

# Public Document Pack

## Council

Wednesday, 24th February,  
2021  
at 2.00 pm

### MEMBERS' ROOM DOCUMENTS

#### Members

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## MEMBERS' ROOM DOCUMENTS

Agendas and papers are now available via the Council's website

**6 THE REVENUE BUDGET 2021/22, MEDIUM TERM FINANCIAL FORECAST 2021/22 TO 2024/25 AND CAPITAL PROGRAMME 2020/21 TO 2025/26** (Pages 1 - 146)

Report of the Cabinet Member for Finance and Income Generation detailing the Revenue Budget 2021/22, Medium Term Financial Forecast 2021/22 to 2024/25 and Capital Programme 2020/21 to 2025/26.

Tuesday, 16 February 2021

SERVICE DIRECTOR, LEGAL AND BUSINESS  
OPERATIONS



## Equality and Safety Impact Assessment

The **Public Sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with Section 17 of the Crime and Disorder Act and will enable the Council to better understand the potential impact of proposals and consider mitigating action.

<b>Name or Brief Description of Proposal</b>	Review of Telecare Rental Charges	
<b>Brief Service Profile (including number of customers)</b>		
<p>Southampton City Council’s telecare service offers peace of mind to individuals and their carers through advanced care technology equipment. The service comes with alarm packages that allow people to be supported 24 hours a day 365 days of the year.</p> <p>The service is available to anyone living in Southampton or within 20 miles of the city boundaries who wants reassurance that they can call for help quickly and easily in case of an emergency. This could be because they are elderly or have a disability of any age and would like peace of mind.</p> <p>The proposal is to increase charges for the telecare service as outlined below:</p>		
<b>Service Type</b>	<b>Current Weekly Charge (ex VAT)</b>	<b>Proposed Weekly Charge (ex VAT) from April 2021</b>
Basic Silver	3.00	3.50
Basic Gold	4.25	5.00
Installation (one-off)	20.00	25.00 one – off
Key safe – supply and install	40.00	40.00 one -off
<p>This charge increase will apply to all users of the service from April 2021. Existing customers will receive at least 28 days’ notice of the charge increases.</p>		

Installation charges will increase by £5, and this is a one-off payment for new customers only. The charge for the installation of a key safe is not proposed to increase.

After review of market competitors, the increased charge will mean that the cost of the Southampton Telecare Service remains below market competitors.

### **Summary of Impact and Issues**

The increased cost of telecare services has the potential to affect services provided to adults with care and support needs including:

- Adults with dementia
- Adults with physical disabilities
- Adults with Learning Disability
- Adults with mental ill health
- Adults with sensory support needs
- Older people
- Family and Carers
- People that live alone

This change will affect both adult social care clients for whom telecare is delivered as part of the care package to meet assessed need, and private customers who opt to use this service without having assessed need.

The increased cost may make people apprehensive to continue to utilise telecare, although the increased cost brings it more in line with market.

Carers may be affected as it may act as a disincentive to individuals taking up the service therefore the benefits that the service provides in terms of security, confidence and peace of mind for carers may be adversely affected, in turn affecting carers.

Service users with assessed needs will continue to have their needs met in line with the Care Act 2014. Where clients are self-funded or make contributions to their care, the increased cost will be considered a Disability Related Expenditure.

### **Potential Positive Impacts**

Telecare can often be used to provide support to carers and provide reassurance that someone they are caring for is safe and well. This can be someone who is living in the same property as the carer, but also some distance away. Carers can often act as the first contact when an alarm is triggered to provide a response to an individual. Carers who support people with a disability are also considered as part of the Equality Act (2010) legislation in relation to provision regarding 'association with a disabled person'.

There are several ways in which telecare can enhance a person's quality of life.

- It can enable a person to remain living at home if that is their preference, although there will always be some trade-off between meeting the desired sense of independence and a residual element of risk in living at home.
- It can ease the challenges of daily living caused by age or long-term health conditions and improve an older person's sense of security and self-confidence.
- The level of telecare provision can be increased as new problems emerge with activities of daily living or any new health problems develop.
- It can relieve some of the burdens and pressures that affect informal carers, improving their quality of lives too. This can encourage family members to carry on caring for longer, which can avoid the older person moving into a care home.
- Telecare also has the potential to be cost-effective.
- It can avoid or defer an elderly person's move into a care home or hospital.
- It can reduce or replace some of the routine input needed from carers, formal and/or informal, in the home setting, permitting them to be more effectively deployed.
- It can help someone maintain a healthier lifestyle, thereby reducing or delaying future needs.

Increasing charging in line with the market will mean that service can continue to be delivered in a sustainable way.

<b>Responsible Service Manager</b>	Lisa Haynes Head of Supported Housing
<b>Date</b>	18 November 2020
<b>Approved by Senior Manager</b>	Grainne Siggins Executive Director: Health and Wellbeing
<b>Date</b>	12 February 2021

### Potential Impact

<b>Impact Assessment</b>	<b>Details of Impact</b>	<b>Possible Solutions &amp; Mitigating Actions</b>
<b>Age</b>	Telecare, including Community Care Alarms, are provided to people to assist them to manage the risks that their health or physical condition may present. As people age they are more likely to experience these types of conditions therefore older	Service users with assessed needs will continue to have their needs met in line with the Care Act 2014. Where clients are self-funded or make contributions to their care, the increased

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	people make up the greatest percentage of the Telecare service user demographic. Older people are therefore proportionally more affected by this change.	cost will be considered a Disability Related Expenditure.  Clients who are self-funded and/or do not have an assessed care need will experience a price increase, but the service remains competitively priced.
<b>Disability</b>	Telecare, including Community Care Alarms, are provided to people to assist them to manage the risks that their health or physical condition may present. By definition, a person with a disability is more likely to experience the types of risk that the service is designed to respond to. The age of the person with a disability is not relevant as the service may be provided to a child, young person, adult or older person, therefore overall people with disabilities are proportionally more affected by this change than people without disabilities.	
<b>Gender Reassignment</b>	No impact identified	N/A
<b>Marriage and Civil Partnership</b>	No impact identified	N/A
<b>Pregnancy and Maternity</b>	No impact identified	N/A
<b>Race</b>	No impact identified	N/A
<b>Religion or Belief</b>	No impact identified	N/A
<b>Sex</b>	No impact identified	N/A
<b>Sexual Orientation</b>	No impact identified	N/A
<b>Community Safety</b>	No impact identified	N/A
<b>Poverty</b>	The increased cost of the service may adversely affect those on benefits or lower incomes.  People may choose not to use	Where clients are self-funded or make contributions to their care, the increased cost will be considered a Disability Related Expenditure.

<b>Impact Assessment</b>	<b>Details of Impact</b>	<b>Possible Solutions &amp; Mitigating Actions</b>
	<p>telecare and therefore be at risk of isolation and an increased risk of falls.</p> <p>If individuals choose to pay for telecare services they may have to make difficult decisions about other expenditure which could adversely affect them.</p>	<p>Clients who are self-funded and/or do not have an assessed care need will experience a price increase, but the service remains competitively priced.</p>
<b>Health &amp; Wellbeing</b>	<p>Clients' concerns and levels of anxiety could impact their emotional and physical wellbeing when they are concerned by the increased expenditure or meeting the costs of telecare.</p> <p>Relatives of clients may also have concerns relating to finding suitable alternate care and support which could impact their health and wellbeing.</p>	<p>Clients with assessed needs will continue to have their needs met in line with the Care Act 2014.</p>
<b>Other Significant Impacts</b>	<p>No other impacts identified</p>	<p>N/A</p>

## Equality and Safety Impact Assessment

The **Public Sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with Section 17 of the Crime and Disorder Act and will enable the Council to better understand the potential impact of proposals and consider mitigating action.

<b>Name or Brief Description of Proposal</b>	Improved use of appropriate lifting equipment to help reduce double handed care
<b>Brief Service Profile (including number of customers)</b>	
<p>Southampton has a well-established Occupational Therapy (OT) service which currently provides clients with double handed care (the use of two carers) with clients who require manual handling.</p> <p>As part of normal review processes, the council will review whether current care packages are right for clients, and in cases of double handed care, whether that client still requires two carers at once. This may change because of changing need, or the introduction of new equipment and technologies.</p> <p>The proposal is to have Occupational Therapy review all double handed care packages that are being supplied by the council and, where appropriate, reduce this through training and/or the introduction of new equipment, having undertaken appropriate customer, staff and contractor risk assessments.</p> <p>Eighty-six residents have been identified as receiving double handed care. A review of the double handed component will be required alongside evidence that the appropriate lifting equipment can be installed within the property to reduce to single handed. Clients will continue to receive the care and support needed to meet their needs in full. In the future, this may be through one carer using equipment and the latest techniques.</p>	



### **Summary of Impact and Issues**

Some clients who currently receive double handed care and are visited by two carers at a time will see a change in their support package, reducing to one carer. This will only be implemented after a review of individual care packages in line with statutory guidance and having undertaken appropriate H&S risk assessments for staff and contractors to ensure that this reduction can be made safely, and the needs of the client will continue to be met.

Currently, approximately 86 people are receiving care packages requiring two carers in attendance at once.

Clients may have new equipment installed in their homes, and this will be done in agreement with the client and/or their representatives, and training and support will be provided. The hoist and sling (MoLift) will be similar in size to the hoist that is currently used for two handed care. The storage and use of the sling will be similar also. The care agency and the family members will need specific training in single handed care and the functions of the hoist. This training will be the responsibility of the prescribing staff member. The care agency will disseminate the training to ensure all carers in attendance are able to use the hoist.

### **Potential Positive Impacts**

This proposal will support the council to meet best practice guidelines around supporting independence.

Home care resources will be freed up to support more people in the city (for example, speeding up discharges from hospital, people not having to wait as long for a home care package to start). Clients will be provided with a more tailor-made, personalised level of support in order to provide maximised independence to our clients.

<b>Responsible Service Manager</b>	Sharon Stewart Head of Adult Social Care
<b>Date</b>	2 February 2021
<b>Approved by Senior Manager</b>	Grainne Siggins Executive Director Health and Wellbeing
<b>Date</b>	12 February 2021

## Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
<b>Age</b>	Older people are more likely to be impacted by this proposal, as it is typically older people (aged over 65) who receive double handed care packages.	Clients will continue to have their needs met in full through a safe way of working and this would be kept under regular review.
<b>Disability</b>	People living with a disability people are more likely to be impacted by this proposal, as it is typically disabled people who receive double up care packages.	
<b>Gender Reassignment</b>	No identified impact	N/A
<b>Marriage and Civil Partnership</b>	No identified impact	N/A
<b>Pregnancy and Maternity</b>	No identified impact	N/A
<b>Race</b>	No identified impact	N/A
<b>Religion or Belief</b>	No identified impact	N/A
<b>Sex</b>	No identified impact	N/A
<b>Sexual Orientation</b>	No identified impact	N/A
<b>Community Safety</b>	No identified impact	N/A
<b>Poverty</b>	No identified impact	N/A
<b>Health &amp; Wellbeing</b>	The health and wellbeing of an individual will be taken into account when deciding on the most appropriate care and support package during and after the implementation of this proposal.	Any adverse impacts would be mitigated on a case by case basis through the robust application of Care Act Principles.  Assessments and reviews will be needs-driven, and the requirements of statutory guidance in respect of choice, access to advocacy where

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		<p>needed and the involvement of carers.</p> <p>The Mental Capacity Act will be used where appropriate to protect the needs and rights of the individuals. Timely assessments and reviews would be carried out.</p>
<p><b>Other Significant Impacts</b></p>	<p>Potential impacts on SCC staff and contractors have been considered. No significant impacts on staff working within the care sector is anticipated.</p> <p>SCC staff do not currently deliver home care visits. There is no anticipated reduction in availability of work anticipated for contracted suppliers of these services, as there is currently a shortfall in carers within the city resulting in greater demand than availability of carers. Some care workers may change their visit patterns if some clients move from double to single person requirements, but this is part of normal business and will be part of staff contracts.</p>	

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The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with Section 17 of the Crime and Disorder Act and will enable the Council to better understand the potential impact of proposals and consider mitigating action.

<b>Name or Brief Description of Proposal</b>	Maximising independence for people with Learning Disabilities
<b>Brief Service Profile (including number of customers)</b>	
<p>The council’s Learning Disabilities adult social care service supports over 600 adult social care clients.</p> <p>The proposal will be undertaken as business as usual activities, via thorough Care Act assessment and review processes. This approach will be offered and considered for all people that are Care Act eligible, so that their independence is maximised. The proposal has the potential to reduce the cost of care through a range of interventions.</p> <p>Working with the residents in a personalised way, key actions would relate to independence goals achieved via the assessed care and support plan. This includes supporting individuals in the least restrictive way.</p> <p>Therefore, there may be potential to:</p> <ul style="list-style-type: none"> <li>• move residents on from residential care into supported living</li> <li>• review of 1:1 or higher ratio care</li> <li>• review any continuing healthcare arrangements</li> <li>• work with the provider market to review the outcomes and costs of care.</li> </ul>	
<b>Summary of Impact and Issues</b>	
<p>The proposal seeks to enhance the quality of care for people currently living in residential care and/or supported living, by providing them with options to move on to less institutionalised settings and/or support more effective support options in their current home. If a move on to supported living is</p>	

identified, this could mean changes for the residents in three main areas: their home, their support and their money. The changes are summarised below, explaining the differences between living in registered care and a supported living home.

<b>Supported Living</b>	<b>Residential Care</b>
<b>My Home</b>	<b>My Home</b>
<p>Your accommodation is provided separately to your support.</p> <p>You have more choice and control about what happens in your own home.</p>	<p>The care home is managed and run by a care provider.</p>
<p>You have more rights over your life and living arrangements. You will have a licence agreement or tenancy with the landlord.</p>	<p>The home is managed and run by a care provider who is responsible for all aspects of your daily needs and wellbeing.</p>
<b>My Support</b>	<b>My Support</b>
<p>Your home is separate to the support and care package. This means you can choose a different 1:1 support or care provider if you wanted to.</p> <p>The service is tailored to you. You have support to live the way you want in your own home.</p>	<p>Your support is provided as part of a package with accommodation, and one element cannot be changed without impacting on the other.</p>
<b>My Money</b>	<b>My Money</b>
<p>You will be able to apply for welfare benefits. This includes Housing Benefit, Employment Support Allowance, Pension Credit, Universal Credit and Personal Independence Payments.</p> <p>You might need to make claims for new or extra benefits.</p> <p>You will be able to receive your benefits directly or if you lack capacity to manage your finances this can be done by a family member or through appointee processes.</p> <p>This means you are in control of paying your bills and choosing what</p>	<p>Residential care limits your rights to some welfare benefits.</p> <p>Most people that live in residential care have access to a small personal expenses allowance to buy personal belongings, clothes and holidays.</p>

to do with money that is left over.	
You have access to other sources of funding, including Direct Payments.	You cannot access most additional funding for support such as direct payment.
<p>You should retain more of your income and have your own money to pay for things you need.</p> <p>You are responsible for paying all utility bills and other associated housing costs.</p> <p>You may be able to pay your housing/rent costs by claiming housing benefit.</p>	<p>You have your food, heating and general needs paid for as it is included in the fees charged by the care provider.</p> <p>This means you do not have to pay for those things.</p>

This proposal does not represent a reduction on learning disability services. The proposal seeks to enhance the quality of care for people currently living in residential care and/or supported living, by providing them with options to move on to less institutionalised settings and/or support more effective support options in their current home.

There is a programme of work to develop specialist housing in the city for people with learning disabilities to meet their complex needs. This use of general needs housing is likely to be low as the general needs housing is generally not specialist enough. In addition, the numbers of people are very small. The impact on the housing register will therefore be minimal.

#### **Potential Positive Impacts**

The proposal seeks to enhance the quality of care for people currently living in residential care or other settings, by providing them with options to move on to less institutionalised settings and supporting their independence within their current setting. In addition, their Continuing Healthcare status may be reviewed.

<b>Responsible Service Manager</b>	Kate Dench Learning Disability Joint Commissioning Manager
<b>Date</b>	2 February 2021
<b>Approved by Senior Manager</b>	Grainne Siggins Executive Director Health and Wellbeing
<b>Date</b>	12 February 2021

## Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
<b>Age</b>	All affected residents are aged 18+. There is no specific impact identified related to the age of the clients affected.	N/A
<b>Disability</b>	All affected individuals have been diagnosed with a learning disability and have associated needs.	<p>Individuals will continue to receive the care and support they need but with the benefit of supported living enabling a more person-centred care plan.</p> <p>Care Act assessments will have taken place for all individuals and should the proposal go ahead new Care &amp; Support plans will be completed based on these assessments.</p>
<b>Gender Reassignment</b>	No identified impacts.	N/A
<b>Marriage and Civil Partnership</b>	No identified impacts.	N/A
<b>Pregnancy and Maternity</b>	No identified impacts.	N/A
<b>Race</b>	Data and intelligence evidences that there is an under-representation of people from BME groups seeking support (LeDeR, 2019), and therefore the experience and skills of our workforce may need some additional training and development.	<p>The council will identify via providers and social work resource any support that can offered to enhance representation of BME groups seeking support.</p> <p>As per our contracts, all providers are be required to deliver services which are appropriate to culture / race and to ensure their workforce are trained to do so. This is a contractual requirement within the home care framework.</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
<b>Religion or Belief</b>	No identified impacts.	N/A
<b>Sex</b>	No identified impacts.	N/A
<b>Sexual Orientation</b>	No identified impacts.	N/A
<b>Community Safety</b>	<p>Community safety can be a concern and issue for some individuals within the care system. There remains stigma of people with learning disabilities in the community.</p>	<p>Support providers and landlords work with individuals and their local neighbourhoods to ensure that positive relationships are committed to and established. Safer Places is an example a preventative scheme that has been rolled out across the city in partnership with policing.</p> <p>In addition, support providers are given training to recognise and report Disability related Hate Crimes, and encourage people with learning disabilities to enact their right to take this action should they need to.</p>
<b>Poverty</b>	<p>Clients living in residential settings are generally financially worse off than those within supported living or those who continue living in family settings. We anticipate that any moves to supported living will likely be financially beneficial to residents.</p> <p>Some individuals may not have the capacity to manage their own finances and so there may be concerns that the residents could get into debt.</p>	<p>All residents have received up to date Care Act assessments and individual support plans will be put in place to identify any support needs in relation to managing finances.</p> <p>The FAB (Finance, Assessment and Benefits) team will undertake individual assessments to maximise client benefits and the social worker as well as care provider will support residents and their</p>



Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		<p>families (where relevant) to make the necessary benefit applications.</p> <p>Residents who are assessed as lacking capacity to manage their finances and for whom there is not a suitable family member in place to undertake this role will have an appointee in place from the council, or the Client Affairs Team (provided via Hampshire County Council).</p>
<b>Health &amp; Wellbeing</b>	<p>People with learning disabilities experience a number of health conditions at an earlier stage than the general population.</p> <p>People with learning disabilities may experience social isolation, which may have increased following Covid-19 lockdown restrictions.</p>	<p>Referrals to health services will be supported should there be a requirement including to specialist Learning Disability health services provided by Southern Health Foundation Trust.</p> <p>Supported living care and support often offers more personalised and inclusive approaches to support than that of residential care services. In addition, the care and support providers are quality monitored and every person will have a Care Act review. This will ensure any individual needs in relation to community access and inclusion and assessed and the care provider is meeting those needs, with the individual</p>
<b>Other Significant Impacts</b>	No other impacts identified	N/A

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<b>Name or Brief Description of Proposal</b>	Libraries income review
<b>Brief Service Profile (including number of customers)</b>	
<p>Libraries represent a core part of Southampton’s cultural, information, skills and learning offer. They provide free and universal access to books, information, the internet and informal learning; support for families and individuals through reading and training programmes and by promoting life skills, readiness for economic activity, digital literacy and well-being. The service consists of 11 libraries across the city incorporating 5 community led libraries which are not staffed by council personnel. The statutory provision is for the 6 Council-run libraries. The city’s libraries attract up to 850,000 visitors per year.</p> <p>Services include:</p> <ul style="list-style-type: none"> <li>• Books, CDs and DVDS for loan in a range of formats and languages. A range of e books, audio, newspapers and magazines</li> <li>• 300,000+ visits to the libraries web last year for information, library catalogue and electronic resources.</li> <li>• 24 hour online access to library catalogue, account management and information sources.</li> <li>• Information Services - skilled library staff answered over 100,000 queries on diverse information issues in the last year.</li> <li>• Free public internet, Wi-Fi and email access in every library from 140 computers.</li> <li>• Books, support, and spaces for reading groups across the City</li> </ul>	

including children, young people, visually impaired.

- Innovative ways of reaching parents and children via work with the Sure Start projects.
- Year round programme of events and activities, including reading promotions, author visits, Summer Reading Challenge, craft and reading activities, library clubs; and opportunities for those who want to learn with their children, including rhyme times, family reading groups, baby signing, Southampton Favourite Book to Share Award.
- Study space, meetings rooms and library spaces for hire Volunteering and work experience programmes.

### **Summary of Impact and Issues**

The proposal is to review and set library charges to ensure charges are fair but in line with current costs and benchmarked against comparative services and local suppliers.

The council will also review all opportunities to use library spaces for fee paying customers, ensuring that this adds to the library offer and does not detract from the statutory offer for local residents.

### **Service charges**

Using a library, borrowing books and using computers are free services and our aim is to encourage as many users as possible. Library services charges are in place to ensure that books are returned in a timely manner and remain available in the library to be used by other local residents.

Reviewing charges will ensure that charges set by libraries are fair and affordable to local people and at a level which will encourage use of services such as printing and copying.

Charges have not been reviewed for three years. The following charges are being reviewed and are likely to increase:

- Late charges for books
- Photocopying/printing/scanning price
- Room hire price
- Costs for marketing in the library
- Stationery for purchase
- Costs of obtaining books and resources from other suppliers such as British Library

All charges will be benchmarked against other providers and services and other local library services.

Some service users may experience a negative financial impact from charge increased. As a result of the coronavirus (Covid-19) pandemic some service users may be experiencing problems with debt, or may have had existing debt problems exacerbated. Debt to the library service in excess of £5 may result

in users not being able to access borrowing and PC access.

In cases where debt is outstanding but continued access to the service is required, concessions and flexible payments arrangements can be made on a case by case basis.

E-mail notifications are sent reminding users before any charges are due to renew items in person, by phone or online or discuss any issues.

No charges are applied on children's materials.

### **Meeting space income opportunities**

A review of library commercial opportunities will also identify income opportunities for rental of meeting space. This will be informed by a Libraries Connected initiative Income Generation network (funded by Arts Council) which sets out good practice in using library spaces to provide opportunities for small groups, organisations to meet (outside covid restrictions), use library spaces to have a temporary base or to promote their business. The aim is to become more integrated in the community by promoting small neighbourhood businesses/organisations with limited budgets and advertising opportunities.

The opportunities will test the premise that libraries can have a more diverse offer to widen their appeal to a wider range of people and that buildings and spaces can be used more creatively to generate income through appropriate advertising.

### **Potential Positive Impacts**

This proposal will embed libraries in local communities by working with local groups and companies to offer library as a 'shop window'. More local businesses or community groups with limited means will be able to use library spaces flexibly to further their impact in their local community.

The review of fees and charges will create additional income for the libraries, whilst ensuring a fair and fully transparent set of charges for services and fees.

<b>Responsible Service Manager</b>	Elizabeth Whale Information, Skills and Area Manager Libraries
<b>Date</b>	29 January 2021
<b>Approved by Senior Manager</b>	Mary D'Arcy Executive Director: Communities, Culture and Homes
<b>Date</b>	10 February 2021

## Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
<b>Age</b>	<p>Increased fees may impact people of different age groups differently based on their income.</p> <p>Children facing fees may be deterred from visiting libraries.</p>	<p>There are no fees for overdue children's items.</p> <p>Concessions and flexible payment options are offered to people of any age who may find fees unaffordable.</p>
<b>Disability</b>	No identified impact	N/A
<b>Gender Reassignment</b>	No identified impact	N/A
<b>Marriage and Civil Partnership</b>	No identified impact	N/A
<b>Pregnancy and Maternity</b>	No identified impact	N/A
<b>Race</b>	No identified impact	N/A
<b>Religion or Belief</b>	No identified impact	N/A
<b>Sex</b>	No identified impact	N/A
<b>Sexual Orientation</b>	No identified impact	N/A
<b>Community Safety</b>	No identified impact	N/A
<b>Poverty</b>	Some people may find any increased fees unaffordable and may have access to library services restricted if they have outstanding payments due.	Concessions and flexible payment options are offered to people with any protected characteristic who may find fees unaffordable.
<b>Health &amp; Wellbeing</b>	No identified impact	N/A
<b>Other Significant Impacts</b>	The proposal will increase the offer to use library spaces creatively, and the holistic community offer in district centres.	N/A

The **Public Sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with Section 17 of the Crime and Disorder Act and will enable the Council to better understand the potential impact of proposals and consider mitigating action.

<b>Name or Brief Description of Proposal</b>	Exploring community funding with alternative model
<b>Brief Service Profile (including number of customers)</b>	
<p>The council runs a number of small grants scheme for community groups which include grants for community activities and community celebration events amongst other community centred activities.</p> <p>The proposal is to investigate the use of a match or crowd funding approach to fund community projects, including exploring options for a community lottery. Applications would be submitted on the basis of fresh ideas and innovation, from within communities.</p>	
<b>Summary of Impact and Issues</b>	
<p>Subject to the findings of the investigation, there could be a reduction in the funding made available for community grants, which would be supplemented by crowd funding or other alternative funding mechanisms such as a community lottery.</p> <p>This could lead to a reduction in funding for some community projects if those groups are not able to achieve match-funding or attract other funding streams. The requirement to identify alternative sources of funding could be a barrier for some groups.</p> <p>However, some communities have highlighted how difficult to access the scheme has been in its current form and this proposal would encourage a wider approach to funding of community initiatives and stimulate innovation. A rolling all year scheme could be organised to allow applicants time and capacity to achieve match funding, rather than as at present twice yearly cycles.</p>	

## Establishing a Community Lottery

Subject to further review, the council is considering working with partners to establish a Southampton Community Lottery. This would allow people to purchase lottery tickets, with profits being used to support community activity.

There is no data to suggest that a Local Authority lottery exacerbates gambling problems. It is managed entirely online with tickets bought via an account 4 weeks in advance. Therefore, there is no instant gratification typically associated with gambling addiction.

Prizes are comparatively small with a maximum prize of £25,000 with over 20% of prize money being 'put back in' to the Good Cause Fund. The lottery would be a member of all the relevant gambling bodies and carry suitable advice and warning and contributes to the centrally held Gambling aware budgets.

This form of lottery is now operating in over 80 local authorities within the UK. There is ongoing analysis of the socio-demographic background to users. Using the ACORN Group form of classification, over 75% are from the wealthier groups A-I, 20% from groups J-M and less than 5% from classification groups denoting lower income.

### Potential Positive Impacts

- Increased awareness of residents of community projects and ideas
- Increased funding from crowd funding or other funding initiatives if successful
- A strong emphasis on community power
- Reduced dependence on small grants

An all year window allows flexibility in how the scheme is administered and support provided to applicants (further consideration of this is required before taking this approach)

<b>Responsible Service Manager</b>	Nigel Ashton Head of Commercialisation
<b>Date</b>	2 February 2021
<b>Approved by Senior Manager</b>	Mary D'Arcy Executive Director: Communities, Culture and Homes
<b>Date</b>	10 February 2021

### Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	Requests for an award of money from the council's community grant schemes may be received from organisations that	When seeking bid applications from the council's community grant schemes we will offer
Disability		
Gender Reassignment		

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
<b>Marriage and Civil Partnership</b> <b>Pregnancy and Maternity</b> <b>Race</b> <b>Religion or Belief</b> <b>Sex</b> <b>Sexual Orientation</b>	represent people who share Protected Characteristics. These groups may experience less base funding available through the council's schemes and be required to seek alternative funding elsewhere. This may in turn impact on the services available to people who share a Protected Characteristic.	advice/information in relation to bidding for money from a lottery and/or crowd funding.
<b>Community Safety</b>	See other impacts	N/A
<b>Poverty</b>	<p>There is a risk that a lottery may exacerbate existing debt or gambling problems.</p> <p>There is a risk that a lottery may disproportionately attract those from lower income groups.</p>	<p>There is no data to suggest that a Local Authority lottery exacerbates gambling problems. The lottery would be a member of all the relevant gambling bodies and carry suitable advice and warning and contributes to the centrally held Gambling aware budgets.</p> <p>There is ongoing analysis of the socio-demographic background to users. Using the ACORN Group form of classification, over 75% are from the wealthier groups A-I, 20% from groups J-M and less than 5% from classification groups denoting lower income.</p>
<b>Health &amp; Wellbeing</b>	See other impacts	N/A
<b>Other Significant Impacts</b>	Note that impacts may be across all groups on a case by case basis.	When seeking bid applications from the council's community grant schemes we will offer advice/information in relation to bidding for money from a lottery and/or crowd funding.



The **Public Sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with Section 17 of the Crime and Disorder Act and will enable the Council to better understand the potential impact of proposals and consider mitigating action.

<b>Name or Brief Description of Proposal</b>	Concessionary fares
<b>Brief Service Profile (including number of customers)</b>	
<p>A mandatory bus concession for older and disabled people has been in place nationally since 2001. The concession has gradually been extended since its introduction and since April 2008 has provided free off-peak local bus travel to eligible older and disabled people anywhere in England. Southampton City Council (SCC), as the Travel Concession Authority (TCA), has a statutory requirement to administer the Concessionary Travel Scheme ensuring bus operators are reimbursed for every concessionary traveller that uses the buses in Southampton.</p> <p>On average, there are approximately 275,000 passenger trips (pre-Covid) per month within the SCC travel concession area that travel using the older person bus pass issued by SCC. The number of trips fluctuates across the seasons. There are 28,000 Southampton residents that have a concessionary bus pass.</p> <p>In addition to those travelling specifically using the older person bus pass, there are approximately 21 million bus passenger journeys that take place across the city per year (2019 pre-Covid).</p> <p>Residents of Southampton who meet any of the following criteria will be eligible for a free concessionary fare pass:</p> <ul style="list-style-type: none"> <li>• Men and women who have reached the female state pension age (you can calculate if you are eligible here: <a href="https://www.gov.uk/state-pension-age/y">https://www.gov.uk/state-pension-age/y</a>)</li> <li>• people who are blind or partially sighted;</li> <li>• people who are profoundly or severely deaf;</li> </ul>	

- people without speech (in any language);
- people with a disability, or who have suffered an injury, which, in the opinion of a qualified medical practitioner, seriously impairs their ability to walk;
- people without the use of both arms;
- people with a learning difficulty;
- people who would be refused the grant of a driving licence to drive a motor vehicle under Section 92 of Part III the Road Traffic Act 1988;
- people with a long term mental health problem; and
- travelling companions/escorts of people with a disability.

For those under the female state pension age, applicants must provide confirmation that:

- i. They are in receipt of Disability Living Allowance (higher mobility component); or
- ii. They have been awarded 8 or more points Personnel Independent Payment for Moving Around or Communicating verbally
- iii. They are in receipt of War Pensions Mobility Supplement; or
- iv. They have a valid registration card for their disability; or
- v. Certification of Vision impairment; or
- vi. Have learning difficulties and attend Southampton Day Services or registered with Southampton Learning Disabilities team; or
- vii. They have a signed form (MQ14) from their doctor confirming eligibility.

#### **Summary of Impact and Issues**

The proposal is to stop making monthly Concessionary Fare reimbursement payments to local bus operators at pre-Covid levels and revert to making monthly reimbursement payments based on actual demand, which is closer aligned to the contractual terms. The reimbursement payment methodology will take the Government guidance issued in January 2021 into consideration and also any significant changes in bus patronage levels (compared to forecasts) linked to the current lockdown and the emerging recovery.

As a consequence, Southampton City Council Concessionary Fare reimbursement payments to local bus operators are likely to reduce in 2021/22 financial year. The actual level of reimbursement will be determined by passenger demand and further negotiation with the local bus operators. There is currently a forecast reduction proposed of 25%.

The Department for Transport (DfT) are currently asking Southampton City Council (SCC) as the Travel Concession Authority (TCA) to maintain concessionary fare payments at pre-Covid levels. This guidance includes further information on how to locally adjust the level of reimbursement to align with local bus operating conditions. The DfT guidance aims to ensure that LTAs, alongside direct Government funding support can financially support bus operators to ensure their survival and so that the majority of bus services remain viable during the pandemic when demand remains low due to travel restrictions, social distancing and new behaviours. This guidance is expected to remain until social distancing on public transport stops.

DfT are due to public the National Bus Strategy that will define the transition plans for public transport as the country emerges from lockdown and what, if any, ongoing financial support packages will be required at a national level and potentially administered by local councils in 2021/22. This will be coordinated as part of Recovery Partnerships, that will facilitate closer coordination between Councils, bus operators, DfT and stakeholders.

Key factors that will influence public transport demand and therefore any potential need for ongoing financial support, include travel restrictions, social distancing, guidance on WFH, positive public transport campaigns/ promotion.

The impact of the proposal to revert to Southampton City Council making monthly reimbursement payments to operators based more closely on actual demand in 2021/22 is therefore subject to what extent concessionary travel demand returns to pre-Covid levels, further emerging guidance from the DfT and the level of direct funding support the bus operators will receive directly from Government.

The current forecast for concessionary travel in 2021/22 is subject to change and subject to a range of influences outside of the control of SCC including the Covid-19 pandemic, vaccine, travel restrictions, social distancing, traveller behaviours. Key assumptions and impacts are as follows:

- If the 75% forecast is accurate, this would see a reduction in concessionary fare reimbursement revenue for the bus operators of 25%. The current network may be maintained. However, this may result in some bus service changes such as reduced hours of service on less commercially viable bus routes and reduced service frequency.
- If the travel demand is between 50-75% forecast this is likely to see a reduction in concessionary fare reimbursement revenue for the bus operators of 25-50%. This may result in some bus service changes such as reduced hours of service across the network, reduced service frequency and potentially the complete withdrawal of services especially on more marginal routes.

If there was a reduction in bus service provision this would reduce bus service availability and restrict travel options in the city to access jobs, schools and services. Impact would be greatest for Southampton residents who rely on public transport. 30% of Southampton residents do not have access to a car and there are 21 million bus passenger trips per year across the city, including 28,000 concessionary card holders.

At the time of Southampton City Council's public engagement exercise on the Budget proposals in December 2020, the saving from this proposal was forecast to be £1M for Southampton City Council, and would provide bus operators with 75% of pre covid levels of concessionary fares income. Bus usage has since been badly impacted by the recent lockdown, with passenger numbers much more sharply reduced than expected, further delaying the recovery, which could mean a far lower payment from SCC than forecast.

Whilst still seeking a saving, the council recognises how the situation has evolved and payments based only on current very low usage would be counter-productive to maintaining services and supporting the recovery. We propose to engage constructively with the Bus Operators about reducing the Concessionary Fare Subsidy payment, whilst taking the Government guidance issued in January 2021 into consideration. However, this needs to strike a balance so we can ensure the essential bus network provides sufficient coverage, is in a position to respond positively to the national public transport recovery and is consistent with our green aims, also being fair to those reliant on public transport services including allowing access to essential services such as health.

**Potential Positive Impacts**

Southampton City Council would be reimbursing bus operators in 2021/22 as per the contractual terms of the Concessionary Fares Scheme and based on demand.

<b>Responsible Service Manager</b>	Pete Boustred Head of Green City & Infrastructure
<b>Date</b>	5 February 2021
<b>Approved by Senior Manager</b>	Kate Martin Executive Director Place
<b>Date</b>	11 February 2021

**Potential Impact**

<b>Impact Assessment</b>	<b>Details of Impact</b>	<b>Possible Solutions &amp; Mitigating Actions</b>
<b>Age</b>	<p>There is a higher proportion of older passengers on the more marginal (less commercial) bus services, which are more likely to be reduced in service frequency or withdrawn completely if funding is reduced.</p> <p>These residents will therefore find their travel options more limited if frequencies are reduced/ services withdrawn. The additional distance to reach the alternative trunk bus services will be more difficult for some older people who have reduced mobility.</p>	<p>Information will be placed on buses, at bus stops and at locations where customers are likely to visit in addition to social media well in advance of a service change.</p> <p>The council will review and consider the option to award supported bus services contracts or other community transport solutions to replace any commercially operated services that are withdrawn. Any decision to award supported contracts in the event of reduced or withdrawn</p>
<b>Disability</b>	The more marginal (less commercial) bus services which are more likely to be reduced in	

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<p>service frequency or withdrawn completely are suburban and penetrate residential areas.</p> <p>These services are more accessible to people with a disability/ mobility impairment who may find it harder to reach major routes and transport hubs. some people with a disability may therefore find the alternative trunk bus services more difficult to access due to the additional walking distance to reach a bus stop.</p>	<p>commercial services will be taken based on need and necessity and is therefore not guaranteed as an outcome.</p>
<b>Gender Reassignment</b>	No identified impact	N/A
<b>Marriage and Civil Partnership</b>	No identified impact	N/A
<b>Pregnancy and Maternity</b>	No identified impact	N/A
<b>Race</b>	No identified impact	N/A
<b>Religion or Belief</b>	No identified impact	N/A
<b>Sex</b>	No identified impact	N/A
<b>Sexual Orientation</b>	No identified impact	N/A
<b>Community Safety</b>	No identified impact	N/A
<b>Poverty</b>	<p>Some people who rely on the more marginal (less commercial) bus services and who would struggle to access alternative bus routes may (in the event that some services are withdrawn) require alternative and more expensive transport such as taxi travel.</p>	<p>The council will review and have to consider the option if appropriate to award supported bus services contracts or other community transport solutions to replace any commercially operated services that are withdrawn. Any decision to award supported contracts in the event of reduced or withdrawn commercial services will be taken based on need</p>
<b>Health &amp; Wellbeing</b>	<p>A reduction in bus service provision could lead to an increased number of people in the city suffering from social isolation.</p>	

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		and necessity and is therefore not guaranteed as an outcome.
<b>Other Significant Impacts</b>	<p>If there were bus services reductions as a result in reduced revenue to bus operators there would be reduced access to local facilities and residents may find that they will be unable to complete their journey.</p> <p>Any significant reductions in revenue payments to bus operators may have an impact on cross boundary services and therefore impact on the HCC public transport network.</p>	<p>The council will coordinate with HCC as part of the Hants &amp; IOW LRF Transport sub group to review cross boundary impacts.</p>

The **Public Sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with Section 17 of the Crime and Disorder Act and will enable the Council to better understand the potential impact of proposals and consider mitigating action.

<b>Name or Brief Description of Proposal</b>	Council Tax increase
<b>Brief Service Profile (including number of customers)</b>	
<p>Like all councils we are facing a challenging financial environment and Covid-19 is placing additional pressure on our budgets. A downturn in the economic environment will have an impact on our budgets. The 2021/22 grant settlement from government was slightly higher than expected by around £0.8M, but this is insufficient to cover costs and comes after a reduction on core funding support of £55M (the settlement funding assessment) between 2013/14 and 2019/20.</p>	
<p>Covid-19 has had a significant impact on our finances and government funding has not covered all our costs this year. We are forecasting significant Covid-19 budget pressures next year and currently estimate approximately £12M service million pressure in 2021/22, after £7.7M pressure in 2020/21 after grants and compensation for income losses (both General Fund and ring-fenced areas). In addition, there has been an impact on the Collection Fund estimates for 2021/22, which after compensation from government is still over £6M worse than previous planning assumptions.</p>	
<p>Southampton City Council does not have any confirmation at this stage that the Government will fully fund our all Covid-19 costs in 2021/22, and any longer-term impacts. The budget shortfall after 2021/22 will be exacerbated by Covid-19 and is estimated at around £22M following year (2022/23). We continue to lobby the Government to honour their promise of covering our Covid-19 costs.</p>	
<p>Council tax precept income is a product of the band D council tax charge and the council tax base. The February 2020 MTFs assumed a 1.99% increase in</p>	

the band D charge and no increase in the Adult Social Care levy (at 2%). The government stated in the November Spending Review that councils can increase the adult social care precept (currently at 2%) by a further 1% up to 3% maximum in 2021/2022. This would be collected exclusively for use in funding adult care services.

**Summary of Impact and Issues**

In addition to the efficiencies, service improvements and income proposal detailed in the 2021/2022 Budget consultation we are proposing:

- an increase of 1.99% on the core part of residents' council tax bill for the financial year 2021/22 to continue to fund vital services
- a further 3% increase in council tax for the adult social care precept for 2021/2 to meet the rising demand for care for vulnerable adults.

The additional 3% social care precept is collected exclusively for use in funding adult care services. The total Council Tax increase will therefore be 4.99% (1.99% core C/Tax rise, plus 3% ASC precept)

This proposal will represent an increase in council tax costs for the majority of residents. This may create an additional financial burden for lower income households, or exacerbate any existing financial or debt problems. The coronavirus (COVID-19) pandemic has had financial impacts on households, including the most vulnerable, who may have experienced the impacts of furlough or loss of employment.

A 4.99% increase to the Council Tax bill is equivalent to a (median) weekly increase of:

- £1.17 (household) = a loaf of bread
- 88p (single person) = a loaf of bread
- 29p (C Tax allowance) < a pint of milk

**Potential Positive Impacts**

Based on the 2021/22 tax base assumed in the February 2020 MTFs, each 1 % increase in the band D charge would generate £1.03M additional income to pay for public services in the city.

This funding will be used to support the delivery of vital services, including services for the most vulnerable.

The 3% Adult Social Care precept will exclusively fund adult social care services for vulnerable people in the city.

<b>Responsible Service Manager</b>	Steve Harrison Head of Financial Planning and Management
<b>Date</b>	10 February 2021
<b>Approved by Senior Manager</b>	John Harrison Executive Director for Finance, Commercialisation & S151 Officer
<b>Date</b>	12 February 2021



## Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
<b>Age</b>	Council tax applies to all households over the age of 18. There are no identified impacts of these proposals in relation to age as all residents will experience the same increase (subject to other relevant exemptions or discounts).	N/A
<b>Disability</b>	<p>Some people with a disability may live in a larger property than they would have needed if they were not disabled. This would mean that the increased council tax % would reflect a greater amount of money than those in lower banded properties.</p> <p>The 3% Adult Social Care precept will exclusively fund adult social care services for vulnerable people in the city resulting in a positive impact for people with a disability.</p>	<p>A Council Tax reduction scheme is in place for people with a disability where the home has features of essential or major importance to the wellbeing of the disabled person including:</p> <ul style="list-style-type: none"> <li>- a room which is required for meeting the needs of the person with a disability</li> <li>- a second bathroom or kitchen</li> <li>- extra space inside the property to allow for the use of a wheelchair indoors.</li> </ul> <p>Exemptions and discounts may also apply if a member of the household is mentally disabled and not counted for Council Tax purposes. This includes people who have been diagnosed as suffering with severe and enduring mental health issues including Alzheimer's disease, and other forms of dementia.</p>
<b>Gender Reassignment</b>	No identified impacts.	N/A
<b>Marriage and Civil Partnership</b>	No identified impacts.	N/A
<b>Pregnancy and Maternity</b>	No identified impacts.	N/A
<b>Race</b>	No identified impacts.	N/A

<b>Impact Assessment</b>	<b>Details of Impact</b>	<b>Possible Solutions &amp; Mitigating Actions</b>
<b>Religion or Belief</b>	No identified impacts.	N/A
<b>Sex</b>	No identified impacts.	N/A
<b>Sexual Orientation</b>	No identified impacts.	N/A
<b>Community Safety</b>	No identified impacts.	N/A
<b>Poverty</b>	A Council Tax increase may have a greater impact on lower income households.	Households with a lower income or who are in receipt of benefits may be entitled to Council Tax Reduction.
<b>Health &amp; Wellbeing</b>	Additional financial burdens may have a negative impact on health and wellbeing either through increased anxiety or through reducing funding for other household needs.	<p>The Council has received £2.8M allocated as part of the finance settlement from Government for 2021/22. This is an un-ringfenced grant but is intended for local council tax reduction schemes. The budget for 2021/22 has no proposals on how to apply this funding as yet, given it has only recently been received and the economic uncertainty means the take-up of any scheme will be uncertain during 2021. Proposals will therefore be brought forward during the year.</p> <p>Residents who are struggling with council tax payment can be offered options to help with their circumstances, such as:</p> <ul style="list-style-type: none"> <li>- Spreading payments over 12 months instead of 10</li> <li>- Setting up a payment plan to pay the outstanding amount</li> </ul> <p>The council also provides signposting to debt advice services.</p>
<b>Other Significant Impacts</b>	No identified impacts.	N/A



## **Budget Proposals 2021/22 Equality and Safety Cumulative Impact Assessment**

February 2020

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# Equality and Safety Cumulative Impact Assessment

## Introduction

1. Southampton City Council, in line with its statutory responsibilities, undertakes Equality and Safety Impact Assessments (ESIAs). ESIAs provide a systematic way of assessing the impact of policies, strategies, programmes, projects, services or functions on different equality groups - and on poverty and community safety. During the council's annual budget cycle, ESIAs are completed for all proposals identified as requiring them to inform decision making.
2. This document draws into one place a summary of all the ESIAs for the 2021/22 budget proposals. This assessment focuses on service based proposals identified as having a direct impact on customers/residents. In addition, there are a range of budget proposals which are efficiencies and do not have a disproportionate impact for people within the equalities legislation, and therefore are not represented by ESIAs.
3. It is important to fully understand the impact of the budget proposals on equality groups (identified in paragraph 10) and on community safety, poverty and health and wellbeing. The council, working with others, will need to take action to mitigate the collective impact of any such proposals. Mitigating actions could include re-shaping services to target more efficiently and to reduce the potential of disproportionate impacts on equalities groups, community safety, poverty and health and wellbeing.
4. A public engagement exercise was undertaken with residents and stakeholders on the draft budget proposals between 16 December 2020 and 19 January 2021. Analysis of the feedback from this exercise will be considered by Southampton City Council's Cabinet before they finalise their budget proposals that will be recommended to Full Council in February 2021 when it will set the budget. Feedback has been incorporated into the relevant individual Equality and Safety Impact Assessments and reflected in this updated version of this Cumulative Impact Assessment.

## Context

5. Over recent years, Southampton City Council has had to change significantly in response to ongoing changes in the city's profile, trends in customer behaviour, national and local policies and the austerity challenges. This has been accompanied by ongoing challenges in the shape of rising demand in adults and children's social care.
6. In 2020 Southampton City Council has responded to the global coronavirus (COVID-19) pandemic. All councils are facing unprecedented difficulties in coping with the combined challenges of COVID-19's impact on service demand, the economic consequences of COVID-19 and the on-going pressures of rising demand for social care. The ability to encourage growth in the economy, the number of businesses operating in Southampton plus the level of employment within the area directly impact upon the finances of the council. The amount of council tax and business rates income collected directly contributes to the funding of services provided. The latest developments in relation to COVID-19 have the potential to add to the financial risks faced by the council depending upon how long and with which frequency the restrictions are required due to the pandemic. Similarly, the ongoing impacts of the end of the EU Transition period also has a potential to affect the financial outlook and

therefore the revenue the council can expect including from council tax and business rates.

7. Following a one-year Spending Round in 2019 covering only 2020/21, a multi-year comprehensive spending review had been expected during 2020. However, having cancelled the Autumn Budget in September, the Government announced in October that in order to prioritise the response to COVID-19, and focus on supporting jobs, the Chancellor and the Prime Minister had decided to conduct a one-year Spending Review. Southampton City Council has received a draft financial settlement for 2020/21, with confirmation expected in March 2021. The Chancellor of the Exchequer has announced a new national Budget to be announced on Wednesday 3 March. The Treasury has said "the Budget will set out the next phase of the plan to tackle the virus and protect jobs".
8. This Cumulative Impact Assessment covers the budget proposals for the financial year 2021/22 which are being considered by Cabinet in December 2020, and will be proposed to Full Council in February 2021.

## **Legal Framework – Equalities**

9. The Public Sector Equality Duty, section 149 of the Equality Act, came into effect on 5<sup>th</sup> April 2011 and places a duty on all public bodies and others carrying out public functions.
10. The Public Sector Equality Duty (the Equality Duty) replaced three previous public sector equality duties – for race, disability and gender, and broadened the breadth of protected characteristics to include:
  - Age
  - Disability
  - Gender reassignment
  - Marriage and civil partnership, but only in respect of the requirements to have due regard to the need to eliminate discrimination.
  - Pregnancy and maternity
  - Race – ethnic or national origins, colour or nationality
  - Religion or Belief – including lack of belief
  - Sex
  - Sexual orientation.
11. The Act was designed to ensure public bodies consider the needs of all individuals in their day to day work, including: shaping policy, delivering services and employment of employees. It requires public bodies, such as local councils not to discriminate against any person on the basis of a protected characteristic such as disability. The legislation strengthened existing provisions about discrimination to also include associative and perceptible discrimination as well as direct and indirect discrimination.
12. Direct discrimination occurs when a rule, policy or practice offers less favourable treatment to a group and indirect discrimination occurs by introducing a rule, policy or practice that applies to everyone but particularly disadvantages people who have a protected characteristic. Direct discrimination will always be unlawful. Indirect discrimination will not be unlawful if it can be justified, for instance it can be shown that the rule, policy or practice was intended to meet a legitimate objective in a fair, balanced and reasonable way.

13. In considering whether or not any indirect discrimination is justified, the council must consider whether or not there is any other way to meet their objective that is not discriminatory or is less likely to disadvantage those with protected characteristics. This may well mean setting out clearly whether or not consideration has been given to other ways of achieving these objectives.
14. The Equality Duty does not impose a legal requirement to conduct an Equality and Safety Impact Assessment, rather it requires public bodies to demonstrate their consideration of the Equality Duty and the conscious thought of the Equality Duty as part of the process of decision-making. This entails an understanding of the potential effect the organisation's activities could have on different people and a record of how decisions were reached. Producing an Equality Impact Assessment post decision making is non-compliant with the Public Sector Equality Duty. For this reason the council requires adherence to the existing impact assessment framework.

## **Legal Framework - Community Safety**

15. Community Safety is a broad term. It refers to the protection of local communities from the threat and consequence of criminal and anti-social behaviour by achieving reductions in relation to both crime and the fear of crime.
16. Section 17 of the Crime and Disorder Act 1998, as amended by the Police and Justice Act 2006, requires responsible authorities to consider crime and disorder, including antisocial behaviour and other behaviour adversely affecting the local environment; and the misuse of drugs, alcohol and other substances in the exercise of all their duties, activities and decision-making. This means consideration must be given to the likely impact on crime and disorder in the development of any policies, strategies and service delivery. This responsibility affects all employees of the council.

## **Other considerations**

17. In line with the [Southampton Joint Health and Wellbeing 2017-2025](#), the council has committed to ensuring that health inequalities are taken into account in policy development, commissioning and service delivery. This means that consideration will be given to impacts on health and wellbeing in the ESIA's.
18. The council's approach on assessing the impact of its policies, proposals and decisions, is designed to demonstrate that it has acted over and above its statutory duties. This is reflected in including poverty in the ESIA, as the council is committed to addressing the impact on poverty for people in work and unemployed and for other low income households.
19. The ESIA's also consider any other significant impacts that in relation to the proposal and decision.

## **Scope and our approach**

20. This assessment identifies areas where there is a risk that changes resulting from individual budget proposals for 2021/22, may have, when considered together, negative impacts on particular groups.

21. It is important to note this is an ongoing process. As individual budget proposals are developed and implemented, they will be subject to further assessment. This assessment also describes mitigating actions that will need to be considered.
22. In order to inform decision-making on the budget proposals, the council has taken the following steps:
- Managers identified proposals which in their view require an Equality and Safety Impact Assessment (ESIA).
  - All budget proposals have been screened independently by a group of officers to consider whether or not an ESIA was required. This was based on an assessment of whether or not they were likely to have a disproportionate equalities impact on particular groups of residents, or have implications for community safety, health and wellbeing or increasing poverty.
  - This resulted in a list of proposals for which an ESIA was clearly required and those for which further detail was needed to be gathered before making a decision.
  - As a result of the screening, ESIA's have been produced for every proposal assessed as requiring one. These primarily focus on the impact of proposals on residents and service users.
23. This Cumulative Impact Assessment has been updated following careful analysis of the public engagement exercise feedback, and reflects the latest assessment of impacts of the relevant budget proposals.

## City Profile

24. The most recent data available for the population of Southampton is from the Office of National Statistics mid-year estimate 2019. This puts the total figure at 252,796. There were 129,141 (51%) males and 123,379 (49%) females. Southampton's population is predicted to rise by 12.3% between 2016 and 2041. This is an increase of 30,800 people from 250,400 people in 2016 to 281,200 people in 2041.
25. However, the 2011 Census provides a more detailed population profile for the city. According to this, in 2011 the city's population profile comprised 236,900 residents and:
- There were 122,368 females and 127,168 males, a 49% to 51% split.
  - 77.7% of residents were white British (compared to 88.7% in 2001).
  - The 'Other white' population, which includes migrants from Europe, increased by over 200% (from 5,519 to 17,461) compared to Census 2001.
  - The largest percentage increase is in our 'other Asian' population, which increased from 833 to 5,281 people compared to Census 2001.
  - It is estimated that there are 26,929 residents whose main language is not English; of these 717 cannot speak English at all and a further 4,587 do not speak it well. In 2019 there were 149 different languages spoken in schools across Southampton.
  - 4,672 residents in Southampton are aged 85 or over, of whom 834 are in bad or very bad health and have a long-term illness or disability.
26. The Indices of Multiple Deprivation (IMD) provide another range of data about the city. This focuses on the geographical profile of poverty but there is also a link between equality strands and risk factors for poverty. The most recent IMD was published in 2019 and is largely based on data from 2015/16. This indicates that, since the last IMD published in 2015, Southampton has become relatively less deprived compared to

other places in the country. Of the 317 local authorities in England, Southampton is now ranked 55<sup>th</sup> most deprived, compared to 54<sup>th</sup> in IMD 2015 where 1 is the most deprived.

## **Covid-19**

27. On 23 March 2020 England entered the first national lockdown as a response to the coronavirus (Covid-19) pandemic. Further national lockdowns were introduced in November 2020 and on 4 January 2021. At the time of publication of this Impact Assessment Southampton remains under national lockdown restrictions.
28. The impacts of the Covid-19 pandemic and lockdown restrictions have been wide ranging, and have affected many areas of daily life. In the highest levels of restrictions as experienced since January 2021 people must not leave home, or be outside their home except where necessary, including to shop for basic necessities, to go to work if they cannot reasonably work from home, to exercise with their household (or support bubble) or one other person once a day, to meet their support bubble or childcare bubble where permitted to form one, to seek medical assistance or to attend education or childcare.
29. The current regulations require some businesses to close and impose restrictions on how some businesses provide goods and services. Businesses required to close include non-essential retail, hospitality venues, accommodation such as hotels except for specific circumstances, leisure and sports facilities, entertainment venues, indoor attractions and animal attractions, and personal care facilities such as hair and beauty salons. These restrictions have had an impact on people's health and wellbeing, as well as their incomes.
30. In June 2020 Public Health England (PHE) undertook a review of the impact of COVID-19 on BAME (ethnic minority background) groups. This review found that "there is clear evidence that Covid-19 does not affect all population groups equally". It noted that "many analyses have shown that older age, ethnicity, male sex and geographical area, for example, are associated with the risk of getting the infection, experiencing more severe symptoms and higher rates of death"<sup>1</sup>.

## **Financial impacts of Covid-19**

31. In March 2020 the Government introduced a Coronavirus Job Retention Scheme to support 'furloughed' workers. The scheme allows employers to claim 80% of an employee's usual salary for hours not worked, up to a maximum of £2,500 per month if they cannot maintain their workforce because operations have been affected by Covid-19. At time writing, the scheme has been extended until 30 April 2021.
32. In addition to the job retention scheme the government has delivered a range of additional support schemes and grant payments for businesses and self-employed people, including the self-employment income support scheme, the Business Interruption Loan Scheme and cash grants to small businesses.
33. The Bank of England have analysed the affect of Covid-19 on UK households which showed that workers who were furloughed and self-employed people were most likely

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<sup>1</sup>Public Health England. "[Beyond the data: Understanding the impact of COVID-19 on BAME groups](#)", June 2020.



to have experienced a reduction in income, whilst only a small number of those remaining in employment saw their earnings fall. Most households, regardless of employment status, reported that they had reduced their spending, but one in five respondents to the Bank of England's survey suggested they were experiencing financial difficulty due to Covid-19<sup>2</sup>.

34. In addition to distributing government grants, Southampton City Council has introduced measures to support those experiencing financial difficulties as a result of Covid-19. Residents who are worried about paying the council during the Covid-19 pandemic are encouraged to contact the council to discuss their situation. People who are eligible for working age Council Tax Reduction automatically received payment of £150 per claimant from the Council Tax Hardship Scheme, applied against their Council Tax account in 2020-21. Residents were also offered the option to spread their Council tax payments over 12 months if on a 10 month direct debit.

### **Health impacts of Covid-19**

35. The PHE monitoring tool<sup>3</sup> looks at the wider impacts of the Covid-19 pandemic on population health, and is updated on a weekly basis. The tool demonstrates that Covid-19 has had a range of impacts on health and wellbeing.

36. Self-reported mental health and wellbeing has worsened during the pandemic. Adults experienced high anxiety levels and low happiness levels in the week immediately preceding the first national lockdown and the 2 following weeks. Prevalence for both indicators was more than double the average for 2019<sup>4</sup>.

37. Numbers of people with dementia and Alzheimer's have fallen during the pandemic, partly due to patients not accessing services where assessment and diagnosis would take place<sup>5</sup>.

38. Access to green space and outdoor space has been found to be especially important for health and wellbeing during national lockdowns where movement is restricted. Nationally, those in higher income groups have greater access to private garden space as do those from a White ethnic background and those in age bands 45 years and over<sup>6</sup>.

39. From March 2020 the government introduced "shielding" as a measure to protect people who are clinically extremely vulnerable by minimising all interaction between those who are extremely vulnerable and others. Following some easing of the guidance for people who are clinically extremely vulnerable during the course of 2020, new formal shielding measures were reintroduced alongside national lockdown guidance from 4 January 2021.

40. In April 2020 Southampton City Council launched a new Community Support Hub to support those who are shielding or who need practical support or advice because of Covid-19. At time of writing, Southampton residents can contact the council's Covid-19 residents helpline for support and information, and find information on local support services on the council's Coronavirus (covid-19) help and advice [website](#).

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<sup>2</sup> Bank of England. "[How has Covid-19 affected the finances of UK households?](#)", August 2020.

<sup>3</sup> Public Health England. "[Wider impacts of COVID-19 on health](#)", accessed 6 February 2021.

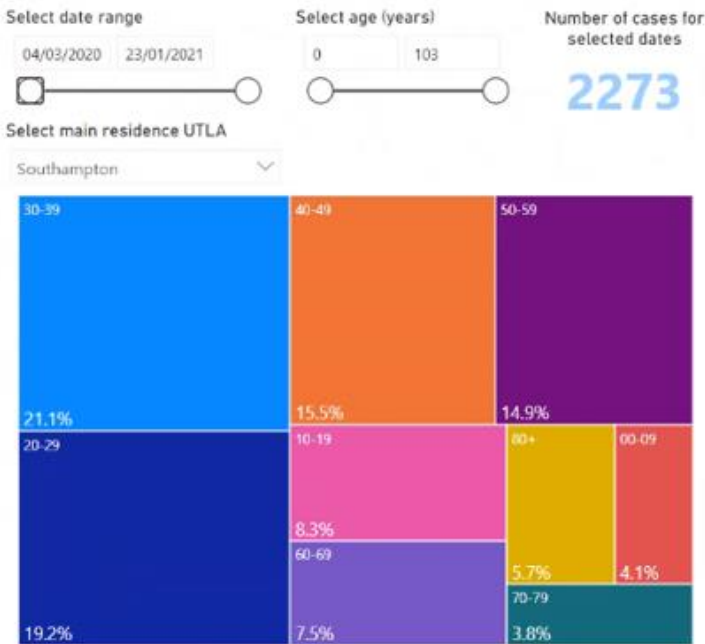
<sup>4</sup> Public Health England. "[Wider impacts of COVID-19 on health](#)", accessed 6 February 2021.

<sup>5</sup> Public Health England. "[Wider impacts of COVID-19 on health](#)", accessed 6 February 2021.

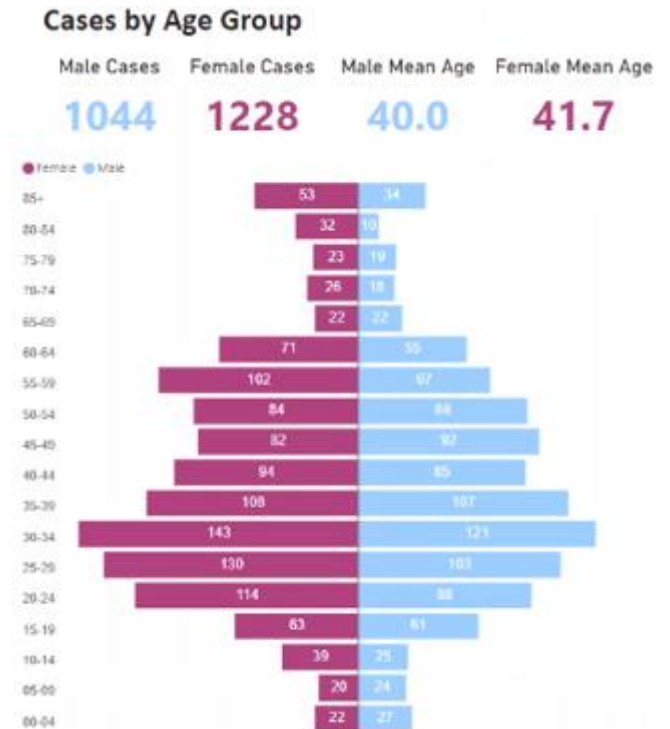
<sup>6</sup> Public Health England. "[Wider impacts of COVID-19 on health](#)", accessed 6 February 2021.

# COVID-19 and protected characteristics in Southampton

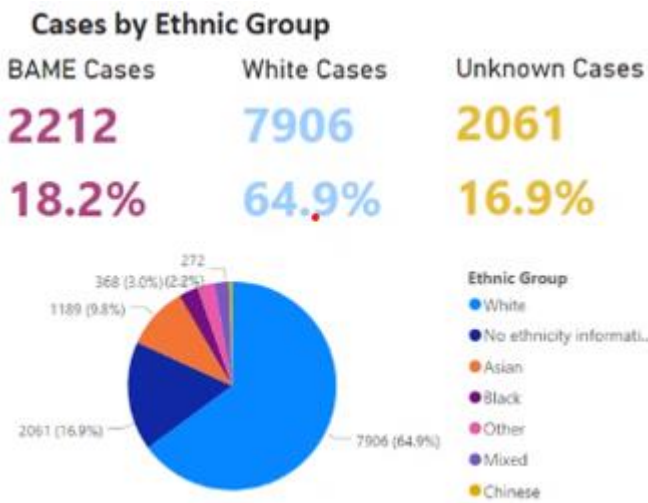
## Age:



## Sex:



## Race:



- **Disability:** no data available
- **Gender Reassignment:** no data available
- **Marriage & Civil Partnership:** no data available
- **Pregnancy & Maternity:** no data available
- **Religion & Belief:** no data available

**Table1:**

**Budget Proposals: Negative Impact By Protected Characteristics, Community Safety, Health and Wellbeing and Poverty.**

Code	Description of Proposal	Age	Disability	Gender Reassignment	Marriage & Civil Partnership	Pregnancy & Maternity	Race	Religion & Belief	Sex	Sexual Orientation	Community Safety	Poverty	Health & Wellbeing	Other
<b>Wellbeing (Adults)</b>														
1	Telecare – income generation	X	X									X	X	
2	Reduction in double handed care packages	X	X										X	X
3	Maximising independence for people with Learning Disabilities		X				X				X	X	X	
<b>Communities, Culture and Homes</b>														
4	Libraries income review	X										X		
5	Community funding with alternative model											X		X
<b>Place</b>														
6	Concessionary fares	X	X									X	X	
<b>Finance</b>														
7	Council Tax increase		X									X	X	

## Age – Older people

41. People in later life may be more likely to use some council services and so may be more vulnerable than the general population to reductions or changes in those services. This vulnerability will be worsened for those living on low incomes. Some older people may feel the impact of several proposals. Some of the most significant are those relating to social care, and accessing services and information.
42. The proposals for adult social care are designed to improve the quality of adult social care services and to ensure that the way that the council works gives people aged over 65 the best opportunity to live independently.
43. The proposals being considered in the Budget are designed to deliver support more older people to live independently. This includes the proposals to make more use of telecare and to maximise independence for people with a learning disability.
44. The budget decision taken in February 2020 included a decision to undertake Occupational Therapy (OT) reviews to identify where equipment can be used to enable care to be provided in the home by one carer. This proposal is being further developed in the 2021/22 budget proposals, with continued roll-out and installation of lifting equipment to reduce the need to doubled handed car packages where it is safe and appropriate to do so.
45. The budget decision taken in February 2019 to increase the amount some people have to pay towards their non-residential care (home care) means that some may face financial hardship if they are required to make a further contribution towards the cost of telecare in addition to home care. There is a mechanism in place to mitigate any negative impact of this by taking into account essential expenditure incurred because of a person's disability as part of their financial assessment (for example, the cost of telecare and other services would not be taken into account as income, which means that the person would not be worse off because of having to pay for this).
46. Adult social care decisions are undertaken in the best interest of the individual taking personal circumstances into account, and cumulative impacts will be considered on a case by case basis where appropriate.
47. **1: Review of telecare rental charges.** Southampton City Council is proposing to increase charges for the telecare service as outlined below:

Service Type	Current Weekly Charge (ex VAT)	Proposed Weekly Charge (ex VAT) from April 2021
Basic Silver	3.00	3.50
Basic Gold	4.25	5.00
Installation (one-off)	20.00	25.00 one – off
Key safe – supply and install	40.00	40.00 one -off

48. Southampton City Council's telecare service offers peace of mind to individuals and their carers through advanced care technology equipment. The service comes with alarm packages that allow people to be supported 24 hours a day 365 days of the year.

49. The service is available to anyone living in Southampton or within 20 miles of the city boundaries who wants reassurance that they can call for help quickly and easily in case of an emergency. This could be because they are elderly, or have a disability of any age and would like peace of mind.
50. This charge increase will apply to all users of the service from April 2021. Existing customers will receive at least 28 days' notice of the charge increases. After review of market competitors, the increased charge will mean that the cost of the Southampton Telecare Service remains below market competitors.
51. This change will affect both adult social care clients for whom telecare is delivered as part of the care package to meet assessed need, and private customers who opt to use this service without having assessed need.
52. Service users with assessed needs will continue to have their needs met in line with the Care Act 2014. Where clients are self-funded or make contributions to their care, the increased cost will be considered a Disability Related Expenditure.
53. We have identified the following impacts:
- The increased cost may make people apprehensive to continue to utilise telecare, although the increased cost brings it more in line with market.
  - Carers may be affected as it may act as a disincentive to individuals taking up the service therefore the benefits that the service provides in terms of security, confidence and peace of mind for carers may be adversely affected, in turn affecting carers.
  - Telecare, including Community Care Alarms, are provided to people to assist them to manage the risks that their health or physical condition may present. As people age they are more likely to experience these types of conditions therefore older people make up the greatest percentage of the Telecare service user demographic. Older people are therefore proportionally more affected by this change.
54. We have identified the following mitigations:
- Service users with assessed needs will continue to have their needs met in line with the Care Act 2014.
  - Where clients are self-funded or make contributions to their care, the increased cost will be considered a Disability Related Expenditure.
  - Clients who are self-funded and/or do not have an assessed care need will experience a price increase, but the service remains competitively priced.
55. Telecare can often be used to provide support to carers and provide reassurance that someone they are caring for is safe and well. This can be someone who is living in the same property as the carer, but also some distance away. Carers can often act as the first contact when an alarm is triggered to provide a response to an individual. Carers who support people with a disability are also considered as part of the Equality Act (2010) legislation in relation to provision regarding 'association with a disabled person'.
56. There are several ways in which telecare can enhance a person's quality of life.
- It can enable a person to remain living at home if that is their preference, although there will always be some trade-off between meeting the desired sense of independence and a residual element of risk in living at home.
  - It can ease the challenges of daily living caused by age or long-term health conditions and improve an older person's sense of security and self-confidence.

- The level of telecare provision can be increased as new problems emerge with activities of daily living or any new health problems develop.
- It can relieve some of the burdens and pressures that affect informal carers, improving their quality of lives too. This can encourage family members to carry on caring for longer, which can avoid the older person moving into a care home.
- Telecare also has the potential to be cost-effective.
- It can avoid or defer an elderly person's move into a care home or hospital.
- It can reduce or replace some of the routine input needed from carers, formal and/or informal, in the home setting, permitting them to be more effectively deployed.
- It can help someone maintain a healthier lifestyle, thereby reducing or delaying future needs.

57. For all user groups, increasing charging in line with the market will mean that service can continue to be delivered in a sustainable way.

**58.2: Improved use of appropriate lifting equipment to help reduce double handed care.** Southampton has a well-established Occupational Therapy (OT) service which currently provides clients with double handed care (the use of two carers) with clients who require manual handling. As part of normal review processes, the council will review whether current care packages are right for clients, and in cases of double handed care, whether that client still requires two carers at once. This may change because of changing need, or the introduction of new equipment and technologies.

59. The proposal is to have Occupational Therapy review all double handed care packages that are being supplied by the council and, where appropriate, reduce this through training and/or the introduction of new equipment, having undertaken appropriate customer, staff and contractor risk assessments.

60. Eighty-six residents have been identified as receiving double handed care. A review of the double handed component will be required alongside evidence that the appropriate lifting equipment can be installed within the property to reduce to single handed. Clients will continue to receive the care and support needed to meet their needs in full. In the future, this may be through one carer using equipment and the latest techniques.

61. We have identified the following impacts:

- Older people are more likely to be impacted by this proposal, as it is typically older people (aged over 65) who receive double handed care packages.
- Some clients who currently receive double handed care and are visited by two carers at a time will see a change in their support package, reducing to one carer. This will only be implemented after a review of individual care packages in line with statutory guidance and having undertaken appropriate H&S risk assessments for staff and contractors to ensure that this reduction can be made safely, and the needs of the client will continue to be met.
- Clients may have new equipment installed in their homes.

62. We have identified the following mitigations:

- Clients will continue to have their needs met in full through a safe way of working and this would be kept under regular review.
- The installation of any new equipment will be done in agreement with the client and/or their representatives, and training and support will be provided.
- The hoist and sling (MoLift) will be similar in size to the hoist that is currently used for two handed care. The storage and use of the sling will be similar also. The

care agency and the family members will need specific training in single handed care and the functions of the hoist. This training will be the responsibility of the prescribing staff member. The care agency will disseminate the training to ensure all carers in attendance are able to use the hoist.

63. This proposal will support the council to meet best practice guidelines around supporting independence.
64. Home care resources will be freed up to support more people in the city (for example, speeding up discharges from hospital, people not having to wait as long for a home care package to start). Clients will be provided with a more tailor-made, personalised level of support in order to provide maximised independence to our clients.
65. **6: Concessionary fares.** A mandatory bus concession for older and disabled people has been in place nationally since 2001. The concession has gradually been extended since its introduction and since April 2008 has provided free off-peak local bus travel to eligible older and disabled people anywhere in England. Southampton City Council as the Travel Concession Authority (TCA) has a statutory requirement to administer the Concessionary Travel Scheme ensuring bus operators are reimbursed for every concessionary traveller that uses the buses in Southampton.
66. On average, there are approximately 275,000 passenger trips (pre-Covid) per month within the SCC travel concession area that travel using the older person bus pass issued by SCC. The number of trips fluctuates across the seasons. There are 28,000 Southampton residents that have an concessionary bus pass.
67. The proposal is to stop making monthly Concessionary Fare reimbursement payments to local bus operators at pre-Covid levels and revert to making monthly reimbursement payments based on actual demand, which is closer aligned to the contractual terms. The reimbursement payment methodology will take the Government guidance issued in January 2021 into consideration and also any significant changes in bus patronage levels (compared to forecasts) linked to the current lockdown and the emerging recovery.
68. As a consequence, Southampton City Council Concessionary Fare reimbursement payments to local bus operators are likely to reduce in 2021/22 financial year. The actual level of reimbursement will be determined by passenger demand and further negotiation with the local bus operators. There is currently a forecast reduction proposed of 25%.
69. If current forecasts are accurate, and concessionary fare reimbursement revenue of is reduced by 25% the current network may be maintained. However, this may result in some bus service changes such as reduced hours of service on less commercially viable bus routes and reduced service frequency. If a greater reduction is seen this may result in some bus service changes such as reduced hours of service across the network, reduced service frequency and potentially the complete withdrawal of services especially on more marginal routes.
70. We have identified the following impacts:
- If there was a reduction in bus service provision this would reduce bus service availability and restrict travel options in the city to access jobs, schools and services. Impact would be greatest for Southampton residents who rely on public transport. 30% of Southampton residents do not have access to a car and there

are 21 million bus passenger trips per year across the city, including 28,000 concessionary card holders.

- There is a higher proportion of older passengers on the more marginal (less commercial) bus services, which are more likely to be reduced in service frequency or withdrawn completely if funding is reduced.
- These residents will therefore find their travel options more limited if frequencies are reduced/ services withdrawn. The additional distance to reach the alternative trunk bus services will be more difficult for some older people who have reduced mobility.

71. We have identified the following mitigations:

- Information will be placed on buses, at bus stops and at locations where customers are likely to visit in addition to social media well in advance of a service change.
- The council will review and consider the option to award supported bus services contracts or other community transport solutions to replace any commercially operated services that are withdrawn. Any decision to award supported contracts in the event of reduced or withdrawn commercial services will be taken based on need and necessity and is therefore not guaranteed as an outcome.

## Age - Children and young people

72. Nearly a quarter of children live in poverty in the city and this figure rises to almost 40% in one of our most deprived wards. Continued economic and social pressures on families, including the economic impact of Covid-19, are likely to put increase pressure on support services.

73. **4: Libraries income review.** Libraries represent a core part of Southampton's cultural, information, skills and learning offer. They provide free and universal access to books, information, the internet and informal learning; support for families and individuals through reading and training programmes and by promoting life skills, readiness for economic activity, digital literacy and well-being. The service consists of 11 libraries across the city incorporating 5 community led libraries which are not staffed by council personnel. The statutory provision is for the 6 Council-run libraries. The city's libraries attract up to 850,000 visitors per year.

74. The proposal is to review and set library charges to ensure charges are fair but in line with current costs and benchmarked against comparative services and local suppliers.

75. The council will also review all opportunities to use library spaces for fee paying customers, ensuring that this adds to the library offer and does not detract from the statutory offer for local residents.

76. Using a library, borrowing books and using computers are free services and our aim is to encourage as many users as possible. Library services charges are in place to ensure that books are returned in a timely manner and remain available in the library to be used by other local residents.

77. Reviewing charges will ensure that charges set by libraries are fair and affordable to local people and at a level which will encourage use of services such as printing and copying.



78. Charges have not been reviewed for three years. The following charges are being reviewed and are likely to increase:

- Late charges for books
- Photocopying/printing/scanning price
- Room hire price
- Costs for marketing in the library
- Stationery for purchase
- Costs of obtaining books and resources from other suppliers such as British Library

79. All charges will be benchmarked against other providers and services and other local library services.

80. We have identified the following impacts:

- Some service users may experience a negative financial impact from charge increased. As a result of the coronavirus (Covid-19) pandemic some service users may be experiencing problems with debt, or may have had existing debt problems exacerbated. Debt to the library service in excess of £5 may result in users not being able to access borrowing and PC access.
- Increased fees may impact people of different age groups differently based on their income.
- Children facing fees may be deterred from visiting libraries.

81. We have identified the following mitigations:

- In cases where debt is outstanding but continued access to the service is required, concessions and flexible payments arrangements can be made on a case by case basis.
- E-mail notifications are sent reminding users before any charges are due to renew items in person, by phone or online or discuss any issues.
- There are no fees for overdue children's items.

82. This proposal will embed libraries in local communities by working with local groups and companies to offer library as a 'shop window'. More local businesses or community groups with limited means will be able to use library spaces flexibly to further their impact in their local community.

83. The review of fees and charges will create additional income for the libraries, whilst ensuring a fair and fully transparent set of charges for services and fees.

## **Disability**

84. According to the Equality Act 2010, a person has a disability if he or she has a physical or mental impairment which has a long term adverse effect on that person's ability to carry out day to day activities. People living with a disability may feel the impact of several proposals. Some of the most significant are those relating to accessing services, information and social care. Below is a summary of the main proposals that may impact on people with a physical or mental impairment.

85. The proposals being considered in the Budget are designed to deliver support more people with disabilities to live independently. This includes the proposals to make more use of telecare and to maximise independence for people with a learning disability.

86. The budget decision taken in February 2020 included a decision to undertake Occupational Therapy (OT) reviews to identify where equipment can be used to enable care to be provided in the home by one carer. This proposal is being further developed in the 2021/22 budget proposals, with continued roll-out and installation of lifting equipment to reduce the need to doubled handed car packages where it is safe and appropriate to do so.
87. The budget decision taken in February 2019 to increase the amount some people have to pay towards their non-residential care (home care) means that some may face financial hardship if they are required to make a further contribution towards the cost of telecare in addition to home care. There is a mechanism in place to mitigate any negative impact of this by taking into account essential expenditure incurred because of a person's disability as part of their financial assessment (for example, the cost of telecare and other services would not be taken into account as income, which means that the person would not be worse off because of having to pay for this).
88. Adult social care decisions are undertaken in the best interest of the individual taking personal circumstances into account, and cumulative impacts will be considered on a case by case basis where appropriate.
89. **1: Review of telecare rental charges.** Southampton City Council is proposing to increase charges for the telecare service as outlined below:

<b>Service Type</b>	<b>Current Weekly Charge (ex VAT)</b>	<b>Proposed Weekly Charge (ex VAT) from April 2021</b>
Basic Silver	3.00	3.50
Basic Gold	4.25	5.00
Installation (one-off)	20.00	25.00 one – off
Key safe – supply and install	40.00	40.00 one -off

90. Southampton City Council's telecare service offers peace of mind to individuals and their carers through advanced care technology equipment. The service comes with alarm packages that allow people to be supported 24 hours a day 365 days of the year.
91. The service is available to anyone living in Southampton or within 20 miles of the city boundaries who wants reassurance that they can call for help quickly and easily in case of an emergency. This could be because they are elderly, or have a disability of any age and would like peace of mind.
92. This charge increase will apply to all users of the service from April 2021. Existing customers will receive at least 28 days' notice of the charge increases. After review of market competitors, the increased charge will mean that the cost of the Southampton Telecare Service remains below market competitors.
93. This change will affect both adult social care clients for whom telecare is delivered as part of the care package to meet assessed need, and private customers who opt to use this service without having assessed need.
94. Service users with assessed needs will continue to have their needs met in line with the Care Act 2014. Where clients are self-funded or make contributions to their care, the increased cost will be considered a Disability Related Expenditure.

95. We have identified the following impacts:

- The increased cost may make people apprehensive to continue to utilise telecare, although the increased cost brings it more in line with market.
- Carers may be affected as it may act as a disincentive to individuals taking up the service therefore the benefits that the service provides in terms of security, confidence and peace of mind for carers may be adversely affected, in turn affecting carers.
- Telecare, including Community Care Alarms, are provided to people to assist them to manage the risks that their health or physical condition may present. By definition, a person with a disability is more likely to experience the types of risk that the service is designed to respond to. The age of the person with a disability is not relevant as the service may be provided to a child, young person, adult or older person, therefore overall people with disabilities are proportionally more affected by this change than people without disabilities.

96. We have identified the following mitigations:

- Service users with assessed needs will continue to have their needs met in line with the Care Act 2014.
- Where clients are self-funded or make contributions to their care, the increased cost will be considered a Disability Related Expenditure.
- Clients who are self-funded and/or do not have an assessed care need will experience a price increase, but the service remains competitively priced.

97. Telecare can often be used to provide support to carers and provide reassurance that someone they are caring for is safe and well. This can be someone who is living in the same property as the carer, but also some distance away. Carers can often act as the first contact when an alarm is triggered to provide a response to an individual. Carers who support people with a disability are also considered as part of the Equality Act (2010) legislation in relation to provision regarding 'association with a disabled person'.

98. There are several ways in which telecare can enhance a person's quality of life.

- It can enable a person to remain living at home if that is their preference, although there will always be some trade-off between meeting the desired sense of independence and a residual element of risk in living at home.
- It can ease the challenges of daily living caused by age or long-term health conditions and improve an older person's sense of security and self-confidence.
- The level of telecare provision can be increased as new problems emerge with activities of daily living or any new health problems develop.
- It can relieve some of the burdens and pressures that affect informal carers, improving their quality of lives too. This can encourage family members to carry on caring for longer, which can avoid the older person moving into a care home.
- Telecare also has the potential to be cost-effective.
- It can avoid or defer an elderly person's move into a care home or hospital.
- It can reduce or replace some of the routine input needed from carers, formal and/or informal, in the home setting, permitting them to be more effectively deployed.
- It can help someone maintain a healthier lifestyle, thereby reducing or delaying future needs.

**99.2: Improved use of appropriate lifting equipment to help reduce double handed care.** Southampton has a well-established Occupational Therapy (OT) service which

currently provides clients with double handed care (the use of two carers) with clients who require manual handling. As part of normal review processes, the council will review whether current care packages are right for clients, and in cases of double handed care, whether that client still requires two carers at once. This may change because of changing need, or the introduction of new equipment and technologies.

100. The proposal is to have Occupational Therapy review all double handed care packages that are being supplied by the council and, where appropriate, reduce this through training and/or the introduction of new equipment, having undertaken appropriate customer, staff and contractor risk assessments.
101. Eighty-six residents have been identified as receiving double handed care. A review of the double handed component will be required alongside evidence that the appropriate lifting equipment can be installed within the property to reduce to single handed. Clients will continue to receive the care and support needed to meet their needs in full. In the future, this may be through one carer using equipment and the latest techniques.
102. We have identified the following impacts:
- People living with a disability people are more likely to be impacted by this proposal, as it is typically disabled people who receive double up care packages.
  - Some clients who currently receive double handed care and are visited by two carers at a time will see a change in their support package, reducing to one carer. This will only be implemented after a review of individual care packages in line with statutory guidance and having undertaken appropriate H&S risk assessments for staff and contractors to ensure that this reduction can be made safely, and the needs of the client will continue to be met.
  - Clients may have new equipment installed in their homes.
103. We have identified the following mitigations:
- Clients will continue to have their needs met in full through a safe way of working and this would be kept under regular review.
  - The installation of any new equipment will be done in agreement with the client and/or their representatives, and training and support will be provided.
  - The hoist and sling (MoLift) will be similar in size to the hoist that is currently used for two handed care. The storage and use of the sling will be similar also. The care agency and the family members will need specific training in single handed care and the functions of the hoist. This training will be the responsibility of the prescribing staff member. The care agency will disseminate the training to ensure all carers in attendance are able to use the hoist.
104. This proposal will support the council to meet best practice guidelines around supporting independence.
105. Home care resources will be freed up to support more people in the city (for example, speeding up discharges from hospital, people not having to wait as long for a home care package to start). Clients will be provided with a more tailor-made, personalised level of support in order to provide maximised independence to our clients.
106. **3: Maximising independence for people with Learning Disabilities.** The council's Learning Disabilities adult social care service supports over 600 adult social care clients.

107. Working with the residents in a personalised way, key actions would relate to independence goals achieved via the assessed care and support plan. This includes supporting individuals in the least restrictive way. Therefore, there may be potential to:
- move residents on from residential care into supported living
  - review of 1:1 or higher ratio care
  - review any continuing healthcare arrangements
  - work with the provider market to review the outcomes and costs of care.
108. The proposal seeks to enhance the quality of care for people currently living in residential care and/or supported living, by providing them with options to move on to less institutionalised settings and/or support more effective support options in their current home. If a move on to supported living is identified, this could mean changes for the residents in three main areas: their home, their support and their money. The changes are summarised below, explaining the differences between living in registered care and a supported living home.
109. This proposal does not represent a reduction on learning disability services. The proposal seeks to enhance the quality of care for people currently living in residential care and/or supported living, by providing them with options to move on to less institutionalised settings and/or support more effective support options in their current home.
110. We have identified the following impacts:
- All affected individuals have been diagnosed with a learning disability and have associated needs.
111. We have identified the following mitigations:
- Individuals will continue to receive the care and support they need but with the benefit of supported living enabling a more person-centred care plan.
  - Care Act assessments will have taken place for all individuals and should the proposal go ahead new Care & Support plans will be completed based on these assessments.
112. The proposal seeks to enhance the quality of care for people currently living in residential care or other settings, by providing them with options to move on to less institutionalised settings and supporting their independence within their current setting. In addition, their Continuing Healthcare status may be reviewed.
113. **6: Concessionary fares.** A mandatory bus concession for older and disabled people has been in place nationally since 2001. The concession has gradually been extended since its introduction and since April 2008 has provided free off-peak local bus travel to eligible older and disabled people anywhere in England. Southampton City Council as the Travel Concession Authority (TCA) has a statutory requirement to administer the Concessionary Travel Scheme ensuring bus operators are reimbursed for every concessionary traveller that uses the buses in Southampton.
114. On average, there are approximately 275,000 passenger trips (pre-Covid) per month within the SCC travel concession area that travel using the older person bus pass issued by SCC. The number of trips fluctuates across the seasons. There are 28,000 Southampton residents that have an concessionary bus pass.
115. The proposal is to stop making monthly Concessionary Fare reimbursement payments to local bus operators at pre-Covid levels and revert to making monthly reimbursement

payments based on actual demand, which is closer aligned to the contractual terms. The reimbursement payment methodology will take the Government guidance issued in January 2021 into consideration and also any significant changes in bus patronage levels (compared to forecasts) linked to the current lockdown and the emerging recovery.

116. As a consequence, Southampton City Council Concessionary Fare reimbursement payments to local bus operators are likely to reduce in 2021/22 financial year. The actual level of reimbursement will be determined by passenger demand and further negotiation with the local bus operators. There is currently a forecast reduction proposed of 25%.

117. If current forecasts are accurate, and concessionary fare reimbursement revenue of is reduced by 25% the current network may be maintained. However, this may result in some bus service changes such as reduced hours of service on less commercially viable bus routes and reduced service frequency. If a greater reduction is seen this may result in some bus service changes such as reduced hours of service across the network, reduced service frequency and potentially the complete withdrawal of services especially on more marginal routes.

118. We have identified the following impacts:

- If there was a reduction in bus service provision this would reduce bus service availability and restrict travel options in the city to access jobs, schools and services. Impact would be greatest for Southampton residents who rely on public transport. 30% of Southampton residents do not have access to a car and there are 21 million bus passenger trips per year across the city, including 28,000 concessionary card holders.
- The more marginal (less commercial) bus services which are more likely to be reduced in service frequency or withdrawn completely are suburban and penetrate residential areas.
- These services are more accessible to people with a disability/mobility impairment who may find it harder to reach major routes and transport hubs. Some people with a disability may therefore find the alternative trunk bus services more difficult to access due to the additional walking distance to reach a bus stop.

119. We have identified the following mitigations:

- Information will be placed on buses, at bus stops and at locations where customers are likely to visit in addition to social media well in advance of a service change.
- The council will review and consider the option to award supported bus services contracts or other community transport solutions to replace any commercially operated services that are withdrawn. Any decision to award supported contracts in the event of reduced or withdrawn commercial services will be taken based on need and necessity and is therefore not guaranteed as an outcome.

120. **7: Council Tax increase.** Like all councils we are facing a challenging financial environment and Covid-19 is placing additional pressure on our budgets. A downturn in the economic environment will have an impact on our budgets. The 2021/22 grant settlement from government was slightly higher than expected by around £0.8M, but this is insufficient to cover costs and comes after a reduction on core funding support of £55M (the settlement funding assessment) between 2013/14 and 2019/20.

121. Covid-19 has had a significant impact on our finances and government funding has not covered all our costs this year. We are forecasting significant Covid-19 budget pressures next year and currently estimate approximately £12M service million pressure in 2021/22, after £7.7M pressure in 2020/21 after grants and compensation for income losses (both General Fund and ring-fenced areas). In addition, there has been an impact on the Collection Fund estimates for 2021/22, which after compensation from government is still over £6M worse than previous planning assumptions.
122. Council tax precept income is a product of the band D council tax charge and the council tax base. The February 2020 MTFs assumed a 1.99% increase in the band D charge and no increase in the Adult Social Care levy (at 2%). The government stated in the November Spending Review that councils can increase the adult social care precept (currently at 2%) by a further 1% up to 3% maximum in 2021/2022. This would be collected exclusively for use in funding adult care services.
123. In addition to the efficiencies, service improvements and income proposal detailed in the 2021/2022 Budget consultation we are proposing:
- an increase of 1.99% on the core part of residents' council tax bill for the financial year 2021/22 to continue to fund vital services
  - a further 3% increase in council tax for the adult social care precept for 2021/2 to meet the rising demand for care for vulnerable adults.
124. The additional 3% social care precept is collected exclusively for use in funding adult care services. The total Council Tax increase will therefore be 4.99% (1.99% core C/Tax rise, plus 3% ASC precept)
125. This proposal will represent an increase in council tax costs for the majority of residents. This may create an additional financial burden for lower income households, or exacerbate any existing financial or debt problems. The coronavirus (COVID-19) pandemic has had financial impacts on households, including the most vulnerable, who may have experienced the impacts of furlough or loss of employment.
126. We have identified the following impacts:
- Some people with a disability may live in a larger property than they would have needed if they were not disabled. This would mean that the increased council tax % would reflected a greater amount of money than those in lower banded properties.
127. We have identified the following mitigations:
- A Council Tax reduction scheme is in place for people with a disability where the home has features of essential or major importance to the wellbeing of the disabled person including:
    - a room which is required for meeting the needs of the person with a disability
    - a second bathroom or kitchen
    - extra space inside the property to allow for the use of a wheelchair indoors.
  - Exemptions and discounts may also apply if a member of the household is mentally disabled and not counted for Council Tax purposes. This includes people who have been diagnosed as suffering with severe and enduring mental health issues including Alzheimer's disease, and other forms of dementia.
128. This funding will be used to support the delivery of vital services, including services for the most vulnerable. The 3% Adult Social Care precept will exclusively fund adult

social care services for vulnerable people in the city resulting in a positive impact for people with a disability.

## Race

129. Based on results from the 2011 Census, Southampton has residents from over 55 different countries. Just over 22% of Southampton's population are non-White British, with the biggest change being seen in the 'Other White' group (which includes migrants from Europe), which has increased by over 200% in last 10 years, from 5,519 to 17,461 residents (8.3%).
130. Based on results from the 2011 Census, 7,522 households (7.7%) in Southampton have no one in them who speaks English as their main language, compared to 4.4% nationally. Just under 12% of Southampton's resident population do not speak English as their main language, and this rose to nearly 24% in residents aged 25 to 34. The 2019 Southampton school pupil census shows that 149 different languages are spoken in Southampton's schools, with 9,004 (27.8%) pupils having a first language other than English.
131. **3: Maximising independence for people with Learning Disabilities.** The council's Learning Disabilities adult social care service supports over 600 adult social care clients.
132. Working with the residents in a personalised way, key actions would relate to independence goals achieved via the assessed care and support plan. This includes supporting individuals in the least restrictive way. Therefore, there may be potential to:
- move residents on from residential care into supported living
  - review of 1:1 or higher ratio care
  - review any continuing healthcare arrangements
  - work with the provider market to review the outcomes and costs of care.
133. The proposal seeks to enhance the quality of care for people currently living in residential care and/or supported living, by providing them with options to move on to less institutionalised settings and/or support more effective support options in their current home. If a move on to supported living is identified, this could mean changes for the residents in three main areas: their home, their support and their money. The changes are summarised below, explaining the differences between living in registered care and a supported living home.
134. This proposal does not represent a reduction on learning disability services. The proposal seeks to enhance the quality of care for people currently living in residential care and/or supported living, by providing them with options to move on to less institutionalised settings and/or support more effective support options in their current home.
135. We have identified the following impacts:
- Data and intelligence evidences that there is an under-representation of people from BME groups seeking support (LeDeR, 2019), and therefore the experience and skills of our workforce may need some additional training and development.
136. We have identified the following mitigations:
- The council will identify via providers and social work resource any support that can offered to enhance representation of BME groups seeking support.



- As per our contracts, all providers are be required to deliver services which are appropriate to culture / race and to ensure their workforce are trained to do so. This is a contractual requirement within the home care framework.

## Community Safety

137. **3: Maximising independence for people with Learning Disabilities.** The council's Learning Disabilities adult social care service supports over 600 adult social care clients.
138. Working with the residents in a personalised way, key actions would relate to independence goals achieved via the assessed care and support plan. This includes supporting individuals in the least restrictive way. Therefore, there may be potential to:
- move residents on from residential care into supported living
  - review of 1:1 or higher ratio care
  - review any continuing healthcare arrangements
  - work with the provider market to review the outcomes and costs of care.
139. The proposal seeks to enhance the quality of care for people currently living in residential care and/or supported living, by providing them with options to move on to less institutionalised settings and/or support more effective support options in their current home. If a move on to supported living is identified, this could mean changes for the residents in three main areas: their home, their support and their money. The changes are summarised below, explaining the differences between living in registered care and a supported living home.
140. This proposal does not represent a reduction on learning disability services. The proposal seeks to enhance the quality of care for people currently living in residential care and/or supported living, by providing them with options to move on to less institutionalised settings and/or support more effective support options in their current home.
141. We have identified the following mitigations:
- Support providers and landlords work with individuals and their local neighbourhoods to ensure that positive relationships are committed to and established. Safer Places is an example a preventative scheme that has been rolled out across the city in partnership with policing.
  - In addition, support providers are given training to recognise and report Disability related Hate Crimes, and encourage people with learning disabilities to enact their right to take this action should they need to.

## Poverty

142. **1: Review of telecare rental charges.** Southampton City Council is proposing to increase charges for the telecare service as outlined below:

Service Type	Current Weekly Charge (ex VAT)	Proposed Weekly Charge (ex VAT) from April 2021

Basic Silver	3.00	3.50
Basic Gold	4.25	5.00
Installation (one-off)	20.00	25.00 one – off
Key safe – supply and install	40.00	40.00 one -off

143. Southampton City Council's telecare service offers peace of mind to individuals and their carers through advanced care technology equipment. The service comes with alarm packages that allow people to be supported 24 hours a day 365 days of the year.
144. The service is available to anyone living in Southampton or within 20 miles of the city boundaries who wants reassurance that they can call for help quickly and easily in case of an emergency. This could be because they are elderly, or have a disability of any age and would like peace of mind.
145. This charge increase will apply to all users of the service from April 2021. Existing customers will receive at least 28 days' notice of the charge increases. After review of market competitors, the increased charge will mean that the cost of the Southampton Telecare Service remains below market competitors.
146. This change will affect both adult social care clients for whom telecare is delivered as part of the care package to meet assessed need, and private customers who opt to use this service without having assessed need.
147. Service users with assessed needs will continue to have their needs met in line with the Care Act 2014. Where clients are self-funded or make contributions to their care, the increased cost will be considered a Disability Related Expenditure.
148. We have identified the following impacts:
- The increased cost may make people apprehensive to continue to utilise telecare, although the increased cost brings it more in line with market.
  - The increased cost of the service may adversely affect those on benefits or lower incomes.
  - People may choose not to use telecare and therefore be at risk of isolation and an increased risk of falls.
  - If individuals choose to pay for telecare services they may have to make difficult decisions about other expenditure which could adversely affect them.
149. We have identified the following mitigations:
- Where clients are self-funded or make contributions to their care, the increased cost will be considered a Disability Related Expenditure.
  - Clients who are self-funded and/or do not have an assessed care need will experience a price increase, but the service remains competitively priced.
150. **3: Maximising independence for people with Learning Disabilities.** The council's Learning Disabilities adult social care service supports over 600 adult social care clients.
151. Working with the residents in a personalised way, key actions would relate to independence goals achieved via the assessed care and support plan. This includes supporting individuals in the least restrictive way. Therefore, there may be potential to:
- move residents on from residential care into supported living

- review of 1:1 or higher ratio care
- review any continuing healthcare arrangements
- work with the provider market to review the outcomes and costs of care.

152. The proposal seeks to enhance the quality of care for people currently living in residential care and/or supported living, by providing them with options to move on to less institutionalised settings and/or support more effective support options in their current home. If a move on to supported living is identified, this could mean changes for the residents in three main areas: their home, their support and their money. The changes are summarised below, explaining the differences between living in registered care and a supported living home.

153. This proposal does not represent a reduction on learning disability services. The proposal seeks to enhance the quality of care for people currently living in residential care and/or supported living, by providing them with options to move on to less institutionalised settings and/or support more effective support options in their current home.

154. We have identified the following impacts:

- Clients living in residential settings are generally financially worse off than those within supported living or those who continue living in family settings. We anticipate that any moves to supported living will likely be financially beneficial to residents.
- Some individuals may not have the capacity to manage their own finances and so there may be concerns that the residents could get into debt.

155. We have identified the following mitigations:

- All residents have received up to date Care Act assessments and individual support plans will be put in place to identify any support needs in relation to managing finances.
- The FAB (Finance, Assessment and Benefits) team will undertake individual assessments to maximise client benefits and the social worker as well as care provider will support residents and their families (where relevant) to make the necessary benefit applications.
- Residents who are assessed as lacking capacity to manage their finances and for whom there is not a suitable family member in place to undertake this role will have an appointee in place from the council, or the Client Affairs Team (provided via Hampshire County Council).

156. **4: Libraries income review.** Libraries represent a core part of Southampton's cultural, information, skills and learning offer. They provide free and universal access to books, information, the internet and informal learning; support for families and individuals through reading and training programmes and by promoting life skills, readiness for economic activity, digital literacy and well-being. The service consists of 11 libraries across the city incorporating 5 community led libraries which are not staffed by council personnel. The statutory provision is for the 6 Council-run libraries. The city's libraries attract up to 850,000 visitors per year.

157. The proposal is to review and set library charges to ensure charges are fair but in line with current costs and benchmarked against comparative services and local suppliers.

158. The council will also review all opportunities to use library spaces for fee paying customers, ensuring that this adds to the library offer and does not detract from the statutory offer for local residents.
159. Using a library, borrowing books and using computers are free services and our aim is to encourage as many users as possible. Library services charges are in place to ensure that books are returned in a timely manner and remain available in the library to be used by other local residents.
160. Reviewing charges will ensure that charges set by libraries are fair and affordable to local people and at a level which will encourage use of services such as printing and copying.
161. Charges have not been reviewed for three years. The following charges are being reviewed and are likely to increase:
- Late charges for books
  - Photocopying/printing/scanning price
  - Room hire price
  - Costs for marketing in the library
  - Stationery for purchase
  - Costs of obtaining books and resources from other suppliers such as British Library
162. All charges will be benchmarked against other providers and services and other local library services.
163. We have identified the following impacts:
- Some service users may experience a negative financial impact from charge increased. As a result of the coronavirus (Covid-19) pandemic some service users may be experiencing problems with debt, or may have had existing debt problems exacerbated. Debt to the library service in excess of £5 may result in users not being able to access borrowing and PC access.
  - Some people may find any increased fees unaffordable and may have access to library services restricted if they have outstanding payments due.
164. We have identified the following mitigations:
- In cases where debt is outstanding but continued access to the service is required, concessions and flexible payments arrangements can be made on a case by case basis.
  - E-mail notifications are sent reminding users before any charges are due to renew items in person, by phone or online or discuss any issues.
  - Concessions and flexible payment options are offered to people with any protected characteristic who may find fees unaffordable.
165. The review of fees and charges will create additional income for the libraries, whilst ensuring a fair and fully transparent set of charges for services and fees.
166. **5: Exploring Community funding with alternative model.** The council runs a number of small grants scheme for community groups which include grants for community activities and community celebration events amongst other community centred activities.

167. The proposal is to investigate the use of a match or crowd funding approach to fund community projects, including exploring options for a community lottery. Applications would be submitted on the basis of fresh ideas and innovation, from within communities.
168. Subject to the findings of the investigation, there could be a reduction in the funding made available for community grants, which would be supplemented by crowd funding or other alternative funding mechanisms.
169. This could lead to a reduction in funding for some community projects if those groups are not able to achieve match-funding or attract other funding streams. The requirement to identify alternative sources of funding could be a barrier for some groups.
170. However, some communities have highlighted how difficult to access the scheme has been in its current form and this proposal would encourage a wider approach to funding of community initiatives and stimulate innovation. A rolling all year scheme could be organised to allow applicants time and capacity to achieve match funding, rather than as at present twice yearly cycles.
171. Subject to further review, the council is considering working with partners to establish a Southampton Community Lottery. This would allow people to purchase lottery tickets, with profits being used to support community activity.
172. We have identified the following impacts:
- There is a risk that a lottery may exacerbate existing debt or gambling problems.
  - There is a risk that a lottery may disproportionately attract those from lower income groups.
173. We have identified the following mitigations:
- There is no data to suggest that a Local Authority lottery exacerbates gambling problems. It is managed entirely online with tickets bought via an account 4 weeks in advance. Therefore, there is no instant gratification typically associated with gambling addiction.
  - Prizes are comparatively small with a maximum prize of £25,000 with over 20% of prize money being 'put back in' to the Good Cause Fund. The lottery would be a member of all the relevant gambling bodies and carry suitable advice and warning and contributes to the centrally held Gambling aware budgets.
  - The lottery would be a member of all the relevant gambling bodies and carry suitable advice and warning and contributes to the centrally held Gambling aware budgets.
  - There is ongoing analysis of the socio-demographic background to users. Using the ACORN Group form of classification, over 75% are from the wealthier groups A-I, 20% from groups J-M and less than 5% from classification groups denoting lower income.
174. **6: Concessionary fares.** A mandatory bus concession for older and disabled people has been in place nationally since 2001. The concession has gradually been extended since its introduction and since April 2008 has provided free off-peak local bus travel to eligible older and disabled people anywhere in England. Southampton City Council as the Travel Concession Authority (TCA) has a statutory requirement to administer the Concessionary Travel Scheme ensuring bus operators are reimbursed for every concessionary traveller that uses the buses in Southampton.

175. On average, there are approximately 275,000 passenger trips (pre-Covid) per month within the SCC travel concession area that travel using the older person bus pass issued by SCC. The number of trips fluctuates across the seasons. There are 28,000 Southampton residents that have an concessionary bus pass.
176. The proposal is to stop making monthly Concessionary Fare reimbursement payments to local bus operators at pre-Covid levels and revert to making monthly reimbursement payments based on actual demand, which is closer aligned to the contractual terms. The reimbursement payment methodology will take the Government guidance issued in January 2021 into consideration and also any significant changes in bus patronage levels (compared to forecasts) linked to the current lockdown and the emerging recovery.
177. As a consequence, Southampton City Council Concessionary Fare reimbursement payments to local bus operators are likely to reduce in 2021/22 financial year. The actual level of reimbursement will be determined by passenger demand and further negotiation with the local bus operators. There is currently a forecast reduction proposed of 25%.
178. If current forecasts are accurate, and concessionary fare reimbursement revenue of is reduced by 25% the current network may be maintained. However, this may result in some bus service changes such as reduced hours of service on less commercially viable bus routes and reduced service frequency. If a greater reduction is seen this may result in some bus service changes such as reduced hours of service across the network, reduced service frequency and potentially the complete withdrawal of services especially on more marginal routes.
179. We have identified the following impacts:
- If there was a reduction in bus service provision this would reduce bus service availability and restrict travel options in the city to access jobs, schools and services. Impact would be greatest for Southampton residents who rely on public transport. 30% of Southampton residents do not have access to a car and there are 21 million bus passenger trips per year across the city, including 28,000 concessionary card holders.
  - Some people who rely on the more marginal (less commercial) bus services and who would struggle to access alternative bus routes may (in the event that some services are withdrawn) require alternative and more expensive transport such as taxi travel.
180. We have identified the following mitigations:
- The council will review and consider the option to award supported bus services contracts or other community transport solutions to replace any commercially operated services that are withdrawn. Any decision to award supported contracts in the event of reduced or withdrawn commercial services will be taken based on need and necessity and is therefore not guaranteed as an outcome.
181. **7: Council Tax increase.** Like all councils we are facing a challenging financial environment and Covid-19 is placing additional pressure on our budgets. A downturn in the economic environment will have an impact on our budgets. The 2021/22 grant settlement from government was slightly higher than expected by around £0.8M, but this is insufficient to cover costs and comes after a reduction on core funding support of £55M (the settlement funding assessment) between 2013/14 and 2019/20.

182. Covid-19 has had a significant impact on our finances and government funding has not covered all our costs this year. We are forecasting significant Covid-19 budget pressures next year and currently estimate approximately £12M service million pressure in 2021/22, after £7.7M pressure in 2020/21 after grants and compensation for income losses (both General Fund and ring-fenced areas). In addition, there has been an impact on the Collection Fund estimates for 2021/22, which after compensation from government is still over £6M worse than previous planning assumptions.
183. Council tax precept income is a product of the band D council tax charge and the council tax base. The February 2020 MTFs assumed a 1.99% increase in the band D charge and no increase in the Adult Social Care levy (at 2%). The government stated in the November Spending Review that councils can increase the adult social care precept (currently at 2%) by a further 1% up to 3% maximum in 2021/2022. This would be collected exclusively for use in funding adult care services.
184. In addition to the efficiencies, service improvements and income proposal detailed in the 2021/2022 Budget consultation we are proposing:
- an increase of 1.99% on the core part of residents' council tax bill for the financial year 2021/22 to continue to fund vital services
  - a further 3% increase in council tax for the adult social care precept for 2021/2 to meet the rising demand for care for vulnerable adults.
185. The additional 3% social care precept is collected exclusively for use in funding adult care services. The total Council Tax increase will therefore be 4.99% (1.99% core C/Tax rise, plus 3% ASC precept)
186. This proposal will represent an increase in council tax costs for the majority of residents. This may create an additional financial burden for lower income households, or exacerbate any existing financial or debt problems. The coronavirus (COVID-19) pandemic has had financial impacts on households, including the most vulnerable, who may have experienced the impacts of furlough or loss of employment.
187. We have identified the following impacts:
- A Council Tax increase may have a greater impact on lower income households.
188. We have identified the following mitigations:
- Households with a lower income or who are in receipt of benefits may be entitled to Council Tax Reduction.
  - The Council has received £2.8M allocated as part of the finance settlement from Government for 2021/22. This is an un-ringfenced grant but is intended for local council tax reduction schemes. The budget for 2021/22 has no proposals on how to apply this funding as yet, given it has only recently been received and the economic uncertainty means the take-up of any scheme will be uncertain during 2021. Proposals will therefore be brought forward during the year.
  - Residents who are struggling with council tax payment can be offered options to help with their circumstances, such as:
    - Spreading payments over 12 months instead of 10
    - Setting up a payment plan to pay the outstanding amount
  - The council also provides signposting to debt advice services.

## Health and Wellbeing

189. **1: Review of telecare rental charges.** Southampton City Council is proposing to increase charges for the telecare service as outlined below:

Service Type	Current Weekly Charge (ex VAT)	Proposed Weekly Charge (ex VAT) from April 2021
Basic Silver	3.00	3.50
Basic Gold	4.25	5.00
Installation (one-off)	20.00	25.00 one – off
Key safe – supply and install	40.00	40.00 one -off

190. Southampton City Council's telecare service offers peace of mind to individuals and their carers through advanced care technology equipment. The service comes with alarm packages that allow people to be supported 24 hours a day 365 days of the year.

191. The service is available to anyone living in Southampton or within 20 miles of the city boundaries who wants reassurance that they can call for help quickly and easily in case of an emergency. This could be because they are elderly, or have a disability of any age and would like peace of mind.

192. We have identified the following impacts:

- Clients' concerns and levels of anxiety could impact their emotional and physical wellbeing when they are concerned by the increased expenditure or meeting the costs of telecare.
- Relatives of clients may also have concerns relating to finding suitable alternate care and support which could impact their health and wellbeing.

193. We have identified the following mitigations:

- Clients with assessed needs will continue to have their needs met in line with the Care Act 2014.

194. **2: Improved use of appropriate lifting equipment to help reduce double handed care.** Southampton has a well-established Occupational Therapy (OT) service which currently provides clients with double handed care (the use of two carers) with clients who require manual handling. As part of normal review processes, the council will review whether current care packages are right for clients, and in cases of double handed care, whether that client still requires two carers at once. This may change because of changing need, or the introduction of new equipment and technologies.

195. The proposal is to have Occupational Therapy review all double handed care packages that are being supplied by the council and, where appropriate, reduce this through training and/or the introduction of new equipment, having undertaken appropriate customer, staff and contractor risk assessments.

196. We have identified the following impacts:

- The health and wellbeing of an individual will be taken into account when deciding on the most appropriate care and support package during and after the implementation of this proposal.



197. We have identified the following mitigations:

- Any adverse impacts would be mitigated on a case by case basis through the robust application of Care Act Principles.
- Assessments and reviews will be needs-driven, and the requirements of statutory guidance in respect of choice, access to advocacy where needed and the involvement of carers.
- The Mental Capacity Act will be used where appropriate to protect the needs and rights of the individuals. Timely assessments and reviews would be carried out.

198. **3: Maximising independence for people with Learning Disabilities.** The council's Learning Disabilities adult social care service supports over 600 adult social care clients.

199. Working with the residents in a personalised way, key actions would relate to independence goals achieved via the assessed care and support plan. This includes supporting individuals in the least restrictive way. Therefore, there may be potential to:

- move residents on from residential care into supported living
- review of 1:1 or higher ratio care
- review any continuing healthcare arrangements
- work with the provider market to review the outcomes and costs of care.

200. The proposal seeks to enhance the quality of care for people currently living in residential care and/or supported living, by providing them with options to move on to less institutionalised settings and/or support more effective support options in their current home. If a move on to supported living is identified, this could mean changes for the residents in three main areas: their home, their support and their money. The changes are summarised below, explaining the differences between living in registered care and a supported living home.

201. This proposal does not represent a reduction on learning disability services. The proposal seeks to enhance the quality of care for people currently living in residential care and/or supported living, by providing them with options to move on to less institutionalised settings and/or support more effective support options in their current home.

202. We have identified the following impacts:

- People with learning disabilities experience a number of health conditions at an earlier stage than the general population.
- People with learning disabilities may experience social isolation, which may have increased following Covid-19 lockdown restrictions.

203. We have identified the following mitigations:

- Referrals to health services will be supported should there be a requirement including to specialist Learning Disability health services provided by Southern Health Foundation Trust.
- Supported living care and support often offers more personalised and inclusive approaches to support than that of residential care services. In addition, the care and support providers are quality monitored and every person will have a Care Act review. This will ensure any individual needs in relation to community access and inclusion are assessed and the care provider is meeting those needs, with the individual.

204. **6: Concessionary fares.** A mandatory bus concession for older and disabled people has been in place nationally since 2001. The concession has gradually been extended since its introduction and since April 2008 has provided free off-peak local bus travel to eligible older and disabled people anywhere in England. Southampton City Council as the Travel Concession Authority (TCA) has a statutory requirement to administer the Concessionary Travel Scheme ensuring bus operators are reimbursed for every concessionary traveller that uses the buses in Southampton.
205. On average, there are approximately 275,000 passenger trips (pre-Covid) per month within the SCC travel concession area that travel using the older person bus pass issued by SCC. The number of trips fluctuates across the seasons. There are 28,000 Southampton residents that have an concessionary bus pass.
206. The proposal is to stop making monthly Concessionary Fare reimbursement payments to local bus operators at pre-Covid levels and revert to making monthly reimbursement payments based on actual demand, which is closer aligned to the contractual terms. The reimbursement payment methodology will take the Government guidance issued in January 2021 into consideration and also any significant changes in bus patronage levels (compared to forecasts) linked to the current lockdown and the emerging recovery.
207. As a consequence, Southampton City Council Concessionary Fare reimbursement payments to local bus operators are likely to reduce in 2021/22 financial year. The actual level of reimbursement will be determined by passenger demand and further negotiation with the local bus operators. There is currently a forecast reduction proposed of 25%.
208. If current forecasts are accurate, and concessionary fare reimbursement revenue of is reduced by 25% the current network may be maintained. However, this may result in some bus service changes such as reduced hours of service on less commercially viable bus routes and reduced service frequency. If a greater reduction is seen this may result in some bus service changes such as reduced hours of service across the network, reduced service frequency and potentially the complete withdrawal of services especially on more marginal routes.
209. We have identified the following impacts:
- A reduction in bus service provision could lead to an increased number of people in the city suffering from social isolation.
210. We have identified the following mitigations:
- The council will review and consider the option to award supported bus services contracts or other community transport solutions to replace any commercially operated services that are withdrawn. Any decision to award supported contracts in the event of reduced or withdrawn commercial services will be taken based on need and necessity and is therefore not guaranteed as an outcome.
211. **7: Council Tax increase.** Like all councils we are facing a challenging financial environment and Covid-19 is placing additional pressure on our budgets. A downturn in the economic environment will have an impact on our budgets. The 2021/22 grant settlement from government was slightly higher than expected by around £0.8M, but this is insufficient to cover costs and comes after a reduction on core funding support of £55M (the settlement funding assessment) between 2013/14 and 2019/20.

212. Covid-19 has had a significant impact on our finances and government funding has not covered all our costs this year. We are forecasting significant Covid-19 budget pressures next year and currently estimate approximately £12M service million pressure in 2021/22, after £7.7M pressure in 2020/21 after grants and compensation for income losses (both General Fund and ring-fenced areas). In addition, there has been an impact on the Collection Fund estimates for 2021/22, which after compensation from government is still over £6M worse than previous planning assumptions.
213. Council tax precept income is a product of the band D council tax charge and the council tax base. The February 2020 MTFs assumed a 1.99% increase in the band D charge and no increase in the Adult Social Care levy (at 2%). The government stated in the November Spending Review that councils can increase the adult social care precept (currently at 2%) by a further 1% up to 3% maximum in 2021/2022. This would be collected exclusively for use in funding adult care services.
214. In addition to the efficiencies, service improvements and income proposal detailed in the 2021/2022 Budget consultation we are proposing:
- an increase of 1.99% on the core part of residents' council tax bill for the financial year 2021/22 to continue to fund vital services
  - a further 3% increase in council tax for the adult social care precept for 2021/2 to meet the rising demand for care for vulnerable adults.
215. The additional 3% social care precept is collected exclusively for use in funding adult care services. The total Council Tax increase will therefore be 4.99% (1.99% core C/Tax rise, plus 3% ASC precept)
216. This proposal will represent an increase in council tax costs for the majority of residents. This may create an additional financial burden for lower income households, or exacerbate any existing financial or debt problems. The coronavirus (COVID-19) pandemic has had financial impacts on households, including the most vulnerable, who may have experienced the impacts of furlough or loss of employment.
217. We have identified the following impacts:
- Additional financial burdens may have a negative impact on health and wellbeing either through increased anxiety or through reducing funding for other household needs.
218. We have identified the following mitigations:
- Households with a lower income or who are in receipt of benefits may be entitled to Council Tax Reduction.
  - The Council has received £2.8M allocated as part of the finance settlement from Government for 2021/22. This is an un-ringfenced grant but is intended for local council tax reduction schemes. The budget for 2021/22 has no proposals on how to apply this funding as yet, given it has only recently been received and the economic uncertainty means the take-up of any scheme will be uncertain during 2021. Proposals will therefore be brought forward during the year.
  - Residents who are struggling with council tax payment can be offered options to help with their circumstances, such as:
    - Spreading payments over 12 months instead of 10
    - Setting up a payment plan to pay the outstanding amount
  - The council also provides signposting to debt advice services.

## Other Significant Impacts

219. **2: Improved use of appropriate lifting equipment to help reduce double handed care.** Southampton has a well-established Occupational Therapy (OT) service which currently provides clients with double handed care (the use of two carers) with clients who require manual handling. As part of normal review processes, the council will review whether current care packages are right for clients, and in cases of double handed care, whether that client still requires two carers at once. This may change because of changing need, or the introduction of new equipment and technologies.
220. The proposal is to have Occupational Therapy review all double handed care packages that are being supplied by the council and, where appropriate, reduce this through training and/or the introduction of new equipment, having undertaken appropriate customer, staff and contractor risk assessments.
221. We have identified the following impacts:
- Potential impacts on SCC staff and contractors have been considered. No significant impacts on staff working within the care sector is anticipated.
  - SCC staff do not currently deliver home care visits. There is no anticipated reduction in availability of work anticipated for contracted suppliers of these services, as there is currently a shortfall in carers within the city resulting in greater demand than availability of carers. Some care workers may change their visit patterns if some clients move from double to single person requirements, but this is part of normal business and will be part of staff contracts.
222. **5: Exploring Community funding with alternative model.** The council runs a number of small grants scheme for community groups which include grants for community activities and community celebration events amongst other community centred activities.
223. The proposal is to investigate the use of a match or crowd funding approach to fund community projects, including exploring options for a community lottery. Applications would be submitted on the basis of fresh ideas and innovation, from within communities.
224. Subject to the findings of the investigation, there could be a reduction in the funding made available for community grants, which would be supplemented by crowd funding or other alternative funding mechanisms.
225. This could lead to a reduction in funding for some community projects if those groups are not able to achieve match-funding or attract other funding streams. The requirement to identify alternative sources of funding could be a barrier for some groups.
226. However, some communities have highlighted how difficult to access the scheme has been in its current form and this proposal would encourage a wider approach to funding of community initiatives and stimulate innovation. A rolling all year scheme could be organised to allow applicants time and capacity to achieve match funding, rather than as at present twice yearly cycles.
227. Subject to further review, the council is considering working with partners to establish a Southampton Community Lottery. This would allow people to purchase lottery tickets, with profits being used to support community activity.

228. We have identified the following impacts:

- Requests for an award of money from the council's community grant schemes may be received from organisations that represent people who share Protected Characteristics. These groups may experience less base funding available through the council's schemes and be required to seek alternative funding elsewhere. This may in turn impact on the services available to people who share a Protected Characteristic.
- Requests for an award of money from council's community grant schemes may be received from organisations delivering activity to improve community safety, health and wellbeing or reduce poverty.

229. We have identified the following mitigations:

- When seeking bid applications from the council's community grant schemes we will offer advice/information in relation to bidding for money from a lottery and/or crowd funding.

230. Positive impacts of this proposal may include:

- Increased awareness of residents of community projects and ideas.
- Increased funding from crowd funding or other funding initiatives if successful.
- A strong emphasis on community power.
- Reduced dependence on small grants.
- An all year window allows flexibility in how the scheme is administered and support provided to applicants (further consideration of this is required before taking this approach).

## **Other Protected Characteristics**

231. We have identified no direct impacts for the following:

- Gender reassignment
- Pregnancy and maternity
- Religion or Belief – including lack of belief
- Sex
- Sexual orientation.

[ENDS]

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# Budget Proposals 2021/22

## Summary of Results

Data, Intelligence & Insight Team – January 2021

## Introduction and methodology

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## Priority areas

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## Efficiencies and service improvements

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## Further information







# Introduction and Methodology





- Southampton City Council conducted a public consultation to seek views on the new budget proposals for 2021/22. This included asking for feedback on:
  - Priorities
  - Income generation proposals
  - Efficiencies and service improvement proposals
  - Proposals to increase council tax
- The consultation took place between **16 December 2020** and **19 January 2021 (5 weeks)**.
- The aim of this consultation was to:
  - Communicate clearly to residents and stakeholders the budget proposals for 2021/22.
  - Ensure any resident, business or stakeholder who wished to comment on the proposals had the opportunity to do so, enabling them to raise any impacts the proposals may have.
  - Allow participants to propose alternative suggestions for consideration which they feel could achieve the objectives in a different way.
- This report summarises the aims, principles, methodology and results of the public consultation. It provides a summary of the consultation responses both for the consideration of decision makers and any interested individuals and stakeholders.
- It is important to be mindful that a consultation is not a vote, it is an opportunity for stakeholders to express their views, concerns and alternatives to a proposal. Equally, responses from the consultation should be considered in full before any final decisions are made. This report outlines in detail the representations made during the consultation period so that decision makers can consider what has been said alongside other information.



Southampton City Council is committed to consultations of the highest standard, which are meaningful and comply with *The Gunning Principles (considered to be the legal standard for consultations)*:

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1. Proposals are still at a formative stage (a final decision has not yet been made)
2. There is sufficient information put forward in the proposals to allow ‘intelligent consideration’
3. There is adequate time for consideration and response
4. Conscientious consideration must be given to the consultation responses before a decision is made



New Conversations 2.0  
LGA guide to engagement



## Rules: The Gunning Principles

They were coined by Stephen Sedley QC in a court case in 1985 relating to a school closure consultation (R v London Borough of Brent ex parte Gunning). Prior to this, very little consideration had been given to the laws of consultation. Sedley defined that a consultation is only legitimate when these four principles are met:

1. **proposals are still at a formative stage**  
A final decision has not yet been made, or predetermined, by the decision makers
2. **there is sufficient information to give ‘intelligent consideration’**  
The information provided must relate to the consultation and must be available, accessible, and easily interpretable for consultees to provide an informed response
3. **there is adequate time for consideration and response**  
There must be sufficient opportunity for consultees to participate in the consultation. There is no set timeframe for consultation,<sup>1</sup> despite the widely accepted twelve-week consultation period, as the length of time given for consultee to respond can vary depending on the subject and extent of impact of the consultation
4. **‘conscientious consideration’ must be given to the consultation responses before a decision is made**  
Decision-makers should be able to provide evidence that they took consultation responses into account

These principles were reinforced in 2001 in the ‘Coughlan Case (R v North and East Devon Health Authority ex parte Coughlan<sup>2</sup>)’, which involved a health authority closure and confirmed that they applied to all consultations, and then in a Supreme Court case in 2014 (R ex parte Moseley v LB Haringey<sup>3</sup>), which endorsed the legal standing of the four principles. Since then, the Gunning Principles have formed a strong legal foundation from which the legitimacy of public consultations is assessed, and are frequently referred to as a legal basis for judicial review decisions.<sup>4</sup>

<sup>1</sup> In some local authorities, their local voluntary Compact agreement with the third sector may specify the length of time they are required to consult for. However, in many cases, the Compact is either inactive or has been cancelled so the consultation timeframe is open to debate

<sup>2</sup> BAILII, [England and Wales Court of Appeal \(Civil Decision\) Decisions](#), Accessed: 13 December 2016.

<sup>3</sup> BAILII, [United Kingdom Supreme Court](#), Accessed: 13 December 2016

<sup>4</sup> The information used to produce this document has been taken from the Law of Consultation training course provided by The Consultation Institute



- The agreed approach for this consultation was to use both online and paper questionnaires as the main route for feedback. Questionnaires enable an appropriate amount of explanatory and supporting information to be included in a structured questionnaire, helping to ensure respondents are aware of the background and detail of the proposals.
- The consultation was promoted in the following ways:
  - Sent to the Peoples Panel (3,200 members)
  - Council e-bulletins
  - Social media channels (including paid for adverts through Facebook)
  - Use of outdoor advertising opportunities
  - Paper copies of the questionnaire were available upon request from libraries or via the COVID-19 residents helpline to ensure those not online were not excluded from responding
  - Services were encouraged to promote the consultation amongst their users that could be directly affected by the proposals. For example, the proposals were discussed at the Learning Disabilities Carers Coproduction Group
- All questionnaire results have been analysed and presented in graphs within this report. Respondents were given opportunities throughout the questionnaire to provide written feedback on the proposals. In addition anyone could provide feedback in letters and emails. All written responses and questionnaire comments have been read and then assigned to categories based upon similar sentiment or theme. We have also endeavoured to outline all the unique points and suggestions gathered as a part of the consultation and so there are tables of quotes or summaries of these for each theme of comment.



# Interpreting this report

- It is not the purpose of this report to make recommendations. It is intended to provide an accurate and objective reflection of the feedback received as part of the consultation, which can be used by decision makers as part of the decision making process.
- For each section and proposal, the following are provided:
  - A summary of the **quantitative results** presented in chart form. This is supplied at both city level (all responses received) and by key demographic group (gender, age, ethnicity, disability) to better understand any variation in opinion / sentiment. Where appropriate, results are also presented for those that specifically use the service in question or have family members that use it. The quantitative data is useful for understanding whether there is general agreement or disagreement with a proposal / priority.
  - Qualitative analysis of free text comments.** Free text comments provided by respondents have been **thematically** analysed throughout the questionnaire and grouped by similar sentiment or theme. These **themes** are presented in chart form with an indication of how frequently it was mentioned by unique individuals. Individuals may have commented on more than one theme, so could be represented more than once in a chart. This qualitative information provides a richer picture of respondent views and may identify specific issues that need to be considered or addressed.
  - A list of **unique points or quotes** within each theme. This provides an added level of granularity and allows more in depth exploration of important themes. Again, this may identify specific issues that need to be considered or addressed.

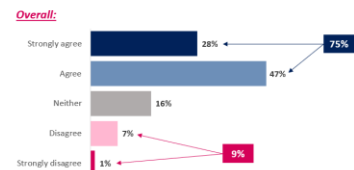
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## Quantitative analysis

### Improved use of appropriate lifting equipment – Occupational Therapy

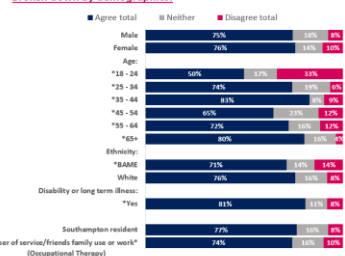
Question: To what extent do you agree or disagree with this proposal?

*“Improved use of appropriate lifting equipment to help reduce double handed care”*



- Key findings:**
- Three quarters (75%) of respondents **agreed** with the proposal.
  - 77% of respondents who are **Southampton residents** agreed.
  - 81% of respondents with a **disability or long term illness**, and 80% of those **aged 65+** agreed with the proposal.
  - 74% of respondents who **use, or have friends/family that use, or work in occupational therapy** agreed with the proposal.

Broken down by demographics:



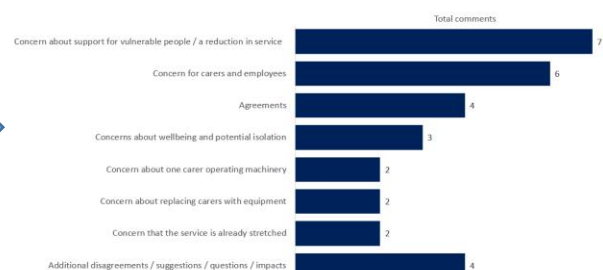
\* Small sample size - fewer than 100 respondents

## Thematic analysis

### Free text comment themes

*“Improved use of appropriate lifting equipment to help reduce double handed care”*

A total of 22 respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.



## Unique points / quotes

### Unique points from the free text comments

*“Improved use of appropriate lifting equipment to help reduce double handed care”*

**Concerns about the support for vulnerable people / a reduced service:**

- Experience shows that the pressure to reduce costs ends up in the ascending, and the admirable words are often followed by inferior services under which people really suffer.
- Reducing Doubling up on OT attendance etc is not always the best way and leaves people vulnerable.
- I am particularly concerned about services to vulnerable people eg reducing two-handed care
- I worry about people in the community not getting the right level of support
- If people really do still need double handed care or live in residential settings, they should still receive that.
- The most important thing is that it doesn't have a negative impact in terms of experiencing loss of/reduced front line services

**Agreements with the proposal:**

- As long as the quality of life for those who are more vulnerable doesn't diminish I will support it
- I would hope that the idea of savings would mean better use of resources e.g. twice the resource available, appointments completed to time with no need for overtime etc.
- If it's truly done on a careful assessment basis... Might be necessary in these times.
- Why on earth you are not using ceiling hoists already I can't even conceive. Having one saved us a huge amount in care costs.

**Concerns about wellbeing and potential isolation:**

- As long as the quality of life for those who are more vulnerable doesn't diminish I will support it
- humanity and need for human touch
- I am concerned about the impact on vulnerable people, who may have carers as their only form of personal contact.

**Concerns for carers and employees:**

- I foresee a situation where inadequate equipment replaces double-handed care leading to injury to the single remaining carer.
- I would be concerned about carers attending some patients on their own - I would like to see proper risk assessments done before this is put in place.
- It will be important to make sure there is no pressure on OT staff and those supporting people with assisted living needs to make decisions that save money.
- Money could be spent on maintaining 2 employees (who pay tax) and provide personalised care and support each other creating a more collegiate and happy work environment.
- Staff at risk when another not available.
- You need two people an equipment to protect staffs backs

**Concerns that the service is already struggling:**

- Cutting funding will only exacerbate an already stretched community.
- You're stretching the service very thin.



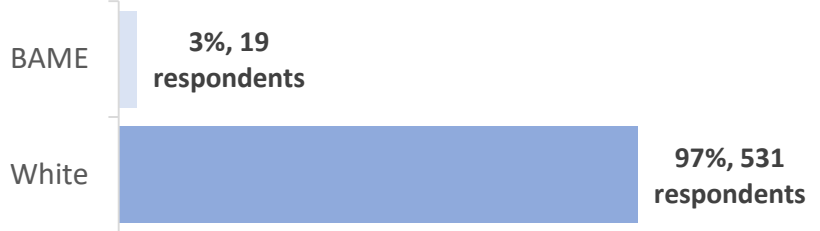
# Who are the respondents?

Total respondents: **597**

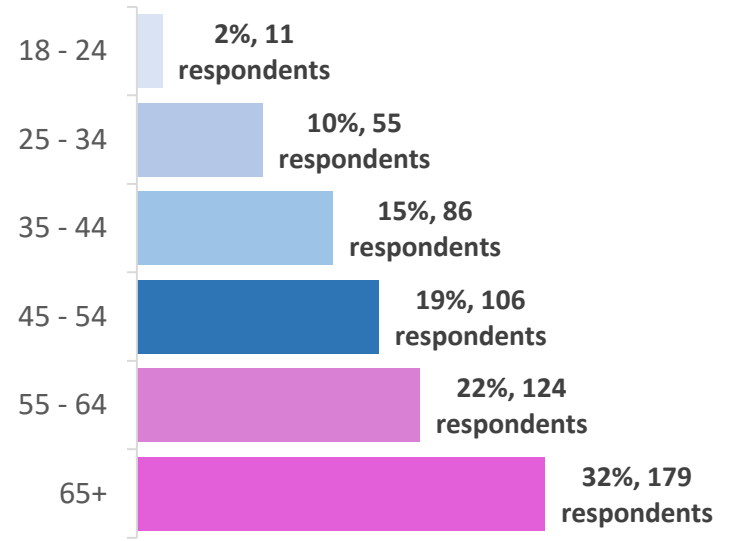
## Gender:



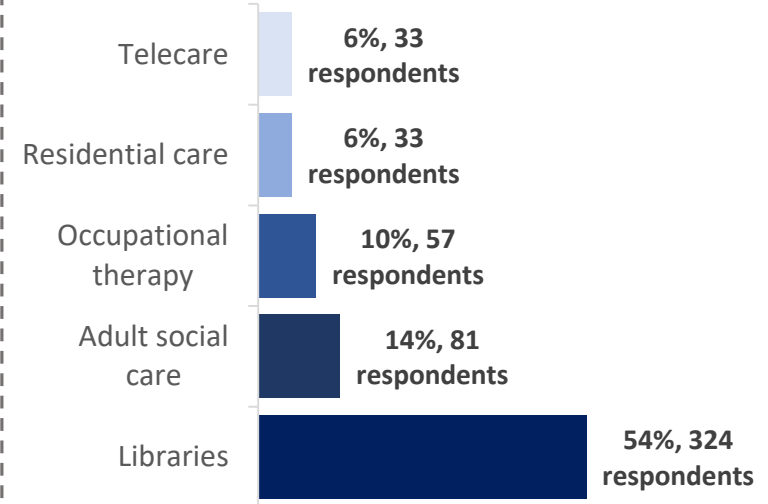
## Ethnicity:



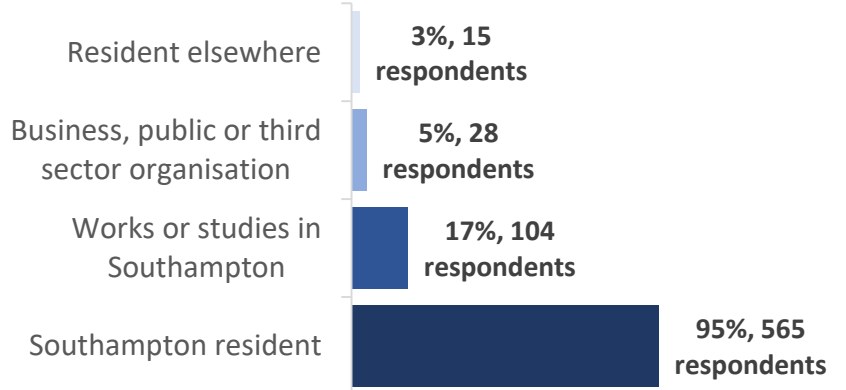
## Age:



## User of service, friends family use or work in service:



## Reason for interest in consultation:





# Priority areas

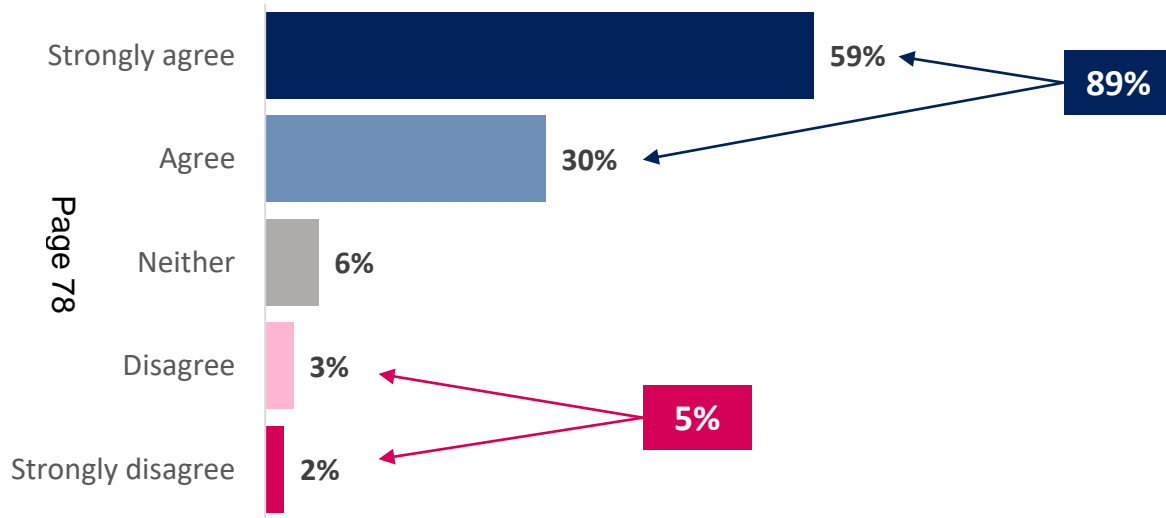




**Question:** When thinking about the priority areas overall, to what extent do you agree or disagree with their focus?

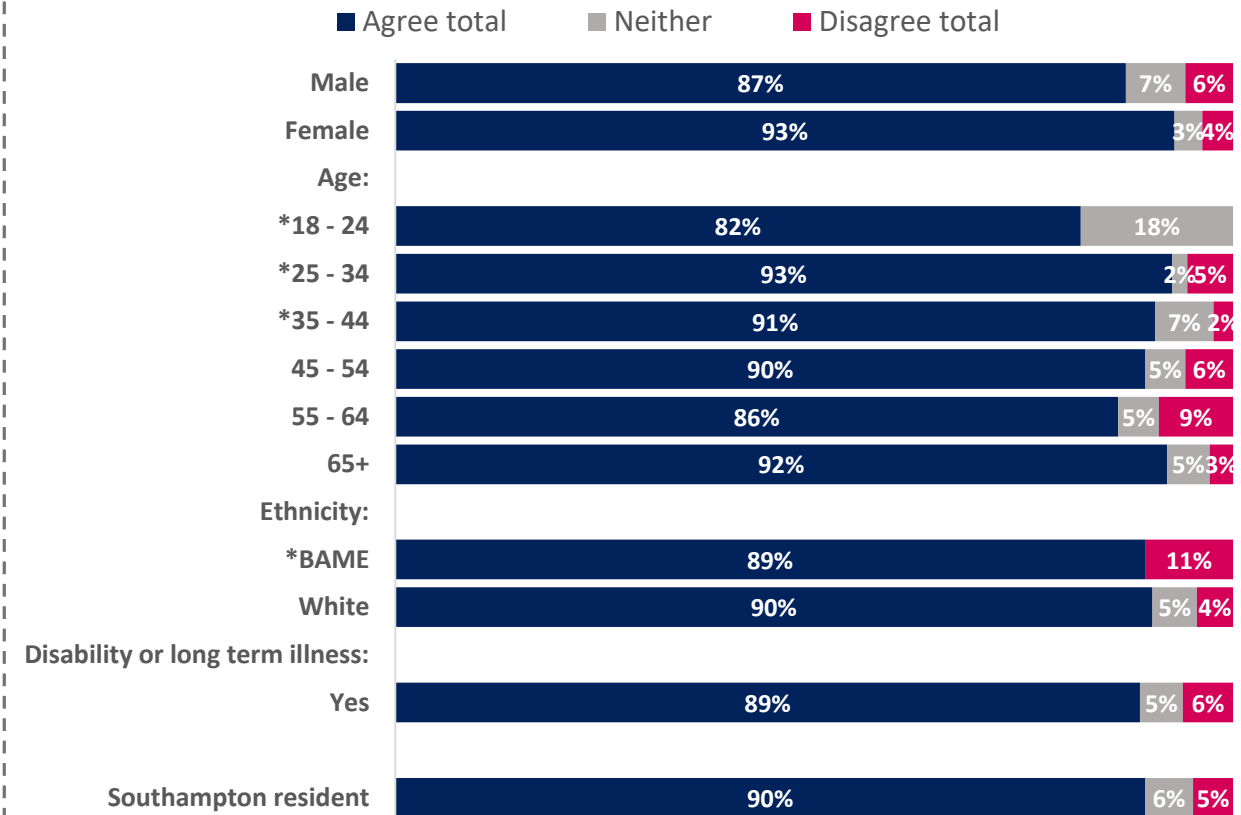
*“We are committed to protecting frontline services and caring for the most vulnerable in society.”*

### Overall:



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### Broken down by demographics:



### Key findings:

- The majority (**89%**) **agreed** that SCC should be committed to protecting frontline services and caring for the most vulnerable in society; only **5%** disagreed.
- Respondents that agreed to the highest extent were **female (93%)** and those aged 25-34 (**93%**).

\* Small sample size – fewer than 100 respondents

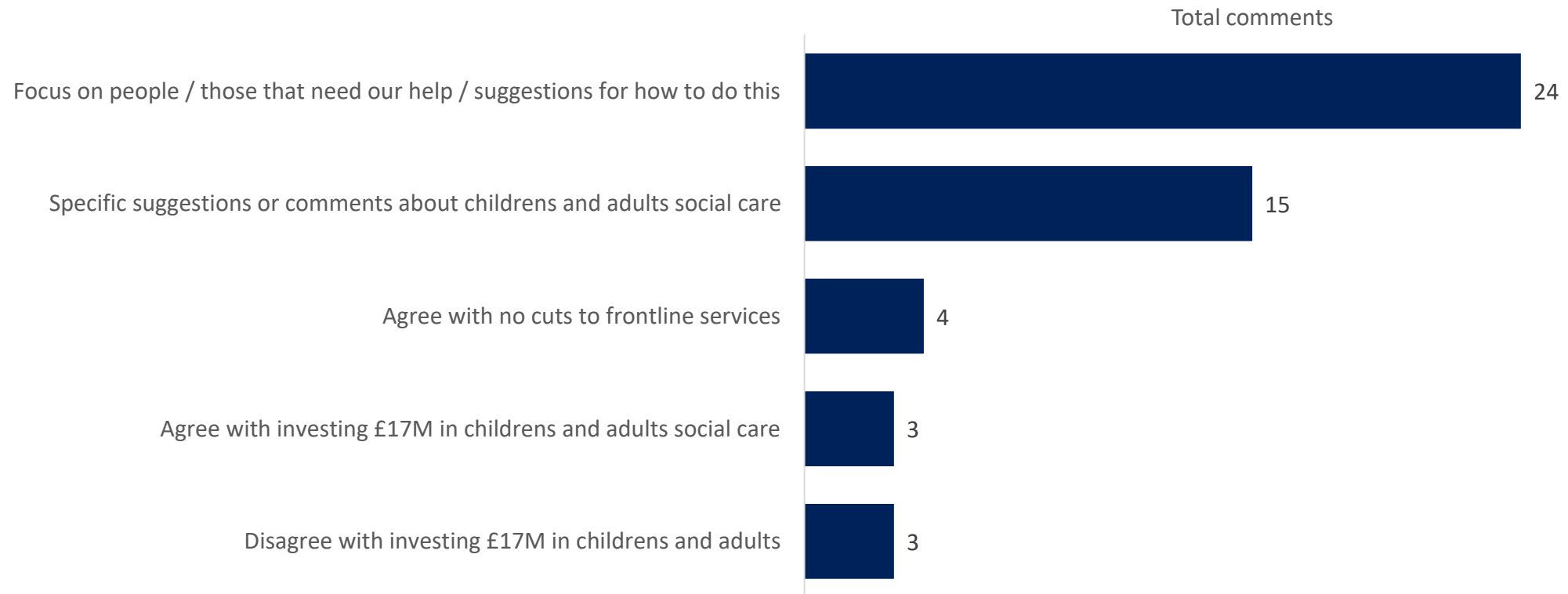




***“We are committed to protecting frontline services and caring for the most vulnerable in society.”***

A total of **45** respondents provided a comment specifically on this priority. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.

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# Unique points from the free text comments

**“We are committed to protecting frontline services and caring for the most vulnerable in society.”**

## Focus on people / those that need our help / suggestions for how:

*I would be upset to know that savings are being made from the most vulnerable people in our community. I don't have a solution to propose, but I feel strongly that this is not right.*

*We need to help the people first, everything else must wait until we have the financial resources at our disposal again.*

*Providing care for the vulnerable has to come before spending any money on projects for kudos. spend it on the less visible but more important areas i.e. people*

*Elderly and vulnerable should be your primary concern.*

*More help for people who struggle financially and better help getting on to council list and more help for people for are venerable*

*Mental health, jobs and vulnerable people will need more safeguarding over the coming decade as Brexit and Covid financial impacts are felt. There ought to have been mentioned here as to what a vague plan is for the coming years, not just 20/21.*

*You need to control the abuses of the system that mean people in real need cannot gain support*

*we have to protect and care for the most vulnerable, but by spending money to improve poverty and mental health in our community, it could save on the amount of people being considered vulnerable i.e. investment in libraries and kids football, community projects.*

*concentrate on the people in the city that are struggling and don't fit in to your current help*

*The quality of care for our more vulnerable citizens should not suffer for the greater population,*

*Care for elderly to help them stay at home is a priority and children are a priority. They are our future.*

*Start assisting local disabled with national government disability assessment*

*Be more specific around vulnerable, some vulnerability is self caused some isn't, a blanket word is not appropriate*

*Prioritise the important things in life which is people.*

## Agree with no cuts to frontline services:

*Frontline Services are increasingly important to deliver improvements to cleaning, parks and waste collection*

*I agree with protecting frontline services*

*I think it is important to safeguard public sector jobs at a time when nationally we are reliant on the public sector workforce and their expertise.*

*I agree that health, social care and teaching frontline services should not be cut, I think that might seem a little insulting towards the end of a pandemic, where frontline workers have risked the most.*

## Agree with investing £17M in children's and adults social care :

*It is right and proper that we should care for the vulnerable. Children in need must be cared for, however feckless parents. must be made to help pay for the councils costs. Children of foreign nationals with no parents paid directly by the State.*

*It's right that social care is better supported as we continue the fight against Covid and deal with the aftermath.*

*I don't know what kind of services £17 million can get you, but I agree that after certain people have lost their jobs in recent times that social care for young and old should be invested in to provide support for those who may be struggling financially at the moment.*



# Unique points from the free text comments

***“We are committed to protecting frontline services and caring for the most vulnerable in society.”***

## Specific suggestions or comments about children's and adults social care:

*Continue to shout at Government about Social Care*

*Having used the Adult Care services & having some knowledge of the Children's services spending I know there is a tremendous amount of wastage, duplication and basically bad decision making when it comes to spend.*

*Look at working more efficiently in Social Services. They have a huge budget but always want more. Stop paying for holidays abroad for looked after children. If children receive high rate DLA, charge them for school transport.*

*Re-instate libraries and services for the disabled and those with learning difficulties.*

*Caring for most vulnerable is good, but need to ensure that resilience (and responsibility) is encouraged*

*One thing that should be re-visited is the freely given mobility scooters, that is not helping the community or the NHS. Because of a few extra pounds the people can still walk and don't need a blue badge or scooter. Leave those support equipment for people with real issues, they are very expensive.*

*Also in these hard times there are lots of families in need of social services and other health services*

*The ongoing crisis in children's services means that without changes in the management of this service the same failed practice, well trailed in the press and Ofsted will lead to increases in costs on top of the investment - sadly Southampton's history is these teams will spend, spend because it's easier to take a child into care at high cost for these managers and staff than work hard to create safe but more effective alternatives.*

*Social care has been the poor relation of the NHS for years. And this has been proved by the Covid deaths in care homes. Staffing, training, knowledge, and facilities have not always been as they should have been. The council should invest in social care and work with the NHS to ensure that social care provision is better and more integrated. The council should regulate and educate private sector providers more. The council should employ an infection control lead to support all social care in our city, who is not a Health & Safety officer, but a clinician with skills in a hospital environment. This increase will not fund care in a way that will see people get the care they wish for off the state. But any increase is a step in the right direction....I work in a vital NHS and council social care team and it's quite shocking how poor the environment and facilities we work in are.*

*I don't believe that the council will achieve the predicted efficiencies as children's services as ever year it overspend and delivers substandard services.*

*Support for frontline workers, such as free passes for Itchen bridge via Smart Cities card.*

## Disagree with investing £17M in children's and adults:

*You are facing a huge deficit yet planning to find an additional £17 million pounds in order to invest in additional support for children's and adult social care! Whilst this is laudable it is pointless if it can't be properly funded and this ambition should be severely curtailed in order to balance the books.*

*Stop spending so much on adult and social health.*

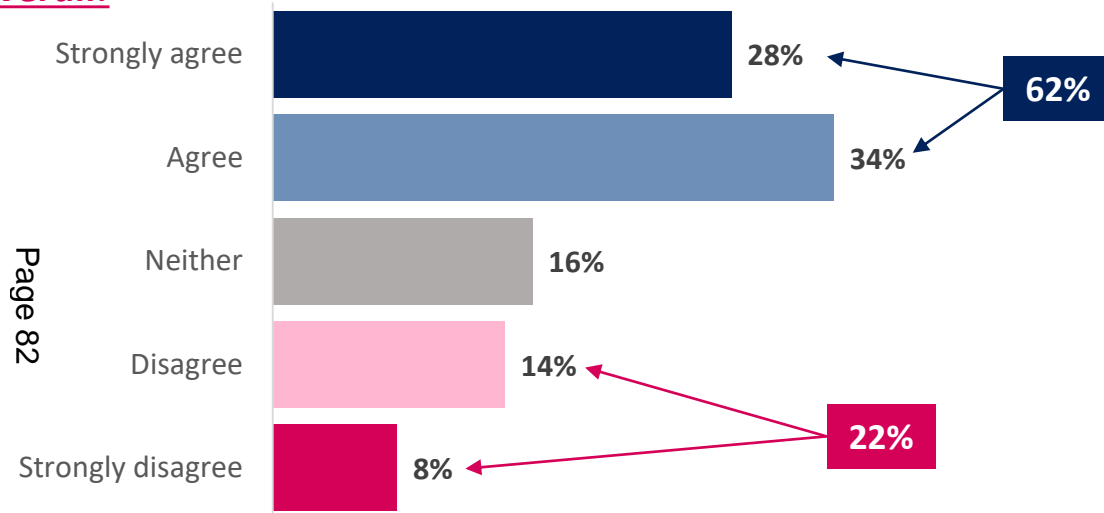
*I believe we spend far to much on adult social care ... at most there should be no increase*



**Question:** When thinking about the priority areas overall, to what extent do you agree or disagree with their focus?

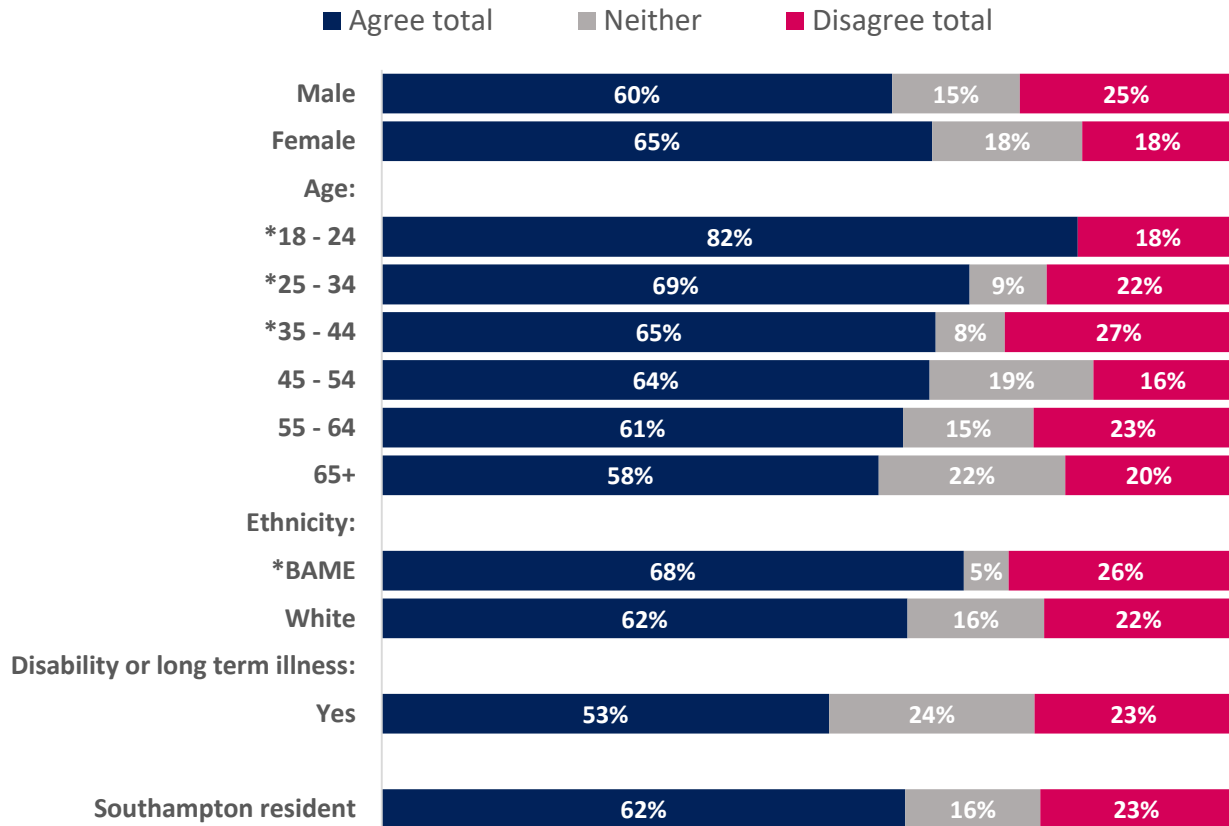
*“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city.”*

### Overall:



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### Broken down by demographics:



### Key findings:

- **62%** of respondents **agreed** with this priority, whilst approximately **1 in 5 (22%)** respondents **disagreed**.
- There is a gradient between respondent agreement and age, with **agreement declining with age**.

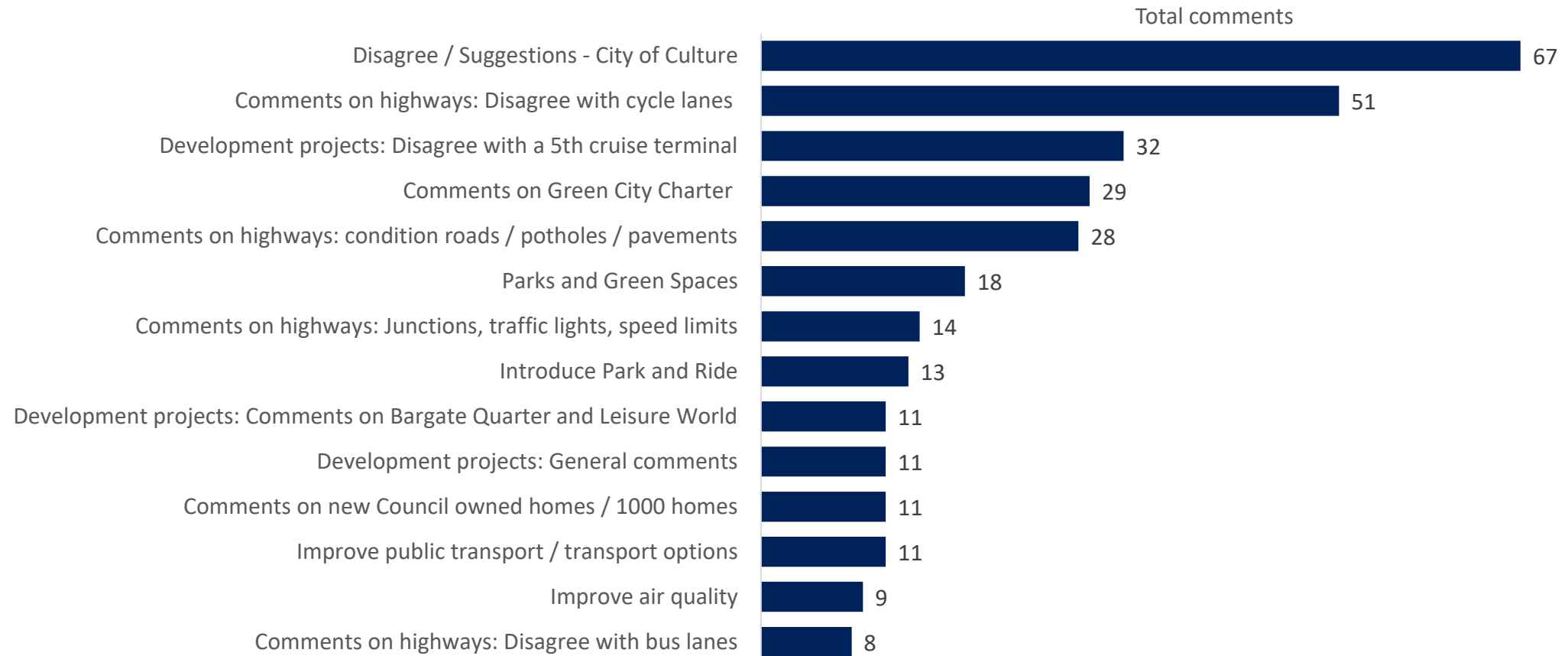
\* Small sample size – fewer than 100 respondents



*“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”*

A total of **176** respondents provided a comment specifically on this priority. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.

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# Unique points from the free text comments

**“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”**

## Disagree / Suggestions – City of Culture:

<i>Why are you complaining about not having enough money for vulnerable adults and other vital services yet you were going to spend £800000 to try and become a city of culture</i>
<i>I think that “investing” £800,000 to bid for Cultural City 2025 is shameful. You have ready said that there is nearly a £10m black hole and you want to “invest” nearly a million pound in a vanity project.</i>
<i>What if this bid fails? Is that wasted money?</i>
<i>You do not quote any financial benefits that this commitment will achieve. Please publish a cost benefit analysis for this project.</i>
<i>There is no benefit to becoming the city of culture.</i>
<i>Being a city of culture means zero. It will not attract any additional income. Look at other cities most of which have made losses</i>
<i>Given the impacts of Covid so far and the cost saving measures you need to do, I do not think the use of public funds to pursue the City of Culture campaign is wise or relevant.</i>
<i>I don't think it warrants it at this time. Southampton has sadly demolished most of its cultural buildings and fails to utilise what it does have; it appears ugly, dirty, traffic heavy and all about pubs and shopping.</i>
<i>Cannot achieve city of culture without good air quality</i>
<i>I don't think Southampton has what it takes to become a city of culture and that accolade in itself will not bring any further tourism.</i>
<i>Forget about becoming "City of Culture" it's a waste of money, and I doubt Southampton will beat other cities anyway.</i>
<i>In this climate the bid is non essential and should therefore have a reasonable prospect of covering its costs over a 2-3 time frame.</i>
<i>The funds being used for the UK City of Culture 2025 are a waste - they would be much better spent on other areas that really need funding - better to delay to make a stronger case than put forward a limp case and waste a load of money</i>

<i>I strongly disagree with trying to become a UK City of Culture when Southampton can't even seem to get the basics sorted for the residents of Southampton.</i>
<i>it would be a great achievement but I think awards are a luxury in the current economic climate.</i>
<i>I'm concerned about the proposal to spend £800k on a bid to be UK City of Culture at this time. I'm a huge supporter of the arts but I would like to know the economic justification for spending this much at this point in time. Is it likely to bring long term benefits to the city? Could the money be better used in supporting local groups and organisations to get back on their feet once we see the virus brought under control?</i>
<i>there is no point to Southampton being a city of culture when the overall aim of the council is to kill anything cultural unless it is minority or the Mayflower. Southampton had world renowned live music, dance and more and the council killed it...</i>
<i>The current climate of dealing with the pandemic far outweighs the need to attempt to become a city of culture! We need to concentrate on dealing with our own city problems. Going for these types of accolades can wait till we are better placed to meet these awards!</i>
<i>the money towards the city of culture bid I feel would be better off going towards those building projects, how do you expect to win the city of culture award if half the city is; abandoned, empty or not taken advantage off? The city of culture bid should be held off until we have at least a whole city centre.</i>
<i>People will come to our city if we offer something worth coming for not a title.</i>
<i>The whole city is a building site right now. Make a bid when we are actually in a fit state to even have a chance of winning...</i>
<i>Does this title/status benefit the average person as much as new schools would?</i>
<i>City of culture is a big investment, I am not convinced it will benefit the whole city.... Only some parts of it and some people... We're all having to make tough decisions and not have luxuries in some ways... This seems a luxury right now that will benefit a few, not all.</i>
<i>Forget the city of culture and concentrate on the people in the city that are struggling and don't fit in to your current help</i>



# Unique points from the free text comments

**“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”**

## Comments on highways: Disagree with cycle lanes:

<i>You only put them where they are not needed - like long straight roads anyway.</i>	<i>Cycle lanes are creating more pollution than its purpose to reduce it. Traffic congestion will dissuade people coming to shop in already depleted shopping area.</i>
<i>Keep things simple and stop wasting money on pointless schemes e.g. bus/cycle lanes</i>	<i>I don't think the health of the city has been helped by cycle lanes on Hill Lane or Winchester Road or the Avenue past Burgess Road. It has had the opposite effect of creating carbon-filled bottlenecks.</i>
<i>I feel that money is being wasted on 'vanity projects' such as cycle lanes</i>	<i>Sadly. Money has been wasted by introducing then removing cycle lanes around the city.</i>
<i>If the council did not insert cycle lanes then remove them they would not waste money.</i>	<i>There should be no further expenditure on cycle lanes until our city fabric is maintained housing estates have been neglected for years</i>
<i>I not with incredulity that the council has installed, at great expense / without consultation the cycle lines which created city wide traffic jams</i>	<i>Some of the green priorities seem a bit misguided and focussed on cyclists - not everyone can or will ever be able to cycle. Can't carry a weeks shopping for a family on a bike.</i>
<i>You can recover that by dropping your ridiculous cycle schemes</i>	<i>cyclists do not use the 'green' lanes as it is.</i>
<i>We do not need finances wasted on stupid projects where money is wasted i.e. cycle lanes!</i>	<i>Please please please get rid of the cycle lanes. None of them citywide are used enough compared to the environmental impact of car fumes in queues of traffic</i>
<i>Stop spending money on useless cycle lanes. Businesses will not come to a gridlocked city. Congestion causes pollution</i>	<i>maybe all the money wasted on pop up cycle lanes should have been better spent,</i>
<i>Highways development - developments in the summer were a huge waste of money. Even if the money came from central government it ultimately came from tax payers.</i>	<i>There was either none or very poor consultation about these lanes, and they should be returned immediately to the VED paying motorists using the city to generate wealth.</i>
<i>Get rid of cycle lanes.</i>	<i>It's not the time for cycle lanes. They didn't work and I genuinely think they will increase pollution in the long run. The only gainer was Uber.</i>
<i>there was a lot of money wasted on the ridiculous road schemes in the city, including the monstrosities on the Northam bridge, which narrows the pavement so much, it's hard for a cyclist to pass a pedestrian safely. Again, children walk across that bridge getting to school.</i>	<i>The new Cycle lanes need to be abandoned as it is causing stresses on the infrastructure which couldn't handle the traffic at the best of times.</i>
<i>Stop making cycle lanes if we ever get back to working on site the city will grind to a halt as so much of the city roads has been given over to cycles. So much work is out of the city making a car necessary before the pandemic it was taking over an hour to travel 7 miles hate to think with one lane roads for cars what time will be added to this journey money that would be better spent on education</i>	<i>I agree with going greener but feel that cycle routes need to be more considered some currently in place are a hindrance to other road users. I also feel cyclists should have some form of license as many fail to follow the rules of the road, such as stopping at red lights.</i>
<i>Please no more cycle lanes that cause long traffic queues adding even more pollution to the air</i>	<i>The council wastes so much money for instance cycle lanes then no cycle lanes which must have cost millions, again for a minority of the population, it all baffles me.</i>



# Unique points from the free text comments

***“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”***

## Development projects: Disagree with a 5th cruise terminal:

<i>A 5th cruise terminal at a time when the travel industry is in poor shape is foolish and will bring more pollution to the city</i>
<i>Building cruise terminals isn't in line with the impact that Covid has had in restricting in-person shopping. In particular, the cruise terminal is also in direct opposition to your green targets.</i>
<i>For environmental reasons, cruising needs to reduce radically. I would support a new cruise terminal more environmentally friendly with land power available when ships are in port if we closed the two existing least environmentally friendly terminals.</i>
<i>Greener, Fairer and Healthier doesn't correlate with the 5th cruise terminal.</i>
<i>Barbante Quarter, Leisure World and Cruise terminal should be funded with private money. The private investors will be the ones to benefit.</i>
<i>Trying to be greener and building a fifth cruise terminal doesn't really go hand in hand... Especially when the cruise industry has been hit hard by COVID.</i>
<i>Disagree with investing in a fifth cruise terminal. This could potentially have a harmful impact on air quality and does not align with the UK's commitment to reaching net zero.</i>
<i>I think a 5th cruise terminal is inappropriate given COVID19 pandemic on travel restrictions which will last long-term.</i>
<i>Furthermore, more cruise terminals is in stark contradiction with the Green city agenda. Money needs to be invested in regeneration of the existing terminals and the area around Town Quay instead.</i>
<i>Is there a forward projection on whether a fifth cruise terminal will be needed in the light of people possibly changing habits for green and other reasons?</i>
<i>changes at the bottom of town have made getting to Terminal 3 almost impossible - stupidly wide pavements and one-line traffic queues along the bottom road!? Making cruise coaches and lorries use the M275 would be a good idea and developing the road network from the bottom of the M275 into the New Mayflower area would keep that traffic from having to cross town.</i>

<i>Adding a 5th cruise terminal would seem to fly in the face of the commitment to be greener...?</i>
<i>However I fail to see how a 5th ferry terminal achieves any of these, ditto a new significant building project.</i>
<i>There is talk of a new terminal for the cruise industry, however as a long term resident of Southampton I would like to know what money raised is being used for the good of the residents of the city as I don't see it improving services for me i.e. why am I still paying to cross the Itchen Bridge?</i>
<i>The design of this question ties the "business" development projects with this idea of a "Greener, Fairer, and Healthier City", which is absurd because that implies building a 5th cruise terminal will in some way make the city greener, rather than increasing pollution.</i>
<i>Will the cruise industry recover quickly enough to require a fifth terminal on the same time scale as previously planned - could that development be pushed back a year?</i>
<i>Isn't the 5th cruise terminal being financed by a shipping line together with the port authority!</i>
<i>You want to become greener but want to have another cruise terminal which would bring in more pollution from ships, not to mention the extra people that would be driving to the terminal in cars or busses to get on the cruise.</i>
<i>I am also concerned, that inviting more cruise ships to the City, is regarded as a 'Green' option, when the Port is probably the largest cause of pollution.</i>
<i>most people who travel to this country on cruises via our ports may pass through Southampton, but don't stay/invest in our city.</i>
<i>An additional cruise terminal flies in the face of a healthier city as the cruise ship industry is notorious in developing greater amounts of diesel fuel related smog with on board generator having to run 24/7 dues to insufficient quay side power solutions. Plus give the current down turn in the cruise industry the need and drain on resources is simply not there.</i>
<i>Seeking to install a 5th cruise terminal and wanting to make the city greener is a contradiction. Also with the impact of COVID on the cruise industry how is this a worthwhile endeavour?</i>





# Unique points from the free text comments

**“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”**

## Comments on Green City Charter:

*I strongly agree we need to look after our environment.*

*getting freight onto the railway rather than on roads.*

*4 Cyclists do NOT always have a priority, particularly when they continue in abundance to flout the Road Traffic Act and as such must be educated, so that drivers can drive safely and pedestrians can walk safely....To make Southampton a greener city will not be achieved unless: 1 There is a much greater infrastructure for charging electric cars. 2 There is a greater plug in facility at the docks.*

*I witnessed the wholesale destruction of many mature trees at St Marks school and the continuing lack of care to our mature trees around the city (Mistletoe, Ivy, strangled roots). Not what you'd expect from a caring Green City.*

*We will have to manage as we have done for many year & put all green projects to one side, including buildings & infrastructures. We need to help the people first, everything else must wait until we have the financial resources at our disposal again.*

*we all need to be contributing now in this climate. All of us.*

*Strongly support any initiatives to promote active travel within the city*

*Invest in green infrastructure, public transport, electric car charging points, green spaces*

*I don't think the proposals seem very environmentally friendly.*

*I really support the Greener City plan....Please keep the cycle/bus lanes implemented this year*

*Dire times like this when money is short requires focused thinking. Going "green" is a noble idea for when times are back to normal. We're far from normal.*

*Green City charter and its costs. Do we need that at the moment.*

*CYCLES USING THE COMMON from would benefit many more people. Cyclists have mostly ignored the lanes and cycled on the road or pavement. Consideration should be given to a two-way cycle lane, south of Lodge Road that goes through the central grassed area and has it's own traffic lights - as they do in Amsterdam etc.*

*I don't see a problem with using your resources to deliver the ambitions set out in the corporate business plan 2020-25 such as the Green City charter*

*Add grass verges or tree lined avenues*

*I don't think being a 'greener' county is important considered to other priorities.*

*Until money is less of an issue I believe green initiatives should progress at a slower rate.*

*Prioritising vital services and supporting businesses through Covid must come first , over and above green issues, just whilst this pandemic is ongoing.*

*Reduce budget on green projects to compensate the current Covid climate.... green and frivolous projects should not be entertained!*

*I don't disagree in principle with the greener city etc. I do not believe it is a priority right now. Yes in 18 months but not now.*

*Now is not the time to be spending on Green City charter. They surely must be postponed for now.*

*As with the green issues, sadly although important, I don't think we should. step up investment here in the short/medium term. I would invest more in the top category but expand the recipients of the support so not such a threshold to get the support offered.*

*Now isn't the time to be worrying about green city if it means money is not available for the most vulnerable and keeping businesses open and thriving*

*I live in the centre of town I do not want to pay congestion charges or my friends and family.*

*Make it easier and safer to cycle so we can get rid of the car!*

*There is hardly any mention of improving the 'greener' aspect of the city, which strongly suggests you have no plan for this and therefore will fail this target.*

*pursue a green agenda*



# Unique points from the free text comments

**“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”**

## Comments on highways: condition roads / potholes / pavements:

<i>The Council should also consider reductions to its spending on Highways and scrapping the proposed increase to the Fleet spending in 2022/23.</i>
<i>Roads with potholes so deep that they damage cars</i>
<i>All the potholes and uneven surfaces on the roads are properly dealt with.</i>
<i>I do agree on spending on highways</i>
<i>better pedestrian access as some of the pavements around Portswood (Winn Road/Westwood Road) are shocking, especially when so many elders are based there</i>
<i>Less money to roadbuilding</i>
<i>The city needs to be mobile and not riddled with dangerous potholes. Howard Road in Southampton is a classic case of patchwork temporary repairs done sporadically and was earmarked for complete repair in 2019/20. What happened. Please repair our roads</i>
<i>Fix the potholes, sort out the street furniture.</i>
<i>Instead of spending money on frivolous projects, get the by roads resurfaced.</i>
<i>If their should be any money left in the kitty. Could some badly needed road repairs be carried out. Pot holes are getting bigger and more dangerous. Please wait until the summer. Repairing in cold and wet weather is a waste of time and money.</i>
<i>Pedestrianisation from London South would also make the City more pleasant</i>
<i>We were supposed to have our road resurfaced this year but we still only get wholes filled in which is having to be done over and over again.</i>
<i>I don't see a problem with using your resources to deliver the ambitions set out in the corporate business plan 2020-25 such as the Green City charter, highways development, new schools in the city and an additional 1,000 council owned homes.</i>
<i>money is more useful spent on Southampton residents like unblocking drains as in Shirley And other areas when it rains there are lots of localised flooding</i>

<i>Fill potholes. Pennine way atrocious... Put barriers at Subways that allow mobility scooters and pushchairs, but stop high speed motorbikes racing through. School children walk in Pendle Close subway, it's an accident waiting to happen. Ensure drop curbs in place for mobility scooters and stop pavement parking! Mend badly sloping pathway by lorry garage near redbridge roundabout. Dangerous so close to main carriageway and sloping so badly towards the traffic.</i>
<i>road improvement.</i>
<i>The potholes and bad paving across the city need to be addressed</i>
<i>The greener city. We in Bursledon Road have suffered greatly in 2019/20 from Road works and closures. Many of these closures had to be repeated because of bad workmanship. A point in question is that the original work from Kathleen Road to Sedgwick Road had the effect of shaking our houses every time a lorry went by.</i>
<i>You try walking down Shirley Avenue - funny how the pavements outside the Civic Centre are all properly maintained</i>
<i>Our roads are tremendously bad, especially the one I live on (Coates Road, Sholing)</i>
<i>I believe our roads need to be a priority.</i>
<i>Roads need more work.</i>



# Unique points from the free text comments

**“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”**

## Parks and Green Spaces:

facilities for children, including outdoor play areas which have been badly needed this year as “pay” facilities such as soft play area have been shut for most of the year, so even if we could afford them, they have been inaccessible.

Riverside Park remains unfinished and has been for years

I witnessed the wholesale destruction of many mature trees at St Marks school and the continuing lack of care to our mature trees around the city (

I feel quite strongly about the lack of park wardens and park maintenance especially at Riverside parks water edge the longer it is left the more expensive it will cost to put right

Mayflower Park that never get completed is not appropriate or a good use of our money at all

Use some of the space in the abandoned areas of the sports centre for commercial use perhaps like the abandoned boating lake - and make some money that way.

improving the look and safety of the main city parks

More trees. Outside exercise areas.

Any new developments in and around the City should have significant green spaces as part of a healthier environment.

More wildlife areas need to be made.

Green land is being lost at a terrific rate under this council.

Try to improve waterfront areas for tourism and general well being.

By greener, please ensure this means looking after the city’s open spaces and not building on any...

How can it be healthier when you make parks which are not easy accessible

## Comments on highways: Junctions, traffic lights, speed limits:

During the first lockdown there was barely a car on the road but ALL the traffic lights were still on. Equally I can drive home at midnight. All the traffic lights are on. Why? On a trip to the Baltic States years ago we left very early one morning to go on a trip. So early that the traffic lights were switched off because there was insufficient traffic to require their use.

Fed up with the one lane over Northam bridge PLEASE revert back to how it was....

traffic lights that slow everyone down and cycle lanes that are good in places but then suddenly end and start further down the road.

So much work is out of the city making a car necessary before the pandemic it was taking over an hour to travel 7 miles hate to think with one lane roads for cars what time will be added to this journey money that would be better spent on education

Our roads are grid locked, and all the council seems to do is create 'solutions' that make our roads worse,

stop spending our money on badly planned poorly designed "Road Safety Improvements" that just cause more and more traffic jams(during the works e.g. 3 separate sets of temp lights on the busiest main road at once and afterwards because the "improvements" don't work. e.g. making a junction too small to get more than one car at a time to turn)

I think we should have mobile speed cameras in town as it’s become a racing track, no one stops for crossing anymore either.

Rather than close lanes to car users, put tolls on other entry points to the city, like you do on Itchen bridge. You always said that the toll was a deterrent as Northam bridge had two lanes so that was the incentive, but you have removed that lane. You will never get cars off the road, so make some revenue to improve the city instead.

Greater need for traffic monitoring, especially around recently altered areas. This would both improve safety and generate revenue. The area around Northam Bridge and the top of the avenue would benefit from better signage and enforcement cameras.

the road blocks in st Denys are not helping to make it greener in fact a lot worse



# Unique points from the free text comments

***“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”***

## Introduce Park and Ride:

<i>Park &amp; Ride and a central bus station have been badly needed for a long time but are now probably out of the question for the foreseeable future. Such a pity SCC didn't provide for these when all the West Quay development was going on.</i>
<i>look at Park and Ride to encourage everyone to use public transport into the city centre.</i>
<i>a Park and ride service and bus lanes down to Lodge Road</i>
<i>instead invest in 'Park and Ride' schemes on at least the east and west sides of the City.</i>
<i>Southampton may benefit with a Park and Ride for visitors entering the city from the M3 and M27. Particularly for major events such as football matches and shopping.</i>
<i>better infrastructure like a park and ride so the extra people the city want to attract doesn't mean more pollution because at the moment they're saying one thing about wanting to become greener but their actions are contradictory.</i>
<i>Not one Park &amp; Ride in operation, instead you are proposing schemes to encourage more traffic, entering the city, so local Health does not matter, just the money from multi car parking building,</i>
<i>I don't see a Park n Ride being built either, which is important if we seriously want to reduce traffic in the City.</i>

## Development projects: Comments on Bargate Quarter and Leisure World:

<i>developing the bar gate area isn't in line with the impact that Covid has had in restricting in-person shopping.</i>
<i>I doubt whether the any of these will bring a significant improvement in jobs or a real boost to the local economy.</i>
<i>throwing more money at bankrupt development schemes such as the Bargate and Mayflower Park that never get completed is not appropriate or a good use of our money at all.</i>
<i>Bargate Quarter, Leisure World and Cruise terminal should be funded with private money. The private investors will be the ones to benefit.</i>
<i>Is Bargate Quarter going to be for housing rather than commercial as surely we have enough empty shop space/offices at present.</i>
<i>Bargate Quarter has been a bit embarrassing for Southampton City Council, they need to approve a sensible and sustainable construction method, perhaps input a bigger budget for Public Realm.</i>
<i>Are development plans for the Bargate, Leisure World etc projects being reviewed in light of COVID-19? For example, with the accelerated trend towards online shopping, does the city really need more retail units?</i>
<i>Scrap any ideas of working delivering development projects, such as the Bargate Quarter, Leisure World</i>
<i>I agree that you should focus on finishing building projects in the city such as the bargate</i>
<i>Bargate quarter and leisure world.....again will not benefit us all, nice to have, but not worth it in these current times given that so many are struggling.</i>
<i>Bargate Quarter redevelopment stagnation is an embarrassment - years with nothing happening on an abandoned building site, (with advertisements still proclaiming “coming in 2019!”)</i>



# Unique points from the free text comments

***“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”***

## Comments on new Council owned homes / 1000 homes:

*building homes in the city cramped as it is*

*Ensure new council owned homes are energy efficient together with solar panels.*

*The talk of new council homes has been going on since 2012 with not much to show for it.*

*I don't see a problem with using your resources to deliver the ambitions set out in the corporate business plan 2020-25 such as the Green City charter, highways development, new schools in the city and an additional 1,000 council owned homes.*

*The City Council should build more council housing*

*Yes to building new houses but is it really essential right now?*

*To complete the regeneration programme in Townhill Park. You have tenants living in properties that are freezing in the winter and ovens in the summer or in the meantime at least give tenants the option to choose when the heating comes on to suit each family. They pay for it for the whole year yet don't get to choose when it's used.*

*build more social housing.*

## Development projects: General comments:

*Development projects will be the same rabbit hutch flats, unwanted retail and unnecessary office space in a city awash in vacant offices. Come up with a vision for the 21st century, not the 19th.*

*new developments in and around the City should have significant green spaces*

*Let's get the basics sorted before we go for big projects!*

*I'd MUCH rather see these aims met by green initiatives and projects which lead to greater inclusivity and social mobility, a stark contrast with a polluting ferry terminal or yet another large building development.*

*I fail to see how development projects, such as the Bargate Quarter, Leisure World and a 5th cruise terminal, would make the City a greener, fairer or healthier place.*

*Don't disagree with aims for a greener city but large projects as suggested don't mean a lot to me.*

*Scrap any ideas of working delivering development projects, such as the Bargate Quarter, Leisure World and a 5th cruise terminal, to bring jobs and visitors to the city. You don't have the resources to deliver these projects so don't increase the council tax to cover these.*

*Redevelopments such as that planned in the city concentrate on restaurants, bars and casinos. Then we complain about the effects of alcohol on the streets.*

*Fully agree that we should create more jobs but as long as no more waterfront is sacrificed in doing so, we have very little waterfront areas for people to relax at, lets not get rid of what we have.*

*Though I feel that with the global damage and tourism impact to cruises, airlines and coach services, that in fact the 5th terminal could be delayed, and even if at this point you would release half of the expected costs that is another 5 Million spent elsewhere in the other priority's or put into safeguarding of current jobs. If you were to look at the IT infrastructure creating that excelled new revenue, that in turn would take 10 years to even come close to that saving of 10 million from the 5th terminal. Point it, there will be a boost in tourism when things are safe here in the UK but else where no so much. On top of that, I feel that the project would as always said, go over budget meaning that another resource would have to suffer the consequences of this.*

*The development projects point I don't agree with too much either, I also think the buildings we have in Southampton are pretty good and businesses will build bigger and better buildings naturally as part of the evolution of commerce. So I don't feel this point needs to be enforced/backed by the council.*



# Unique points from the free text comments

**“We are committed to delivering a city that is Greener, Fairer, and Healthier by realising our long-term strategy for the city”**

## Improve public transport / transport options:

*Privately owned areas suffer from poorer bus services*

*Poor public transport especially in the Bassett Green area*

*I would support a congestion charge to fund better, cleaner and reliable public transport*

*The reported E-Scooter scheme is another dangerous venture - please refer to the scheme in Coventry where it was a disaster and caused a lot of accidents. It is already dangerous enough as a pedestrian dodging illegal electric scooters on our city pavements and in parks.*

*It would be great if we could get an electric motorcycle scheme. This would mean that people would have an alternative to buses.*

*Public transport that isn't all about getting in and out of the town centre. To get from one part of Southampton to another you need to go to the town centre, change bus to come back out of the town centre again. Sometimes changing between up to 3 different bus companies. Which means 3x the ticket price. It's no wonder everyone drives!!!!!!*

*improving public services like buses...making bus travel cheaper.*

*Maybe work and focus on improving public transport in order to make city greener. Why not offer free public transport to all council tax payers and their families? There are other cities in the world where this is done!*

*Moreover; when we look at future transport in the city, and the necessity of efficient mass transit, it is a further embarrassment to see the apparent preferred option is nothing more radical than more busses; surely trams which could also link out of city parking to the cruise terminals and provide an alternative to hundreds of thousands of cars entering our city each year would be a better solution.*

## Improve air quality:

*6 Any body driving a diesel taxi which is not Euro 6 or better should either be taken out of service or instructed to replace the vehicle.*

*We have to take air pollution seriously because currently it's far from greener, fairer and healthier where I live in the city centre due to the considerable pollution created by the docked boats Start working with ABP to ensure on shore power is available at every terminal*

*Please no more cycle lanes that cause long traffic queues adding even more pollution to the air*

*Local Clean air tax to apply to diesel delivery vans entering the city.*

*In order to bring in additional income whilst tackling air pollution issues in the city, please can you declare an Ultra Low Emissions Zone (ULEZ) with older, more heavily polluting vehicles charged a daily fee for driving in the SO14, SO15, SO17 postcodes.*

*The City's pollution should be seriously considered. Southampton is recognised as being one of the UK's worst polluted areas to live in.*

*Stop the cruise ship polluting the city and clean air project as air pollution is very bad in the city.*

## Disagree with bus lanes:

*Keep things simple and stop wasting money on pointless schemes e.g. bus/cycle lanes*

*also the bus lane into city centre from east side is causing more delays and therefore build up of fumes from cars which isn't good. at the moment people do not want to travel on buses unless they have no alternative and this should be reflected in what the council is doing.*

*buses are still held up in the normal vehicle lanes in between the green lanes...There was either none or very poor consultation about these lanes, and they should be returned immediately to the VED paying motorists using the city to generate wealth.*

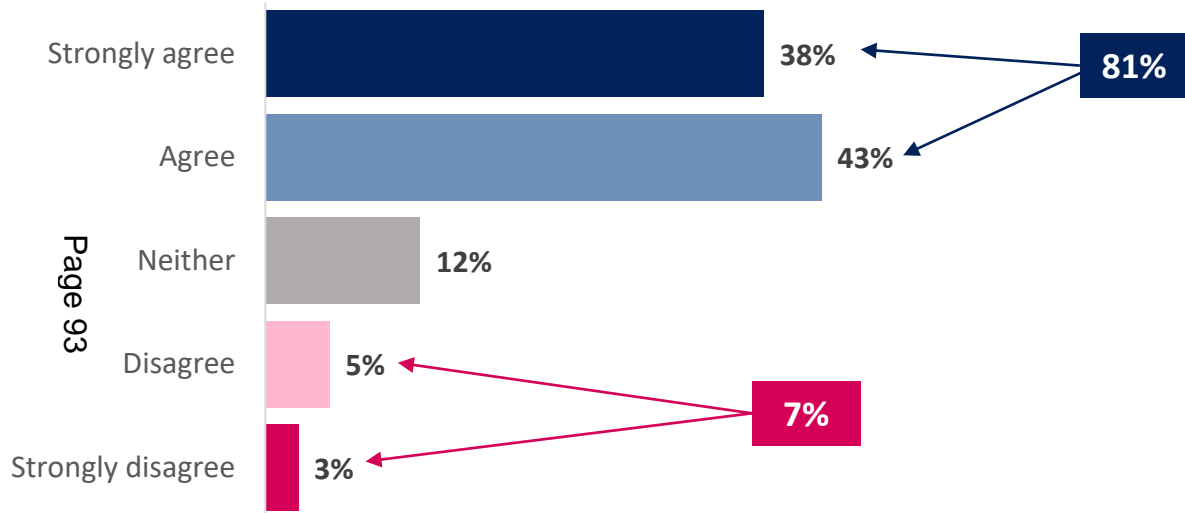
*Public Transport solutions are not in place to warrant the excessive amount of bus lanes that is clogging up the roads with idling traffic. Please reconsider removing the trail bus lanes as they are not helpful and furthermore making our roads dangerous.*



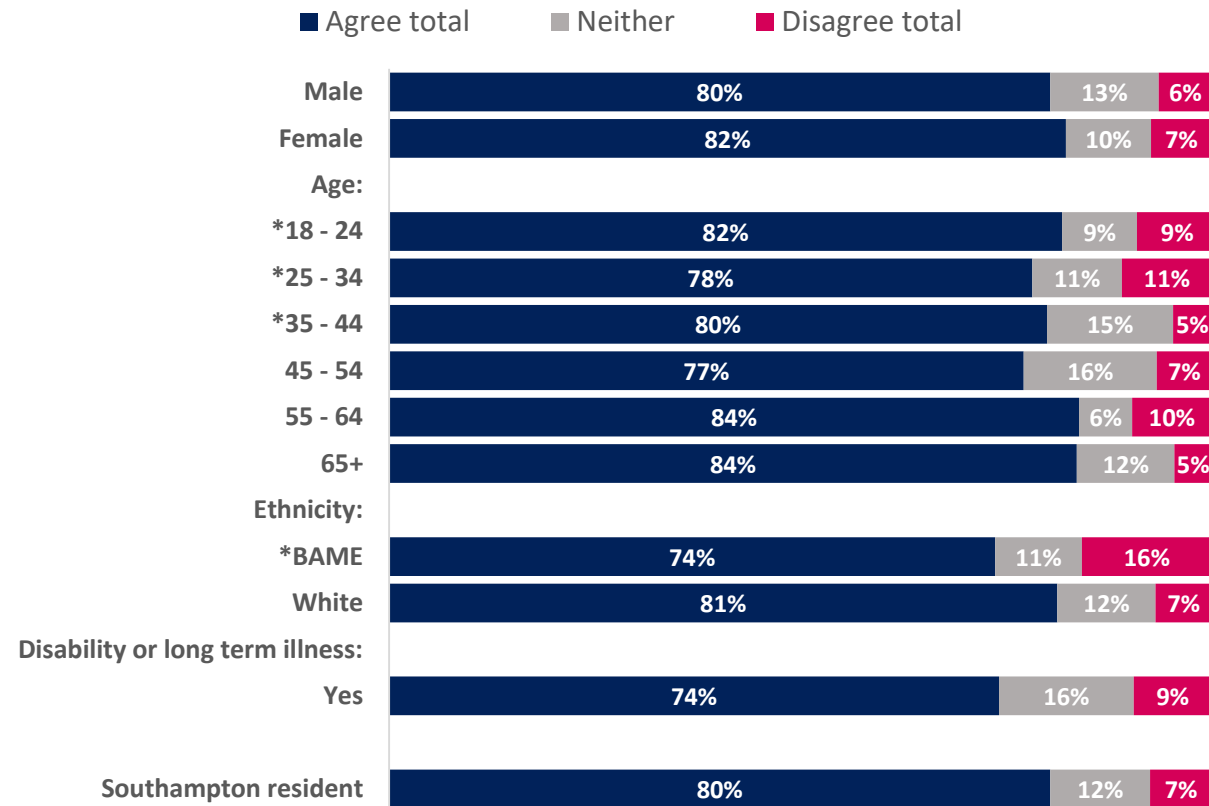
**Question:** When thinking about the priority areas overall, to what extent do you agree or disagree with their focus?

*“We are looking to be even more efficient, generate income and safeguard jobs.”*

**Overall:**



**Broken down by demographics:**



**Key findings:**

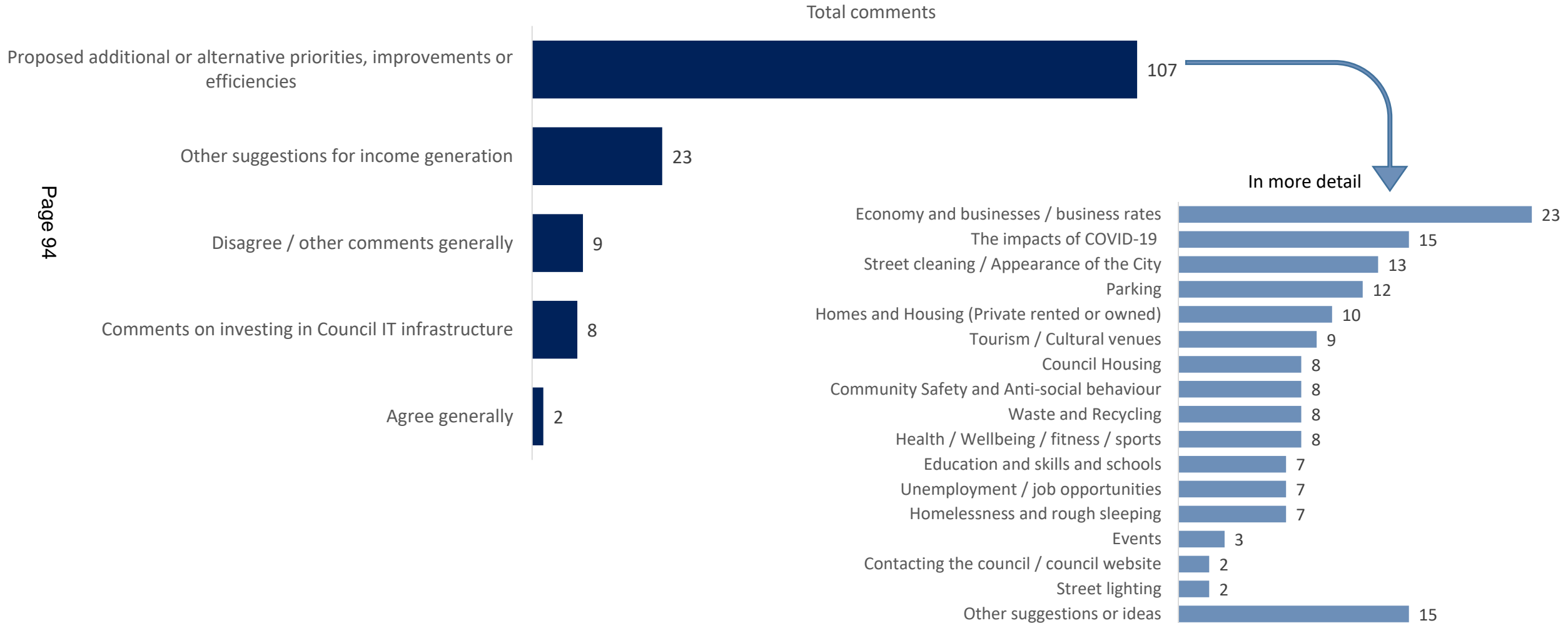
- **81%** of respondents **agreed** with this priority, whilst only **7% disagreed**.
- Those aged **55-64** and **65+** **agreed** the most, although agreement was **high** across **all demographic** breakdowns.

\* Small sample size – fewer than 100 respondents



## *“We are looking to be even more efficient, generate income and safeguard jobs”*

A total of **136** respondents provided a comment specifically on this priority. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.



(Further detail available upon request)





# Unique points from the free text comments

**“We are looking to be even more efficient, generate income and safeguard jobs”**

## Disagree / other comments generally:

<i>Becoming more efficient might mean losing jobs, so this point is contradictory!</i>
<i>Disagree as there are no clear outlines described of how this income will be generated balanced against the need to provide increasing statutory services. I would hope that the council have used their own resources to determine the further development of income generating services rather than expensive external consultants - one of which suggested a way of managing demand was to increase the response time from Children’s Services to the delivery of statutory assessments- not seemingly understanding that these timelines are not council timelines but legal statutory requirements enshrined in various government acts and the council can’t change these....Concerned about the income generation aspect- services have been impacted so much on years of cuts that there is little resource to generate income after having to deliver statutory services.</i>
<i>I have doubts about the feasibility of making efficiency gains, as this has already been done in previous years.</i>
<i>Efficiency savings should be forward thinking and care should be taken about allowing corporate restructuring dogma rule the decisions without proper analysis.</i>
<i>Jobs should not be safeguarded for the sake of it, especially in the public sector. Efficiency does not necessarily coexist with keeping unsustainable costs.</i>
<i>The last statements is contradictory when you want efficiency it is necessary to look at jobs if you safeguard jobs you cannot be efficient. You cannot be greener healthier and fair to everyone.</i>
<i>I am not sure that the council is capable of making itself efficient.</i>
<i>Invest your savings and increased generation of income into a more automatics approach for residents</i>
<i>Set the service delivery expectation to match the need of your customers and work to meet it. Response times are far too slow and I never see any urgency when dealing with council.</i>

## Comments on investing in Council IT infrastructure:

<i>Sort out website, digital access and make sure the staff have tools they need and the savings will come Your finance systems and customer payment systems are rubbish</i>
<i>IT projects rarely go well, and usually benefit consultants. Ditch Microsoft and use Linux and opensource software. Save millions of £</i>
<i>Agree that improving IT infrastructure is hugely important, and making sure that ALL council/city interactions can be completed online without visiting any offices should be a priority (if this is not already possible).</i>
<i>If being more efficient means the continuous withdraw from the public and providing services that hide behind IT then I disagree.</i>
<i>Being more efficient shouldn't just mean doling out more on IT services. Often this is not as good an investment as it masquerades to be.</i>
<i>It would be useful if you noted what was to be spent on Council IT infrastructure; detailing expenditure on other priorities but not this one raises questions rather than reassuring me.</i>
<i>I am always concerned that proper specification and contract details for IT projects require buy-in from those likely to be affected, otherwise the money goes largely to waste.</i>
<i>A new IT system will not help you to become more efficient when the issue is how city council workers are expected to work and are lead.</i>

## Agree generally:

<i>I think option number 3 sounds nice, but I don't know how much this will affect people directly.</i>
<i>Efficiency is the most important thing.</i>



# Unique points from the free text comments

**“We are looking to be even more efficient, generate income and safeguard jobs”**

## Other suggestions for income generation:

<i>As you're allowing the putting up of 5g masts around the city maybe charge these companies a lot more rental</i>
<i>Invest in a new ice rink to encourage visitors to the city - this was promised probably 20 or 30 years ago, but has never materialised, but the old rink was very popular.</i>
<i>Schools should be used by the community during the evenings for a charge.</i>
<i>I think the Council should make up financial shortage by imposing a "stay tax" on all hotel rooms and cruise liner accommodation up to a maximum of £1 per person per night in Southampton.... This would cover the extra cost of tourist footfall in Southampton and the pressures on the City's infrastructure.</i>
<i>On a separate note, the model of councils investing in rentable freehold commercial property, particularly for small and shared business space, is well-established elsewhere, and should be a central plank of revenue-generation here.</i>
<i>Heavy fines must be given to keep this city clean, safe and green.</i>
<i>raise parking fees and tax petrol if possible. Tax petrol car usage to subsidise electric cars, public transport and active transport</i>
<i>Why not rent out gyms etc. for sport events and raise the community spirit....their are many other raising fund venues available - walks / jumble sales etc. Why not ... example - rent a babysitter or a grand-ma ? that would give some people purpose, maybe a small income and people who have to work and cannot afford expensive child care an option to go and be able to work?</i>
<i>I would also like to see the Itchen Bridge charges increased for people form outside the Southampton Councils area and for anyone that don't use the smartcities card.</i>
<i>I would like to see more ideas for raising income through the Council offering more services that make money and under cut private services e.g. pest control /environmental waste collections.</i>

<i>our art gallery has many pieces which are loaned to major companies; increase the loan payments.</i>
<i>A congestion charge would help the environment and being in more revenue.</i>
<i>No projects like citizenenergy should be considered to raise income</i>
<i>Potentially look at the increase in licensing with Taxis, now this should be circumstantial. you could increase the taxi licences and renewals fees by 1.5% which would generate income for the healthier city and general public transport sector.</i>
<i>Rather than close lanes to car users, put tolls on other entry points to the city, like you do on Itchen bridge. You always said that the toll was a deterrent as Northam bridge had two lanes so that was the incentive, but you have removed that lane. You will never get cars off the road, so make some revenue to improve the city instead.</i>
<i>If the single lane on Bitterne Road West was removed I believe this would generate income for the city. We want to encourage people to visit our city not discourage them. The traffic jams created by the single lanes will put people off spending money in Southampton which will damage our economy and businesses and cause unemployment and reduce council incomes. At the same time Southampton could encourage car sharing post Covid and this would cut emissions more than the single lanes. Nobody uses the cycle lanes and buses are being shunned because of Covid and vandalism and anti social behaviour....The council must support income generation and do everything it can to encourage and enable our city's economy and growth. In this way Southampton will remain a vibrant and strong city.</i>
<i>Increase parking enforcement. Southampton has a huge problem with drivers who feel comfortable running lights, ignoring lane directions and parking in inappropriate places. As one of the few revenue generating activities which improves the city for everyone, I am surprised this is not a larger focus.</i>
<i>Would there be merit in looking at longer term investment in property to provide consistent additional income streams</i>
<i>There is also no mention if targeting income generation for sectors the worst hit by the pandemic, but instead focusing on the building sectors.</i>



## Efficiencies and service improvements

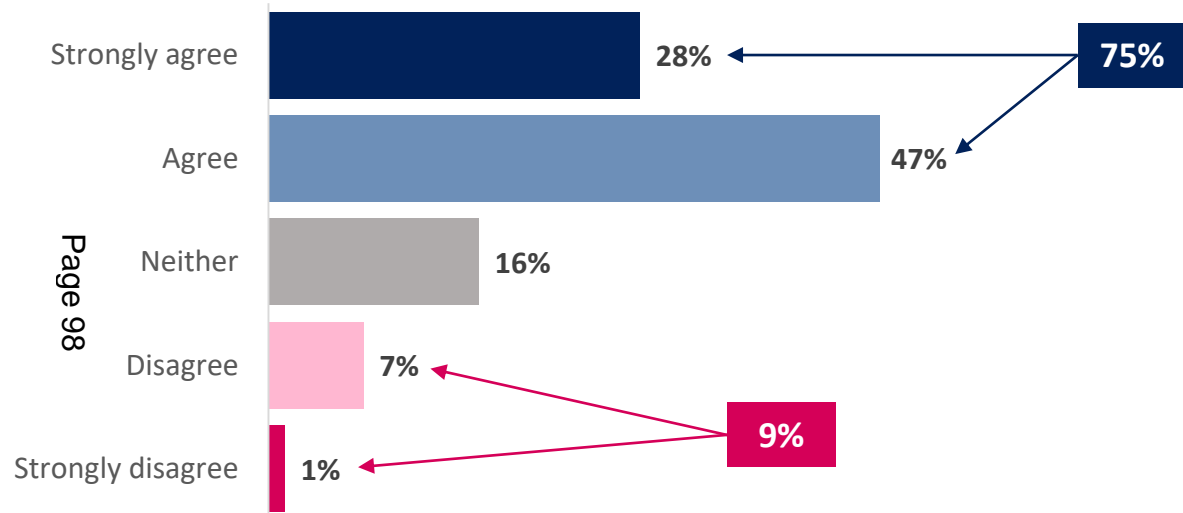




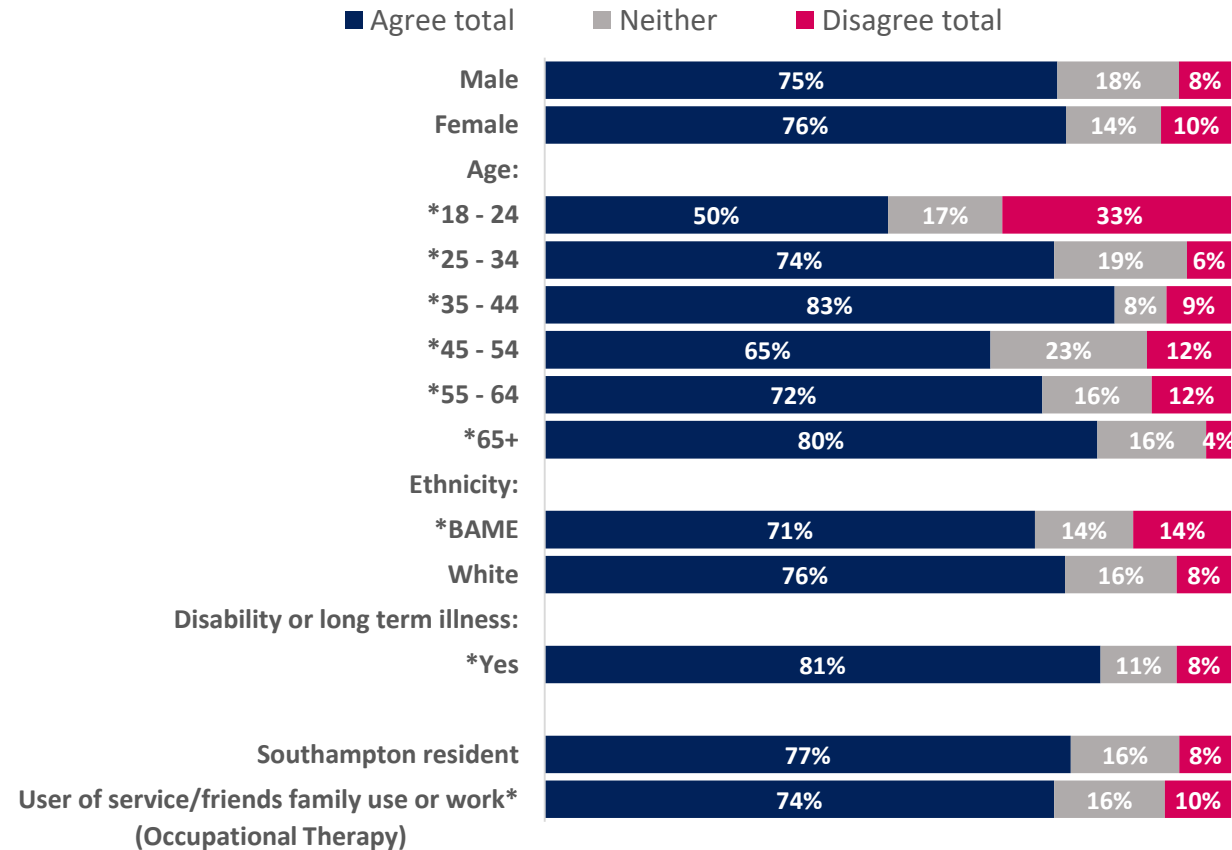
**Question:** To what extent do agree or disagree with this proposal?

*“Improved use of appropriate lifting equipment to help reduce double handed care”*

**Overall:**



**Broken down by demographics:**



**Key findings:**

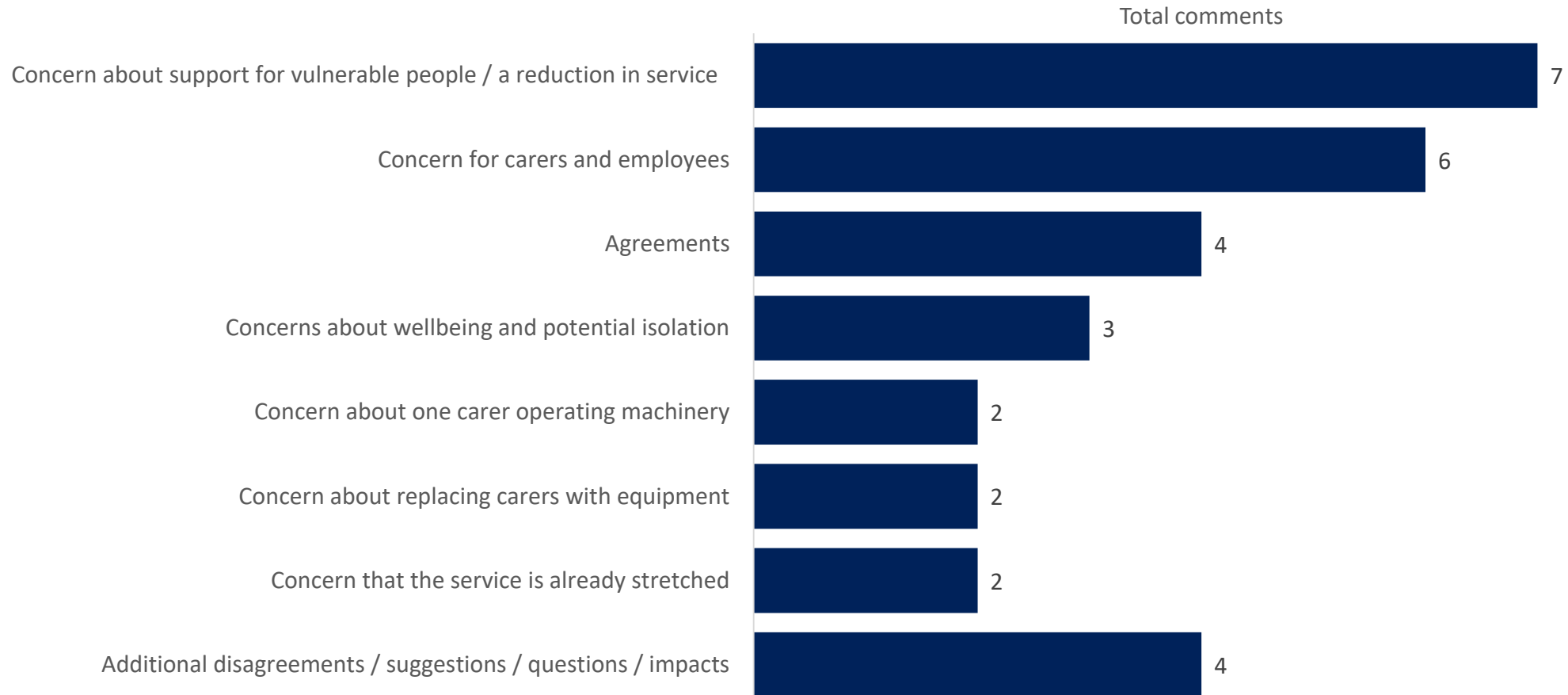
- Three quarters (**75%**) of respondents **agreed** with the proposal.
- **77%** of respondents who are **Southampton residents** agreed.
- **81%** of respondents with a **disability** or **long term illness**, and **80%** of those **aged 65+** agreed with the proposal.
- **74%** of respondents **who use**, or have **friends/family that use**, or **work in occupational therapy** agreed with the proposal.

\* Small sample size – fewer than 100 respondents



## *“Improved use of appropriate lifting equipment to help reduce double handed care”*

A total of **22** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





## “Improved use of appropriate lifting equipment to help reduce double handed care”

### Concerns about the support for vulnerable people / a reduced service:

<i>Experience shows that the pressure to reduce costs ends up in the ascendancy, and the admirable words are often followed by inferior services under which people really suffer.</i>
<i>Reducing Doubling up on OT attendance etc is not always the best way and leaves people vulnerable.</i>
<i>I am particularly concerned about services to vulnerable people e.g. reducing two-handed care</i>
<i>I worry about people in the community not getting the right level of support</i>
<i>If people really do still need double handed care or live in residential settings, they should still receive that.</i>
<i>The most important thing is that it doesn't have a negative impact in terms of experiencing loss of/reduced front line services</i>

### Agreements with the proposal:

<i>As long as the quality of life for those who are more vulnerable doesn't diminish I will support it</i>
<i>I would hope that the idea of savings would mean better use of resources e.g. twice the resource available, appointments completed to time with no need for overtime etc.</i>
<i>If it's truly done on a careful assessment basis... Might be necessary in these times.</i>
<i>Why on earth you are not using ceiling hoists already I can't even conceive. Having one saved us a huge amount in carer costs.</i>

### Concerns about wellbeing and potential isolation:

<i>As long as the quality of life for those who are more vulnerable doesn't diminish I will support it</i>
<i>humanity and need for human touch</i>
<i>I am concerned about the impact on vulnerable people, who may have carers as their only form of personal contact.</i>

### Concerns that the service is already struggling:

<i>Cutting funding will only exacerbate an already stretched community.</i>
<i>You're stretching the service very thin.</i>

### Concerns for carers and employees:

<i>I foresee a situation where inadequate equipment replaces double-handed care leading to injury to the single remaining carer,</i>
<i>I would be concerned about carers attending some patients on their own - I would like to see proper risk assessments done before this is put in place.</i>
<i>It will be important to make sure there is not pressure on OT staff and those supporting people with assisted living needs to make decisions that save money.</i>
<i>Money could be spent on maintaining 2 employees (who pay tax) and provide personalised care and support each other creating a more collegiate and happy work environment.</i>
<i>Staff at risk when another not available.</i>
<i>You need two people on equipment to protect staffs backs</i>



## *“Improved use of appropriate lifting equipment to help reduce double handed care”*

### Concerns about one carer operating machinery:

*As a manual trainer myself I have always been trained that hoisting is a 2 person task. It is very scary to be hoisted. One carer would operate the hoist and the other reassures and performs the task such as personal hygiene needs. This shouldn't be made a one person job.*

*All fancy lifting equipment we have available is deemed (by regulations) to be used by 2 carers so I don't see how that is going to work.*

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### Concern about replacing carers with equipment:

*I disagree with cutting 2 person care in favour of tech. Rarely does he h in the home on scale add real impact or cost saving.*

*Concern about equipment replacing 2 carers edict*

### Additional disagreements / suggestions / questions / impacts:

*I would hope that the idea of savings would not come from cutting staff (One handed care, lose 50% of staff)*

*The considered opinion of staff in caring roles must be given due weight e.g. if need for double presence is being assessed. Panels are not always right. Team managers must get out of the office and into the field on occasion.*

*If you had done a test to see who needs two helpers why would they only need one in your plans now*

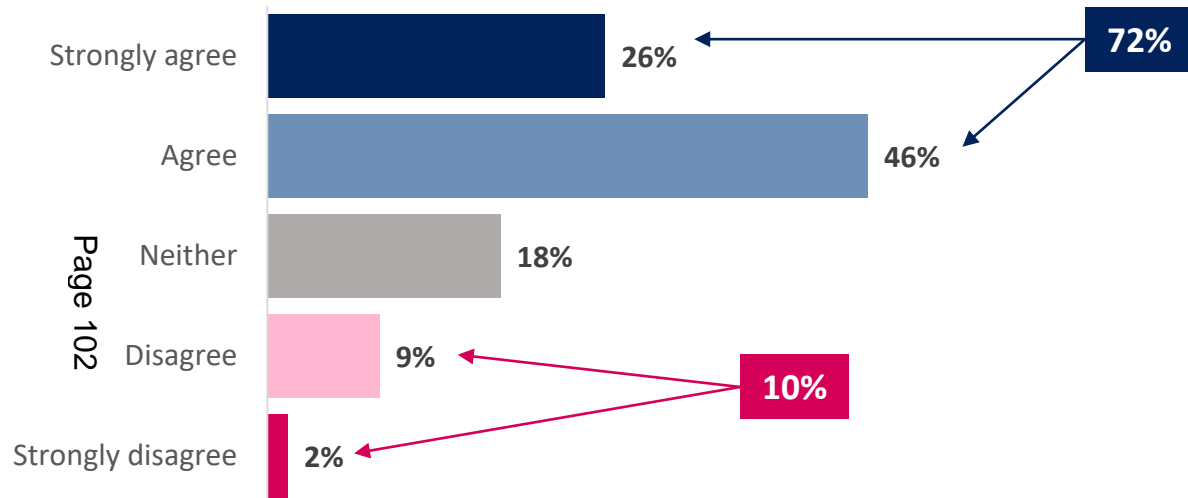
*Also, the contract for equipment with NRS seems to be based on constricting what can be supplied to keep the budget down. For example, for bathing issues the criteria for getting a chair has been constricted but the next step up is a bathroom rebuild, so the NRS budget stays low whilst passing on far greater costs to the council's housing adaptations team.*



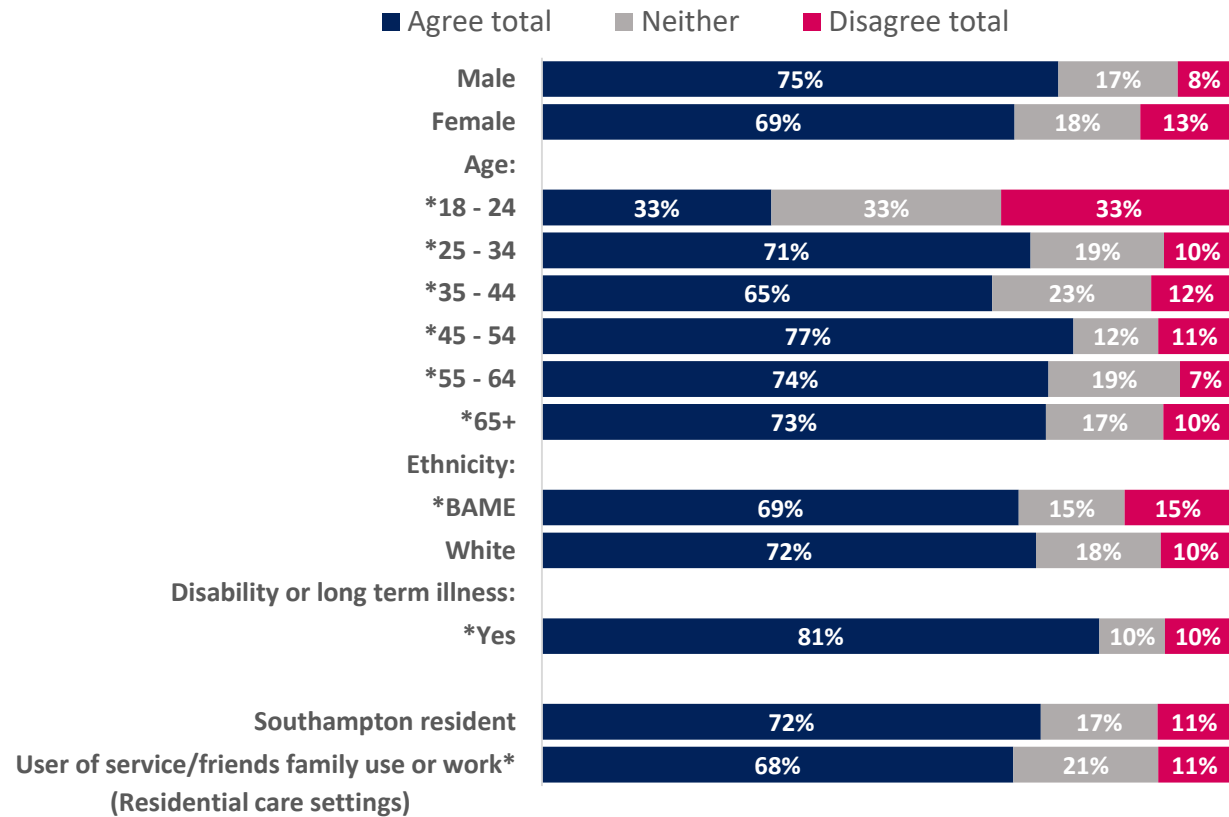
**Question:** To what extent do agree or disagree with this proposal?

*“Maximising independence for people with Learning Disabilities”*

**Overall:**



**Broken down by demographics:**



**Key findings:**

- The **majority (72%)** of respondents **agreed** with the proposal.
- Respondents with a **disability** or **long term illness** agreed to the greatest extent (**81%**).
- Agreement was slightly lower (**68%**) amongst respondents **who use, have friends/family that use the service, or work in residential care**. However, only **11% disagreed**.

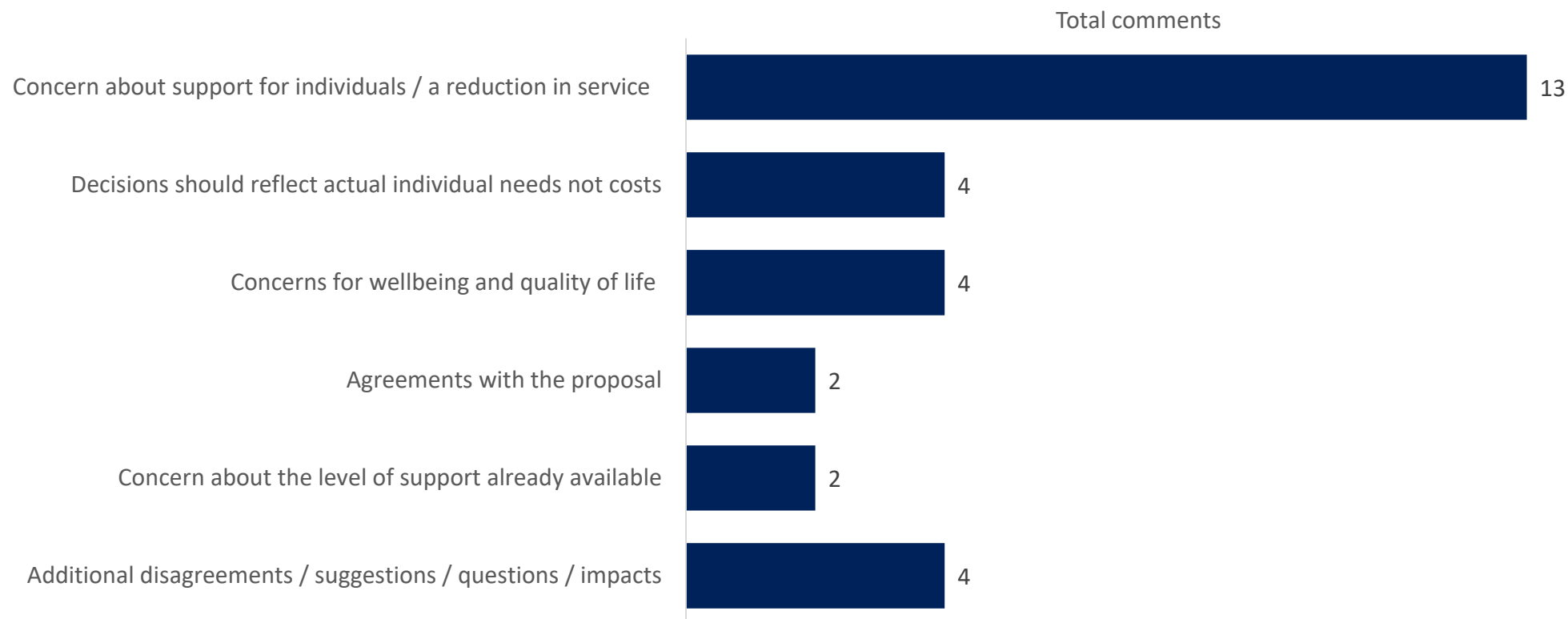
\* Small sample size – fewer than 100 respondents





## *“Maximising independence for people with Learning Disabilities”*

A total of **21** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





## “Maximising independence for people with Learning Disabilities”

### Concern about support for individuals / a reduction in service :

*Under-funded inadequate support services for those with learning difficulties leads to them being unsupported, vulnerable and with vastly reduced quality of life.*

*I feel strongly that if people are moved on from residential accommodation you need to ensure there is sufficient support for them in the community, for example funding day centres so they aren't isolated and lonely.*

*I am concerned, given how COVID has already impacted care home residents and those with learning disabilities that the cuts are targeting them further and unfairly. The reduction in people contact and care seems hard on groups which have already been impacted so much.*

*I worry about people in the community not getting the right level of support*

*I would want to see how this was going to be done I have a brother with learning difficulties who without my support would be in a mess he used to get support but that has gradually been reduced to nothing*

*I'm worried about the possible reduction in care as well as residential services - having been a carer I know the stresses that staff and families are under.*

*'Increasing independence' for care / assisted living is needless spin. call it what it is, no-one is fooled.*

*it is a fine balance to target resources for those with disabilities to maximise their independence without this being an excuse/covert way to cut resources*

*the most important thing is that it doesn't have a negative impact in terms of experiencing loss of/reduced front line services*

*There is a risk that the reduction in learning disability services simply leads to a reduction in service to a vulnerable group. In this process, it is crucial that independent advocates are involved who can liaise with the client group and speak on their behalf.*

*There will be a change in care needs and in some cases savings will be possible. What the impact will be in individual cases would require detailed knowledge of the care packages...a big job but necessary to make sure that changes don't simply mean cuts to provision and resultant loss of support with all the ramifications that follow on from loss of front line workers or day provision and well being issues for all concerned.*

*trying to push people with mental disabilities back into the community*



## “Maximising independence for people with Learning Disabilities”

### Concerns for wellbeing and quality of life :

*Leads to them being unsupported, vulnerable and with vastly reduced quality of life.*

*The knock on effect on everyone's MH must be purposely looked after. I firmly believe that the stresses caused can lesson lifespans, be careful.*

*As long as the quality of life for those who are more vulnerable doesn't diminish*

*Will decrease quality of life and have other costs such as increased demand on other services, e.g. police, ambulance.*

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### Decisions should reflect actual individual needs not costs:

*What the impact will be in individual cases would require detailed knowledge of the care packages...a big job but necessary to make sure that changes don't simply mean cuts to provision and resultant loss of support*

*Very concerned that measures regarding people with learning difficulties and other vulnerabilities will be decided on what council/council workies think is in best interests and NOT what individuals and their carers or families think*

*Be very aware that moving numbers of people from care establishments to more independent living should reflect actual needs/quality of life and not be done just to save relatively modest sums.*

*For people with learning disabilities a person-centred approach is needed. Shoving people from residential care to less appropriate supported living to save on costs (e.g. housing benefit from national government) is NOT person centred*

### Concern about the level of support already available :

*It is not good enough as it is at the moment.*

*He used to get support but that has gradually been reduced to nothing*

### Agreements with the proposal:

*Some semi independent 'institutions' have to be the best and most efficient way of delivering care for learning disabilities and ensuring the social support needed by many.*

*As long as the quality of life for those who are more vulnerable doesn't diminish I will support it*

### Additional disagreements / suggestions / questions / impacts :

*In this process, it is crucial that independent advocates are involved who can liaise with the client group and speak on their behalf.*

*And where are you going to get the housing for these people you want to move from residential care make the housing list longer?*

*I'm concerned about the 'move on proposal'*

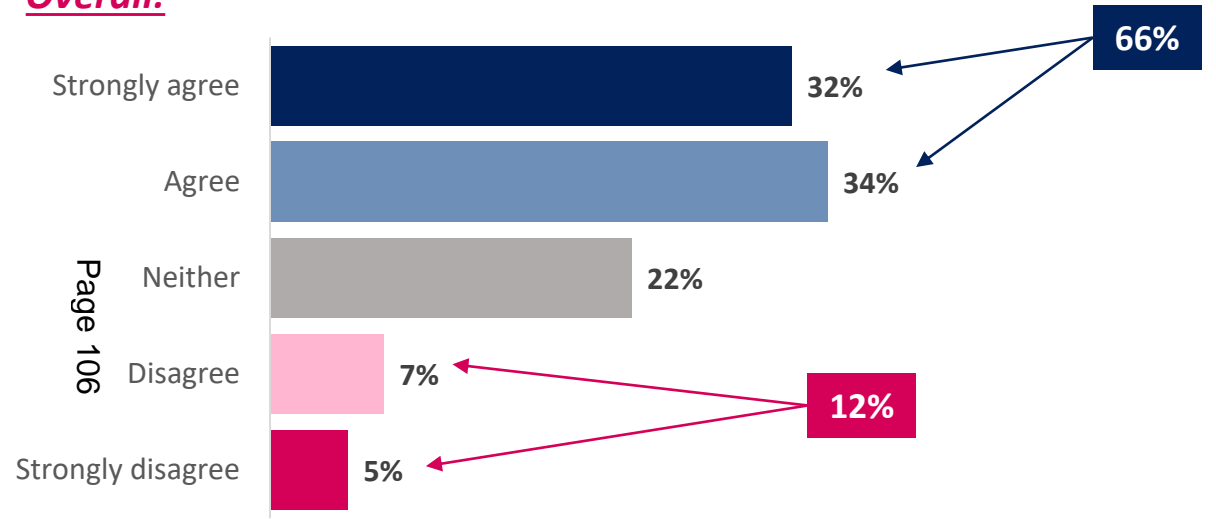
*Commissioning private companies for care, appears on the surface good, but I have seen they value profit over care*



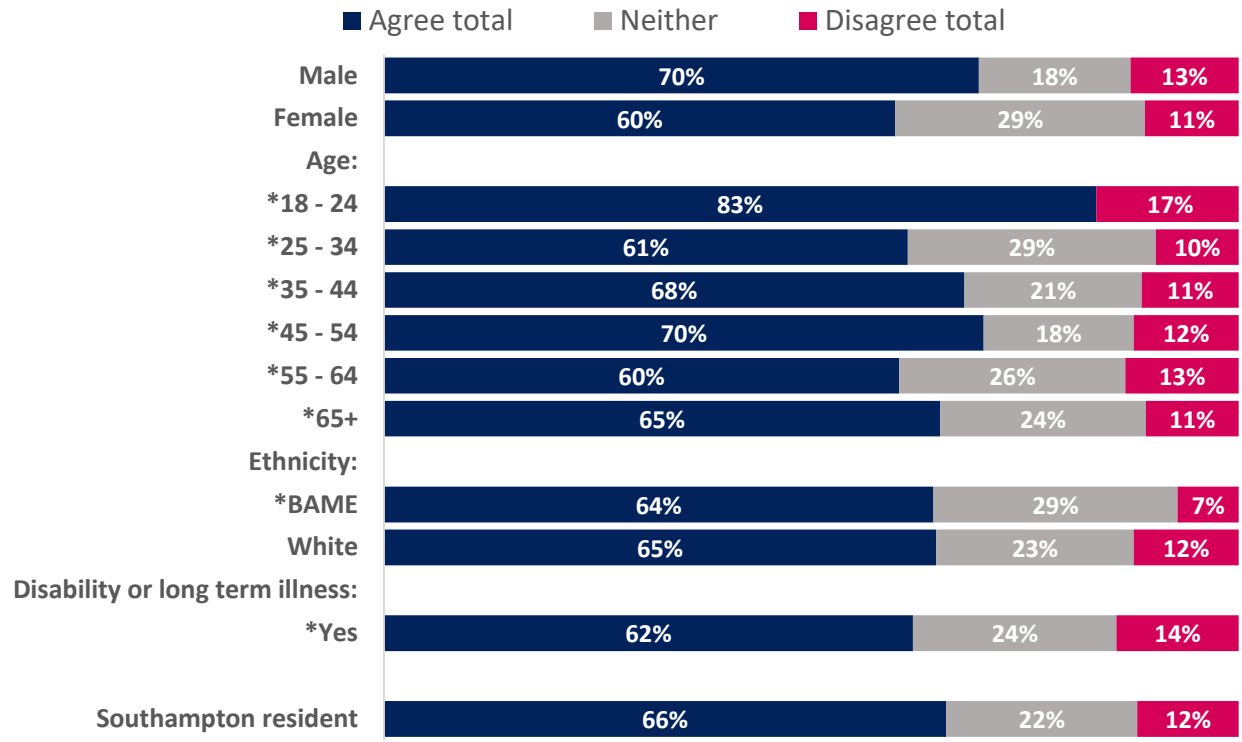
**Question:** To what extent do agree or disagree with this proposal?

*“Pay concessionary fares in line with usage”*

**Overall:**



**Broken down by demographics:**



**Key findings:**

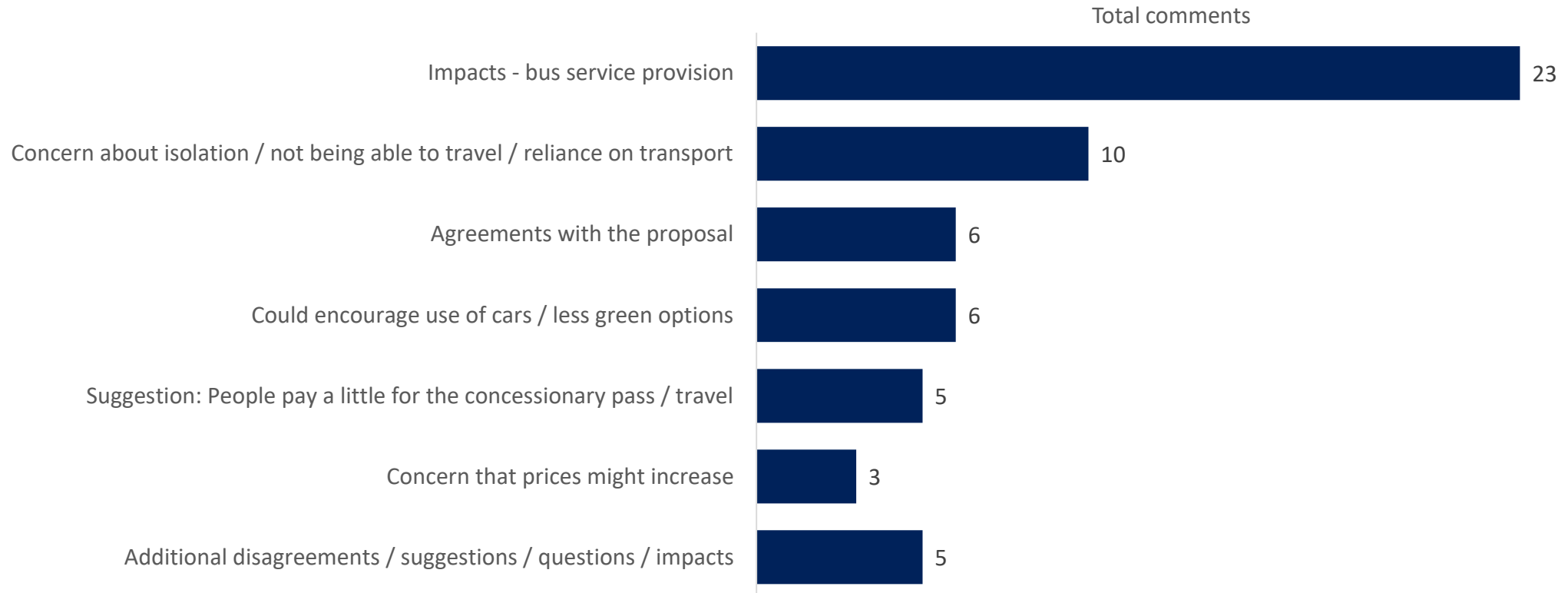
- Two thirds (66%) of respondents **agreed** with the proposal, whilst **12% disagreed**.
- **22%** of respondents **neither agreed or disagreed**.
- **Males (70%)** and those aged **18-24 (83%) agreed** the most
- However, the **18-24** age group also **disagreed** the most (**17%**), although the number of respondents in this age group was small, so results should be treated with some caution.

\* Small sample size – fewer than 100 respondents



## *“Pay concessionary fares in line with usage”*

A total of **35** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





## “Pay concessionary fares in line with usage”

### Impacts - bus service provision:

<i>If they come back with a threat to reduce services, I suggest they in turn streamline, or we review their franchise to find a supplier who will provide an adequate service.</i>
<i>In the long run this will see services reduced</i>
<i>The impact on bus companies and services needs more detail in order for this proposal to be assessed by citizens</i>
<i>Likely resulting in some areas losing their bus route</i>
<i>Any changes to bus funding needs guarantees services will not be reduced as would be in line with The Green City Charter.</i>
<i>Any drop in revenue to a company will be met by a corresponding drop in services that is just common sense business practice.</i>
<i>Perhaps the loss of services to low usage routes which can be a lifeline to students and the elderly</i>
<i>covert way to cut resources. This also includes buses/bus timetables</i>
<i>companies pulling routes or reducing frequencies.</i>
<i>Cutting the subsidy to an already substandard endeavour will simply worsen the bus services in the city to an unacceptably low level for the already dissatisfied user base.</i>
<i>How will bus drivers be affected?</i>
<i>Would be difficult with such a big cut without other government support</i>
<i>Cause buses to reduce services that vulnerable or older people rely on? How are you making sure that vital bus routes remain in place?</i>
<i>the most important thing is that it doesn't have a negative impact in terms of experiencing loss of/reduced front line services</i>
<i>The reduction in revenue for bus operators by 25% could have unintended consequences such as the reduction of services.</i>

### Agreements with the proposals:

<i>I fully support the idea to pay bus companies for what we use as opposed to a set fee, and am disappointed that previously we have been wasting money in this fashion.</i>
<i>Certainly modification of bus concessionary travel arrangements should make operators seek to sweat their assets, and rationalize under utilized services.</i>
<i>If they are providing a service that is not being used, then it does need rethinking</i>
<i>it's probably a wise thing to do financially</i>
<i>Other proposals seem sound including the payment to bus companies for services used rather than a block payment regardless of service use</i>

### Concern that prices might increase:

<i>Reducing these payments would force the companies to increase fares to all paying Southampton residents:</i>
<i>If you revert to bus subsidy based on actual usage won't this mean the bus companies will just increase their fares to cover the loss. The Council will then have to re-imburse the bus companies at the higher rate thus reducing the saving?</i>



## “Pay concessionary fares in line with usage”

### Concern about isolation / not being able to travel / reliance on transport:

<i>Services that vulnerable or older people rely on?</i>
<i>They are a lifeline for non car drivers.</i>
<i>I would be upset to know that savings are being made from the most vulnerable people in our community.</i>
<i>Lifeline to students and the elderly</i>
<i>As someone who is medically unable to drive and has a concessionary pass - this could impact on my ability to get about</i>
<i>Some people rely on the bus network to get around and a reduction in that network could impact the more vulnerable such as those who cannot use or cannot afford a car.</i>
<i>This will impact on elderly people, like myself, who rely on public transport.</i>
<i>To a level that my Mental Health would be effected. I can not drive as I am disabled... I will be depressed and isolated in my community which in turn costs the NHS and other council services.</i>

### Could encourage use of cars / less green options:

<i>Resulting in a move away from greener transport options.</i>
<i>Any changes to bus funding needs guarantees services will not be reduced as would be in line with The Green City Charter.</i>
<i>If buses are less frequent, people are even less likely to get out of their cars and use them.</i>
<i>In order to be a green city we need public transport.</i>
<i>negative impact on public transport usage. The pandemic has made it challenging to use public transport, but the climate crisis demands us to use more public transport.</i>
<i>Riding on a bus is a green option for this city. This should be encouraged and supported</i>

### Suggestion: People pay a little for the concessionary pass / travel:

<i>Bus passes are a must for me but I would not mind paying a nominal fee say 20p each time I use the bus if this would help</i>
<i>Bus passes which are free for old age pensioners. Why not charge a nominal amount? Both these items would raise further income which I think most people would accept.</i>
<i>I am sure that there are people who travel for free that could afford to pay and some who need the support but do not apply. I think this should be looked at further....</i>
<i>I do think that free bus passes could be means tested and for people that can afford to contribute towards it should (say 50p per person per trip).</i>
<i>More money could be generated by getting rid of current non means tested concessions. My parents have got plenty of money and yet they have a free bus service - a complete nonsense!</i>

### Additional disagreements / suggestions / questions / impacts :

<i>I also do not like it that you say you are not aware of what effect this will have.</i>
<i>If the changes to concession fares means less travel by the older generation going into the city and suburbs. Shop and local businesses would be in even greater trouble. They spend freely in the high st.</i>
<i>In terms of the subsidy to the bus companies, I think the SCC needs to educate the public more that free bus passes are a local subsidy not a national one. Too few people realise this and how much they benefit from the local support to them out of local taxation.</i>
<i>Perhaps a policy encouraging people to use buses could be implemented. One idea could be to work with an independent coffee house to use bus tickets as a way of earning a free coffee. I.e. ten bus tickets gets one free coffee, which could be supplemented by council,</i>
<i>Subsidising the buses needs to be done as part of an overall travel plan.</i>



## Feedback specifically from bus operators

We received responses from two bus companies in the city; Bluestar and First Bus

*My understanding of current **Department for Transport (DfT) advice** is that it guides local transport authorities to **maintain payment at last year's level** without any deduction, and I therefore ask that you reconsider this deduction. (Bluestar)*

*I was concerned to read of the proposal to reduce payments to reflect the number of concession card holders travelling from 1 April 2021. Although the timing of the cessation of CBSSG is unclear, it is likely that it will be replaced by the nascent Recovery Partnerships. Although DfT is yet to publish details of these, it is my understanding that Recovery Partnerships are based on concessionary travel reimbursement continuing to be paid at last year's level. We have meetings arranged with a number of our partner local authorities in January to discuss Recovery Partnerships and would very much welcome such a meeting with yourselves. (Bluestar)*

*We are **very concerned** by this proposed approach by Southampton City Council, as the recovery from Covid is taking longer than first anticipated...This is having a **substantial impact** in terms of reducing passenger demand on buses, and it still remains unclear when we will actually be able to even start to emerge from Covid.... The need to enforce social distancing measures also has a significant effect on reducing passenger demand (First Bus)*

*Our current levels of bus patronage are at 30% of pre-Covid levels in Southampton, and with the extent to which patronage levels will recover remaining an unknown quantity, were Southampton City Council to adopt the proposed pay on demand re-imburement scheme for ENCTS passes from April 2021, the **substantial shortfall in revenue**...will make it **commercially unviable to maintain our current service provision** for the city of Southampton. We would in effect be forced to not only **reduce service levels**, but to also **remove services altogether**. (First Bus)*

*We do very much **continue to support** Southampton City Council's city **vision with its focus on sustainability** and improvements to **public transport infra-structure** to encourage a modal shift towards public transport, but we can **only fulfil that vision by running a commercially viable network**. (First Bus)*

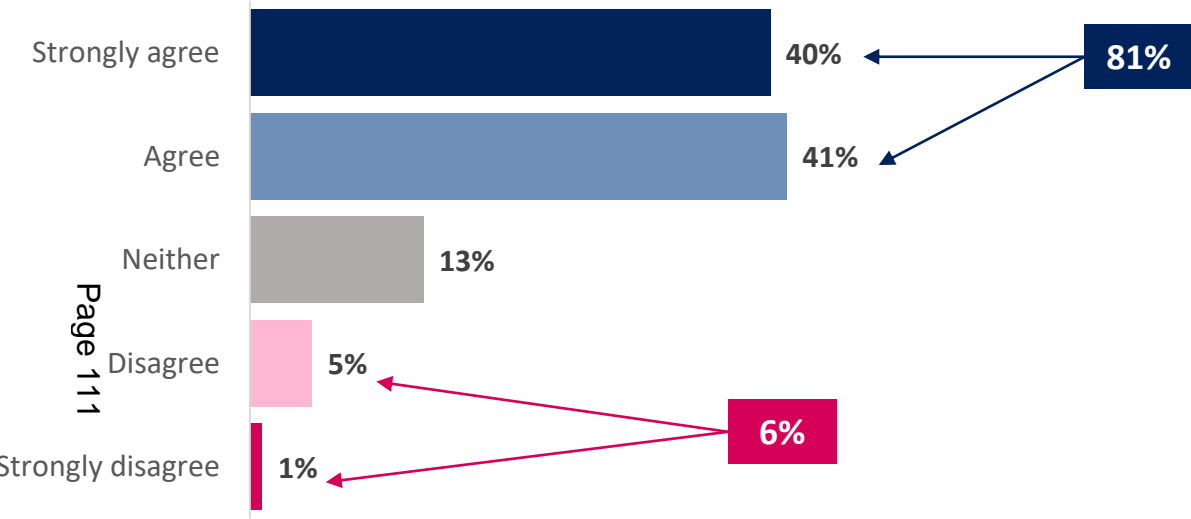
*I would **strongly urge** Southampton City Council to **reconsider it's proposal** for ENCTS re-imburement from April 2021 in favour of a fairer re-imburement system that will at least **enable bus operators to run a breakeven** v.s pre-covid operation. (First Bus)*





**Question:** To what extent do you agree or disagree with these internal efficiencies proposals?

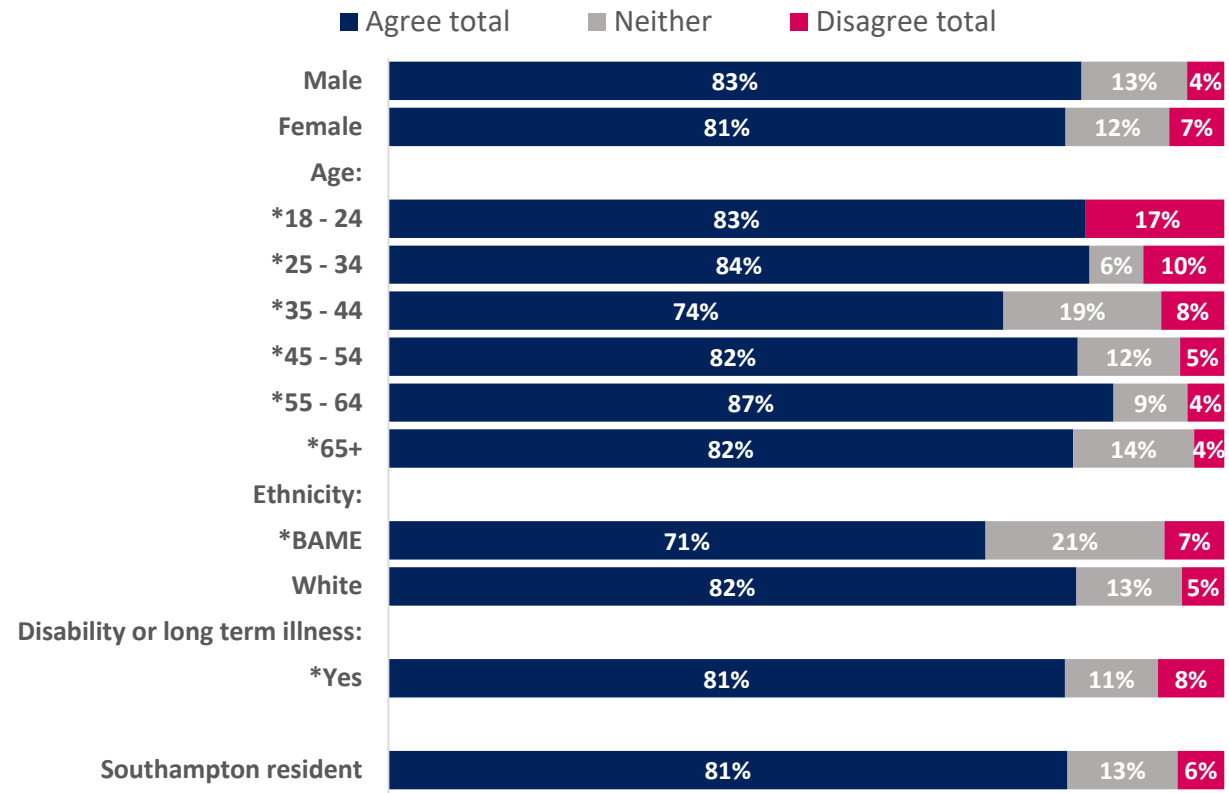
**Overall:**



**Key findings:**

- Overall, the **majority (81%)** of respondents agreed with the internal efficiencies proposals.
- Those aged **55-64 (87%)** agreed to the **greatest extent**.
- There is **good agreement** across all demographic breakdowns.

**Broken down by demographics:**

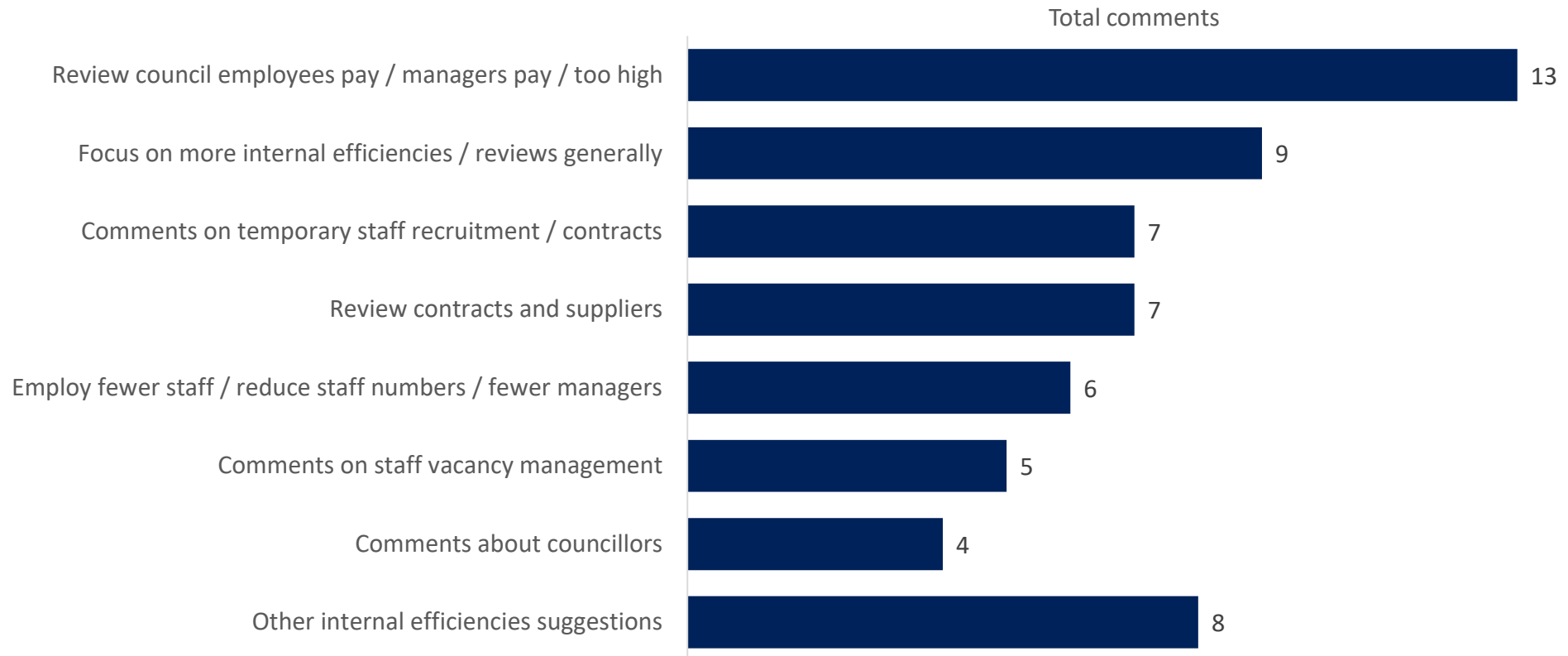


\* Small sample size – fewer than 100 respondents



## *“Internal efficiencies proposals”*

A total of **47** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





## “Internal efficiencies proposals”

### Review council employees pay / managers pay / too high:

*Urgently reduce total staff costs, and remove any above-inflation pay increases for all but the lowest-paid staff.*

*Having previously worked in children’s services at SCC I believe that some staff are able to receive a high salary which is not reflected in their work and that this should be tackled*

*Compress salaries from the top down, and avoid pay increases disguised as "promotions".*

*Focus needed on the excessive salaries paid to senior Council staff.*

*No pay rises are given in the council any money taken must be used on services not lining the pockets of employees. The rest of the UK are not getting pay rises so the council must not either*

*How about all you councils stop paying yourselves such high amounts of money and pensions*

*Why don't the councillors and managers in SCC take a pay cut*

*council office workers should take a cut in wages*

*What about the staff not taking any pay rises and offering a 10% drop in salary to find the services?*

*Please cream off the top and not at the lowest paid*

### Comments on temporary staff recruitment / contracts:

*Along with this, use direct employment only, do not use agencies (fees), and maximise the use of full-time staff (agencies and external contractors can be significantly more expensive).*

*But there are still too many anecdotal tales of temps hired to do nearly nothing all day while services elsewhere suffer.*

*The way forward is within current council staff, please don't employ expensive consultants- what has been the evidence of their success over the last 10 years.*

*I am concerned that simply cutting costs through recruitment reduction doesn't solve the issue...Council staff on absurd contracts that are not echoed out in the real world is a far bigger issue*

### Focus on more internal efficiencies / reviews generally:

*I think a full look at ALL departments needs to be undertaken...*

*Efficiencies need to be the driving force, stop putting money into ‘vanity projects’ and concentrate on core services whilst the economy recovers*

*A review of all services would be helpful, cut out duplications, ensure that every service is run efficiently without waste and use the internet as much as possible instead of expensive postal services.*

*All employees working for the council should always be looking for efficient ways of working. I don't understand why it has to be in the budget.*

*It's good to see councils finally cottoning-on to the cost of wastage within their operations.... The drive to root out inefficiencies needs to be serious and sustained.*

### Comments about councillors:

*Councillors must walk their patch once per month...and take notes.*

*Wage freeze for councillors.*

*Look at your councillors and what they or do not do. Only pay those who are actually actively supporting their constituents. It would appear that just showing up for meetings and committees are financially awarded. Pay a token amount for their work and any that are already in full time employment only expenses, which would need to be sanctioned.*

*Take out a 1/3 of the Councillors to make a saving. 2 per area is quite enough in this generally in one savings.*



## “Internal efficiencies proposals”

### Review contracts and suppliers:

Strong scrutineering will have to be made when using 3rd party contractors to ensure that there is an appropriate saving on services and goods. Bids should be used by suppliers as well as making sure that there are compliant with legislation.

The budget does not outline tougher tender and audit reviews for contractors.

Also need to note that your partner Balfour Beatty continue to distribute dividends while furloughing staff. You need to select your friends more carefully.

Stop employing Private profit making companies to do the Maintenance and repair work the city needs, they do a poor job at best and it makes no sense to pay taxpayers money to make a private company's shareholders richer.

I do not think we get good deals using private companies and contract renegotiation could achieve those savings. In the end, those extra services will be given to private companies and we will just get the same deal we have but paying more.

Maybe you should LOOK at who you award service contracts to based on Expertise and price, NOT on who you like because they give you freebies but actually cost you (Council Tax Payers) DOUBLE if not more, you're being Mugged Off

### Comments on staff vacancy management:

If staff are needed that's fine but not to remain employed for it's own sake

A level of discretion needs to be taken with recruitment, striking the balance between efficiency whilst making sure existing staff are not over-worked.

Council staff are already over-stretched, I believe.

I also worry about the council not having enough staff to get the jobs done - I agree duplication is not good and the council needs to be much more joined up in its communication and services, but to cut back staff and provision will only lessen SCC's image.

Southampton City Council must ensure there are no council job losses

### Employ fewer staff / reduce staff numbers / fewer managers:

The council should look to increase efficiency by restructuring and reducing expensive headcount. Hire younger digital natives who cost less and work quicker.

Need for some pruning, and importing staff from Capita has probably inherited undesirable values.

stop increasing the amount of managers whilst making life miserable for the front line

Less managers in your contact Centre. It doesn't take that manage to manage a CC

I do not know how many Southampton Council workers or Councillors have been made redundant but I expect very few of more likely none.

### Other internal efficiencies suggestions:

Tackling the shortfall will require a fresh outlook. Hire people who have worked in big business who really know how to manage budgets.

I have a couple of neighbours who work for the council, one is a courier the other a decorator and I know full well that they aren't doing their full hours

Most get free parking just to sit in the office all day....

One of the things you need to do is ensure staff do very simple things like turn off the lights when they leave for the day.

Consider merging services with neighbouring areas to save overheads and create more efficient organisations.

The reported staff sickness level in SCC is shockingly high and should be a priority to be reviewed.

Save money by changing the statutory sickness pay. People play your system to get paid the same with minimal work or attendance.

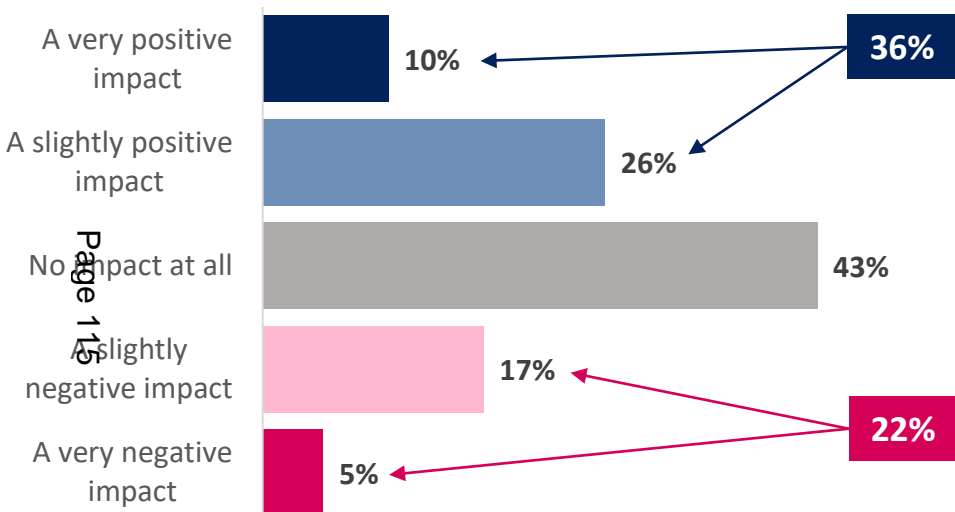
As I work for the council I think it's sad the amount of time grievances take up? It would be nice if there was a more constructive and positive way to discuss problems? Encouraging dialogue with managers or mediation? Instead of grievances and conflict?



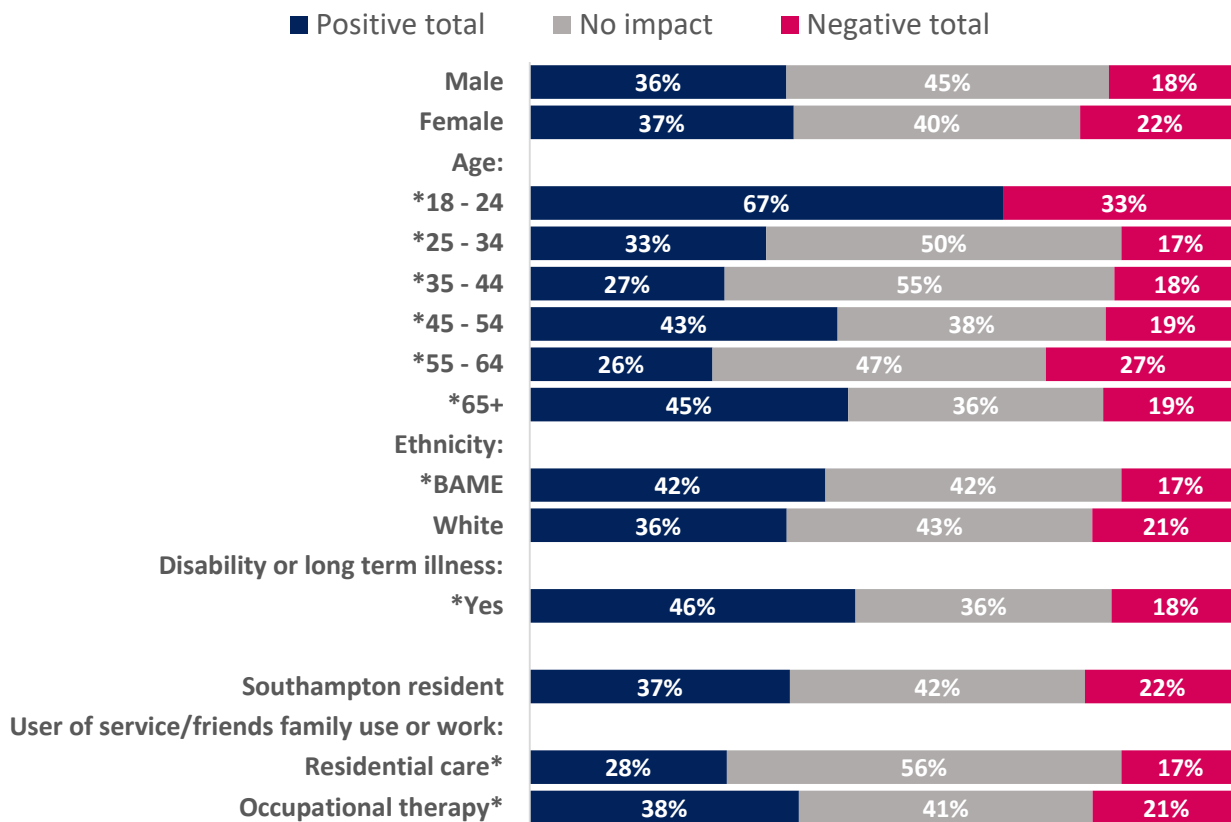
## Question:

Overall, if the proposed efficiencies and service improvements outlined in this section were made, what impact do you feel this may have on you, your family or community?

### Overall:



### Broken down by demographics:



### Key findings:

- **No impact** at all was the largest response category (**43%**).
- Over a third (**36%**) of respondents felt the proposals would have a **positive impact**.
- However, **1 in 5 (22%)** respondents felt the proposals would have a negative impact.

\* Small sample size – fewer than 100 respondents



# Income generation

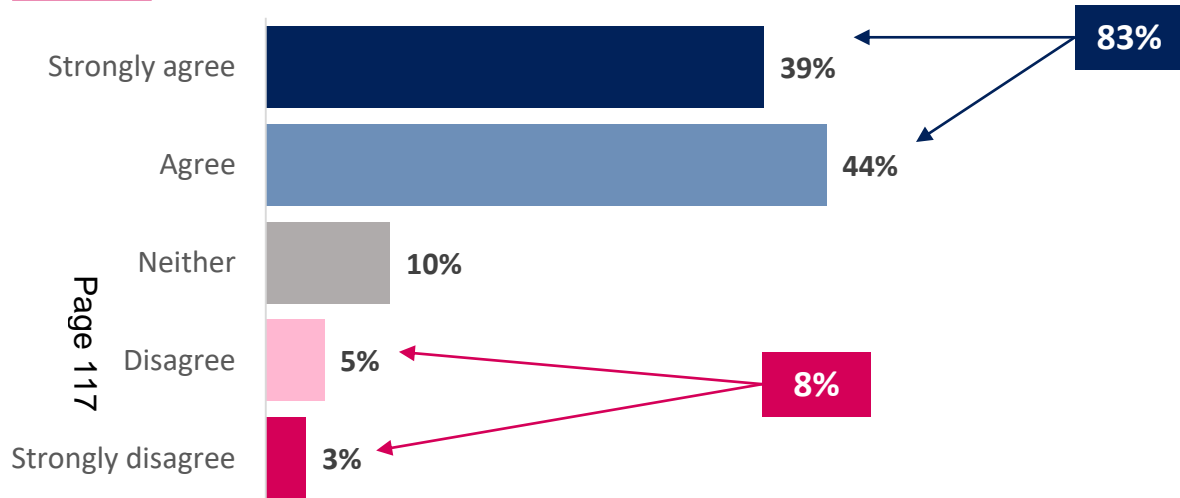




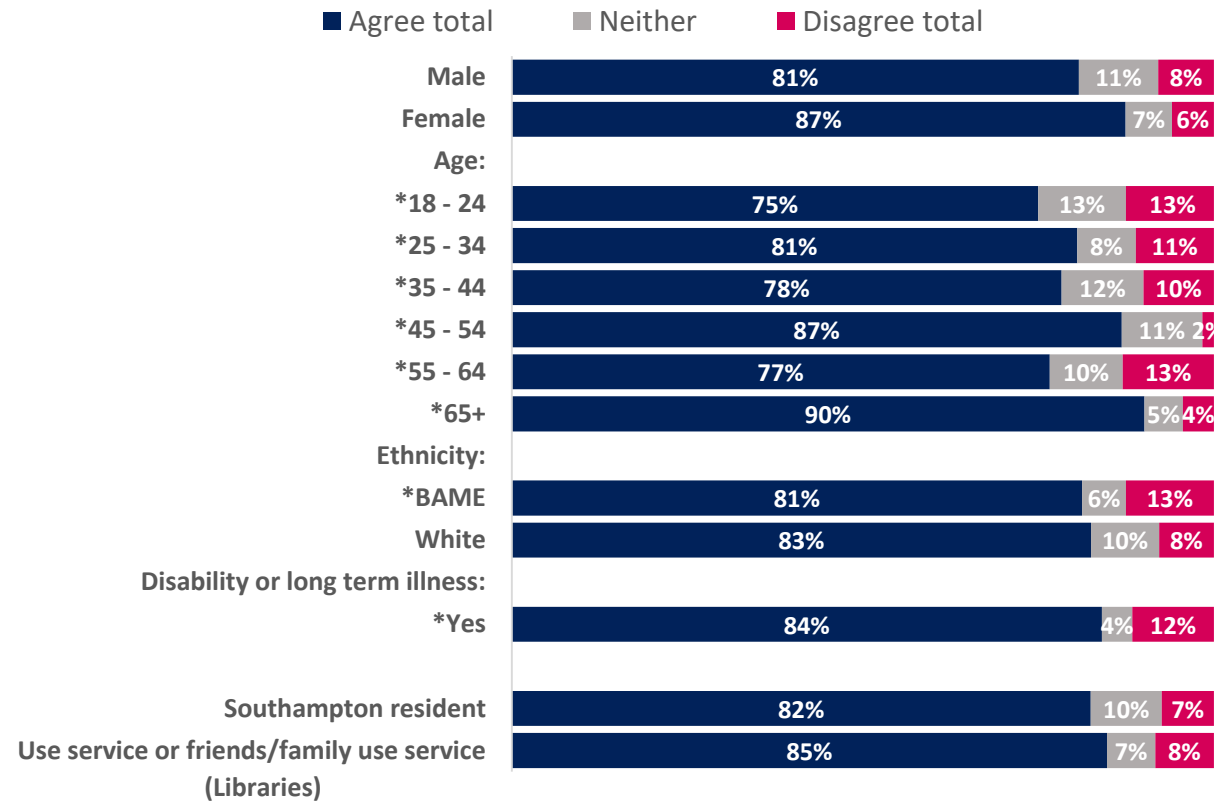
**Question:** To what extent do agree or disagree with this proposal?

*“Reviewing library and registration service offers, fees and charges”*

**Overall:**



**Broken down by demographics:**



**Key findings:**

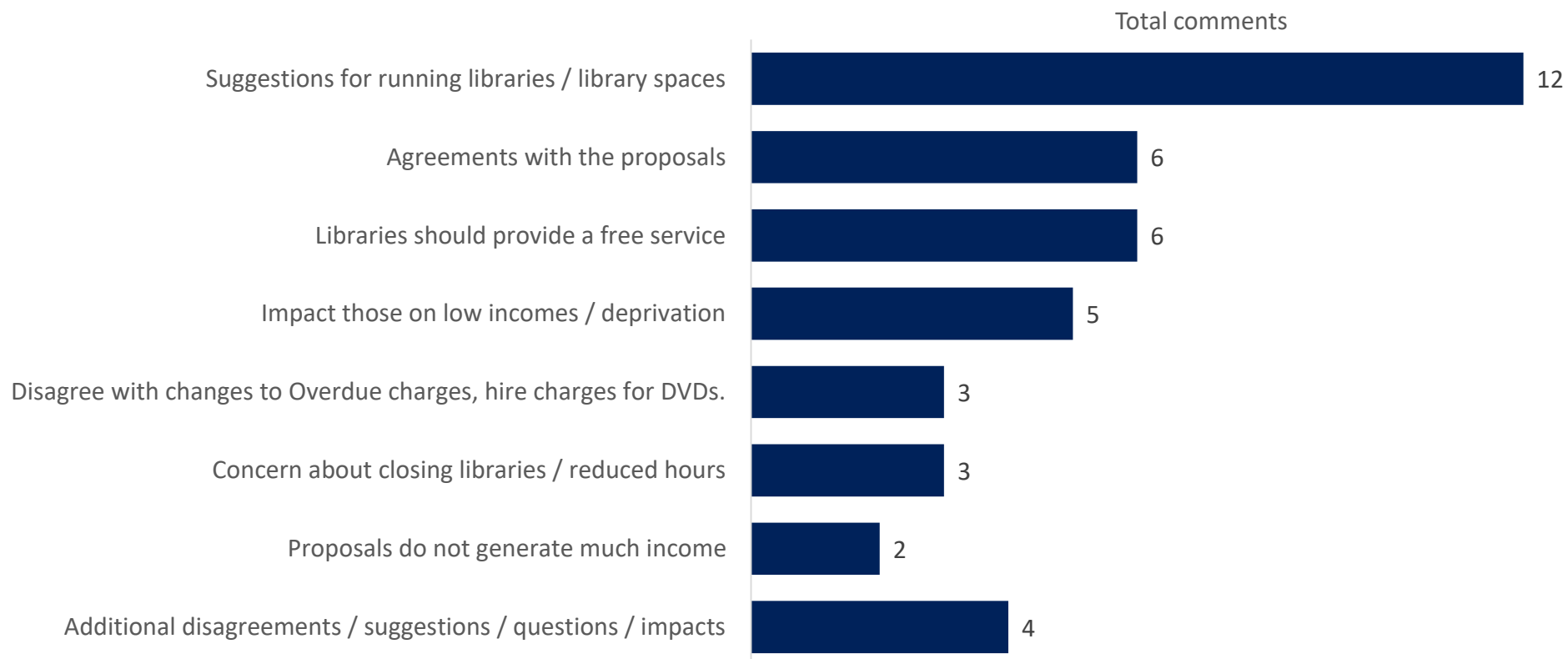
- The **majority (83%)** of respondents **agreed** with the proposal.
- **85%** of respondents **who use or have friends/family that use libraries agreed** with the proposal.
- Those **aged 65+ (90%) agreed** to the **greatest extent**.
- There is **good agreement** across the various **demographic** breakdowns.

\* Small sample size – fewer than 100 respondents



## *“Reviewing library and registration service offers, fees and charges”*

A total of **25** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.







## “Reviewing library and registration service offers, fees and charges”

### Suggestions for running libraries / library spaces:

<i>You should be promoting the uptake of this service in wealthier communities to offset/subsidise the cost elsewhere.</i>
<i>Would not want to see the borrowing of books to be hit - we need to encourage families to get their children reading</i>
<i>Charges should be made to the providers who gain profit for the facilities offered to the public.</i>
<i>I agree the council should review commercial opportunities to use library spaces for fee paying services but not for services that are offered elsewhere such as renting out meeting spaces. Additional services should be in line with the library's values. Successful memberships services have been used at other locations such as The British Museum and The British Library and these would serve as good templates.</i>
<i>Would it be possible to allocate space to a "Friends of Southampton Library" to accept donations of books and have volunteers sell any that the library does not want to keep for itself. Thus providing an income for the library and getting greater usage of it's services?</i>
<i>I have always loved libraries: they are essential as centres for accessing info. and for quiet entertainment and leisure but also as learning/community hubs...changes don't have to mean a reduction in services; the future for libraries will have to be technological. This would almost certainly mean investment which would be justified only by spreading services in different ways in the community...e.g. for the very young...for students...the retired...the elderly</i>
<i>I rather would use venues like library to teach classes, book talks and rent out for local businesses that would generate more funds and would educate the community.</i>
<i>Library charges. Hampshire libraries charge for books they have to get in. Why do Southampton not charge?</i>
<i>Library's to rent out space to operate coffee shop inside to bring in extra revenue.</i>
<i>Please ensure that library services retain a focus on encouraging reading and knowledge. The use of library space for other purposes is secondary.</i>
<i>Re-instate libraries</i>
<i>Several DVDS borrowed from the library have proved distorted. The onus should be on users to inform the Library staff. on return so they can be taken out of service. Persistent offenders risk fines to pay for replacements.</i>

### Agreements with the proposals:

<i>I agree the council should review commercial opportunities to use library spaces for fee paying services</i>
<i>I agree with increasing certain library costs e.g. for DVD rental, internet use and printing</i>
<i>I think libraries should be supported. Being able to book council places and libraries are very important for the community.</i>
<i>I think people would understand in these tough times.</i>
<i>I wholeheartedly agree with proposals to increase the use of space in the libraries, and open them up for commercial use</i>
<i>people with late return should pay for that</i>

### Impact those on low incomes / deprivation:

<i>but the problem as you well know is that with that age group you've also got some serious deprivation.</i>
<i>Raising things higher will affect people who can't afford much as it is there isn't much help for people who live on a budget</i>



## “Reviewing library and registration service offers, fees and charges”

### Libraries should provide a free service:

*Charges for library's should be kept to a minimum as not everyone has access to a computer to get information, education etc*

*I disagree with charging for library use. Libraries services have been reduced over the years, and in my experience (as a volunteer with a community library outside Southampton) many of the people who continue to use the library are those with little access to or understanding of technology (therefore, they don't have kindles and the ability to stream free-reading, or buy books on line), and with limited disposable income, meaning they cannot afford kindles or to download books).*

*I do not currently use the lending library but did a great deal when I had small children and would want to see it as affordable to all.*

*In reviewing library services no new fees should be introduced i.e. books must remain free to reserve and borrow.*

*Libraries should provide a free service, set in law, and I trust that this will continue to be the case in Southampton.*

*Library services should be free for the whole community. It's the only access to free education resources the city has.*

### Concern about closing libraries / reduced hours:

*We have seen how some libraries are being closed or reduced their opening days.*

*changes don't have to mean a reduction in services*

*I am also concerned about possible plans to shut libraries*

### Proposals do not generate much income:

*The savings through changes to libraries and to the call centre seem negligible in comparison to the cost to introduce it and/or advise of the changes.*

*I have little faith council will see any appreciable increased income from library and wedding proposals.*

### Additional disagreements / suggestions / questions / impacts:

*I need a bit more information about your proposed charges before I will agree.*

*It might've done if there wasn't the accessibility to streaming services as we were great users of the libraries DVD service.*

*Please ensure library continue to offer services*

*You did not give details of how library charges would change, so I could not determine whether I agree or not*

### Disagree with changes to Overdue charges, hire charges for DVDs:

*not by charging DVD / book charges*

*Disagree with introducing further library charges*

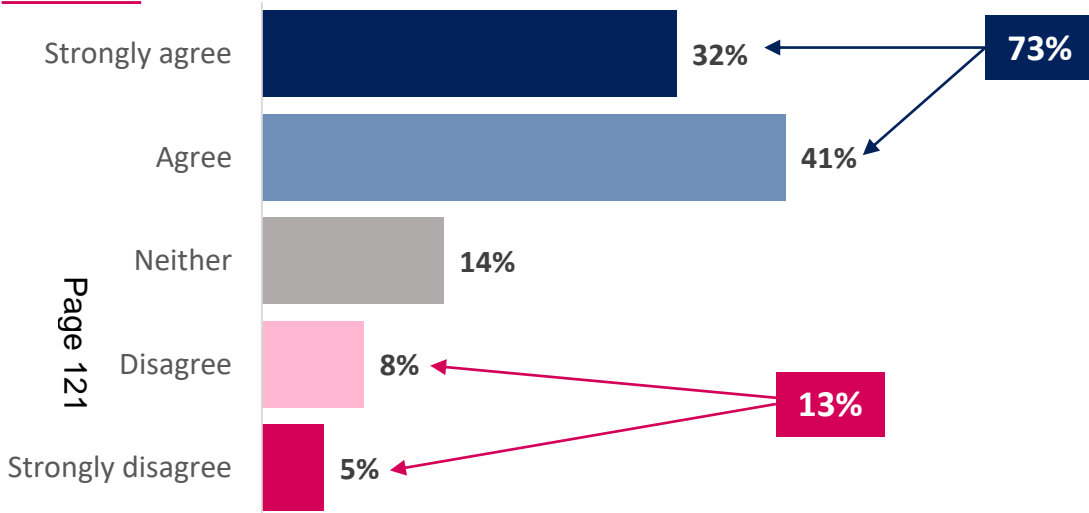
*I would be careful with the late fees review to understand how high you can go without either making the debt too difficult to recover without involving debt collection agencies or putting off service users from using the facilities.*



**Question:** To what extent do agree or disagree with this proposal?

## “Reviewing Telecare Rental Charges”

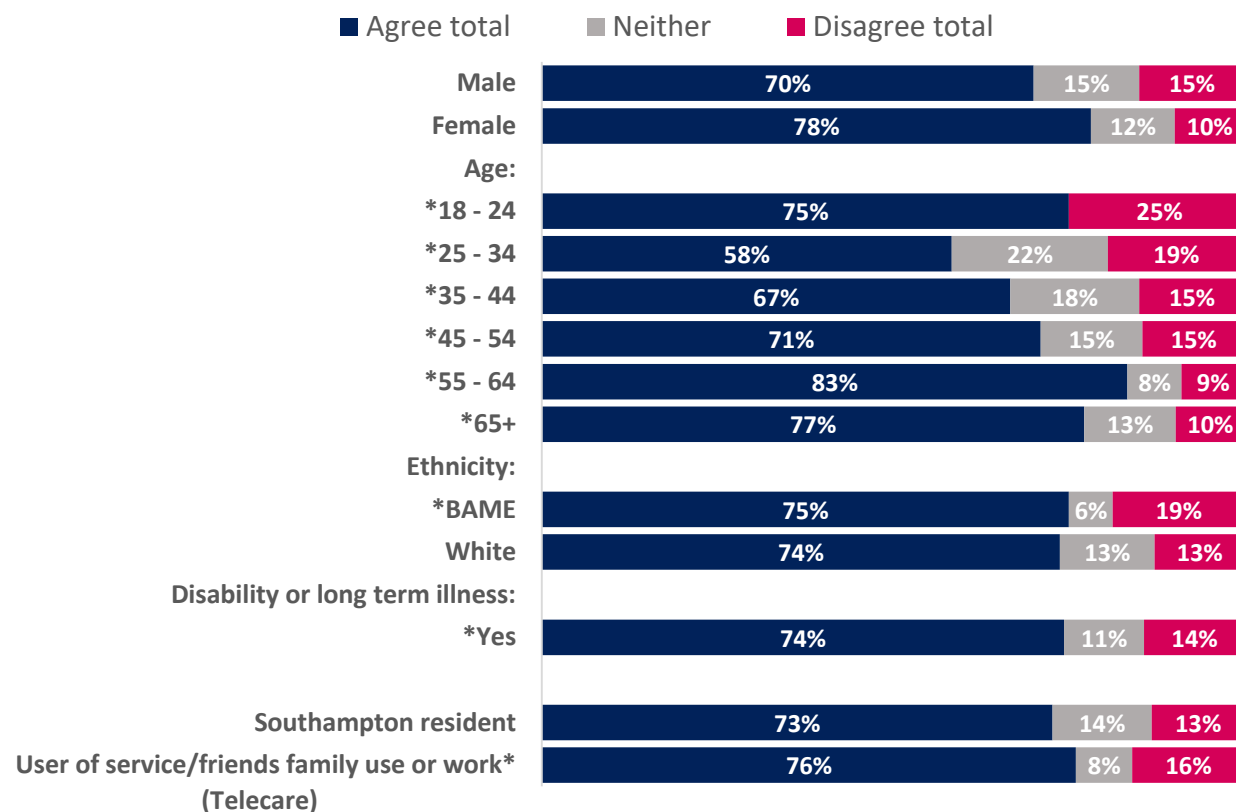
### Overall:



### Key findings:

- **73%** of respondents **agreed** with the proposal, whilst **13%** of respondents **disagreed**.
- **76%** of respondents who **use, have friends/family that use, or work in telecare** agreed with the proposal.
- Those aged **55-64** agreed to the greatest extent (**83%**).

### Broken down by demographics:

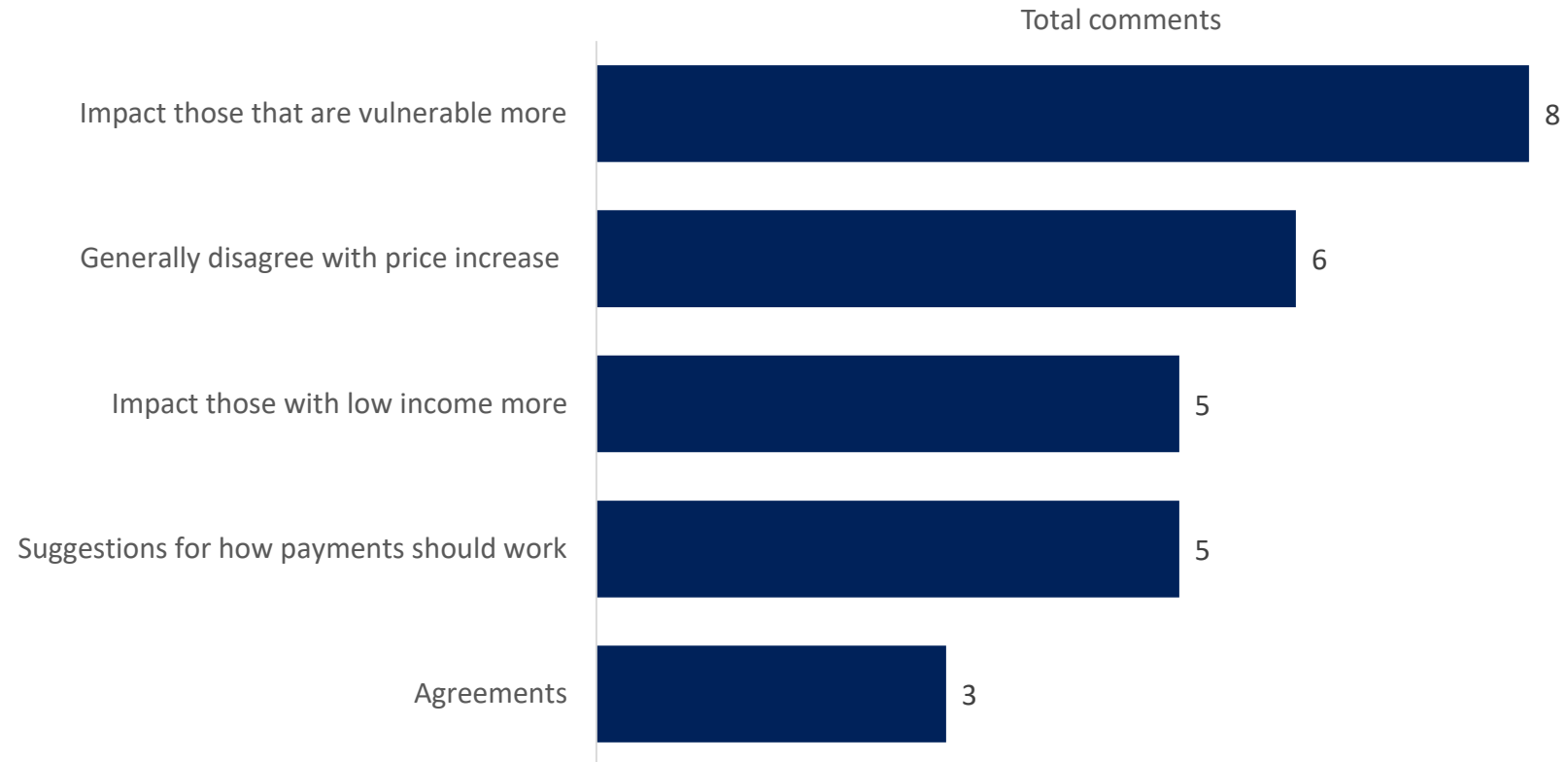


\* Small sample size – fewer than 100 respondents



## *“Reviewing Telecare Rental Charges”*

A total of **15** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





## “Reviewing Telecare Rental Charges”

### Impact those that are vulnerable more:

*Again, it is the people who are most vulnerable, and in need who are being compromised here.*

*I am not sure what to say really. Telecare increased payments?... It's quite sad really and I worry about vulnerable people without advocates.*

*For those who require it, is a necessity*

*Then hit most vulnerable with well above inflation increases to services like telecare.*

*Seems counterproductive to those who use it, especially given that those who use it are normally in at risk groups.*

*I also believe increasing the cost of Telecare would be an unnecessary source of anxiety for people who are already vulnerable and rely on the service.*

*Just put yourself in their shoes, paying nearly £80 last year and using potential savings to cover that for the security of peace and mind for safety, to then finding out that you can't afford the new changes and will have to have this removed, financially nobody is better off from this, and mentally could cause a huge concern of mental health, and potentially feeling badgered into continuing the service. It would be damaging especially to now and this climate.*

### Impact those with low income more:

*not sure about the ability of pensioners to pay for services...possibly there is help for those*

*Against Telecare increases to anyone receiving benefits or financial aid.*

*should not have to pay more for such a service as their pension contributions are not increasing in line with the increase you are proposing.*

*Raising things higher will affect people who can't afford much as it is there isn't much help for people who live on a budget*

*I feel that there are a lot of vulnerable people who may in turn have to sacrifice a tin of beans of bread a week to afford this.*

### Suggestions for how payments should work:

*How about just increasing the cost for private customers, so that they can cover the costs?*

*People who are on benefits should not have to pay for the service. But, people who have extra income should have to pay far more than is being proposed. For those with savings and extra income the service should be treated like any private care service and commercial rates charged. The income could then be spent on other frontline care services.*

*all charges for residential services to should be presented including VAT when applicable as to quote them ex VAT is misleading and appears to be an effort to disguise the real level of increase.*

*I think you should look at this in a band approach fir those already receiving this service. It should look at their income incl private and state pensions...I'm not saying it should be on an individual basis because that is time and money but a band approached to who should pay the difference or have a reduction to nothing extra at all.*

*This does not factor in the additional installation and other costs.*

### Generally disagree with price increase :

*prohibitively expensive for some.*

*Against Telecare increases to anyone receiving benefits or financial aid.*

*Above inflation increases*

*Financially nobody is better off from this,*

### Agreements:

*The telecare service cost increase is again unfortunate, but perhaps necessary.*

*I think the proposal to make the key safe a one off payment is right.*

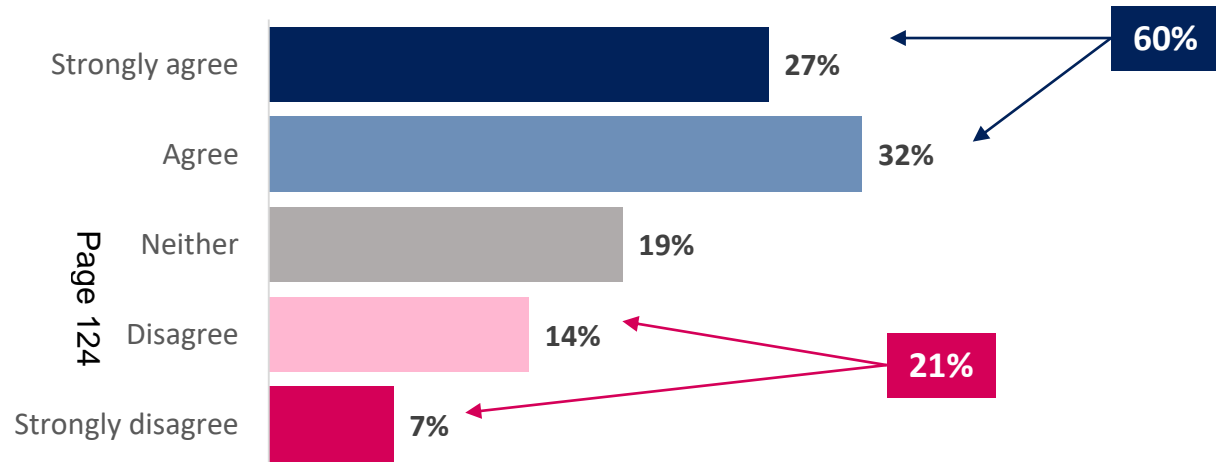
*Agree Telecare increases to private users who receive no financial aid.*



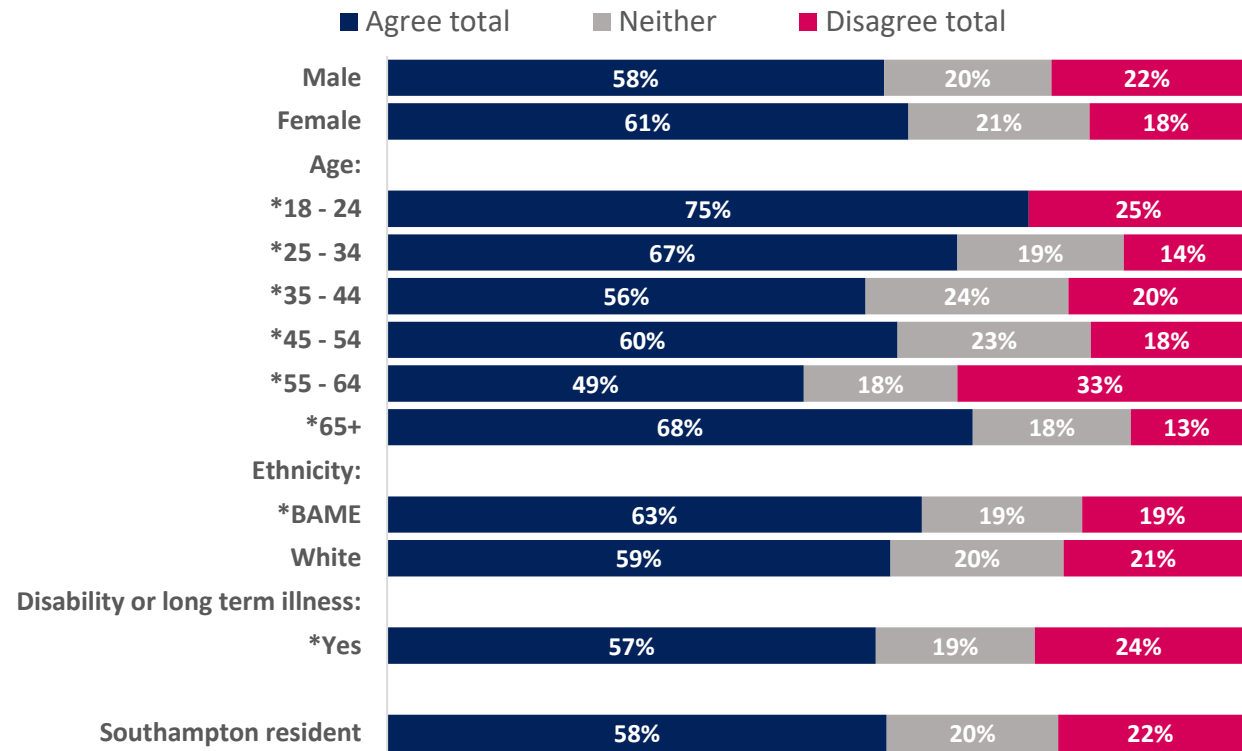
**Question:** To what extent do agree or disagree with this proposal?

*“Explore running a city lottery and explore crowdfunding options”*

**Overall:**



**Broken down by demographics:**



**Key findings:**

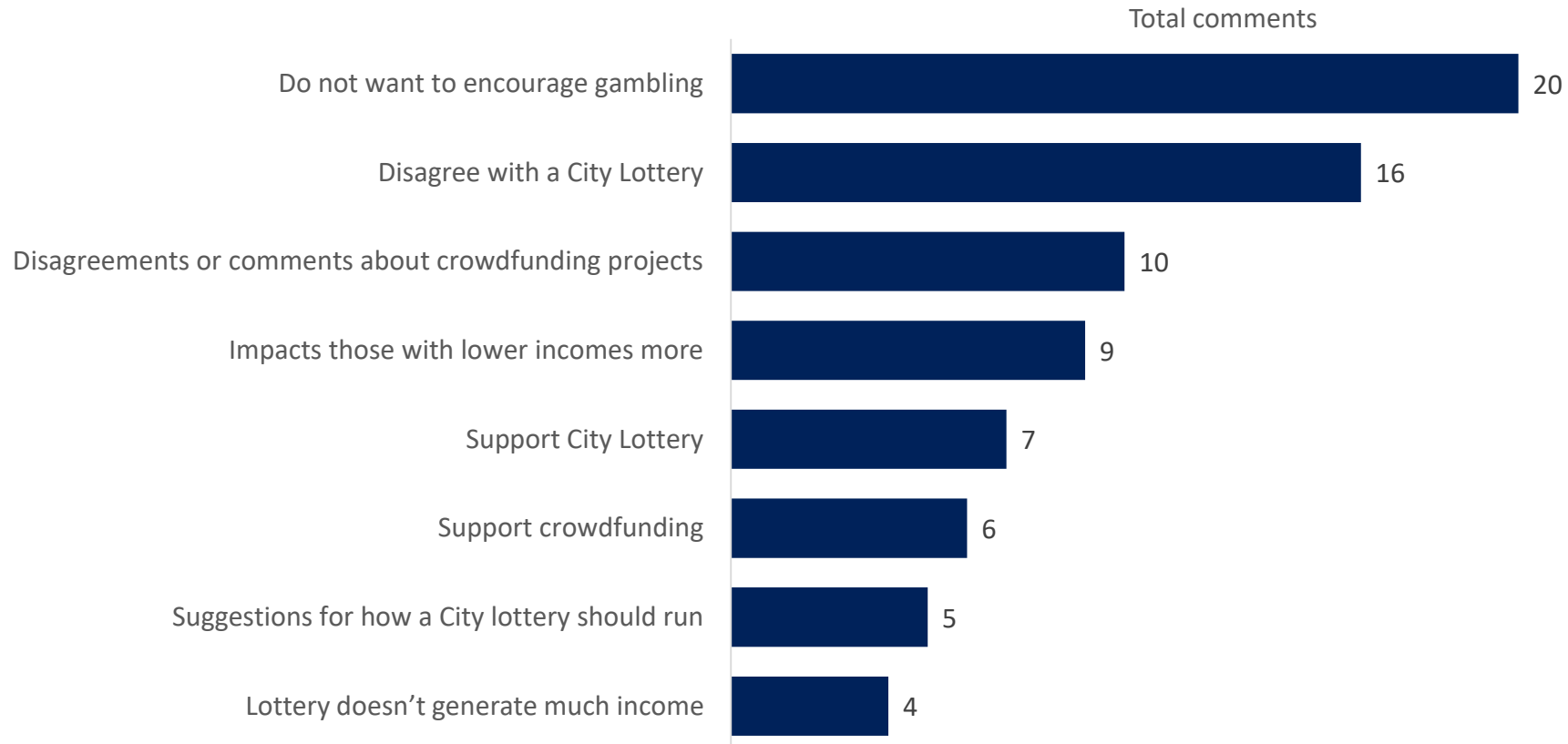
- The majority (**60%**) of respondents **agreed** with the proposal, whilst **1 in 5 (21%) disagreed** with the proposal.
- Those aged **55-64** agreed the least (**33%**).

\* Small sample size – fewer than 100 respondents



## *“Explore running a city lottery and explore crowdfunding options”*

A total of **48** respondents provided a comment specifically on this proposal. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.





## “Explore running a city lottery and explore crowdfunding options”

### Do not want to encourage gambling :

<i>I understand people like lotteries but do we really need to support gambling?</i>
<i>Gambling problems have resulted from the ease of access to National Lottery products.</i>
<i>I think it normalises gambling. For most people gambling is a bit of harmless fun, but for a significant minority it is a devastating problem.</i>
<i>Should we be introducing a lottery where individuals are encouraged to bet if you like when perhaps they can't afford it.</i>
<i>A lottery is a horrific idea and is a gateway to harder gambling. Shame on the council for proposing this. Addictive personalities and idiots play the major national lottery with ridiculous odds of winning. This will penalise the poorest and most vulnerable.</i>
<i>Lottery - we have enough gamblers, chancers, and hoppers already. We must not encourage more.</i>
<i>encourages those who already gamble to get into more difficulty</i>
<i>but will send out mixed messages about gambling. At a time of worsening mental health, it is reasonable to assume more people will face difficulties with addiction issues such as gambling. A council supported lottery could add to those risks.</i>
<i>How would you make sure that a lottery doesn't increase gambling habits across the city?</i>
<i>Gambling limited funds as a means to escape poverty is not to be encouraged.</i>
<i>I disagree with the city lottery as I feel gambling is addictive and it encourages people to spend money they can ill afford to lose</i>
<i>potentially encourage additional gambling by residents who are disproportionately those on lower incomes.</i>

### Disagree with a City Lottery:

<i>lotteries generally take money from the poorest, redistribute some of it, and eat up some in administration. they are thus overall a net loss. if you are taking money off the poorest in the city to give it back to them in council services, but with additional losses through staffing costs at the council, that's stupid. the only gain is if you get people playing your lottery instead of the commercial ones. you'd be better off just banning commercial lotteries.</i>
<i>Hasn't a Southampton lottery been carried out before ? I think it was a few years ago but all interest was lost in it.</i>
<i>Disappointed that Council looking to have its own lottery, just because another authority may have a lottery don't see why Southampton has to have one. This proposal just shows how poor central government funding is.</i>
<i>Lotteries are a bad idea. Community projects should be funded on merit not chance</i>
<i>The lottery seems ill thought out, more hopeful than achievable</i>
<i>Don't like the idea of a lottery at all</i>
<i>I disagree with government lotteries.</i>
<i>I do not think a lottery would be supported enough by the community to make it viable to interduce</i>
<i>I do not like the thought of running council services with lotteries.</i>
<i>Why are you wasting time and money on City lotteries, when there are other more pressing priorities. Like every other Labour scheme, it will cost us money not make it!</i>
<i>It would lose money running a lottery.</i>
<i>No lottery as this will have set up costs</i>
<i>I do not see public services as a lottery business.</i>





## “Explore running a city lottery and explore crowdfunding options”

### Disagreements or comments about crowdfunding projects:

*I can't see who would want to contribute to a crowd-fund for projects that the council should be supporting anyway.*

*Not convinced about crowdfunding exercises, both smack of jumping on bandwagons. These I feel are better left to private enterprise, council should just provide services.*

*crowd funding activities could be arranged independently of the council.*

*This may lead to a reduction in funding for some community projects if those groups are not able to achieve match-funding or attract other funding streams. - so what are the council going to do to help to keep this from happening or to support the community projects that have a reduction in funding (which is already thin on the ground at best these days)?*

*I'm concerned about the proposals to replace the small grants scheme at this time. Asking community groups to match funding in the current economic climate is likely to be a major obstacle for many of them as local businesses face financial difficulties caused by Covid. I would support delaying this proposal for another year until the economy has some chance to recover*

*I am against charity funding for what I perceive as community services.*

*Totally disagree with crowdfunding of any kind. It's legalised begging. To reduce grants and force small projects to crowdfund is wrong. They already ask repeatedly for donations so it's just an excuse for the council to stop helping these small groups*

*I think this could have a negative impact on my community interest company where I work, and also the personal support I and my family receive from other small organisations.*

*Re match or crowd funding approach to fund community projects to replace direct council funding through the current Small Grants Scheme - this should be an additional option available not replacement. If applications to existing grant scheme has had feedback it is difficult to do / obtain then review the application process and simplify it, whilst ensuring there are limits in place and option to attempt crowd funding as part of it*

*I despise Crowdfunding in all its forms*

### Impact those on lower incomes more:

*Often this is dubbed a tax on the poor and gullible - people spending money they should use for food in the incredibly slim hope of a pay day.*

*Lotteries generally take money from the poorest,*

*A lottery will likely disproportionately attract lower income families*

*Lottery tickets are bought by the people who can least afford it*

*A lottery is most likely to attract those who are already on low incomes, negatively impacting them financially and encourages those who already gamble to get into more difficulty*

*Any proposal will need to take into account impacts on median citizen incomes, by socio-economic group in order to reassure (me) that it will not reduce expenditure on life's basics, cause potential increases in poverty, or other mental health problems, or physical decline.*

*A lottery would be a tax on the poor - the same people the Council says it ( quite rightly ) wants to support.*

*potentially encourage additional gambling by residents who are disproportionately those on lower incomes.*

### Lottery doesn't generate much income:

*The City lottery is not envisaged to make sums that can make a huge difference to anything very much.*

*The proposed income looks a bit low. If £23k is all that you think you can make you're not doing it properly!*

*I am unconvinced that there is room, appetite, demand or civic relevance to running a local lottery. The income benefits appear very small in the grand-scheme of Council income.*

*I think a local lottery won't raise significant funds*



## “Explore running a city lottery and explore crowdfunding options”

### Support City Lottery:

The City Lottery idea is a good one.
I like the idea of a local lottery. That way we would know that any profit would go towards supporting local services.
The lottery is a good idea that should be enacted as soon as possible
I FEEL THAT A CITY LOTTERY SCHEME MAY PROVE MORE SUCCESSFUL THAN PROJECTED

### Support Crowdfunding:

<i>Crowdfunding is a good idea</i>
<i>Would encourage crowdfunding for specific projects - crowdfunding such as happened in Burnley to meet specific needs gets people engaged, on board and motivated.</i>
<i>I think bringing the community together is an excellent idea and I enjoyed the video where Southampton used the slogan ‘we March on’ linking Southampton, with the football club, the hospitals and the universities is a wonderful idea. Crowd funding for these areas and bringing them all together to develop Southampton into a culture hub will make for an attractive and exciting place to live, work and visit.</i>
<i>The crowd funding idea is however good and should be explored more.</i>

### Suggestions for how a City Lottery should be run:

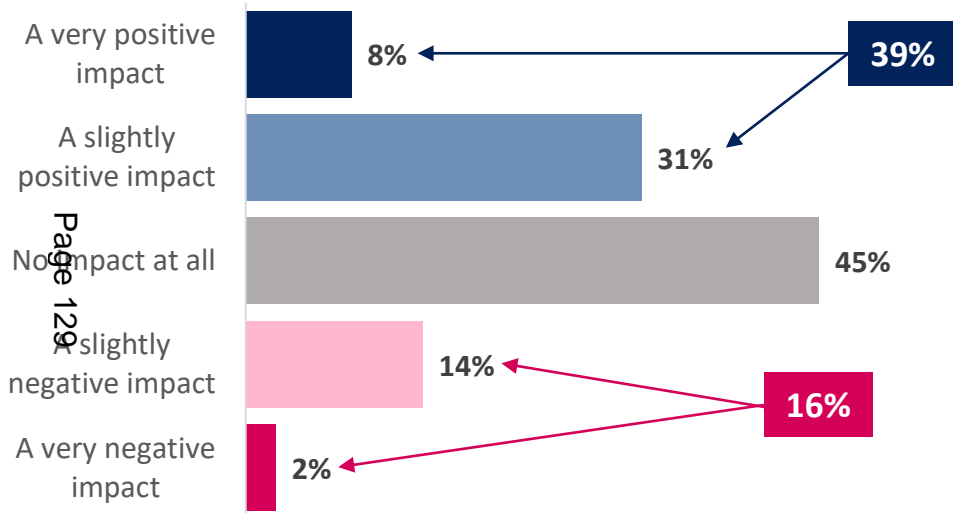
<i>Perhaps join up with other local authorities to widen population pot and increase value of the prizes?</i>
<i>If lottery goes ahead the purchase age must be 18.</i>
<i>It depends on whether a city lottery could be run efficiently.</i>
<i>Local lottery should run on both a weekly and monthly basis, with spending limits for any one individual to reduce gambling addiction issues. Entry / eligibility should encompass as large a geographical area as possible (toward Winchester, Hamble, New Forest) and not limited to the city centre, to engage a much wider community and increase potential earnings and winnings as much as possible.</i>
<i>only Southampton residents should be able to play and profit from this.</i>



## Question:

Overall, if the income generation proposals outlined in this section were made, what impact do you feel this may have on you, your family or community?

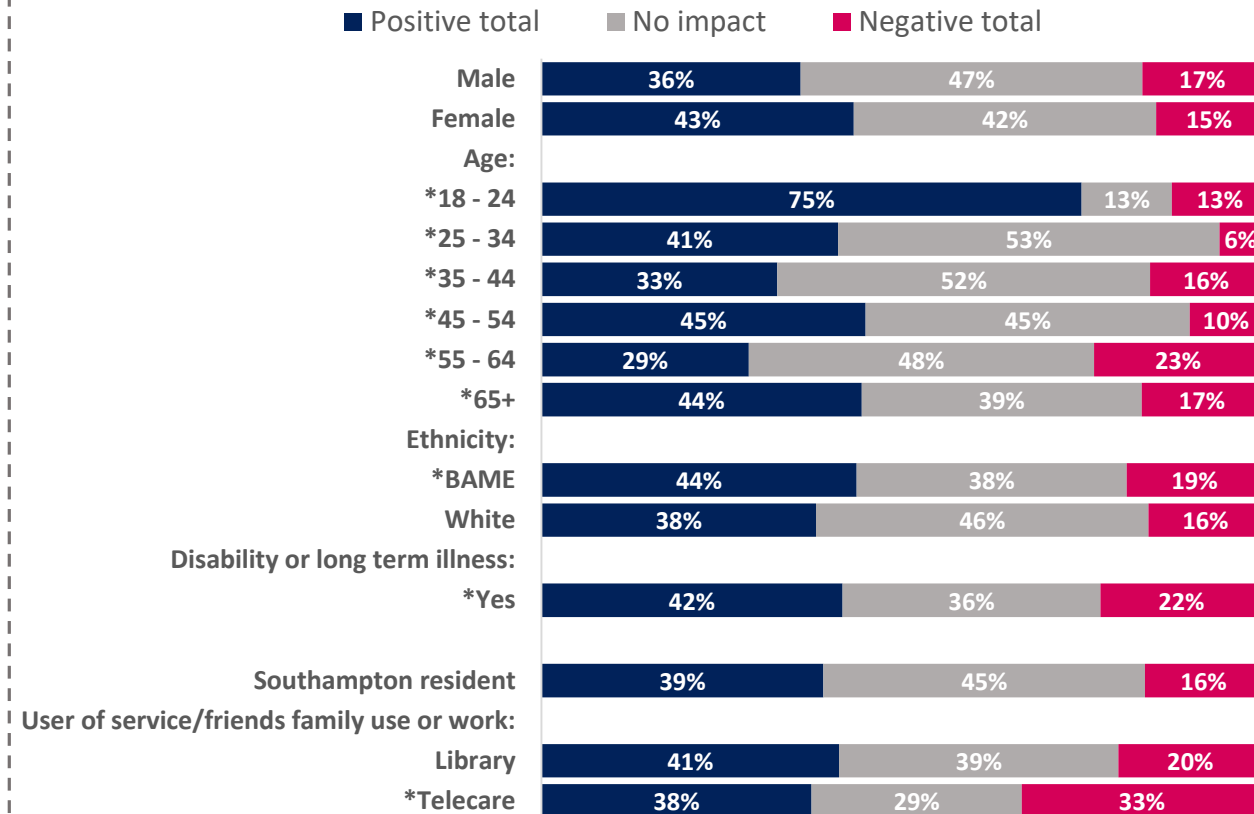
### Overall:



### Key findings:

- **No impact at all (45%)** was the category people responded to the **most**.
- **39%** of respondents felt the income generation proposals would have a **positive** impact.
- **16%** of respondents felt the proposals would have a **negative** impact.
- A **higher proportion (33%)** of respondents who **use, have friends/family that use, or work with telecare** reported a **negative impact**.

### Broken down by demographics:



\* Small sample size – fewer than 100 respondents



# Council tax

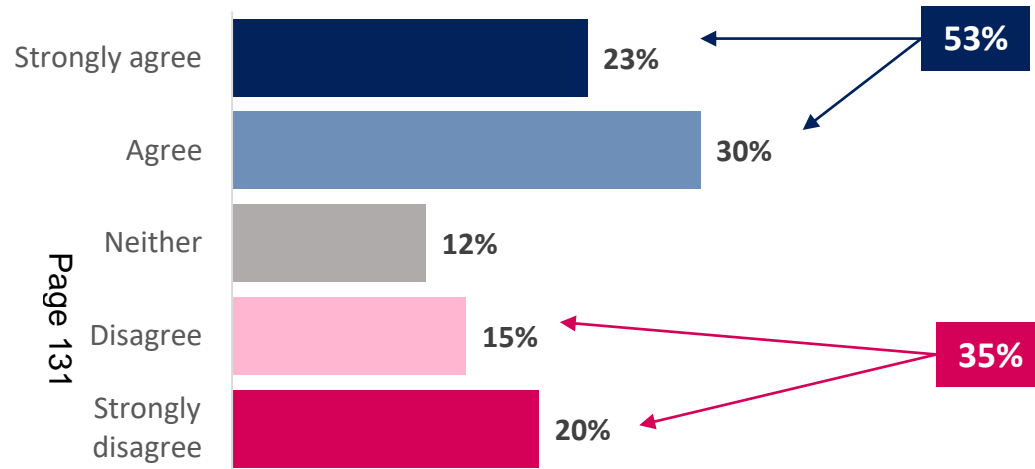




**Question:** To what extent do you agree or disagree with the proposals regarding council tax?

*“Raising the core part of the council tax bill by 2%”*

**Overall:**

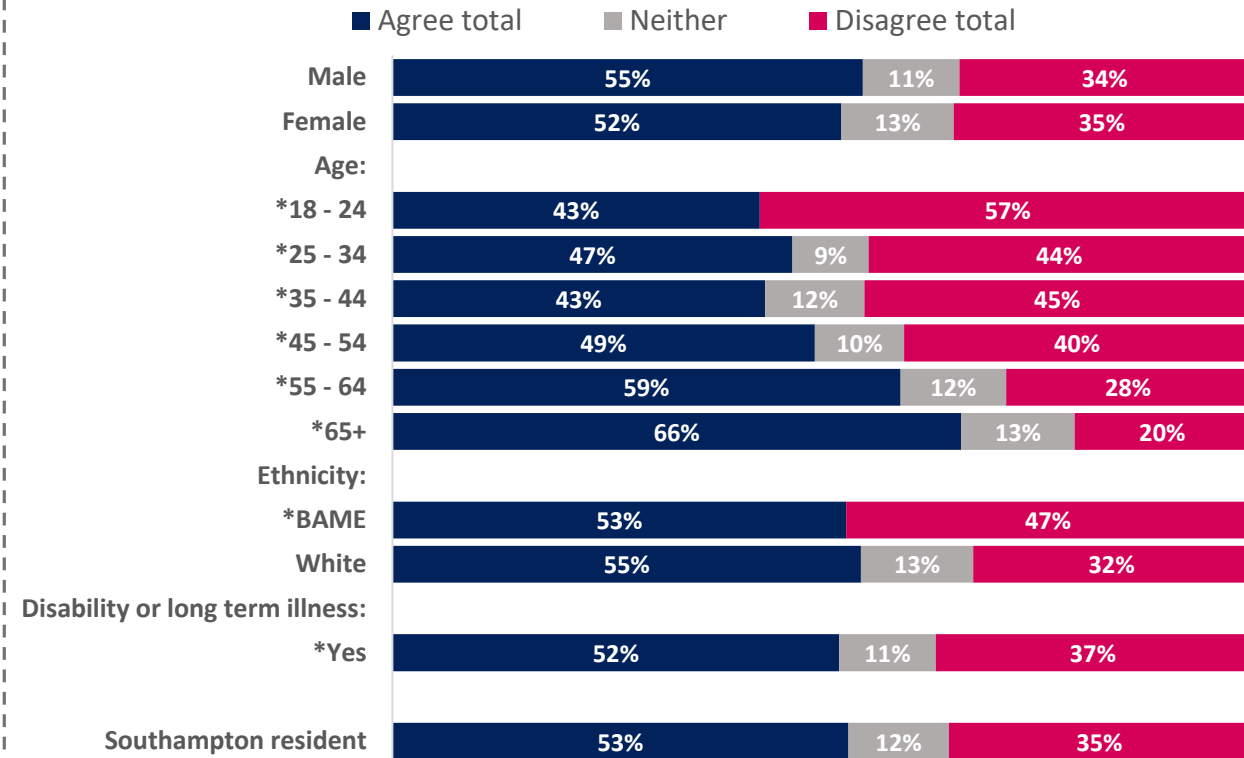


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**Key findings:**

- Over half (**53%**) of respondents **agreed** to the proposal.
- **35%** of respondents **disagreed**.
- There is a **gradient between** respondent **agreement and age**, with **agreement increasing with age**.

**Broken down by demographics:**



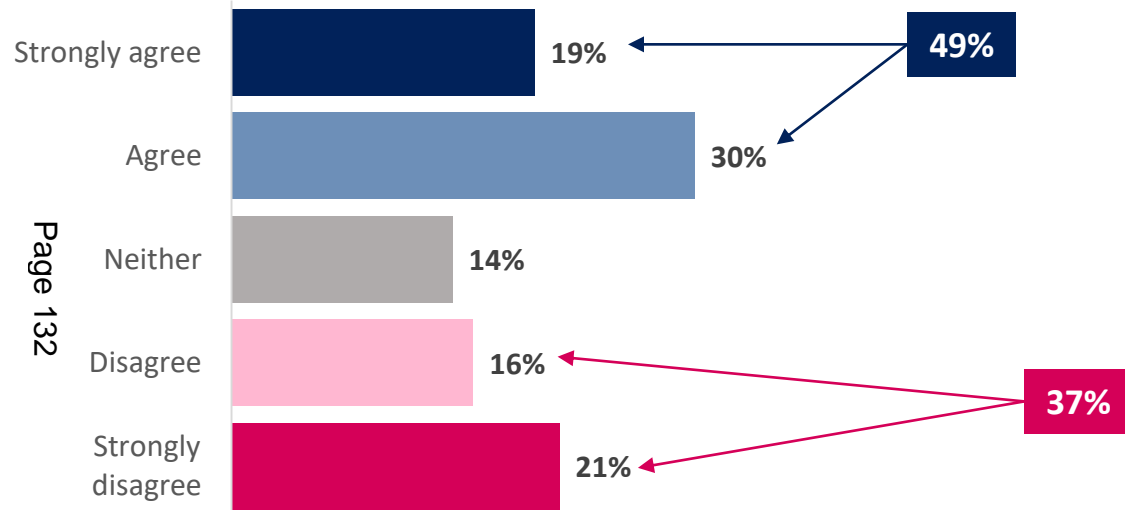
\* Small sample size – fewer than 100 respondents



**Question:** To what extent do agree or disagree with the proposals regarding council tax?

*“Proposing a further 2% increase in council tax for the adult social care precept”*

**Overall:**

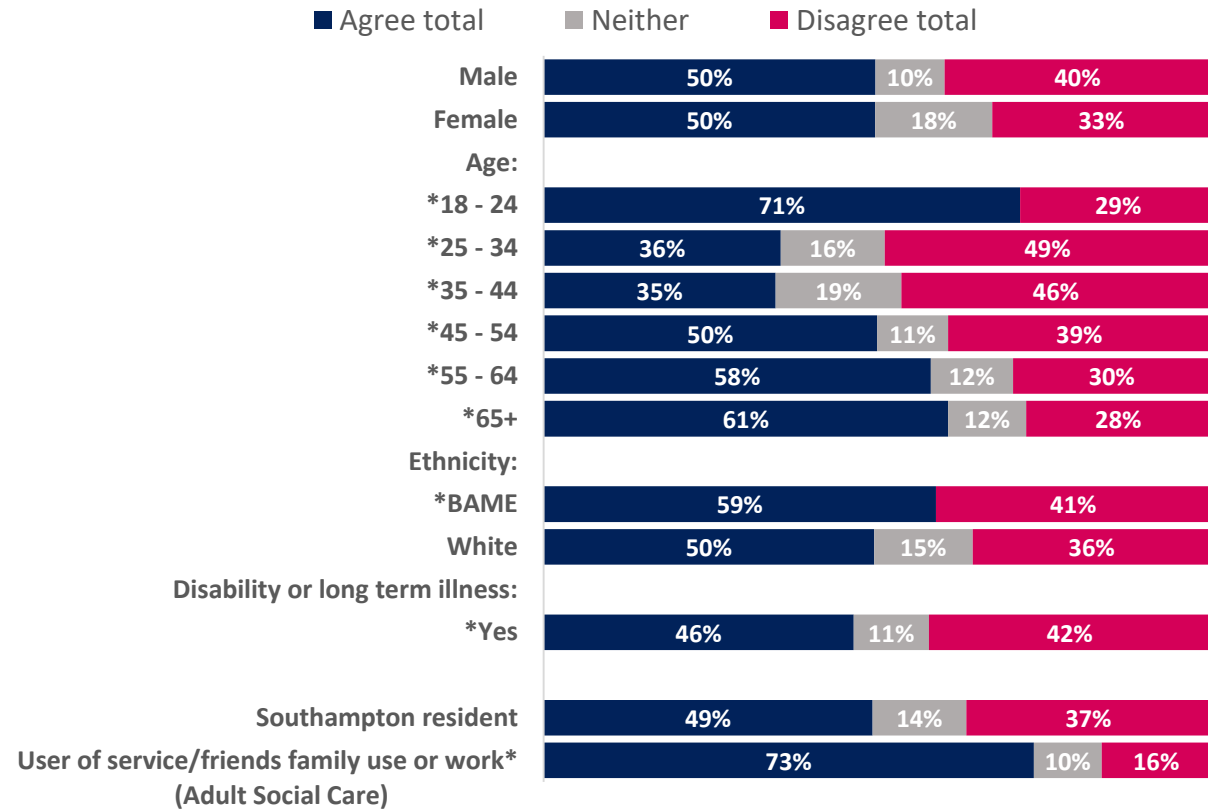


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**Key findings:**

- **49%** of respondents **agreed** with the proposal, compared to **37%** who **disagreed**.
- **Generally, Older** respondents tend to **agree to a greater extent** than younger respondents; excluding the 18-24 category (11 respondents).
- **73%** of respondents who **use, have friends/family that use, or work in adult social care** agreed with the proposal; the highest agreement among the demographic breakdowns.

**Broken down by demographics:**



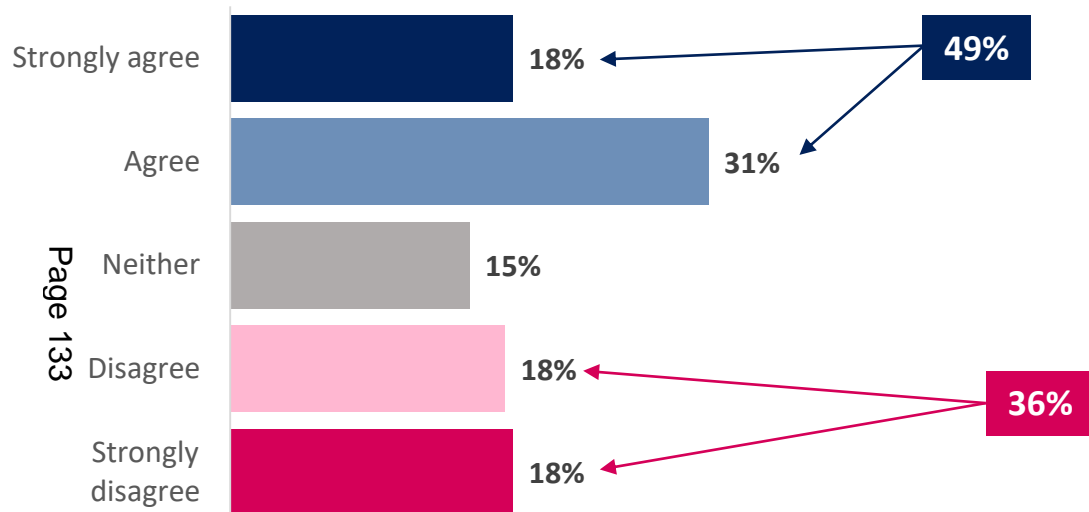
\* Small sample size – fewer than 100 respondents



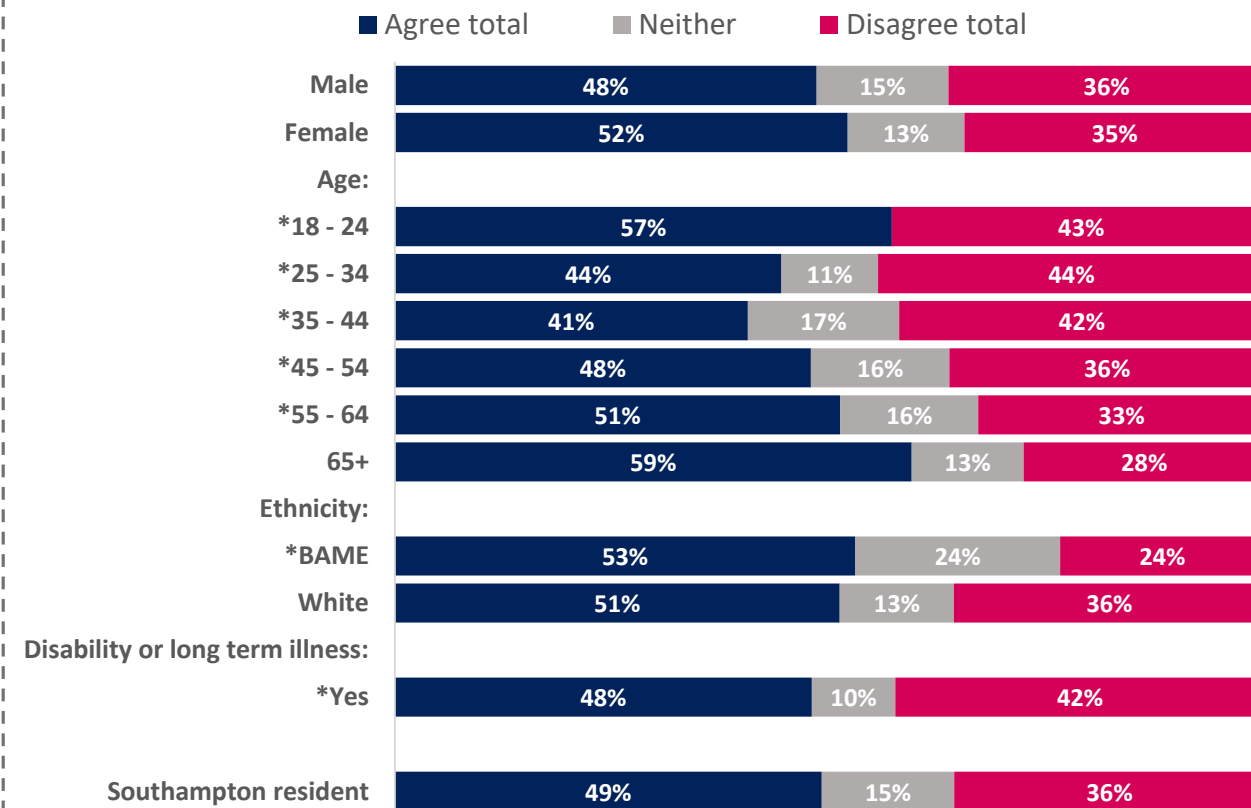
## Question:

To what extent do you agree or disagree with potentially paying an **additional 1%** council tax to help protect the most vulnerable adults in the city?

### Overall:



### Broken down by demographics:



### Key findings:

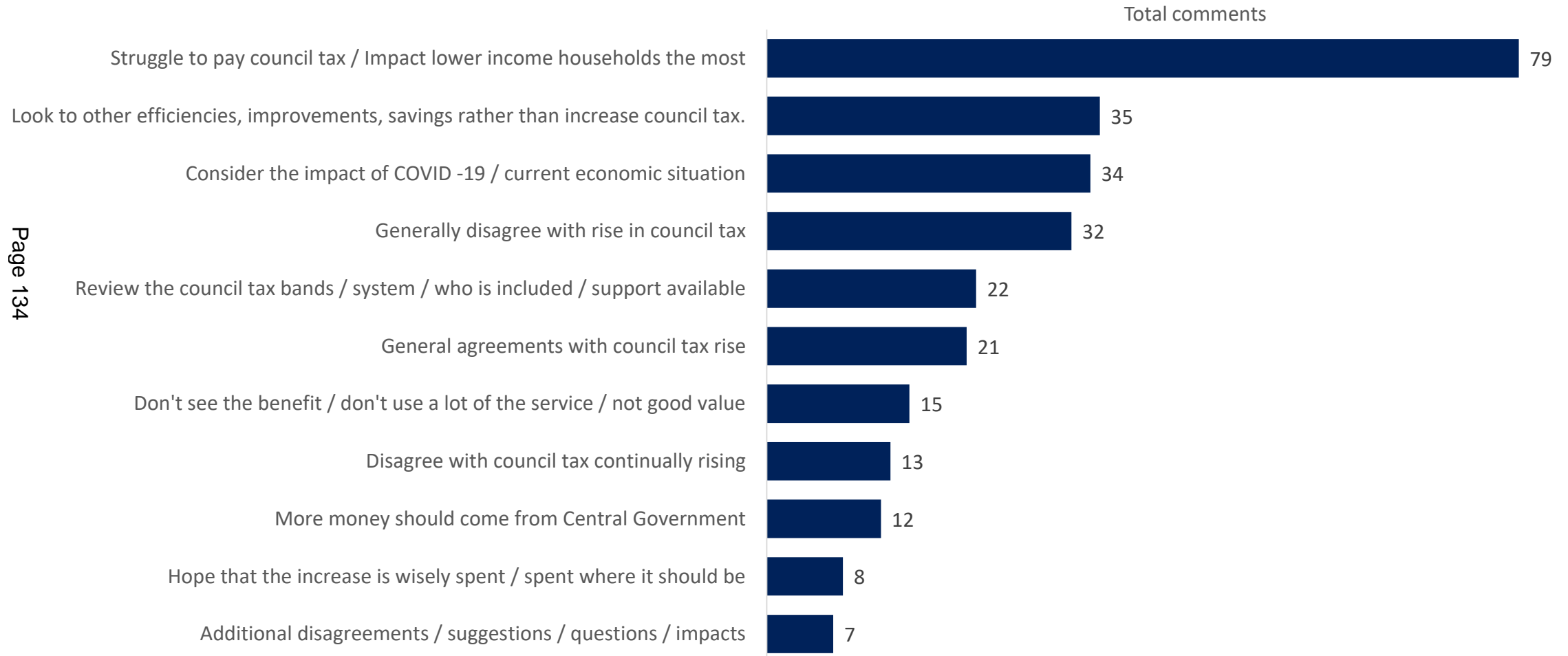
- **49%** of respondents **agreed** with the proposal, compared to **37%** who **disagreed**.
- These are very similar numbers to those agreeing / disagreeing with the proposal to uplift tax by an initial 2% for ASC.
- **Agreement** continues to **increase with age** (excluding 18-24), with those **aged 65+** agreeing to the **greatest extent**.

\* Small sample size – fewer than 100 respondents



# Council Tax - Free text comment themes

A total of **144** respondents provided a comment specifically on Council Tax. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.







# Council Tax - Unique points from the free text comments

## Struggle to pay council tax / Impact lower income households the most:

<i>People have lost there jobs and cannot afford bill increases especially the people in minimum wage</i>
<i>The council never appear to consider the difficulties pensioners may face as a result of all the proposed increases. Pensioners are usually given a small percentage increase in their pensions each year - but every year for the past five years at least, this has been lost as the council tax increases by the same amount, thereby leaving pensioners worse off year-on-year.</i>
<i>Council tenants are not receiving ample pension from the state pension funds to cover more and more tax rises, we are council tenants because we only earnt low wages in the past, pensioners should not have to pay more taxes, we are already on low incomes.</i>
<i>Vulnerable adults do require protection but the language in your proposal suggests that they would not receive any protection if this price increase is not realised. This is misleading.</i>
<i>Total tax burden increases disproportionately for lower income families.</i>
<i>it's already high for the region so further increasing this will be a huge challenge for renters</i>
<i>I just hope that these increases do not drive struggling families further into poverty and needed to rely even more on food banks to stay nourished.</i>
<i>council tax is already VERY high</i>
<i>There needs to be, and hopefully are already, safeguards to make sure that people of lower income who are already struggling are not put under further pressure.</i>
<i>It's a non-progressive tax that hardly touches the richest and costs the poorest disproportionately.</i>
<i>As a disabled person who only receives the basic UC and in receipt of PIP, increasing council tax is a foul, bad idea. I can't keep up with council tax as it is as I have no help what so ever.</i>
<i>the additional charges to Council Tax will impact people on an average wage - it will not affect those on lower incomes as they receive Council tax benefits. All the small increases are adding up until we have little disposable income.</i>
<i>Yet there is no safeguarding against people become vulnerable because of it, who are not currently vulnerable</i>
<i>I live by myself, single person discount is not enough as it stands. I cant afford an increase on this, council tax is too much already!</i>
<i>Whilst of thinking of the hardships it's citizens have and are going through! Whilst not putting the added pressure of increasing household bills</i>
<i>We are not entitled to extra support- just over the threshold, any increase in council tax would mean we would go without even more.</i>
<i>Working houses are struggling more then ever with every little help from the council and government.</i>
<i>I have no other bill that costs as much as council tax and I receive less for that money than every acculmative bill I do have that match it</i>
<i>An additional percentage point here and there soon adds up, at a time where many households have lost thousands of their income.</i>



# Council tax - Unique points from the free text comments

## Look to other efficiencies, improvements, savings rather than increase council tax:

*I know there is a tremendous amount of wastage, duplication and basically bad decision making when it comes to spend. I'm not sure who audits these services but I firmly believe that there needs to be better control.*

*We must operate within our means. If revenue decreases or unavoidable costs increase, we must first consider adjusting our spending priorities and if necessary reducing ambitions, rather than plugging any deficit through council tax rises.*

*Council Money should be better spent before I agree to any increase in tax.*

*Make savings in this time of austerity.*

*So I think the budget being considered should be a very frugal one and not one that pinches our purses as a lot of us are struggling and I think the Council do not want more people abstaining from paying their rents, council tax and other necessary bills.*

*Try not to depend on council tax raise that much, but find other venues for money raising. Where I am happy to help to look at other options.*

*it is better for the council to focus on savings rather than generating revenue from tax rises*

*I am not one of those people who clamour for increased services but lower taxes. That is utterly stupid and unsustainable. I think that the council should look at all it's costs and see if they are adequately funded and there is no stupid waste.*

*It isn't just about throwing more money at a problem, but giving better value.*

*Before raising of tax the council should look at being more efficient*

*The council should prioritise seeking ways to increase revenue from other areas*

*To increase tax is the easy way out and you need to be better than that.*

*Make your council work smarter, not harder (or more expensive)*

## Consider the impact of COVID -19 / current economic situation:

*It is unfair to increase this further at a time when many have lost jobs due to COVID-19 and are already battling with living costs.*

*After a year when many residents have not seen any pay rises at all.*

*Whilst people are sympathetic to the needs of social care, COVID and Brexit combined have put huge strains on people and have reduced incomes in real terms.*

*Many people have been furloughed, resulting in a drop in their income. 2021 is looking to be equally challenging for those in low paid work. Now is not the time for inflation busting increases.*

*Many families are facing increased financial pressure and uncertainty*

*There are going to be many struggling to meet bills in 2021 and just be careful!*

*Everyone is facing a crisis of personal finances and employment prospects... It is totally unacceptable even think about raising taxes at the moment.*

*The last thing our young people should be faced with, while also battling with contracting economy, unemployment and education disruptions.*

*I don't think any further increases should be made for residents in Southampton until some normality returns.*

*The pandemic has decimated a lot of families and communities - change and proposals will hit them first and hardest before other people, thus we need to keep them forefront of our minds whenever proposing something.*

*People have lost their jobs and some have lost a family member and you are expecting to charge people more council tax.*

*I accept that the council will receive less funding from central government, however many households have lost 100% of income. It's been a tough year for everyone, now isn't the time the hike council tax rates up. Let everyone get back on their feet,*



# Council Tax - Unique points from the free text comments

## Generally disagree with a council tax rise:

<i>Many residents in Southampton already pay high taxes and council tax.</i>
<i>It is very disappointing that the Council is proposing an above inflation increase in the core part of council tax. It is even more disappointing that the Council is proposing further increases on top of that.</i>
<i>The Tax is already too high. For single people it is worse than the Poll Tax. It severely discriminates against single people. Where is your claim of "fairness" ?</i>
<i>Well, again I can appreciate that in principle it's something that needs to be done but I cannot help but feel that the answer is not to throw money at these issues.</i>
<i>Inflation is about 0.6% so you already propose an inflation busting 3 times higher rise in tax. I'm set against higher proposals.</i>
<i>Do not put up council tax for 2021-22 by the large amount proposed.</i>
<i>Raising council taxes will not win you any friends</i>
<i>A lot of people's impressions / views on the council are based on council tax prices &amp; this could cause a negative impression.</i>
<i>You'll be taking money off the poorest disproportionately, to give it back to the poorest, less the staffing/administration overheads of the council.</i>
<i>Council should be decreased not increased,</i>
<i>I believe we spend far too much on adult social care ... at most there should be no increase</i>
<i>Why should children go in debt to pay for those who had their whole lives to save for a rainy day? It's taxation without representation.</i>
<i>This causes more stress and depression which leads to mental health problems</i>
<i>Council tax is terrible</i>

## Review the council tax bands / system / who is included / support available:

<i>Is there anyway to increase for larger properties only?</i>
<i>Is there some way for certain areas of the city to pay less of an increase given that those same vulnerable people the raised tax is proposing to help may live in those areas in particular?</i>
<i>Ensure all city residents are paying their fair share. The Council need to widen their catchment area....usual payers cannot continue to take up the load.</i>
<i>There needs to be, and hopefully are already, safeguards to make sure that people of lower income who are already struggling are not put under further pressure.</i>
<i>it would help if the council tax bands were directly proportional to the cost of the property, doubled automatically for anyone owning more than one property (on all properties they owned) and was enforced to be paid by the property owner and never passed on to tenants.</i>
<i>The current council tax banding system is out of date, the council should campaign for a proper review for a more equitable system, and failing that at least a review of bands and an increase of the number of bands at both the higher and lower levels.</i>
<i>Household with low income and self employed should be exempted of council tax increases.</i>
<i>I think the whole council tax needs to be re evaluated, however the changes made must be then reported back to the city with real benefits explained.</i>
<i>I would like to see a local income tax system so that people pay according to their income not their property.</i>
<i>Like disabled people and people on disability and UC currently not having help with council tax</i>
<i>I understand the pressure being placed on councils with adult care, however I would suggest this pressure should be weighted towards different households (e.g. a young single occupancy property should not be subject to such charges in the same way as an older larger household).</i>
<i>Why not have a flat tax for students in student only households/accommodation that are not paying any council tax. Even if it just 100 one off payment for the whole year per student .</i>
<i>Increase the highest band council tax by an additional 2-5%to help support services that the poorest rely on.</i>



# Council Tax - Unique points from the free text comments

## General agreements with council tax rise:

<i>It would not be an issue for me to pay the extra</i>
<i>I think the increase should be more, perhaps think more towards mental health and the impact of Covid has Jason families and individuals.</i>
<i>I am happy to pay more Council Tax as long as costs are monitored rigorously and extra income is not spent on things that are of little benefit to the majority of Southampton residents.</i>
<i>This is a good idea. Given the effect that COVID has had on local and central government I have been anticipating tax rises to cover the cost. Money's got to come from somewhere!</i>
<i>I welcome this, and would encourage further, more substantial increases, not for the adult social care precept, but also the core part of council tax, in order to safeguard or restore services (e.g. frequency of street cleaning) that have suffered in recent years.</i>
<i>I think that the Council should increase council tax and the social care precept by as much as it is permitted by law to do. It is right that the Council should maximise its revenues in order to provide the services that the people need, especially the more disadvantaged people. If the government will not increase the central grants, local people must be prepared to fill in some of the gap in funding. I am a pensioner, a householder, and a council tax payer.</i>
<i>While my household could afford an increase in council tax and I would be happy to pay this, given the need to protect frontline council services,</i>
<i>I would personally be happy to pay and am financially able to do so</i>
<i>This should have been done years ago. Despite the fact that this is my biggest expense I still believe we should share the load and support genuinely vulnerable people</i>
<i>Yes yes yes! Many of us do have the spare income, it is not much that you are asking and if it protected our community it is totally worth it. So long as those financially struggling continued to receive discounts.</i>
<i>2% overall is fine. I am not so worried what it gets spent on.</i>
<i>Charges need to be increased more to deliver improved services.</i>

## Don't see the benefit / don't use a lot of the service / not good value:

<i>If we pay more, we have to see some return.</i>
<i>I have seen no improvements to the services council tax is supposed to cover.</i>
<i>I would like to know what money raised is being used for the good of the residents of the city as I don't see it improving services for me</i>
<i>Coming from Spain, I do not feel we get the most for the council tax we pay. We pay much less in Spain and we have much more police, daily rubbish collection, good education, and roads.</i>
<i>Residents who don't use these services should not be responsible for this adult care on top of all the other burdens we have.</i>
<i>I would be happy to pay more if I felt it would better the services, but I feel it would only be wasted and still see cuts.</i>
<i>I think it's very hard to comment on a proposed increase to council tax esp as it seems that we get less and less each year despite rates rising.</i>
<i>You're demanding I pay nearly a third of my rent again in council tax and I personally see utterly no benefit of it. I don't need or use 'adult social care', nor do I care about funding it for others.</i>

## Disagree with council tax continually rising:

<i>Council tax continues to increase at a rate not matched by increases in my salary</i>
<i>Council tax rates are already high and raise annually</i>
<i>I'm not made of money all my utility bills have gone up this is not viable year after year</i>
<i>I think it's very hard to comment on a proposed increase to council tax esp as it seems that we get less and less each year despite rates rising.</i>
<i>I'd like to see if you could manage with the added 2% before asking for more</i>
<i>Council tax is already high enough. We are consistently asked each year to "volunteer" to pay an additional 1-3% on variety of services which seem to be on a rotating schedule of being in distress.</i>



# Council Tax - Unique points from the free text comments

## More money should come from Central Government:

*The government should be offering financial support to local government*

*The Government is responsible for looking after its citizens and it should help out all local councils until this plague has abated and we can get back to some normality.*

*There is no reason why local councils should not be petitioning hard for more money from central govt.*

*Problem is the answer is with central government and you can't fix that...only a national, comprehensive reform of taxation could fix this mess. you should be making very loud noises back to central government along those lines. If it wasn't toying with people's lives, I'd almost be tempted to let it all go to wreck and ruin, and hand the basket case over to central government to step in and fix.*

*The Council is in a difficult position with both businesses and individuals hard hit by the virus and few options to raise funds. Given the circumstances it's a fair approach however the whole system of funding Local government is inequitable and I would welcome Local Authorities starting a public debate on a better way forward.*

*The problem is that Government has abdicated its responsibility for national services like social care and children. To expect to fund these on the back of local taxation means they never get proper and effective care levels.*

*our MPs must fight for more funding from central government*

*If our Government supports the EU initiative to make it more difficult to evade tax, that would also help with this disparity of wealth - and the Councils' difficulty with funding public services, rather than having 'public services' that reply on generating a profit, a profit which does not go back into the community. Really, there needs to be a top down overhaul of our whole political system and structure - however, I believe this change can also be driven from the bottom up, by a Council who focuses helping the community to help itself. Good luck.*

*This should be funded by central government funding.*

## Hope that the increase is wisely spent / spent where it should be:

*I am happy to pay more Council Tax as long as costs are monitored rigorously and extra income is not spent on things that are of little benefit to the majority of Southampton residents.*

*I would also like to know that money raised via this increase was not wasted and maximum return achieved.*

*I would agree with helping the most vulnerable people if it is fully run by the public sector.... It sounds like a strategy to increase 5% the council tax and nobody is going to really see whether the money is used for what it is promised. Or the money will go to contracts with the party donors for higher prices as we are seeing what Boris is doing with the pandemic*

*Any additions need to have clearly outlined details of where the money will go and all monies used for that purpose and not feeding lucrative contracts for top dogs*

*on top of that I'd like for external auditing to take place as to whether the monies set aside for adult and children's services are being used for best value.*

## Additional disagreements / suggestions / questions / impacts:

*Enforce collection of council tax where individuals fail to pay.*

*However does this include police and fire brigade services?*

*how come as this is health NHS does not fund or provide some funding?*

*I think SCC needs to remind people that there was a Nil rise last year on the core part of the council tax bill so over 2 years this increase is reasonable IF you compare it with rising costs over that period.*

*Some aren't as vulnerable as you think ..*

*I even e-mailed the muppet and told him I didn't think the discount was right, only for him or whoever the moron is who writes on his behalf to e-mail me back "I can confirm that your Council Tax Reduction is correct. As a result of the COVID-19 outbreak you have recently been awarded an additional award under the Council Tax Hardship Fund 2020" Only to take the whole bloody lot back in November. What exactly did the Hardship fund do, exactly? Decide I was no longer hard up? Thanks for the breaking news update, cos I wish some idiot would've told me I suddenly came into an abundance of money.*

*Hypothecation to one valuable service undermines the perceived value of all the other necessary services the council is obliged to provide.*



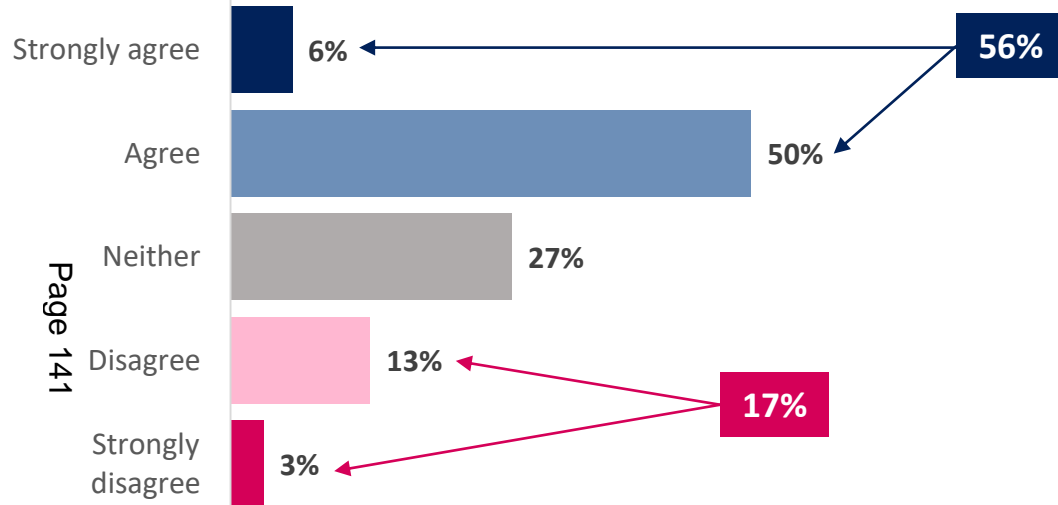
# Overall budget





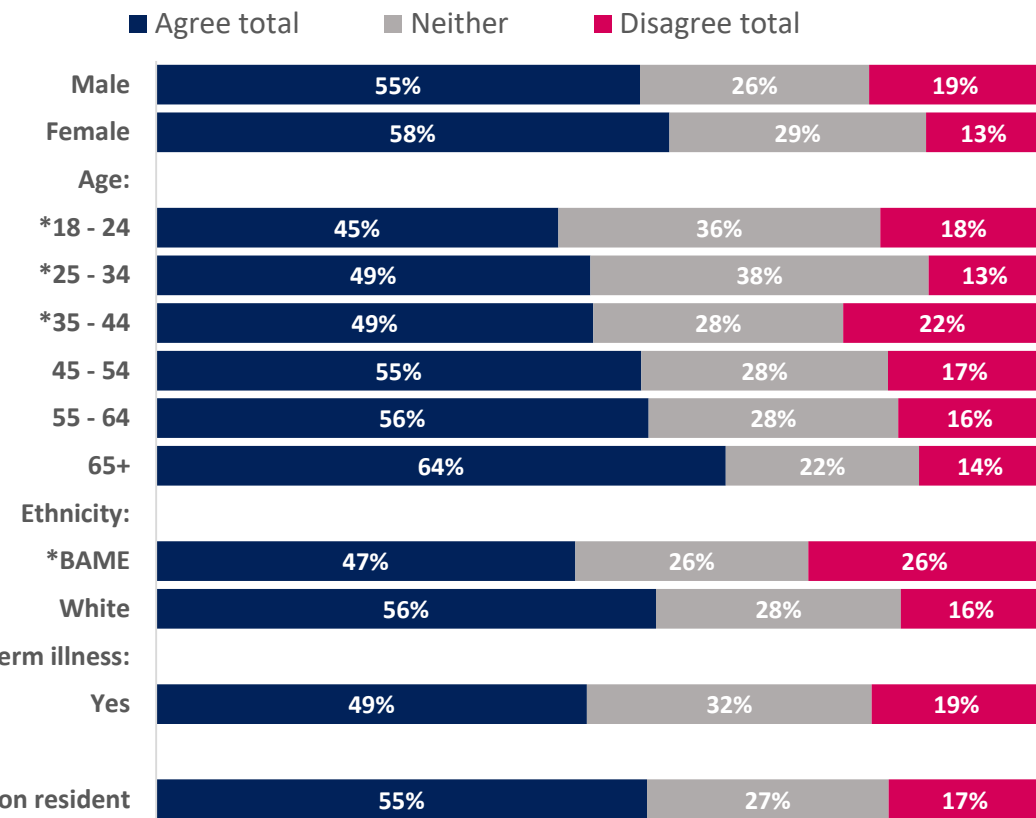
## Question: To what extent do you agree or disagree with the budget proposed as a whole?

### Overall:



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### Broken down by demographics:



### Key findings:

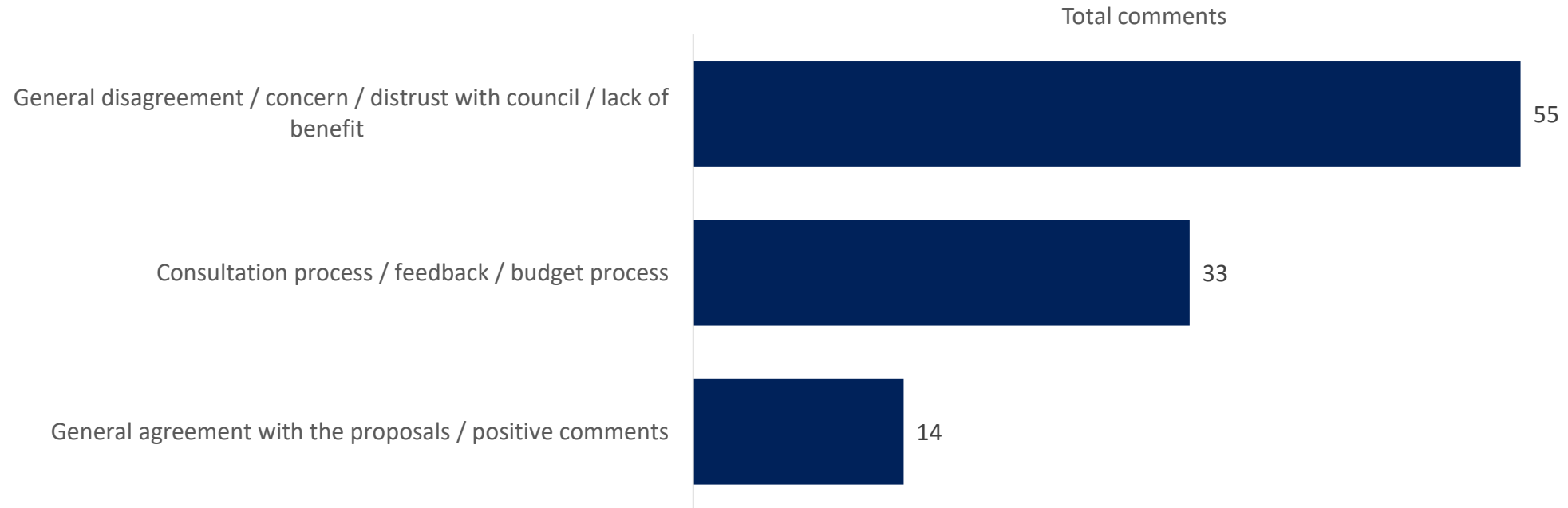
- The majority (**56%**) of respondents **agreed** with the budget proposal as a whole.
- **17%** of respondents **disagreed** with the budget proposal.
- There is a gradient between respondent agreement and age, with **agreement increasing with age**.

\* Small sample size – fewer than 100 respondents



# Overall Budget - Free text comment themes

A total of **83** respondents provided a comment specifically on the budget overall. The following graph shows the total number of respondents by each theme of comment. The subsequent slides summarise or quote the unique points and suggestions that were made.







# Unique points from the free text comments

## General disagreement / concern / distrust / lack of benefit:

WHAT IS THE POINT ? YOU ALWAYS DO WHAT YOU WANT ANYWAY.

Be sensible don't go bust like other councils in the news. Continue to shout about lack of Government support especially where they haven't funded the costs of Covid,

I do not feel the budget is spent fairly.

I fail to understand why these are being championed. Most seem normal management actions e.g. standard practice.

Same old format regurgitated little vision

Too much is being reduced that will impact on the most vulnerable people in our community. I see no extra burden being placed on those who can afford it, whether individuals or businesses.

Fair enough, attempt to make savings where possible, and it's right to identify them, but can those savings actually be made? Sometimes I think that the savings would be made anyway, the money still has to be spent elsewhere.

Ultimately these are cuts not savings although I fully appreciate this stems from central government.

However I do think care should be taken to recognize the financial pressures families are facing and which will undoubtedly get worse in 2021.

There are very few positive council ideas

If these savings were possible, they should have already happened. The fact that they haven't happened indicates gross incompetence within that department

It lacks guts.

I don't think any of the proposed income generation activities will have the impact necessary. There is no innovation and utilisation of technology or novel services in the proposal.

Please remember the importance of boring core services like street cleaning, rubbish collection etc. The quality of life in this city does not depend on 'entertainment' and 'vibrancy' when the basics slip.

I don't think it is appropriate to take a blanket approach to guaranteeing certain services - in an emergency and a financial crisis everything should be up for discussion and cost savings

It makes sense but where are the big ticket items? Big savings come from big budgets. This is just "nickel and dime" stuff mostly.

I would like to know what evaluation of potential cost savings is planned, and who will undertake the evaluation

personally i would like it if the taxpayers were not referred to as customers. that implies choice of where to get our council services from.

I don't trust Labour to do this fairly. They have a record of not listening. This seems a sham survey, to justify what they are already going to do! Why on earth weren't these things done years ago, if they save money and are the best for people?

If you have to find 26m when you have to make cuts somewhere. It seems reasonable the council should cut back on all but essential services until it is back in surplus.

Generating these relatively small additional incomes is not as effective as reducing unnecessary spending, and so is not necessarily the best way to balance the books.

As a city your responsibility is to it's citizens, we are having to tighten our belts and struggle which means you have to concentrate on delivering a budget which promotes a balanced view with added value.

There are some great ideas but there are also some things that need to be reconsidered in my view. This year should only be about spending only on essentials and not growth or extras. The same as every household has to do because money is tighter and tighter for everyone. We are on a knife edge financially and increasing council tax as well as the central government rises and cuts which are inevitable can tip the balance for a lot of people. Not an enviable situation for the council to be in but they have to accept you can't get blood out of a stone. I fully expect council tax debt to increase dramatically.

Like most Southampton Council plans (whichever party is responsible most rarely deliver.

Our city and those in it, especially those who are vulnerable, will suffer without much of this.

Cuts are inevitable; this is the lesson of this exceptionally challenging period of financial planning. If anything I would argue that the budgetary efficiencies do not go far enough.

2020 should have left money in the bank as not much improvements happened due to lockdown and extra grants were received.



# Unique points from the free text comments

## Consultation comments:

*Again there is no point in me having a point of view.*

*You send out surveys and questionnaires then go out and do what ever you want . . . . for our good and we have to like it.*

*Please produce surveys with words and sentences that are easy to understand and unambiguous. I suspect you are deliberately disguising what you are proposing*

*I think sharing the budget openly like this is an excellent idea, then people have the ability to contribute to the discussions and solutions. We have world-leading academics in our universities and it would be fantastic if they would also contribute.*

*What is a precept?? less technical term please!*

*I don't find it easy to assess these options...*

*I hope the Council take my comments on board and prioritise prioritise prioritise.*

*Please make sure you listen to those affected rather than just the research behind it!*

*Please do not put the negatives in the same proposal as the positives. For example, increase support but reduce manual handlers.*

*A lot of the question were not explained enough, it was hard to understand what the consequences of these action would be....I found I didn't have enough knowledge to answer these question properly*

*I seem to fill out endless surveys for SCC which seem to contribute to a revised plan that goes no further .*

*Further detail required on:*

- we need greater transparency around the operational costs for all council departments.*
- Need to see a breakdown of figures before making a more informed comment*
- Reduction in revenue for the bus operators of 25%. The impact on the current network is unknown*
- Need to see the full budget to be able to answer this question fully*
- Internal efficiencies I would need to know more about this before I could give my opinion*
- It would be helpful to tell us how much extra the Government is providing in view of Covid.*
- how library charges would change*

## General agreement:

*The staff delivering service are great*

*Lots of worthwhile opportunities to be reviewed and implemented*

*Very sound proposals.*

*I think there are some good ideas in the budget*

*overall I think the council does a good job, unfortunately I'm in a group who pay council tax and derive very limited proportional benefit, but so long as the bins get emptied and the roads are OK guess that's the best I can hope for.*

*Overall I think the proposals are reasonably balanced.*

*I think some parts of the budget proposals are good, but others need more thought.*

*I am not strongly positive or negative about the proposals - to be honest, I am somewhat relieved that I am in the middle rather than very negative about what is being put forward.*

*Any income is always a benefit*

*The biggest factor is council tax otherwise would have been ok and agreeable*

*As before - the council needs to make money. I support any enterprise that increases income.*

*I think you're trying really hard to get this right and I do believe that with the current leadership that there is hope but there's still a lot of work to be done.*

*The proposals sound positive if the calculations are accurate.*



For further information on the budget consultation process or results please contact:

[yourcity.yoursay@southampton.gov.uk](mailto:yourcity.yoursay@southampton.gov.uk)



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