

Public Document Pack

Overview and Scrutiny Management Committee

Thursday, 14th July, 2022
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 P Baillie
Councillor Cooper
Councillor Furnell
Councillor Guthrie
Councillor Houghton
Councillor Shields
Councillor Stead
Councillor Winning

Appointed Members

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

Contacts

Ed Grimshaw
Democratic Support Officer
Tel. 023 8083 2390
Email: ed.grimshaw@southampton.gov.uk

Mark Pirnie
Scrutiny Manager
Tel: 023 8083 3886
Email: mark.pirnie@southampton.gov.uk

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 APPOINTMENT OF VICE-CHAIR

To appoint a Vice-Chair for the 2022/23 Municipal Year.

3 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.

4 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.

5 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.

6 STATEMENT FROM THE CHAIR

7 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 9 June 2022 and to deal with any matters arising, attached.

8 FORWARD PLAN (Pages 3 - 12)

Report of the Director, Legal and Business Services 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.

9 CARER FRIENDLY SOUTHAMPTON - PROGRESS UPDATE (Pages 13 - 66)

Report of the Cabinet Member for Health, Adults and Leisure updating the Committee

on the progress made implementing the agreed recommendations from the Carer
Friendly Southampton Scrutiny Inquiry.

Wednesday, 6 July 2022

Director of Legal and Business Services

SOUTHAMPTON CITY COUNCIL
OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE
MINUTES OF THE MEETING HELD ON 9 JUNE 2022

Present: Councillors Fuller (Chair), Cooper, Furnell, Guthrie, Shields, Stead and White

Appointed Members: Rob Sanders

Apologies: Councillors Houghton, Winning and P Baillie

Appointed Members: Catherine Hobbs, Nicola Brown and Francis Otieno

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

It was noted that following receipt of the temporary resignation of Councillor P Baillie from the Committee, the Director of Legal and Business Services, acting under delegated powers, had appointed Councillor White to replace him for the purposes of this meeting. In addition, the Committee noted apologies from Councillors Houghton and Winning.

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

RESOLVED: that, following the removal of a sentence in the second paragraph, the minutes for the Committee meeting on 10 March 2022 be approved and signed as a correct record.

3. **SCRUTINY INQUIRY PANEL - ACCESSIBLE SOUTHAMPTON FINAL REPORT**

The Committee considered the report of the 2021/22 Chair of the Scrutiny Inquiry Panel recommending that the Overview and Scrutiny Management Committee consider and approve the final report of the Scrutiny Inquiry Panel and forward it to the Executive for consideration and further action.

Councillor Vaughan, Chair of the Scrutiny Inquiry Panel, was present and, with the consent of the Chair addressed the Panel.

RESOLVED that the Committee:

- (i) considered and approved the final report of the Scrutiny Inquiry Panel and forward it to the Executive for consideration and further action.
- (ii) delegated authority to the Chair of the Committee to approve any minor amendments arising from considerations raised at the Committee's meeting on 9 June 2022.

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Agenda Item 8

DECISION-MAKER:	OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE		
SUBJECT:	FORWARD PLAN		
DATE OF DECISION:	14 JULY 2022		
REPORT OF:	DIRECTOR - LEGAL AND BUSINESS SERVICES		
<u>CONTACT DETAILS</u>			
Executive Director	Title	Director – Legal and Business Services	
	Name:	Richard Ivory	Tel: 023 8083 2794
	E-mail	Richard.ivory@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			
This item enables the Overview and Scrutiny Management Committee (OSMC) to examine the content of the Forward Plan and to discuss issues of interest or concern with the Executive to ensure that forthcoming decisions made by the Executive benefit local residents.			
RECOMMENDATIONS:			
	(i)	That the Committee discuss the items listed in paragraph 3 of the report to highlight any matters which Members feel should be taken into account by the Executive when reaching a decision.	
REASONS FOR REPORT RECOMMENDATIONS			
1.	To enable Members to identify any matters which they feel Cabinet should take into account when reaching a decision.		
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED			
2.	None.		
DETAIL (Including consultation carried out)			
3.	The Council's Forward Plan for Executive Decisions from 19 July 2022 has been published. The following issue was identified for discussion with the Decision Maker:		
	Portfolio	Decision	Requested By
	Health, Adults and Leisure	St Mary's Leisure Centre	Cllr Fuller
4.	A briefing paper responding to the item identified by members of the Committee is appended to this report. Members are invited to use the papers to explore the issues with the decision maker.		

RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
5.	The details for the item identified in paragraph 3 are set out in the Executive decision making report issued prior to the decision being taken.
<u>Property/Other</u>	
6.	The details for the item identified in paragraph 3 are set out in the Executive decision making report issued prior to the decision being taken.
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.	The details for the item identified in paragraph 3 are set out in the Executive decision making report issued prior to the decision being taken.
RISK MANAGEMENT IMPLICATIONS	
9.	The details for the item identified in paragraph 3 are set out in the Executive decision making report issued prior to the decision being taken.
POLICY FRAMEWORK IMPLICATIONS	
10.	The details for the item identified in paragraph 3 are set out in the Executive decision making report issued prior to the decision being taken.
KEY DECISION	No
WARDS/COMMUNITIES AFFECTED:	None directly as a result of this report
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	Briefing Paper – St Mary’s Leisure 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?	Identified in Executive report
Data Protection Impact Assessment	
Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out?	Identified in Executive report
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: St Mary's Leisure Centre
DATE: 14 July 2022
RECIPIENT: Overview and Scrutiny Management Committee ("OSMC")

THIS IS NOT A DECISION PAPER

SUMMARY:

1. This paper briefs OSMC in respect of the Cabinet report of 19 July 2022 entitled "St Mary's Leisure Centre" ("the Cabinet Report"). The Cabinet Report concerns the recommencement of leisure services from St Mary's Leisure Centre ("SMLC"), additional services to be offered on an interim basis and the approach to designing a long-term future for SMLC.

BACKGROUND and BRIEFING DETAILS:

2. The Cabinet Report recommends that:-
 - (i) On an interim basis, for a period of up to eighteen months, to recommence leisure services and associated additional services from SMLC and to delegate authority to the Head of Supplier Management - following consultation with the Cabinet Member for Health, Adults and Leisure, the Executive Director for Finance and Commercialism and the Service Director Legal and Governance – to enter into contractual and any associated arrangements with Active Nation UK Ltd ("AN") or an alternative operator to give effect to this recommendation.
 - (ii) Cabinet note that a General Fund revenue saving of £148,000 relating to the closure of SMLC will now not be achieved from 2022/23 onwards. It is also recommended that Cabinet approve the reinstatement of the operational budgets of £148,000 in financial year 2022/23 and £100,000 in 2023/24. This will be funded from existing resources.
 - (iii) Further General Fund revenue budgets of £30,000 in financial year 2022/23 and £20,000 in 2023/24 are allocated to the running costs for SMLC. This will be funded from existing resources.

Reasons for Report Recommendations

3. The Council intends, subject to the approval of the recommendations of the Cabinet Report, to recommence - at the earliest possible opportunity - services from SMLC for the benefit of the community.
4. AN are the operating sub-contractor for the Council's main leisure contract and are therefore best placed to mobilise and commence services within the Council's preferred timescales.

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Background and Details

5. SMLC is located in St Mary's Road and consists of a sports hall which was used for activities such as basketball and badminton, smaller rooms arranged around the main hall containing a variety of weights and gym equipment and two squash courts. The facility also contains a variety of other rooms.
6. An eight-week public consultation regarding the discontinuation of leisure services at SMLC ("the Consultation") was undertaken between 30 November 2021 and 24 January 2022.
7. In summary, 1,758 responses to the Consultation were received. 75% of respondents were users of SMLC (or parents of children who use SMLC). The highest numbers of responses were from those who took part in badminton activities, football and exercise classes.
8. 86% of all respondents to the Consultation reported a negative impact and 7% a positive impact as a result of discontinuation of the services, 6% felt there would be no impact and 1% did not know what the impact would be.
9. Leisure services operating from SMLC ceased in December 2021 at the conclusion of an arrangement with Solent University ("SU") to operate these services.
10. Following a Cabinet report and decision in February 2022, SMLC is currently closed to the public in accordance with recommendation (i) of this February 2022 Cabinet report.
11. Subject to the approval of the recommendations of the Cabinet Report, the Council intends to re-open SMLC at the earliest possible opportunity and to recommence leisure services from the facility. These leisure services and the associated opening times are anticipated to be in line with those previously offered by SU before the closure of SMLC in December 2021. It is anticipated that the re-opening of SMLC will take place as soon as possible and no later than 31 August 2022. This is referred to in the remainder of this report as the 'Interim Arrangement'.
12. The leisure services offered under the Interim Arrangement at SMLC will be complemented by other community-based services and other services to support people in healthier lifestyle choices such as smoking cessation support. It is intended that the Interim Arrangement will be further developed during its course to offer additional complementary services, community access, community-based activities and to consider changes to opening times. This range of services will be developed by working closely with the local community, other providers of services in the area and other users, and potential users, of SMLC.
13. Subject to the approval of the recommendations of this report and the exercise of the associated delegations, the Council would enter into a service contract with AN and would grant an associated licence to AN in respect of SMLC for a period of up to eighteen months, but with arrangements for either party to terminate the agreements subject to a notice period. Recommendation (i) of the Cabinet Report would delegate authority to the Head of Supplier Management to finalise this arrangement and its terms, following the consultation described in the recommendation (i).

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14. The principles of the Interim Arrangement are that the Council would retain most of the repairs and maintenance responsibilities associated with SMLC, insure the building and be responsible for utility and most statutory compliance costs. AN would deliver the leisure services and would manage the day-to-day operation of SMLC. The income received from the use of SMLC as a leisure facility would be retained by the Council to offset the costs of operating.
15. The agreement with AN would require the consideration and approval of an exemption to the Council's Contract Procedure Rules by the Head of Supplier Management.
16. The Interim Arrangements will be closely aligned to the "We Can Be Active" strategy and would particularly help to deliver the themes of providing "opportunities that meet our needs and interests, and are accessible and easy to find". The offer would be developed around the responses to the Consultation in order to deliver the most attractive offer to the community and other users. Services would be further developed over the term of the Interim Arrangements in order to adapt to community and user needs and requirements.
17. Immediately following the commencement of the Interim Arrangement, the Council would commence the design of the long-term proposals for the future of SMLC.
18. These long-term proposals will be developed through close working and detailed conversations with the local community in order that the facility and services delivered from it meet the community's needs and aspirations. The Council anticipates the development of a model which will deliver a range of services which will benefit the community and provide a sustainable and well-supported solution in order to secure a long-term and viable future for SMLC. The approach will continue to align with the "We Can Be Active" strategy and the Council's emerging vision for leisure services.
19. This engagement will be followed by a twelve-week formal consultation period after which the results will be assessed and considered in order to confirm that the proposed approach provides the optimum community benefit and to confirm that the views expressed in the pre-formal-consultation period have been properly considered and reflected in the proposals.
20. A further Cabinet or Council report to consider the recommendations associated with this process will be brought forward in due course. It is anticipated that the entire process will take no longer than eighteen months.
21. The recommendations of this report are consistent with and not contrary to the Council's policy framework.

RESOURCE/POLICY/FINANCIAL/LEGAL IMPLICATIONS:

Financial

22. The Council budget for financial year 2022/23 included a £148,000 General Fund revenue saving associated with the cessation of leisure services from SMLC. The recommendations of the Cabinet Report – if approved - will result in this saving being unachievable and will

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therefore create a general fund revenue pressure of £148,000 in financial year 2022/23 and £100,000 in 2023/24. This will be funded from existing resources.

23. Repairs and maintenance costs associated with the building will be funded through the existing repairs and maintenance budgets. The approach to the future management of the fabric, structure and interior of the building and any investment programme will be considered and developed as part of the long-term solution.
24. An annual cost of £3,400 will be incurred for the insurance of the building. It is anticipated that this can be met from the budget referenced in paragraph 22 of this report.
25. A further revenue cost of £30,000 General Fund revenue will be allocated in financial year 2022/23 and £20,000 2023/24 to fund publicity and marketing, security, cleaning and other incidentals. This will be funded from existing resources.

Property

26. SMLC was built in 1889, is an ex-drill hall and is Grade II listed. It is captured by Class E and F of Schedule 2, Part A of the Town and Country Planning (Use Classes) (Amendment) (England) Regulations 2020 which restricts its usage without further planning permissions
27. A building condition survey dated 27 September 2021 identified a 'pre-tender' cost of £382,309 to undertake repairs to maintain the building; this includes £232,172 relating to partial replacement and repair of the roofing. These amounts represent the sum of repairs to maintain the building and do not take into account any statutory building compliance-related maintenance and/or improvements to the building. Furthermore, they do not contain any costs for any upgrade or improvement of the interior of the building and its services. The Cabinet Report also asks Cabinet to note that the actual costs of the repairs are likely to significantly exceed the pre-tender estimate as a result of current market conditions.
28. All statutory compliance requirements have been maintained since the closure of the building. A new Energy Performance Certificate is required and has been commissioned.
29. Under the Interim Arrangement, the Council would retain responsibility for the repair and maintenance of SMLC along with the maintenance and payment of utility costs. These costs would be met from existing repairs and maintenance budgets; it should, however, be noted that this may impact negatively on other repairs and maintenance works in the rest of the Council's asset portfolio.

Legal

30. The Council has the necessary statutory powers in the Local Government Act 1972 to proceed with the recommendations of this report.
31. The Council must act in accordance with the Public Contracts Regulations 2015 ("PCRs").

OPTIONS and TIMESCALES:

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32. The timescales are those set out in this report.

33. The following alternative options were considered and rejected:

- To proceed with the Cabinet decisions of 21 February 2022, which included a decision to “permanently cease leisure services at SMLC and approve in principle the disposal of the site”. This option was rejected as it does not meet the Council’s objective of re-opening SMLC in order to provide a facility which offers leisure and other community services.
- Undertake a competitive process to select an alternative operator or partner on a long-term basis and delay the commencement of services from SMLC until this operator or partner was appointed and could commence services. This option was rejected as the Council intends to work closely with the local community and other users and potential users of the facility before designing a proposed approach to the long-term future of the facility. The Council would, following the completion of this engagement, then undertake a formal twelve-week consultation process regarding the plans developed; this option would therefore not meet the objective of recommencing services from SMLC at the earliest possible opportunity.

RISK MANAGEMENT IMPLICATIONS

34. The practical challenges of mobilising the Interim Arrangement may lead to delays in the re-opening. This risk is being mitigated by working closely with AN.

35. The Council may be unable to agree acceptable commercial terms and form a contract with AN. Work is well advanced on this matter, but if this risk were to occur, the Council would seek to make arrangements with an alternative operator in order to deliver the Interim Arrangement.

36. Risks associated with entering into a contract as the result of granting an exemption to the Council’s Contract Procedure Rules would be reviewed before such an exemption is approved and would consider the PCRs.

Appendices/Supporting Information:

N/A

Further Information Available From:	Name:	Paul Paskins – Head of Supplier Management
	Tel:	023 8083 4353
	E-mail:	paul.paskins@southampton.gov.uk

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Agenda Item 9

DECISION-MAKER:	OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE	
SUBJECT:	CARER FRIENDLY SOUTHAMPTON – PROGRESS UPDATE	
DATE OF DECISION:	14 JULY 2022	
REPORT OF:	CLLR FIELKER - CABINET MEMBER FOR HEALTH, ADULTS AND LEISURE	
<u>CONTACT DETAILS</u>		
Executive Director	Title	Executive Director – Wellbeing (Adults & Health)
	Name:	Guy Van Dichele Tel:
	E-mail	guy.vandichele@southampton.gov.uk
Author:	Title	Carers Improvement Lead
	Name:	Rachel Carse Tel:
	E-mail	Rachel.carse@southampton.gov.uk
STATEMENT OF CONFIDENTIALITY		
None		
BRIEF SUMMARY		
<p>This is an overview of the work carried out around unpaid carers since the presentation to the Overview and Scrutiny Management Committee (OSMC) on 11 November 2021.</p> <p>Two strategies, adult and young carers, have been agreed and formally signed off by Cabinet in November 2021. Action plans to support both strategies are in development. They are live working documents to show progress.</p> <p>As a result of the Inquiry and strategies a new adult and young carer service is being commissioned and will start in April 2023.</p> <p>In August 2021, the Carers Improvement Lead post was established as a fixed term contract to support development of work in this area. It has been decided to recruit to this post for a further year.</p>		
RECOMMENDATIONS:		
	(i)	That the Committee note the progress made implementing the agreed recommendations from the Carer Friendly Southampton Scrutiny Inquiry.
REASONS FOR REPORT RECOMMENDATIONS		
1.	To enable Members to hold to account the Executive with regards to the implementation of the agreed recommendations from the 2020/21 Carer Friendly Southampton Scrutiny Inquiry.	
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED		
2.	None	
DETAIL (Including consultation carried out)		

3.	On 15 th November 2021 Cabinet approved a response to the Carer Friendly Southampton Scrutiny Inquiry. The response was considered by the OSMC at its November 2021 meeting and a link to the response, and the Inquiry Final Report, is provided within the background documents section of this report.
4.	This report provides an update on progress since the November 2021 discussion.
	Adult Carers Strategy and Young Carers Strategy
5.	Following extensive input into the two draft carers strategies from stakeholders (adult carers, young carers, general public, voluntary sector organisations, health organisations) and relevant boards across the City, Cabinet approved the final carers strategies, attached as Appendices 1 and 2, at its meeting on 15 th November 2021.
	Adult Carers Action Plan & Young Carers Action Plan
6.	Action plans have been developed to track progress across both strategies. They incorporate each priority and the objectives that support the priority. They will be updated on a 6 monthly basis and reviewed by Carers Partnership Board.
7.	The Adult Carers Action Plan is attached as Appendix 3. The Young Carers Action plan detail is still being developed by Children's Services. It has taken slightly longer to ensure it is embedded in both Destination 22 pathways and Education/Social Care.
	New Carers Service
8.	Following the Inquiry and subsequent strategies, it was agreed with commissioners that the current service specification doesn't reflect the new strategies and localities ambition. The current contract finishes in March 2023, so it was agreed to commission a service that reflects the new aspirations of the strategies.
9.	Work to date to develop the new Carers Service includes: <ul style="list-style-type: none"> • Workshops to explore what a new service might look like have been held with carers and stakeholders¹ • Carers specification being drafted.
	Carers Improvement Lead
10.	Initially this role was funded via Integrated Better Care Fund monies to bring capacity into the carers work and help finalise strategies, develop the action plans and augment the areas of work that needed extra support. It has been

¹ NB: This activity correlates to:

Adult Carers Strategy priority 4 - Carers Voice and Involvement

Objective 4.4 Carers to be involved in service review and evaluation, re-design and procurement evaluation

Young Carers Strategy priority 4 - Young Carers Voice

Objective 4.1 Young Carers will be supported, and encouraged, to help change services so that they recognise, listen to and support young carers.

	agreed there is merit in continuing this role for a further year (finishing Sept 2023), particularly with the amount of work required to support the embedding of a new carers service.
11.	A job description has been agreed and advertised and interviews are scheduled for July 2022. A carer will be on the interview panel (<i>this approach correlates to Adult Carers Strategy priority 4 - Carers Voice and Involvement</i>).
	Integrated Care System (ICS)
12.	Discussion held at the South-East region of the Association of Directors of Adult Social Services (ADASS) Carer Network regarding the need for an ICS policy statement, setting out principles, delivery partnership approach needed at a local level to support carers. Andy Biddle, Director of Adult Social Care at Portsmouth City Council agreed to raise with local authority ICS leads.
13.	SE ADASS has a cross boundary agreement relating to carers. It supports carers to access universal carers services in the local authority where their cared for person lives.
	Unplanned Carers Breaks
14.	At the November OSMC meeting the Committee requested that the Cabinet Member informs the Committee when the plans for unplanned breaks for carers will be finalised.
15.	The scope of this work is far-reaching and some progress has been made, but there is still work to do to achieve a supportive system for unplanned breaks. The issues identified so far after discussion with carers, health and wider stakeholders include: <ul style="list-style-type: none"> • Too few carers are identified/or identify themselves (this is being actively addressed but has been an intransigent problem for years) • Once identified, carers often loath and/or are too frightened to prepare an emergency plan (one expressed it akin to making a will 'if I don't make a will I won't die').
16.	Following discussions with carers, developing a training programme is being explored (led by carers – who will be trained to facilitate, sitting alongside relevant professionals) called 'If Only I'd Known'. It is aimed at helping people develop an emergency plan and, where relevant, make a long-term future plan.
17.	It is likely to comprise 8 sessions, 2 hours each, every fortnight, supporting a maximum of 16 carers per course. The first 6 sessions will address the whole piece and the final two will comprise each individual being supported by social care colleagues to make their emergency/long term plans.
18.	It is still to be explored the best way of delivering these courses to suit the breadth of carers. The models being looked at include face to face; facilitated online learning; or recorded sessions for those who may prefer to do the learning themselves, with the option of support to complete the plan at the end.
19.	This will be an iterative training programme and develop as learning comes from each cohort of carers to help improve subsequent programmes. There is

	an initial funding bid for this work being made to the Integrated Better Care Fund.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
20.	In 2021/22 a budget of £100k from the Better Care Fund was agreed to support the implementation of the agreed recommendations. Additionally, the Carer Improvement Lead post was funded from Aug 2021 – Sept 2023.
<u>Property/Other</u>	
21.	N/A
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
22.	Care Act 2014 and the Children and Families Act 2014
<u>Other Legal Implications:</u>	
23.	N/A
RISK MANAGEMENT IMPLICATIONS	
24.	Progress is being reviewed on a regular basis by the Carers Partnership Board.
POLICY FRAMEWORK IMPLICATIONS	
25.	This is in accordance with Joint Health and Wellbeing Strategy (2017- 2025) and the Young Carers Strategy supports the Child Friendly City aspirations.
KEY DECISION	No
WARDS/COMMUNITIES AFFECTED:	None directly as a result of this report
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	Southampton Adult Carers Strategy – 2021 to 2026
2.	Southampton Young Carers Strategy – 2021 to 2026
3.	Adult Carers Action Plan
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.	Carer Friendly Southampton – Final report from the Scrutiny Inquiry Panel Carer Friendly Southampton
2.	Agreed Cabinet response to the Carer Friendly Southampton Inquiry – Nov 21 Appendix.pdf (southampton.gov.uk)

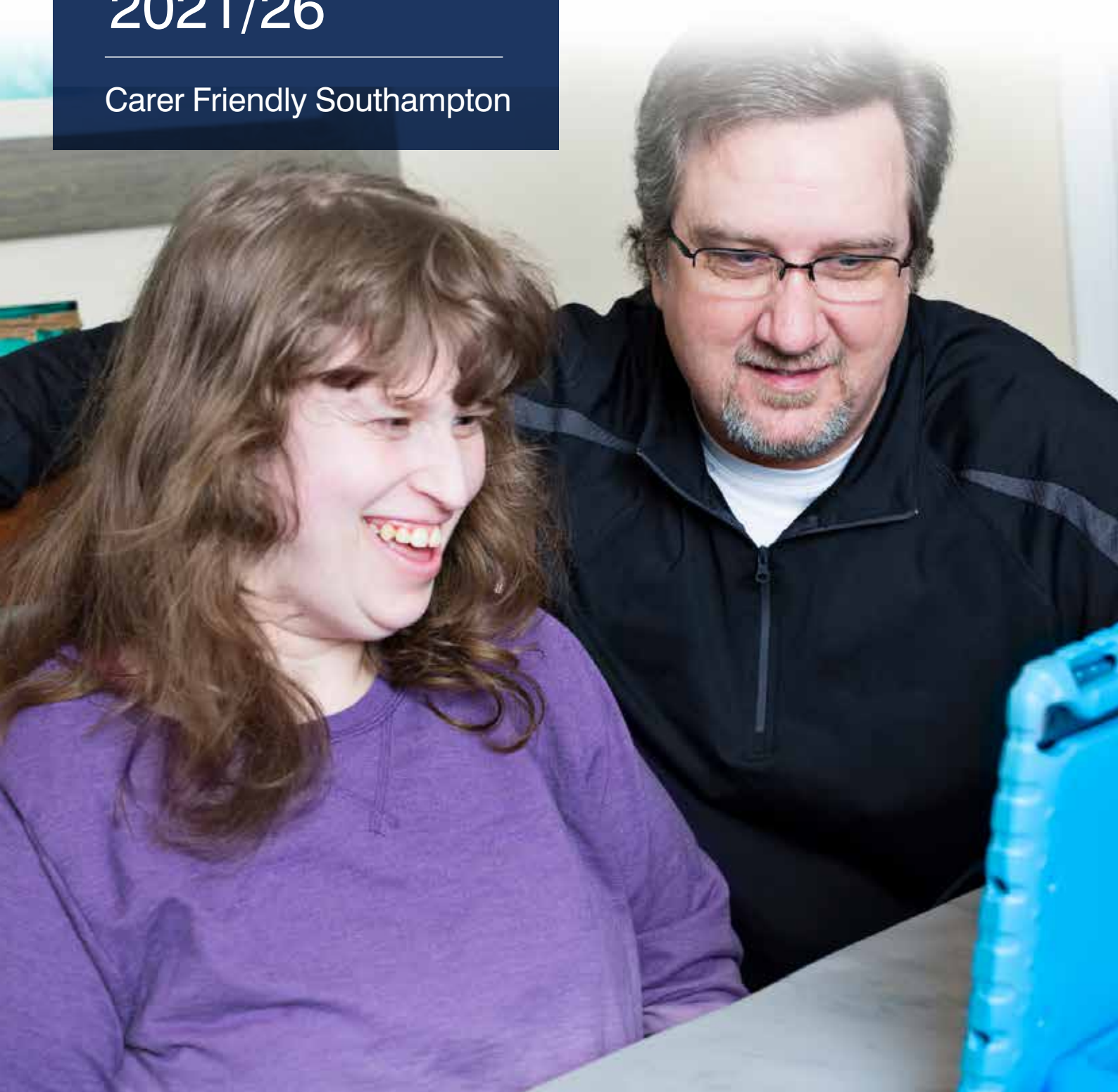
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Southampton Adult Carers Strategy 2021/26

Carer Friendly Southampton

Agenda Item 9

Appendix 1



[southampton.gov.uk](https://www.southampton.gov.uk)

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5 priorities we agree we need to focus on:

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Foreword

The Southampton Health and Wellbeing Strategy's vision is about enabling everyone to live long, healthy and happy lives with the greatest possible independence. Our Adult Carers Strategy is part of achieving this overall aim.

Carers across the city do fantastic work and we want to ensure with support they are able to continue their caring role and enjoy a quality of life for themselves. It recognises that unpaid carers are often doing this alongside work or education. Without their efforts, the family member, partner or friend simply wouldn't be able to manage. Both the individual and communities would be worse off without this care and the council and NHS would be overwhelmed without it.

We recognise the strain and additional pressure put on carers by the pandemic and now is the time to put carers centre place to ensure they have a good quality of life.

This strategy considers the Integrated Care System development around the wider region and merges with the carers strategies for other organisations across health.

This strategy calls for not only the health and social care providers to work together, but for everyone to work together. Importantly employers and businesses across the city need to recognise and support carers and the work they do, and to help Southampton to be not only a carer friendly city but a nationally recognised one.

Councillor Ivan White
Cabinet Member for Health and
Adult Social Care

Councillor Lorna Fielker
Shadow Cabinet Member for Health
and Adult Social Care

Introduction

The Southampton City Council Adult Carers Strategy has been developed with key partners:

- Local carers, learning from their experience and being guided by what they think is important and how their priorities feed into the strategy
- Scrutiny Inquiry Panel evidence from the 'Carer Friendly Southampton' Inquiry 2020-21
- All health and social care partners across Southampton recognise support of carers must be a key commitment and high priority in all areas and will ensure our strategies link together
- Other Local Authorities and carers support organisations around the country and drawing on best practice

Context

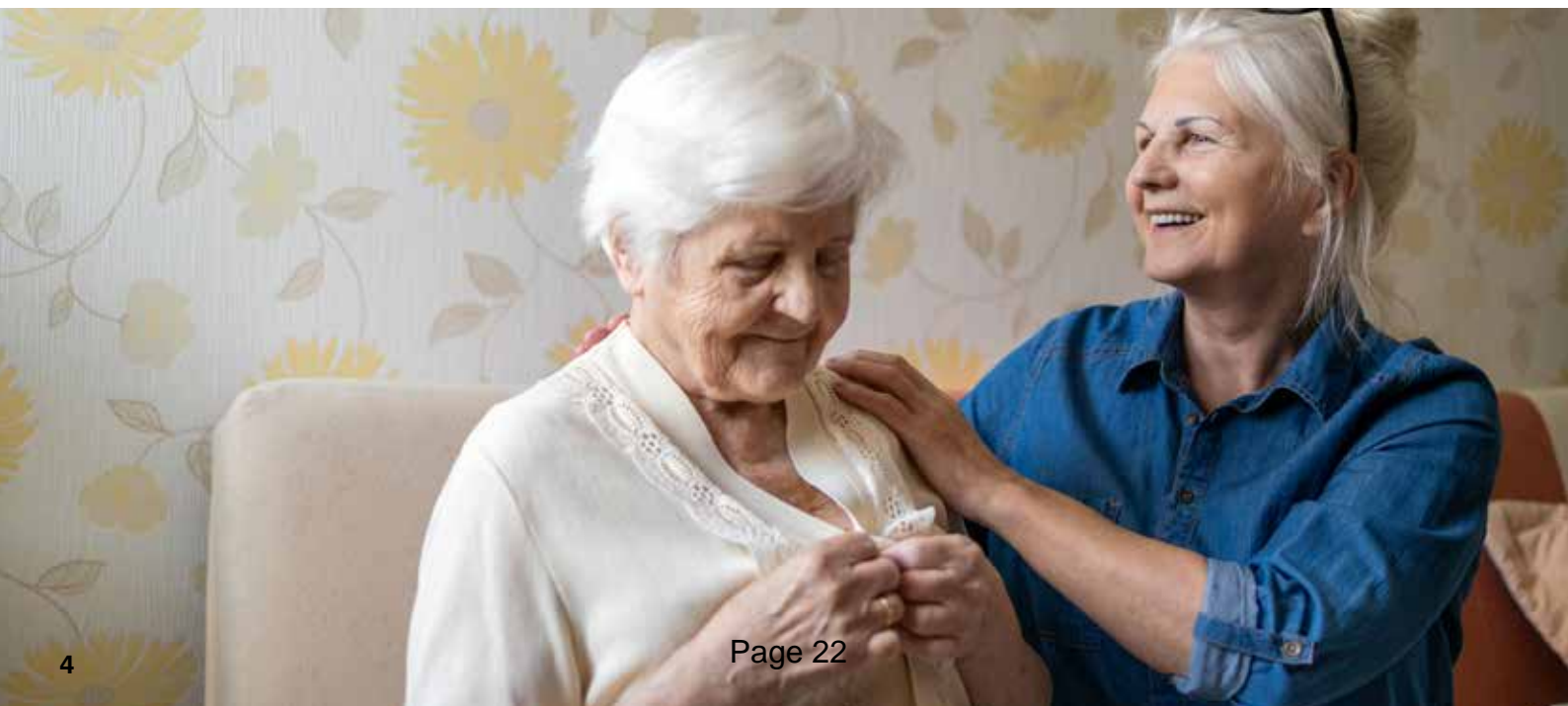
This new strategy spans five years so is rightly ambitious. It also sets out key areas we need to focus on immediately.

It takes into account the new integrated care system, which covers Hampshire, Southampton and the Isle of Wight. Southampton is a local area within the integrated care system, this strategy reflects the needs of Southampton. It also looks at where our services reach outside our local area to make sure they're linked up.

This new strategy sets out 5 priorities we need to focus on to promote the health and well-being of carers and to reduce the health and financial inequalities that carers experience due to caring. Carers will hold us to account on delivery of the priorities in this strategy.

Underpinning the strategy will be a detailed action plan, work started on this in Autumn 2021.

NB: In line with good governance, the wording 'local provider' has been used rather than naming organisations that Southampton City Council currently buys services from. The strategy spans five years so providers may change as services and contracts are reviewed.



Southampton City Council Adult Carers Strategy Five Year Priorities



Carers Immediate Priorities



1. Who are unpaid Carers?

They are people who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support.

Adult carers are 18 and over caring for another adult aged 18 or over

Parent carers are 18 and over who are caring for, and have parental responsibility for, a child with needs

Young carers are under 18 caring for another person who can be either an adult or another child with needs

A Young Carers Strategy has been developed separately at the request of Young Carers



2. What do Carers do?



Balancing work



Balancing education



Caring for more than one person



Dealing with emergencies

3. Key facts and figures about carers and caring

There are 32,000 carers in Southampton supporting one or more individuals, that's around 1 in 8 of the population

Carers aged 65 and over are more than twice as likely to be caring for more than 50 hours a week compared to other carers

Being a young carer can affect school attendance, educational achievement, having a normal social life and future life chances

Carers are twice as likely to have a long term physical or mental health condition than non-carers

Unpaid carers are the largest part of the care system

1 in 4 UK workers are juggling work and care, 2.6 million have given up work to care

NB: These figures are taken from national data and data supplied to the Health and Overview Scrutiny Committee's enquiry (April 2021)



4. Carers comments

What Carers say might help:

- ✓ Treat us kindly, we're still human
- ✓ Without respite I would not have a family today, with all the stress and strain of caring we would not have survived
- ✓ Friends, family or carers need training - that helps
- ✓ A key worker (to support carers and cared for) is absolutely vital
- ✓ Recognition by GPs

What Carers say doesn't help:

- ✗ I just felt totally excluded, they (healthcare professionals) do not seem to care about the carers
- ✗ I'm worn out and am embarrassed as I'm not sure how long I can continue to work and be a carer
- ✗ Not asking me about xxx, I live with her 24 hours and know her very well!



5. Relevant legislation & safeguarding

This is a summary of the relevant legislation, detailed legislation is an appendix to the action plan.

The Care Act 2014 recognises supporting adult carers is as important as supporting the people they care for. The Care Act gives adult carers the right to support from their local authority which can include information and advice, preventative services, carers' assessment and support to meet carers' needs based on national eligibility criteria.

The Care Act also places a duty on local authorities to identify young carers and provide support for parent carers and young carers when a young person is becoming an adult.

The Children and Families Act covers the rights of young carers and parent carers. The local authority has to provide information and support to protect young carers from inappropriate or excessive caring, as well as providing an assessment for a young carer or a parent carer if it appears that they have needs or if they request an assessment.

The NHS Long Term Plan says the NHS needs to improve identification and support for carers and young carers. The plan says that the NHS will introduce 'carer quality markers' in primary care, provide better support for carers in emergencies, publish top-tips for supporting young carers, and make sure that carers benefit from wider use of social prescribing.

The Employment Rights Act and the Equality Act 2010 - The Employment Rights Act gives carers rights to ask for support at work that can help them manage work and caring responsibilities.

The Equality Act 2010 protects carers against discrimination or harassment because of their caring responsibilities.

Safeguarding protects an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

A local authority must act when it has 'reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):

- has needs for care and support (whether or not the authority is meeting any of those needs),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.' (Care Act 2014, section 42)

So safeguarding is for people who, because of issues such as dementia, learning disability, mental ill-health or substance abuse, have care and support needs that may make them more vulnerable to abuse or neglect.

What's going to happen

What Southampton will look like from a carer's point of view

The vision for this strategy is presented as 10 carer 'I-statements' which together set out what Southampton could look like from a carer's point of view by 2026.

The 'I-statements' are based on what carers themselves have said is important to them through the Southampton Carer Friendly Scrutiny Inquiry and various local, regional, national surveys and consultations.

I statements:

I feel that what I do as a carer is recognised, understood and valued

I have good quality information and advice which is relevant to me

I am listened to and feel part of the team planning care for the person I care for

I know where to get help from when I need it

I know where to get help when things go wrong or in an emergency

I can balance caring with my education and/or paid work

I can have a break and time for myself or with other family and friends

I feel that I am supported to look after my own health and wellbeing

I feel supported when my caring role ends

I can access relevant support without communication barriers and transport barriers

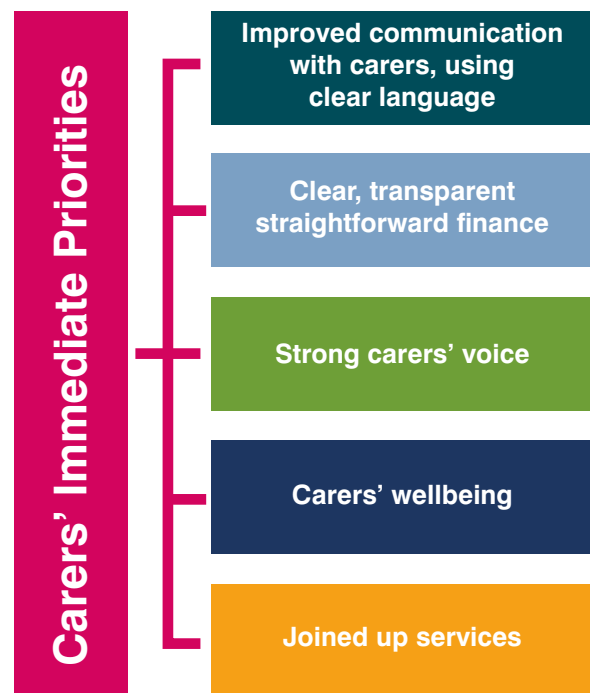
Priorities we agree we need to focus on

Based on feedback from carers and wider stakeholders undertaken during the development of this strategy and considering the recommendations from the Carer Friendly Southampton Scrutiny Inquiry, 5 Southampton City Council key priorities have been identified for this strategy.



The carers immediate priorities were

These key priorities were gathered by asking carers and carer organisations around the City to share their most pressing priorities for the next year. These have been incorporated into the action plan.



Key objectives have been identified which will contribute towards each priority:

Improving identification of carers

1. Raise public awareness of carers and caring to increase the number of people who identify themselves as carers
2. Increase the number of carers who are identified in primary care and the number of patients who are registered with their GP practice as a carer
3. Increase the number of carers who are identified through social care needs assessments of the people they care for
4. Increase the number of organisations proactively identifying people in their workforce who balance their paid employment with caring
5. Align approach to carers across health and social care organisations and education
6. Explore whether the identification of a community hub/venues will make it easier for carers to access support when needed, including info and support, a place to meet other carers and access to replacement care. Or using existing council/NHS buildings for outreach might be helpful.

Improving information, advice and guidance

1. Increase the number of carers who receive information and advice from the NHS, Social Care and education, as well as from specialist carer and young carer services
2. Develop a clear information pack and introductory sessions to share with carers.
3. Explore different apps for Carers. Consider buying access to Carers UK 'Digital Resource for Carers'. This would give all carers in Southampton free access to training, the Jointly app designed by Carers UK to help store and to share information and manage care and other digital support.
4. Identify support within the local community so carers know what help is available.

Help and support

1. Provide assessments (this involves a chat to discuss possible options for support) that understand carers and family's needs alongside the person they care for.
2. Increase the number of carers assessments completed and recorded by Southampton City Council.
3. Introduce new arrangements which will support more carers to develop unplanned breaks and/or emergency plans
4. Enable carers to stay in employment while they care or return to work after a caring role
5. Support to carers after their caring role has ceased
6. Support carers to have the opportunity to have planned breaks from caring

Carers voice and involvement

1. Ensure that carers are acknowledged as partners in care, and their skills and knowledge are valued and used when planning care for the person they care for
2. Provide more opportunities for carers to be involved in strategic planning and commissioning decisions
3. Embed the practice of working in co-production with carers and people with lived experience, as well as other stakeholders, to ensure they are involved in the development, design and provision of services to meet their real needs.
4. Carers to be involved in service review and evaluation, re-design and procurement evaluation
5. Promote carer involvement in delivering training to others

Planning for the future

1. Review *transition practice to ensure that policy is implemented.

* Transition applies to different situations e.g.
A young carer becoming an adult carer
A cared for young person becoming an adult
A cared for adult moving out of home to live independently
2. Ensure transition processes undertaken are within agreed standards, so carers and cared for are able to plan appropriately.
3. Map current transition issues between age related or condition specific services to ensure carers are supported when those they care for move
4. Explore possibility of using housing options (e.g. domiciliary care/care homes/supported living/shared lives) as respite to 'practice' for the future.

Measuring success

Different audiences require different measures of success and all measures will be based on the I statements. We will capture both quantitative (numbers of people/attending a service) and qualitative (conversations, how well a service was delivered, what people thought).

Council officers will report quarterly to the Southampton Partnership Board, or it's equal if it changes over the next 5 years, and will present to them the results achieved to improve the health and well-being of carers on an annual basis.

This strategy cannot be delivered by Southampton City Council alone and we will be working closely with the partners listed to achieve change across the City:

University of Southampton NHS Foundation Trust

Southern Health NHS Foundation Trust

Solent NHS Trust

South East Coast Ambulance Service NHS Foundation Trust

Hampshire Constabulary

Hampshire & Isle of Wight Fire and Rescue Service

Commissioned providers

Voluntary sector

There is more detail in the action plan which will be available on Southampton City Council website www.southampton.gov.uk.



Southampton Young Carer Strategy 2021/26

Carer Friendly Southampton



southampton.gov.uk



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Part One

Foreword

This Young Carer Strategy is a direct result of listening to the young carer. They shared their experiences at the Health & Scrutiny Overview Carers Inquiry and felt very strongly they should have their own strategy, so here it is.

There are two other pieces of council work the Young Carer Strategy supports:

Southampton's vision to become a Child Friendly City by 2024/25 and Southampton Health and Wellbeing Strategy which is about helping everyone to live long, healthy and happy lives with the greatest possible independence.

Young carer across the city do incredible work but it can put a real strain on them. We want to make sure they can also go to school and learn, meet their friends, have hobbies and interests and not be held back by inappropriate or excessive levels of caring.

To do this we need to work with young carer and each other across health and social care (e.g. doctors, hospitals, council, social workers) to make sure we get it right for young carer.

We've asked Zunayrah Rizvi, a young carer, to share her hopes for this strategy:

I am hopeful that we will see more support in schools in the future and lots of fundraising for more young carer projects. It will mean a lot to young carer to be able to know that there is someone there to always speak to if you are feeling down. It is essential that we can identify as many young carer as we can and most importantly, that every young carer should feel that they're fully supported!



Introduction

Our vision is that Southampton is a city where children and young carers have the same opportunities as other children to get a good start in life, so they can fulfil their potential and become successful adults.

We owe it to young carer to:

Identify them

No-one at school knows I'm a carer

Listen to them and understand their needs

I want to learn about what to do in emergencies, I find them very frightening

Support them appropriately

Sometimes it's very hard, I have to take on too much as a young carer and there's no-one there to help me

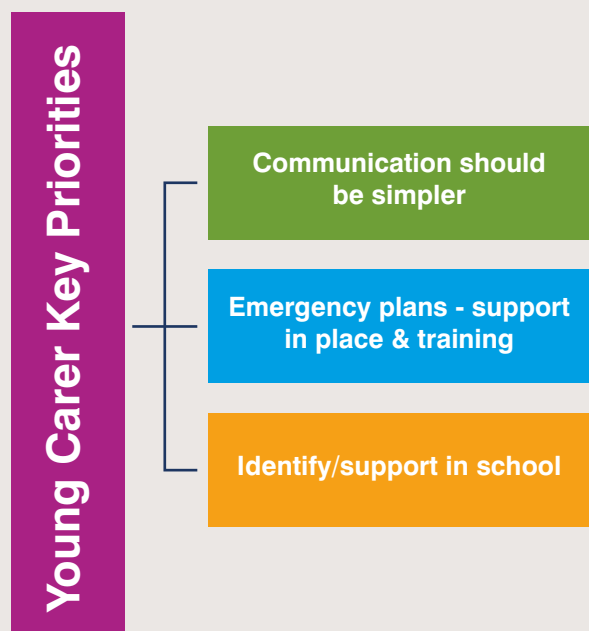
To do this, the new strategy sets out work we need to focus on to promote the health and well-being of young carer and reduce the significant disadvantages that young carer currently experience due to caring. Young carers will make sure we do what we say we're going to do. To support the work the strategy will have a detailed action plan what we will do, when it will start, how long it will take.

Young carer have identified three things that are important to them and that they would like us to start on immediately. These form an essential part of the strategy.

Southampton City Council
Young Carer' Key Priorities



Young carer immediate priorities



Who are young carers?

A young carer is someone under the age of 18 who looks after a relative with an illness, disability, mental health condition, a drug or alcohol problem. Young carer often take on practical and/or emotional caring roles.

What young carer do to help will be different for each person. Some will have a big family with lots of people helping, while others may have a small family or possibly no-one else to help. Why the relative needs help will also make a difference to what a young carer does.

Sometimes:

- The work they do or decision they have to make is something an adult should do e.g. wash someone, give someone medication or decide what money to spend on food. These are caring roles that are 'inappropriate' for a young person to do;

- A young person may do so much caring that they can't live the life of a child e.g. have a social life. This is called 'excessive' caring and would normally be expected of an adult
- Young carer are so worried about leaving the person they care for that they might miss school.

Young carer want to help the people they love, this strategy wants to support them to be a young carer and support them so that they do not have inappropriate or excessive caring roles.

Life will change as a young carer becomes an adult. They may want to leave home, start work or go to college or university. Young people move into adult life at different times and so most services that work with young people believe they should support them until the age of 25. To recognise this, this strategy will include young adult carers up to the age of 25.



What do young carer do?

Young carer might do some, all or more of the things below
...unpaid and while trying to maintain a life of their own



Key facts and figures about carers and caring

- 2018 BBC survey estimates that there are over 800,000 young carers
- 1 in 8 of those were aged younger than 8 years old
- A third of carers reported having a mental health problem
- Nearly half of young carers said nobody in their school was even aware of their caring responsibilities
- Many young carers are proud of their caring role and do not want to be pitied or they don't think that telling their school would change very much for them
- In Southampton the number of young carers (aged 8-18) in touch with the Young Carer Service in 2020/21 = 420, with 80 young carers receiving active regular support.

Evidence shows that being a young carer can impact on school attendance, attainment, personal development and welfare. For example:

- More than 1 in 4 young carers miss school regularly.
- Young carers have an average of one grade GCSE level lower, across all the subjects they take, than a young person who has no caring role.
- 6 in 10 young carers say they are bullied.
- Some young carers are worried that their family will be broken up by social services if they tell anyone that they are struggling.

Nationally young carers say the caring roles they do often affect their physical and/or mental health. A survey of young carers in Southampton, conducted by No Limits in 2020, asked, 'Has your caring role affected your emotional well-being?' Of those that responded 60% replied 'yes'. They often:

- feel tired and 'run-down';
- suffer from anxiety, stress and depression; and/or
- find it harder to participate in social activities, which may contribute towards feelings of isolation and loneliness

On the other hand, young people often find they grow personally with their care-giving experience.



Carers Comments

What young carer say might help them:

- ✓ 24/7 support service from young carer project - crisis usually happens in the evenings or at weekends
- ✓ I have someone who helps me with my mental health, my head of year and the head of wellbeing in our school
- ✓ I like the idea of maybe knowing who else in my school is a young carer so we could take time out together to talk to each other, if in case we don't feel comfortable talking to a "grown up" about how being a carer affects us.
- ✓ Give me a break from my caring role (to do an activity, have breathing space)
- ✓ Chats with teachers to ask how everything is. Talking about young carer in things like circle times at school
- ✓ Have Your Say (e.g. Carers' strategy)

What young carer say is difficult for them

- ✗ There has been no opportunity to share my story
- ✗ I worry that social work will get involved
- ✗ I didn't realise I was a carer or that my life is different to that of my peers
- ✗ I don't receive support from school
- ✗ They didn't offer me support before and they knew about my caring role before.
- ✗ I often don't have time to study and I can't go spend time with my friends at all, and I can't travel much
- ✗ My younger brother can be disruptive, it can be hard to complete homework, home learning and lack of sleep at times.

Relevant Legislation & Safeguarding

This is a summary of the relevant legislation, detailed legislation is an appendix to the action plan.

The Children and Families Act 2014 and the Care Act 2014, both significantly strengthened the rights for young carer. They aim to assess and support children and young people from taking on excessive or inappropriate care. They also recognised the need to improve the support young carer get when they move from being a young person to being a young adult.

The NHS Long Term Plan - says that the NHS needs to improve identification and support for carers and young carer. The plan says that the NHS will introduce 'carer quality markers' in primary care, provide better support for carers in emergencies, publish top-tips for supporting young carers.



Part Two - What we are going to do

What Southampton will look like from a young carer's point of view

The vision for this strategy is presented as 13 young carer 'I-statements'. These statements include what young carers wanted, recommendations from the Scrutiny Inquiry and the Unicef Child Friendly City values.

I statements:

I feel that what I do as a young carer is recognised, understood and valued

I have good quality information and advice which is relevant to me

I shouldn't have to take on adult tasks or make adult decisions (like doing all the housework, paying the bills or providing emotional/practical support to other members of the family)

I am listened to and feel part of the team planning care for the person I care for

I know where to get help from when I need it (for me or my cared for person)

I know where to get help when things go wrong (for me or my cared for person)

I can balance caring with my education and/or paid work

I can have a break and time for myself or with other family and friends

I feel that I am supported to look after my own health and wellbeing

I feel supported moving from being a young carer to a young adult carer

I feel supported when my young caring role ends

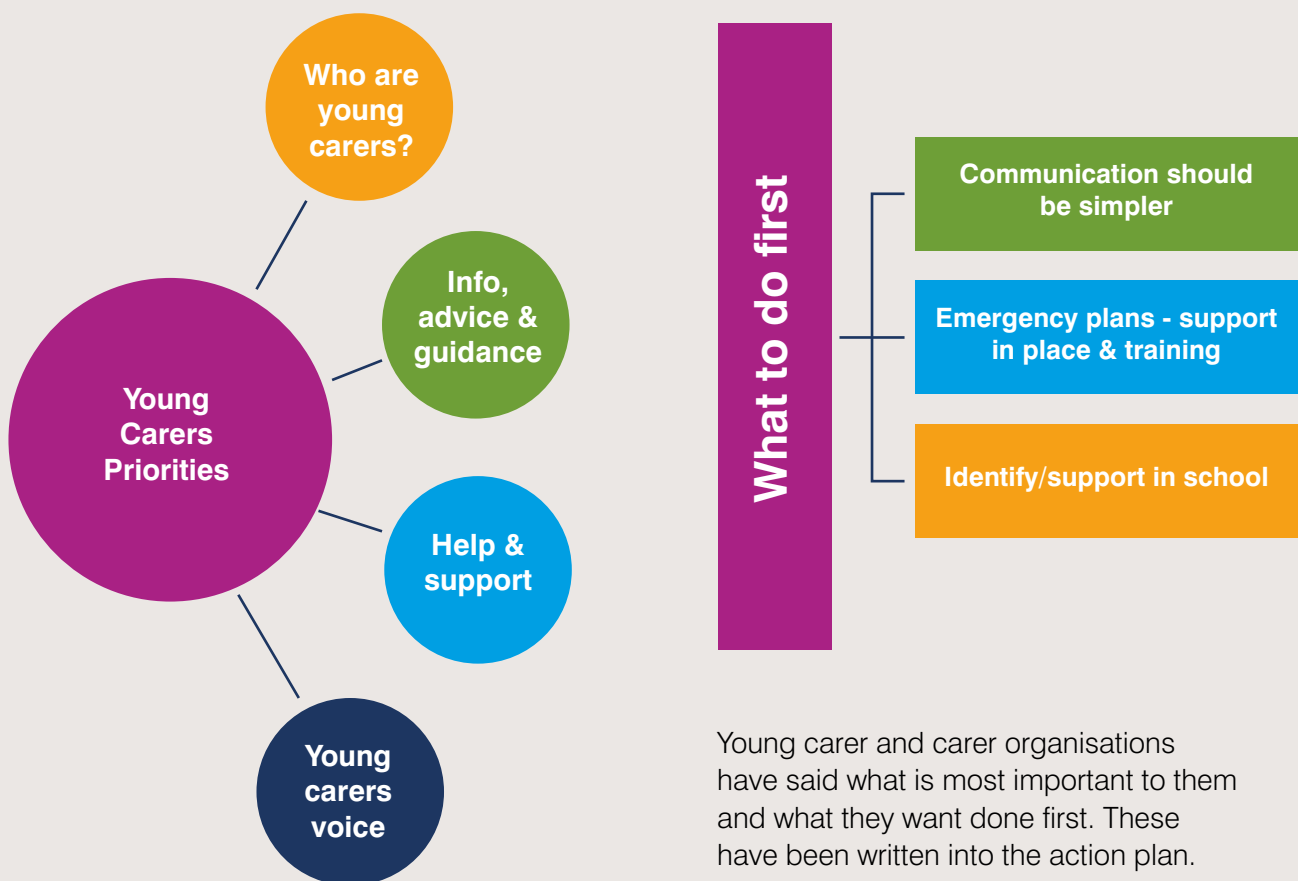
I can get support I need without anything getting in the way (so, for example, there is good transport to where the support is and staff recognise young carer, are child-friendly and talk in a way young people can understand them)

I want to be supported by people who really care, listen to me and want to help me

Priorities we agree we need to focus on

Young carer and services who work with young carer have spoken about a lot of things that need to change. When everything is brought together they can be grouped into four themes.

We have called these our 'priorities' as they need to be done sooner than other things. Work to change the lives of young carer has been identified within each priority. An action plan has been written which shows what work will be done, when it will happen, who will do it and when it is expected to finish.



Young carer and carer organisations have said what is most important to them and what they want done first. These have been written into the action plan.

Areas of work for each priority:

Who are young carers

1. Tell people who live and work in Southampton about young carer and what they do. If we tell enough people, young people themselves will recognise they are a young carer and adults will be able to spot young people who have a caring role.
2. Increase number of:
 - Young carer known to schools, colleges and services for children and young people;
 - Young carer known by their doctor;
 - adults who let their doctor know they have a Young carer; and
 - Young carer who are found by social care (children's and adults) when supporting the person who needs the care.
3. All services that support carers and the people they care for to work together so that they decide on similar ways to search for young carer and know how best to help everyone.
4. Young carer to have one way of showing people and services, including emergency services, that they are a young carer – possibly a Young Carer Card.

Information, advice and guidance

1. Increase the number of young carer who receive information and advice from the NHS and Social Care, as well as from specialist carer and young carer services.
2. Age-appropriate support for young carer.
3. Develop a range of information that is accessible and relevant to very young carer (primary school age to young adults).
4. Explore how information can be put online for young carer to access.
5. Identify support within the local community so young carer know what help is available.



Help and support

1. Provide assessments (a chat to find out a bit about you and the caring you do) that understand that young carer need to have a caring role that is not excessive or inappropriate.
2. Increase the number of young carer assessments completed.
3. Help develop 'what to do in an emergency' training and plans.
4. Enable young carer to stay in education (the right support for different ages, so primary/junior/secondary and college students get the right help).
5. Enable young carer to stay in employment while they care.
6. Provide high quality support while a young carer moves to become a young adult carer.
7. Support to young carer after their caring role has ceased.
8. Look for more young carer in e.g. black Asian or minority ethnic communities (BAME), or young carer who are supporting adults with drug and alcohol problems.
9. Work with local transport providers and community transport to improve access to transport so that young carers can get to e.g. school, clubs and meet friends.
10. Explore whether different venues around the City might be helpful for young carer to meet and get support.
11. Make it easier for young carer to get support or a break from caring (such as having interpreters at appointments) – including someone else to care for the cared for person or them having something to do, so the young carer can have a break.

Young carer voice

1. Young carer will be supported, and encouraged, to help change services so that they recognise, listen to and support young carer.
2. Young carer wishes and knowledge will be used when writing documents that will affect them, for example city wide transport plans.
3. The Stronger Communities Youth Participation team will work with carers and young carer services to ensure that their rights as children are promoted within our ambition to become a child friendly city.
4. Ensure that young carer knowledge about the person they care for, and their skills in how to care for them, is valued and used when planning care for the person they care for.
5. Work with young carer and the people they care for to make sure services they use meet their real needs.
6. Develop 'vox pops' or short videos featuring young carer to help train professionals, local provider/s of young carers support services

NB: The wording 'local provider' has been used rather than naming current providers as the strategy is for five years and service providers may change.

Measuring success

Different people will want different ways to know how well the strategy has worked. Everything will be based on the 'I statements'. We will use numbers e.g. number of people attending a service and we will also talk to young carer and other people about what they thought of a service or how the strategy's actions from the action plan has worked for them. We will look at what has worked for people and what needs to change to make them work in the future.

Council officers will report quarterly to the Southampton Partnership Board, or it's equal if it changes over the next 5 years, and will tell them what has made things better for young carer, what hasn't changed and if anything has made things worse.

This strategy cannot be delivered by Southampton City Council alone and we will be working closely with the partners listed to achieve change across the City:

University of Southampton NHS Foundation Trust

Southern Health NHS Foundation Trust

Solent Foundation Trust

South East Coast Ambulance Service NHS Foundation Trust

Hampshire Constabulary

Hampshire & Isle of Wight Fire and Rescue Service

Local provider/s

Voluntary sector

The action plan shows what work will happen, when and by who and will be available on the Southampton website www.southampton.gov.uk.

Adult Carers Action Plan

1. Improving Identification of Carers								Complete		In progress		Not started		Ongoing
								21-22	2022-23			23-24	24-25	
Nº	Actions	Lead agency	Lead officer	Partners	Progress	Next Steps	Outcome	Q4	Q1	Q2	Q3	Q4	23-24	24-25
1.1	Objective: Raise public awareness of carers and caring to increase the number of people who identify themselves as carers													
1.1.a	Develop Carer Awareness Campaigns focusing on localities, inequalities, care groups with low representation to increase: public awareness of carers people identifying themselves as carers awareness of their rights	SCC	KK		<p>25 Nov 21 Carers Rights Day - joint event with stakeholders</p> <p>June 2022 Carers Week saw separate and combined campaigns between health and social care providers and carers support services using the Carers Comms Group as a conduit.</p> <p>The Carers Comms Group is set to work together for each of the 3 national campaigns: Young Carers Action Day (Jan), Carers Week (June) and Carers Rights Day (Nov)</p> <p>A Marketing Campaign has been proposed by SCC Comms Team with gold, silver and bronze options. The gold option would cost c£30K and funding needs to be found for this or any of the other levels.</p>	<p>Carers Comms Group to develop a low / no cost marketing strategy with dates: take to the Carers Steering Group and Carers Partnership Board</p> <p>Implement campaign</p>	Significant increase in carer identification and registration with carer support services (adult and young carer)							
1.1.b	Engagement with local charities and support groups to identify carers such as The Stroke Association, Headway, Age UK. Linking them with Carers in Southampton & Carers Steering Group	SCC	KK			<p>This will be included within the marketing strategy.</p> <p>Present to Friday Forum at SVS - to gain interest from individual charities to implement</p>								
1.2	Increase the number of carers who are identified in primary care and the number of patients who are registered with their GP practice as a carer													
1.2.a	Develop carers awareness training for receptionists, pharmacies, dentists and social prescribers	PCNs	AL	CCG CiS VS	<p>This is already available as 'Carers Aware E-learning course'.</p> <p>AL to make links with dental leads and community pharmacy</p>	<p>Identify with the following networks, if this most appropriate way for their workforce to learn:</p> <p>Dentistry forum Community pharmacy forum PCN Clinical leads Social Prescribers Community Navigators</p>	Awareness and identification of carers will enable correct coding in appropriate settings.							

1.5 Objective: Align approach to carers across health and social care organisations and education													
1.5a	To work with SCC procurement leads across Directorates to identify opportunities for social value in support of local carers when procuring products and services	SCC	AL	AC	Work with procurement leads to include support of unpaid carers within the social value aspect of contracts								
1.5.b	To ensure that the Patients Hub at Southampton General Hospital and Primary Care new role of Social Prescribers are able to use Refernet system and to explore with local NHS organisations a wider role out of the system.	SCC	AL	AIG Service	Patient Hub has access to refer net								
1.5.c	To work with neighbouring local authorities across Hampshire to develop a joint project to develop a Carers page within CHIE.	ICU	AL	Carers & ICS	To be aware this runs parallel to priority 3.3 d - e	There has been no further development Form a Task and Finish Group to do 1.5 c - g Investigate suitability of NHS Stay Connected app instead of CHIE or if they can integrate	Practitioners have instant access to information in emergencies						
1.5.d	Agree a common data set that will be pulled from existing clinical and social carer systems to make up the carer record	ICU		Carers & ICS									
1.5.e	To work with IT lead to develop carer access to their records to enable carers to review their records, including the uploading of their emergency/contingency plan.	ICU		Carers & ICS			Carers medical records and emergency plans are accurate and up-to-date						
1.5f	Monitor practitioners access to CHIE	ICU		Carers & ICS			System is used						
1.5.g	Standardised recording of carers across health & social care services, with data being pulled into a central register in CHIE offering a central place to support health & social care staff deliver focused care.	ASC	AL	ICS		Agree with leads across wider ICS data set for collection Identify across providers how data is coded and gathered. Work with CHIE Team to present Carers data							

1.6	Objective: Explore whether the identification of a community hub/venues will make it easier for carers to access support when needed, including info and support, a place to meet other carers and access to replacement care. Or using existing council/NHS buildings for outreach might be helpful.													
1.6.a	To undertake an review of national Carer Hub models to explore best practice	SCC	CIL	AC										
1.6.b	To define the functions and estates requirements and cost/benefits of a potential Carers Hub	SCC	CIL	AC										

2. Information & Support								Complete		In progress		Not started		Ongoing
								21-22	2022-23			23-24	24-25	
Nº	Actions	Lead agency	Lead officer	Partners	Progress	Next Steps	Outcome	Q4	Q1	Q2	Q3	Q4	23-24	24-25
2.1	Objective: Increase the number of carers who receive information and advice from the NHS, Social Care and education, as well as from specialist carer and carer services													
2.1.a	For the Council to develop an animated carer pathway story, with linked appropriate service available on the Councils website	SCC	JM		This is now completed and on the council website.									
2.1.b	For the Council to review Southampton Information Directory to develop a specific offer for carers	SCC	JM/RC		This is a separate project and the Carers Steering Group has been directly linked in.	Is in progress.	The project is anticipated to finish by (tbc confirmed by James Marshall)							
2.1.c	To work with SO:Linked to ensure the carers offer is available to access via the SO:Linked and Southampton Information Directory (SID) web pages.	SCC	AL		This is in progress, SO:Linked developing view of assets directory to draw out resources that are relevant to carers.	SOLinked has produced information that allows carers to search for their https://www.solinked.org.uk/community_services								
2.1.d	Carers in Southampton & No Limits to work with Advice Southampton providers to develop a specific offer for carers to access focused advice, information and guidance, ensuring that the offer developed can be linked to	CiS/NL	AL	AS		Meeting being arranged with Carers in Southampton and CAB to scope the work. AL to attend.	Advice Southampton has trained Carers in Southampton staff to provide advice first aid. Additionally Carers in Southampton has access to Refernet to allow electronic referrals to both ways							

	national sources and local help																	
2.1.e	Work with Care pathways and service providers to map available carer information and resources and create a library of information	CiS/NL	AL	AS			SO:Linked has produced information that allows carers to search for their https://www.solinked.org.uk/community_services											
2.2	Objective: Develop a clear information pack and introductory sessions to share with carers.																	
2.2.a	Develop clear information packs and introductory sessions to share with carers covering; <ul style="list-style-type: none"> Your rights How the health and social care system works How carers views should be taken into account, particularly on discharge from hospital care. What might your caring journey be focusing on, things you may need to plan for, gain skill and knowledge about.... Introduction to local and national support groups How to stay healthy and what you can expect from services Benefits and allowances you can claim for e.g. council tax reductions, carers allowance, where to get help to access benefits and allowances 	SCC	CIL															
2.3	Objective: Explore different apps for Carers. Consider buying access to Carers UK 'Digital Resource for Carers'. This would give all carers in Southampton free access to training, the Jointly app designed by Carers UK to help store and to share information and manage care and other digital support.																	

2.4.d	To work with SO:Linked to engage with local business to identify opportunities cares to be supported through corporate responsibility																		
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3. Help & Support								Complete		In progress		Not started		Ongoing
								21-22	2022-23			23-24	24-25	
Nº	Actions	Lead agency	Lead officer	Partners	Progress	Next Steps	Outcome	Q4	Q1	Q2	Q3	Q4	23-24	24-25
3.1	Objective: Provide assessments that understand carers and family's needs alongside the person they care for.													
3.1.a	Health and Social Care services across Southampton agree a set of common principles that define the role of health professionals to support carers and agree system standards	SCC and other NHS agencies	Adrian Littlemore	All health, ASC & CS & carers	SH has successfully achieved level 1 of Triangle of Care. UHS and SFT both have policies similar to Triangle of Care. SCC is at the beginning of this journey.	Map principles in each policy to identify common areas and any gaps. This action also correlates to 5:2 Quality Marker awarded to GP Practices (see 3.3)								
3.1.b	Review the current carers assessment process and incorporate into the development of Care Director IT system	ICU & SCC	CIL	CIS	New assessment developed with Carers in Southampton, Principle Social Worker and Care Director Project Team.	Implement new assessment.	Assessments use a strength based approach							

3.4b	SCC and Local NHS providers to develop and implement a carer employee support scheme	E&S/HR																
3.4 c	Small to medium sized businesses supported to develop carers schemes	E&S		CofC														
3.4 d	To establish a best practice group for carer friendly employers for the City	E&S																
3.4 e	Explore with the further education sector how support and courses can be adapted to enable caring and learning to happen																	
3.4.c	To work with the Councils and Local NHS providers to develop and implement a carer employee project with support from the national carers UK team.	SCC	KK	All partners	Discussions are taking place with colleagues to look at possible work placement opportunities for young carers, possible apprenticeships reaching across the integrated care system	Identify firm possibilities and implement around young carers and apprenticeships. Talk to Carers UK team to see how to progress identifying former carers who are looking to get back into work												
3.5	Objective: Support to carers after their caring role has ceased																	
3.5.a	Support carers back into work, training or education	E&S		DWP & AC														
3.6	Objective: Support carers to have the opportunity to have planned breaks from caring																	

3.6.a	Review of respite care	ICU	AL	SCC data team and carers										
	Develop:													
	Access to respite across all care groups													
	Mix of home and away respite.													
	Development of Shared Lives scheme to offer support to carers													

4. Carers Voice & Involvement								Complete	In progress			Not started	Ongoing		
								21-22	2022-23			23-24	24-25		
Nº	Actions	Lead agency	Lead officer	Partners	Progress	Next Steps	Outcome	Q4	Q1	Q2	Q3	Q4	23-24	24-25	
4.1	Objective: Ensure that carers are acknowledged as partners in care, and their skills and knowledge are valued and used when planning care for the person they care for														
4.1.a	Hold a conference / workshop to bring together organisations and businesses from across Southampton to agree a Carers Charter for the City.	ASC			All four organisations (NHS & LA) have Carers Strategy's, they are very similar to a carers charter. It makes more sense to highlight specific actions and then get formal sign to those actions from organisations and business across the city.	Discuss with carers and Carers Partnership board to agree approach									
4.2	Objective: Provide more opportunities for carers to be involved in strategic planning and commissioning decisions														
4.2.a	Establish a Carers Partnership Board for the City to bring together carers and a broad range of services to improve the health and wellbeing of	CPB					Ongoing								

	carers, parent carers and young carers in the City.																		
4.2.b	To work with the Carers Steering Group to broaden engagement so that it reflects the needs of all carers in the City.								Ongoing										
4.2.c	To work with HealthWatch to support the development of the Carers Steering Group								Ongoing										
4.2.d	To explore how further leadership development opportunities can be offered to carers to strengthen the carers voice in the City.																		
4.3	Objective: Embed the practice of working in co-production with carers and people with lived experience, as well as other stakeholders, to ensure they are involved in the development, design and provision of services to meet their real needs.																		
4.3.a	Share across the Council, the Coproduction principles/guide developed by the Integrated Commissioning Unit with service users and community organisations.	ICU	Moraig Forrest-Charde James Marshall		Shared across council and other stakeholders	None		Coproduction principles/guide shared widely											
4.3.b	Carers to be involved in service review and evaluation, redesign and procurement evaluation	SCC ICU	Adrian Littlemore Kirsten Killander	Carers UHS Southern Health Solent Voluntary Sector	As part of the procurement for the new carers service starting April 23, carers have been involved in the public workshops reflecting on what good looks like and aspirations for the service.	Info coming out of those workshops to be shared with Carers Steering Group for observation. Carers to be invited to take part in the formal evaluation of the initial tenders and on the final panel. Training to be given to those participating.													
4.4	Objective: Carers to be involved in service review and evaluation, re-design and procurement evaluation																		

5. Planning for the future								Complete		In progress		Not started		Ongoing
Nº	Actions	Lead agency	Lead officer	Partners	Progress	Next Steps	Outcome	Q4	Q1	Q2	Q3	Q4	23-24	24-25
5.1	Objective: Review *transition practice to ensure that policy is implemented													
* Transition applies to many different situations e.g.: Young carer becoming an adult carer Cared for young person becoming an adult Cared for adult moving out of home to live independently Adult moving into older peoples services End of life plans														
5.1	Identify the most common transitions, then replicate the following actions:	SCC	CIL ASC CS	UHS Solent Southern Health VS										
5.1.a	Map transition issues for carers and cared for	SCC	CIL ASC CS	UHS Solent Southern Health VS										
5.1.b	Review policy, does it address the issues mapped? If so, compare practice and identify areas for change	SCC	CIL ASC CS	UHS Solent Southern Health VS										
5.1.c	Develop with each group support which meets their needs	SCC	CIL ASC CS	UHS Solent Southern Health VS										
5.1.d	To coproduce through a workshop with carers what support would meet their needs	SCC	CIL ASC CS	UHS Solent Southern Health VS										
5.2	Objective: Ensure transition processes undertaken are within agreed standards, so carers and cared for are able to plan appropriately.													

5.2.a	Work with colleagues to implement ADASS & Assoc Directors Children's Services (ADCS) guidance supporting young carers transitioning to adult carers.	SCC	Kirsten Killander CIL ASC CS	tbc	Two workshops have been held to start to establish the different pathways for young carers into adult carers	Final pathways understood Share with all stakeholders to confirm Shape implementation plan Begin implementation									
5.2.b	Work with local services to identify areas for improved patient and carer journeys when new services become involved	SCC	CIL ASC CS	UHS Solent Southern Health VS											
5.2.c	Hold a workshop to scope issues and opportunities. Use data from 5.1.a	SCC	CIL ASC CS	UHS Solent Southern Health VS											
5.3	Objective: Map current transition issues between age related or condition specific services to ensure carers are supported when those they care for move														
5.3.a	Use information from 5.1 and 5.2 to inform this objective														
5.4	Objective: Explore possibility of using housing options (e.g. domiciliary care/care homes/supported living/shared lives) as respite to 'practice' for the future														
5.4.a	Use information from 5.1 and 5.2 to inform this objective														

Partners			
Commissioned Services		Southampton City Council	SCC
Adult carers	AC	Carers Strategy Improvement Lead	CSIL
Young carers	YC	Public Health	PH
Community navigation	CN	Adult Social Care	ASC
Parent Partnership	PP	Communications	Coms
Advice, information and guidance	IAG	Children's Services	CS
Voluntary sector	VS	Employment and Skills Team / Human Resources	E&S/HR
Partnerships/Boards/Groups		SCC & CCG: Integrated Commissioning Unit	ICU

Carers Steering/Co-production Group	CSG	Emergency Services	
Carers Partnership Board	CPB	South East Coast Ambulance Service NHS Foundation Trust	AMBS
Learning Disability groups	LD	Hampshire Constabulary	Police
Mental Health groups	MH	Hampshire & Isle of Wight Fire and Rescue Service	Fire
Transition Group	TG		
Start Well	SW		
Live Well	LW		
Age Well	AW		
Die Well	DW		
Chamber of Commerce	CofC		
Health & Social Care			
Primary Care Networks	PCN		
University Hospital Southampton NHS Foundation Trust	UHS		
Southern Health NHS Foundation Trust	SHFT		
Solent NHS Trust	ST		
Integrated Care System	ICS		
Clinical Commissioning Group	CCG		