

Scrutiny Inquiry Panel - Carer Friendly Southampton

Thursday, 25th February, 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

Contacts

Democratic Support Officer

Democratic Support Officer
Maria McKay

Email: maria.mckay@southampton.gov.uk

Scrutiny Manager
Mark Pirnie

Tel: 023 8083 3886

Email: mark.pirnie@southampton.gov.uk

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 28 January 2021, and to deal with any matters arising.

7 SUPPORTING CARERS IN THEIR CARING ROLE - COVERING REPORT (Pages 7 - 10)

Wednesday, 17 February 2021

Service Director – Legal and Business Operations

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SCRUTINY INQUIRY PANEL – CARER FRIENDLY SOUTHAMPTON

MINUTES OF THE MEETING HELD ON 28 JANUARY 2021

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

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

RESOLVED that the minutes of the meetings held on 7th January 2021, be approved and signed as a correct record.

13. **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 – Young carers Alex, Ellie-May, Leah, Zunayrah**
- A vox pop outlining the views of young carers on support in education and transport was played to the Panel, and 3 young carers, Leah, Ellie-May and Zunayrah, supported by Emma Jones from No Limits, informed the Panel about their experiences.
- View that schools could do more to support young carers by ensuring that teachers are aware of their status as young carers; are more flexible in their approach to homework and lateness; are trained to know how to support young carers more effectively.
- No Limits presentation recommended the following to address the issues raised: Schools to include Young Carers awareness in PSHE lessons – raising awareness of support amongst hidden YC in school; Staff inset days to include Young Carers awareness training (No Limits currently run four SCC Wednesday workshop training sessions on Young Carers although teachers are not able to access these sessions due to being within the school day); Schools need more support setting up the school's programmes than is currently available within the young carers team. Add capacity into the current young carers team to enable the roll out of the Young Carers in Schools programmes.
- Transport was raised as an issue for young carers – the cost and lack of flexibility was identified. No Limits recommend free or subsidised public transport across Southampton City for Young Carers to access support

groups and other respite activities (could be accessed with a Young Carers identity card).

A carers perspective – Adult carers Vickey and Jon

- A vox pop outlining views of adult carers on carers support in education and work was played for the Panel. In addition, Linda Lawless, Service Manager at Carers in Southampton, interviewed Vickey and Jon. Vickey is a carer who has a 9-year-old son with a rare neuro-genetic condition and a 6-year-old daughter diagnosed with autism. Vickey is also Co-ordinator of Southampton's Parent Carer Forum. Jon cared for his mother until she died in 2019.
- Vickey had to leave her job as a physio to care for her son. She was unable to combine her caring responsibilities with work.
- Her employer was not very supportive. She was overlooked for opportunities, alienated by her team, left out of social activities.
- Annual leave used to be used for medical appointments. Time for yourself is very limited.
- As Co-ordinator of the Parent Carer Forum she has seen many parents having to take pay cuts, give up businesses to care for their children. The unpredictability of a child's health and behavioural challenges can make a parent who has to care for a child an unreliable employee.
- This is not just a local issue. A 2019 survey of parent carers identified that 53% of respondents had been forced to give up paid employment. SEND parent carers have a high percentage of single-parent families due to pressure and stresses.
- Some good employers have special leave arrangements that are helpful.
- School holiday schemes for SEND pupils are only 1 or 2 weeks in summer holiday. School transport is not flexible, only drop child off at home address so cannot get transport to childcare.
- Jon gave up work to care for his mum who had suffered a stroke and her health deteriorated over time.
- When employed, his manager was excellent and supported him in his caring role. They were flexible with him and it did not reduce his productivity. He was able to work and provide care until he had to focus on caring for his mum.
- Following her death Jon was able to return to employment with the same company in financial services, via an employment agency.

Young Carers Education – Rebecca Rolfe, Service Manager for the Include Service at The Children's Society

- A presentation was provided by Rebecca Rolfe. The 2011 Census identified over 160k young carers in the UK. Latest research indicates that there may be up to 800k young carers now. That is 5 young carers in every classroom.
- Evidence shows that being a young carer can impact on attendance, attainment, personal development and welfare: Over 25% miss school regularly; Significantly lower education attainment at GCSE level an average one grade lower across all subjects; On average young carers miss or cut

short 48 school days a year; 62% said they were bullied; 42% say there is not a particular person at school who recognised them as a carer.

- Young carers develop additional skills and qualities through their caring roles.
- The Children's Society established a Young Carers in Schools Award (YCiS), created by young carers.
- Schools can apply to join the scheme – Criteria for schools is:
 - Understand – is there a young carer lead to approach?
 - Inform – raising awareness through both staff and students to reduce stigma
 - Identify – can staff recognise indicators and action next steps?
 - Listen – space to talk, or just rest
 - Support – practical intervention, space to call home, homework support during school day, signposting / referring to local Young Carers Service or EH or for assessments if necessary
- YCiS Award Impact – 73% of schools reported young carers' classroom engagement had improved; 63% reported improvements in young carers' achievements; 83% of young carers demonstrated increased happiness; 94% of schools reported to have a better understanding of the support required for young carers.
- No schools in Southampton are accredited with the Young Carers in Schools Award.

Good practice: Levelling the playing field for Young Carers – Krista Sharp, CEO, MYTime Young Carers, Dorset

- A presentation was delivered by Krista Sharp informing the Panel of the programmes being delivered by MYTime Young Carers to improve outcomes in Bournemouth, Christchurch and Poole (BCP).
- MYTime runs a school programme and an employability programme – Despite their skillset, emotional maturity and qualities, Carers Trust report that 49% of young adult carers end up NEET (not in employment, education or training).
- Employability programme commenced before March 2020 lockdown - 6 young adult carers went through pilot programme. Scheduled to use Barclay's Eagle Lab as base for support but had to operate via Zoom, led by a careers advisor. Mock interviews with business community, developed CVs.
- Successful programme – 1 young adult carer who was formerly NEET is now in employment, 3 in education, 2 are still working with MYTIME.
- Scheme is also educating business about the flexibility they can offer in their workplaces to support carers.
- Hard to recruit young adult carers to the pilot programme due to poor communications between BCPs young carer team, adult carer team, NEET team and social services. Working with BCP to set up a transitions service for carers that reach 17 - Transitions service will help young carers see what opportunities are out there for them.
- School Young Carer Programme - 'Level Up' - 80% of school teachers have had no training on working with young carers. Working with Senior Leadership and staff in the first school they worked with resulted in 28 young carers being identified by the school (during lockdown).

- Planning to embed employability programme into the Level Up schools programme to ensure careers advice and focussed work experience for young carers.
- Schools encouraged to develop a young carers policy and to appoint a member of the senior leadership team to be accountable for the policy.
- Working with 35 schools across BCP, including academy chains. Sharing good practice. Positive feedback and increased identification of young carers.
- Get school system registers to identify young carers as they would those receiving pupil premium.
- Educating teachers what they need to look out for makes a huge difference.
- Currently measuring impact of the school programme with regards to attendance and attainment.
- Ofsted do not recognise young carers as a distinct disadvantaged group.
- Making Memories Initiative – Opportunity for young carers to experience things they would otherwise miss out on, such as days out.
- MYTime looking to increase the scale of the employability programme.

Summer Camp – Charlie Dormehl, Teacher of History with Hattie Wheeler & Anna Aksenova, 6th formers at King Edwards VI School, Southampton

- Working in partnership with No Limits, every year King Edwards VI School runs a summer camp for 16 young carers in the New Forest.
- The camp is the culmination of activities across a year to raise funds, and to build relationships between the 6th form students who organise the events and the young carers.
- The initiative is an example of good practice that benefits 6th formers and the young carers and could be emulated by other 6th forms in Southampton.

Supporting carers in the workplace – Carers UK

- Madeleine Starr MBE, Director of Business Development and Innovation and Katherine Wilson, Head of Employers for Carers at Carers UK provided a presentation for the Panel. In their absence Adrian Littlemore, Senior Commissioner at the Integrated Commissioning Unit raised the following points.
- 1 in 7 people in any workplace will be a carer, 1 in 5 in health and care.
- 2.8m more workers are juggling work and unpaid care since the Coronavirus outbreak. During the outbreak 11% of carers reported that they had reduced their hours; 9% had given up work; Services being closed/reduced was the biggest factor.
- Carers UK have set up Employers for Carers (EFC) - Carers UK's business forum. Over 220 members representing 3.5m employees.
- The forum seeks to support employers to develop carer friendly workplaces; promote the business benefits of supporting carers; influence employment policy and practice.
- EFC umbrella scheme - Umbrella membership is designed for local authorities to reach and support working carers in their own workforce; Through health partners in their locality, as employers and providers; Through SMEs.

- Local authorities sign up as the key subscriber and then make EfC's resources available free to health partners and SMEs, offering added value at no cost. Cost for a city membership is £5-6k.
- Managed by the EFC, the Carer Confident benchmarking scheme started in January 2020. There are three levels that any organisation, whether they are an EFC member or not, can achieve. Level one shows they are an active in addressing carer support, level 2 shows that they are accomplished in providing carer support, and level 3 shows they are an ambassador for carer support both internally and externally.
- Organisations are measured using the following 5 key criteria: Preparation; Policy and guidance; Practical support; Peer support; Promoting support.
- Recognised benefits to business in retaining skilled and experienced staff.
- No employer in Southampton has signed up to the Carer Confident scheme yet.

Carers in the workplace: SCC as an employer – Katie Cope, HR Advisory Manager, SCC

- A presentation was delivered by Katie Cope.
- Flexible working is followed in most areas of the Council and the right to request flexible work patterns is open to all staff.
- The Way We Work Project is designed to support employees work life balance. 1,000 staff are now on the flexible working scheme – work anytime between 6.30am – 9.30pm – allows up to 4 breaks in a day giving employees more control over their working day (operationally permitting).
- Looking to roll out the scheme across SCC but not suitable for all positions but options are being considered for other roles.
- Scheme has been positively received and gives employees more control over their working day which is beneficial to carers.
- Paid for leave for up to 6 days in an emergency for caring responsibilities. Extended leave - unpaid leave for up to 13 weeks – priority given to requests from carers.
- Employee Assistance Programme (EAP) Provided by Health Assured - Guidance on website for Carers.
- Vulnerable young people, including young carers, are given priority for work experience and apprenticeships at the Council.
- To better understand the number of SCC employees who are unpaid carers, and to identify support and training required, SCC could include a question on caring responsibility in the employers' survey.
- Carer Confident Scheme accreditation would help SCC's reputation as an employer of choice.

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DECISION-MAKER:	SCRUTINY INQUIRY PANEL
SUBJECT:	CARER FRIENDLY SOUTHAMPTON – SUPPORTING CARERS IN THEIR CARING ROLE
DATE OF DECISION:	25 FEBRUARY 2021
REPORT OF:	DIRECTOR – LEGAL AND BUSINESS OPERATIONS

<u>CONTACT DETAILS</u>			
Executive Director	Title	Deputy 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
None

BRIEF SUMMARY
At the sixth meeting of the 'Carer Friendly Southampton Inquiry' the Panel will be considering issues related to supporting carers in their caring role.

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

REASONS 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 sixth meeting of the Carer Friendly Southampton Inquiry will focus on supporting carers in their caring role. This will include the move to Personalised Care and understanding how this applies to carers.						
4. Personalised health and care means ensuring that people can make more informed choices and be more involved in decisions about their health and care. There are 6 key elements of personalised care.						
<table style="width: 100%; text-align: center;"> <tr> <td style="background-color: #0070c0; color: white; padding: 5px;">Patient choice →</td> <td style="background-color: #0070c0; color: white; padding: 5px;">Shared decision making →</td> <td style="background-color: #0070c0; color: white; padding: 5px;">Patient activation and supported self-management →</td> </tr> <tr> <td style="background-color: #0070c0; color: white; padding: 5px;">Social Prescribing and community based support →</td> <td style="background-color: #0070c0; color: white; padding: 5px;">Personalised care and support planning →</td> <td style="background-color: #0070c0; color: white; padding: 5px;">Personal health budgets →</td> </tr> </table>	Patient choice →	Shared decision making →	Patient activation and supported self-management →	Social Prescribing and community based support →	Personalised care and support planning →	Personal health budgets →
Patient choice →	Shared decision making →	Patient activation and supported self-management →				
Social Prescribing and community based support →	Personalised care and support planning →	Personal health budgets →				

5.	<p>More information about Personalised Care can be found via the links below: https://www.england.nhs.uk/personalisedcare/ https://www.youtube.com/watch?v=RXOd-7rn6so&feature=youtu.be</p>
6.	<p>When reflecting on supporting carers in their caring role the NICE Guidance, 'Supporting Adult Carers', published in January 2020, recommends that:</p> <p>Working with and involving carers</p> <ul style="list-style-type: none"> ○ Health and social care organisations should promote ways of working with carers that acknowledge them as expert partners in care and value their skills and knowledge about the person they care for. These approaches should be incorporated into formal policies and processes. ○ Health and social care practitioners should work in partnership with carers and treat them as a valued member of the care team around the person being cared for, with the person's consent. This should include involving carers in decision making and care planning and keeping them up to date. ○ During discussions with carers about the person they are caring for: <ul style="list-style-type: none"> ● take into account the mental capacity of the person being cared for and their wishes around confidentiality. ● share with carers the information they need to provide care effectively and safely while respecting confidentiality (explain to them the constraints of confidentiality). ○ Be open and honest with carers about the health condition, disability or needs of the person they care for (with the person's consent), including when information is difficult or upsetting. Explain how it is likely to progress so that carers understand how their caring role might change in the future. <p>https://www.nice.org.uk/guidance/ng150/chapter/Recommendations#information-and-support-for-carers-overarching-principles</p>
7.	<p>To provide a carers perspective on the issues the Panel will hear from carers about their experiences working with health and care services.</p>
8.	<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"> ● Lee Culhane - Hampshire Young Carers Alliance ● Alison Froude - Delivery Partner (South East Region) Personalised Care Group, NHS England & Improvement – Alison will be providing a national perspective on supporting carers in the context of Person Centred Care. ● Moraig Forrest Charde - Deputy Associate Director, Integrated Commissioning Unit – Moraig will provide a Southampton perspective on supporting carers in the context of Person Centred Care. ● Carl Adams - Head of People Participation at the Academy of Research & Improvement, Solent NHS Trust – Carl will discuss the change in culture and practice required. ● Tammy Marks - Service Manager: Special Educational Needs and Disability, SCC

	<ul style="list-style-type: none"> • Vickey Kowal - Southampton Parent Carer Forum Coordinator – Tammy and Vickey will be discussing supporting parent carers.
9.	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	
<u>Capital/Revenue/Property/Other</u>	
10.	None
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
11.	The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.
<u>Other Legal Implications:</u>	
12.	None
RISK MANAGEMENT IMPLICATIONS	
13.	None
POLICY FRAMEWORK IMPLICATIONS	
14.	None

KEY DECISION?	No
WARDS/COMMUNITIES AFFECTED:	None
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	None

Documents In Members' Rooms

1.	None
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Equality Impact Assessment

Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out?	No
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Data Protection Impact Assessment

Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out?	No
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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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