type: none"> <li>• <b>Emily Holzhausen OBE, Director of Policy and Public Affairs at Carers UK</b> - Emily has been invited to provide the Panel with best practice examples on information, advice and guidance for carers.</li> <li>• <b>Mark Knight, Policy Lead nationally for Carers, Department for Work and Pensions (DWP)</b> – Mark will inform the Panel on access to benefits for carers.</li> <li>• <b>Peter Bennie, Chief Officer at Age UK Southampton</b></li> <li>• <b>Gary Walker, Alzheimer’s Society Service Manager</b></li> <li>• <b>Liz Donegan, Chief Officer at Citizens Advice Southampton</b></li> <li>• <b>James Marshall, Head of Customer and Communication, SCC</b></li> </ul> <p>Peter, Gary and Liz will outline the provision of information, advice and guidance to carers in Southampton. James will explain how the Council is developing its website and the Southampton Information Directory.</p> <ul style="list-style-type: none"> <li>• <b>Nicky Judd, SO:Linked Programme Manager at Southampton Voluntary Services</b></li> <li>• <b>Townhill Surgery Social Prescriber</b></li> </ul> <p>Nicky and the Townhill Surgery Social Prescriber will be informing the Panel about initiatives to help Southampton carers access support in the community.</p> <ul style="list-style-type: none"> <li>• <b>Lisa Haynes, Service Lead – Wellbeing and Prevention, SCC</b></li> </ul> <p>Lisa will outline housing related support available for carers in Southampton.</p>
12.	The invited guests will take questions from the Panel relating to the evidence provided. Copies of any presentations will be made available to the Panel.

**RESOURCE IMPLICATIONS**

**Capital/Revenue/Property/Other**

13. None

**LEGAL IMPLICATIONS**

**Statutory power to undertake proposals in the report:**

14. The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.

**Other Legal Implications:**

15. None

**RISK MANAGEMENT IMPLICATIONS**

16. None

**POLICY FRAMEWORK IMPLICATIONS**

17. None

**KEY DECISION?** No

**WARDS/COMMUNITIES AFFECTED:** None

**SUPPORTING DOCUMENTATION**

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