

Public Document Pack

Cabinet

Tuesday, 6th February, 2024
at 4.30 pm

PLEASE NOTE TIME OF MEETING

Council Chamber, Civic Centre

Members

Leader – Councillor Fielker

Deputy Leader and Cabinet Member for Finance and
Change – Councillor Letts

Cabinet Member for Economic Development – Councillor
Bogle

Cabinet Member for Environment and Transport -
Councillor Keogh

Cabinet Member for Children and Learning – Councillor
Winning

Cabinet Member for Communities and Leisure–
Councillor Kataria

Cabinet Member for Safer City – Councillor Renyard

Cabinet Member for Housing – Councillor A Frampton

Cabinet Member for Adults and Health – Councillor Finn

(QUORUM – 3)

Contacts

Cabinet Administrator

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BACKGROUND AND RELEVANT INFORMATION

The Role of the Executive

The Cabinet and individual Cabinet Members make executive decisions relating to services provided by the Council, except for those matters which are reserved for decision by the full Council and planning and licensing matters which are dealt with by specialist regulatory panels.

The Forward Plan

The Forward Plan is published on a monthly basis and provides details of all the key executive decisions to be made in the four month period following its publication. The Forward Plan is available on request or on the Southampton City Council website, www.southampton.gov.uk

Implementation of Decisions

Any Executive Decision may be “called-in” as part of the Council’s Overview and Scrutiny function for review and scrutiny. The relevant Overview and Scrutiny Panel may ask the Executive to reconsider a decision, but does not have the power to change the decision themselves.

Mobile Telephones – Please switch your mobile telephones or other IT to silent whilst in the meeting.

Use of Social Media

The Council supports the video or audio recording of meetings open to the public, for either live or subsequent broadcast. However, if, in the Chair’s opinion, a person filming or recording a meeting or taking photographs is interrupting proceedings or causing a disturbance, under the Council’s Standing Orders the person can be ordered to stop their activity, or to leave the meeting.

By entering the meeting room you are consenting to being recorded and to the use of those images and recordings for broadcasting and or/training purposes. The meeting may be recorded by the press or members of the public. Any person or organisation filming, recording or broadcasting any meeting of the Council is responsible for any claims or other liability resulting from them doing so. Details of the Council’s Guidance on the recording of meetings is available on the Council’s website.

Municipal Year Dates (Tuesdays)

2023	2024
13 June	16 January
18 July	6 February
15 August	20 Feb (budget)
19 September	19 March
17 October	16 April
14 November	
19 December	

Executive Functions

The specific functions for which the Cabinet and individual Cabinet Members are responsible are contained in Part 3 of the Council’s Constitution. Copies of the Constitution are available on request or from the City Council website, www.southampton.gov.uk

Key Decisions

A Key Decision is an Executive Decision that is likely to have a significant:

- financial impact (£500,000 or more)
- impact on two or more wards
- impact on an identifiable community

Procedure / Public Representations

At the discretion of the Chair, members of the public may address the meeting on any report included on the agenda in which they have a relevant interest. Any member of the public wishing to address the meeting should advise the Democratic Support Officer (DSO) whose contact details are on the front sheet of the agenda.

Fire Procedure – In the event of a fire or other emergency, a continuous alarm will sound and you will be advised, by officers of the Council, of what action to take.

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

Access – Access is available for disabled people. Please contact the Cabinet Administrator who will help to make any necessary arrangements.

Southampton: Corporate Plan 2022-2030 sets out the four key outcomes:

- Communities, culture & homes - Celebrating the diversity of cultures within Southampton; enhancing our cultural and historical offer and using these to help transform our communities.
- Green City - Providing a sustainable, clean, healthy and safe environment for everyone. Nurturing green spaces and embracing our waterfront.
- Place shaping - Delivering a city for future generations. Using data, insight and vision to meet the current and future needs of the city.
- Wellbeing - Start well, live well, age well, die well; working with other partners and other services to make sure that customers get the right help at the right time

CONDUCT OF MEETING

TERMS OF REFERENCE

The terms of reference of the Cabinet, and its Executive Members, are set out in Part 3 of the Council's Constitution.

RULES OF PROCEDURE

The meeting is governed by the Executive Procedure Rules as set out in Part 4 of the Council's Constitution.

DISCLOSURE OF INTERESTS

Members are required to disclose, in accordance with the Members' Code of Conduct, **both** the existence **and** nature of any "Disclosable Pecuniary Interest" or "Other Interest" they may have in relation to matters for consideration on this Agenda.

DISCLOSABLE PECUNIARY INTERESTS

A Member must regard himself or herself as having a Disclosable Pecuniary Interest in any matter that they or their spouse, partner, a person they are living with as husband or wife, or a person with whom they are living as if they were a civil partner in relation to:

(i) Any employment, office, trade, profession or vocation carried on for profit or gain.

(ii) Sponsorship:

Any payment or provision of any other financial benefit (other than from Southampton City Council) made or provided within the relevant period in respect of any expense incurred by you in carrying out duties as a member, or towards your election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.

(iii) Any contract which is made between you / your spouse etc (or a body in which the you / your spouse etc has a beneficial interest) and Southampton City Council under which goods or services are to be provided or works are to be executed, and which has not been fully discharged.

(iv) Any beneficial interest in land which is within the area of Southampton.

(v) Any license (held alone or jointly with others) to occupy land in the area of Southampton for a month or longer.

(vi) Any tenancy where (to your knowledge) the landlord is Southampton City Council and the tenant is a body in which you / your spouse etc has a beneficial interests.

(vii) Any beneficial interest in securities of a body where that body (to your knowledge) has a place of business or land in the area of Southampton, and either:

a) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body, or

b) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you / your spouse etc has a beneficial interest that exceeds one hundredth of the total issued share capital of that class.

BUSINESS TO BE DISCUSSED

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

QUORUM

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

Other Interests

A Member must regard himself or herself as having an, 'Other Interest' in any membership of, or occupation of a position of general control or management in:

Any body to which they have been appointed or nominated by Southampton City Council

Any public authority or body exercising functions of a public nature

Any body directed to charitable purposes

Any body whose principal purpose includes the influence of public opinion or policy

Principles of Decision Making

All decisions of the Council will be made in accordance with the following principles:-

- proportionality (i.e. the action must be proportionate to the desired outcome);
- due consultation and the taking of professional advice from officers;
- respect for human rights;
- a presumption in favour of openness, accountability and transparency;
- setting out what options have been considered;
- setting out reasons for the decision; and
- clarity of aims and desired outcomes.

In exercising discretion, the decision maker must:

- understand the law that regulates the decision making power and gives effect to it. The decision-maker must direct itself properly in law;
- take into account all relevant matters (those matters which the law requires the authority as a matter of legal obligation to take into account);
- leave out of account irrelevant considerations;
- act for a proper purpose, exercising its powers for the public good;
- not reach a decision which no authority acting reasonably could reach, (also known as the "rationality" or "taking leave of your senses" principle);
- comply with the rule that local government finance is to be conducted on an annual basis. Save to the extent authorised by Parliament, 'live now, pay later' and forward funding are unlawful; and
- act with procedural propriety in accordance with the rules of fairness.

AGENDA

1 **APOLOGIES**

To receive any apologies.

2 **DISCLOSURE OF PERSONAL AND PECUNIARY INTERESTS**

In accordance with the Localism Act 2011, and the Council's Code of Conduct, Members to disclose any personal or pecuniary interests in any matter included on the agenda for this meeting.

EXECUTIVE BUSINESS

3 **STATEMENT FROM THE LEADER**

4 **RECORD OF THE PREVIOUS DECISION MAKING** (Pages 1 - 6)

Record of the decision making held on 16th January 2024 attached.

5 **MATTERS REFERRED BY THE COUNCIL OR BY THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE FOR RECONSIDERATION**

a **Call-in of Executive decision CAB 23/24 43623 - Portswood Broadway Next Steps** (Pages 7 - 134)

A Call-In notice has been received in respect of the decision made by Cabinet on 16 January 2024 relating to Portswood Broadway Next Steps. The Call-in is scheduled to be heard at a meeting of the Overview and Scrutiny Management Committee (OSMC) on 1 February 2024. The report of the Chair of the OSMC recommends that Cabinet respond to the recommendations made by the OSMC, following its consideration of the matter.

6 **EXECUTIVE APPOINTMENTS**

To deal with any executive appointments, as required.

ITEMS FOR DECISION BY CABINET

7 **ADULTS SOCIAL CARE CHARGING POLICY** □ (Pages 135 - 304)

To consider the report of the Leader of the Council, seeking approval of a new Adult Social Care Charging Policy for April 2024.

8 ADMISSIONS ARRANGEMENTS FOR COMMUNITY AND VOLUNTARY CONTROLLED SCHOOLS 2025-26 □ (Pages 305 - 332)

To consider the report of the Cabinet Member for Children and Learning outlining the proposed Admissions Arrangements for Community and Voluntary Controlled Schools 2025-26.

9 EXCLUSION OF THE PRESS AND PUBLIC - EXEMPT PAPERS INCLUDED IN THE FOLLOWING ITEM

To move that in accordance with the Council's Constitution, specifically the Access to Information Procedure Rules contained within the Constitution, the press and public be excluded from the meeting in respect of any consideration of the exempt appendix to the following Item.

Appendix 2 contains information deemed to be exempt from general publication based on Category 3 (information relating to the financial or business affairs of any particular person (including the Authority holding the information)) of paragraph 10.4 of the Council's Access to Information Procedure Rules. In applying the public interest test this information has been deemed exempt from the publication due to confidential sensitivity. It is not considered to be in the public interest to disclose this information as it would reveal information which would put the Council at a commercial disadvantage.

10 OUTDOOR SPORTS CENTRE IMPROVEMENT PROGRAMME* □ (Pages 333 - 370)

To consider the report of the Cabinet Member for Communities and Leisure seeking full scheme approval for the Outdoor Sports Centre Improvement Programme and to delegate authority to the Head of Corporate Estate and Asset for the implementation of the Programme.

11 EXCLUSION OF THE PRESS AND PUBLIC - EXEMPT PAPERS INCLUDED IN THE FOLLOWING ITEM

To move that in accordance with the Council's Constitution, specifically the Access to Information Procedure Rules contained within the Constitution, the press and public be excluded from the meeting in respect of any consideration of the exempt appendices to the following Item.

Appendix 2, 3 and 4 contains information deemed to be exempt from general publication based on Category 3 (information relating to the financial or business affairs of any particular person (including the Authority holding that information) of paragraph 10.4 of the Council's Access to Information Procedure Rules. In applying the public interest test this information has been deemed exempt from publication due to confidential sensitivity. It is not considered to be in the public interest to disclose this information as it would reveal information which would put the council at a commercial disadvantage.

12 FUTURE DELIVERY OF TOWNHILL PARK PLOTS 2, 9 & 10. □ (Pages 371 - 496)

To consider the report of the Cabinet Member for Adults, Health and Housing detailing updated circumstances around the delivery of Townhill Park Plots 2, 9 and 10. The report sets set out these changes and makes recommendations for the way forward.

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SOUTHAMPTON CITY COUNCIL EXECUTIVE DECISION MAKING

RECORD OF THE DECISION MAKING HELD ON 16 JANUARY 2024

Present:

Councillor Fielker	-	Leader
Councillor Letts	-	Deputy Leader and Cabinet Member for Finance and Change
Councillor Bogel	-	Cabinet Member for Economic Development
Councillor Finn	-	Cabinet Member for Adults and Health
Councillor A Frampton	-	Cabinet Member for Housing
Councillor Kataria	-	Cabinet Member for Communities and Leisure
Councillor Keogh	-	Cabinet Member for Environment and Transport
Councillor Renyard	-	Cabinet Member for Safer City
Councillor Winning	-	Cabinet Member for Children and Learning

29. EXECUTIVE APPOINTMENTS

The following Executive Appointments were made:-

- CITY OF CULTURE TRUST – CLLR FIELKER TO REPLACE CLLR KAUR
- SOUTHAMPTON HEALTH AND CARE PARTNERSHIP – CLLR FINN TO REPLACE CLLR KAUR
- LEARNING DISABILITIES PARTNERSHIP BOARD – CLLR FINN TO REPLACE CLLR FIELKER
- INTEGRATED CARE PARTNERSHIP – CLLR FINN TO REPLACE CLLR FIELKER
- BUSINESS IMPROVEMENT BOARD – CLLR FIELKER TO REPLACE CLLR KAUR
- SOUTHAMPTON CONNECT – CLLR FINN TO REPLACE CLLR KAUR
- LOCAL SAFEGUARDING ADULTS BOARD – CLLR FINN TO REPLACE CLLR FIELKER
- HAMPSHIRE PARTNERSHIP – CLLR FIELKER TO REPLACE CLLR KAUR
- SOUTHAMPTON 2025 – CLLR FIELKER TO REPLACE CLLR KAUR
- LOCAL GOVERNMENT ASSOCIATION – CLLR FIELKER TO REPLACE CLLR KAUR

- PARTNERSHIP FOR SOUTH HAMPSHIRE – CLLR LETTS TO REPLACE CLLR KAUR AND BECOME DEPUTY IN PLACE OF CLLR FIELKER WHO BECOMES THE LEAD MEMBER
- SOLENT LOCAL ENTERPRISE BOARD – CLLR FIELKER TO REPLACE CLLR KAUR
- SOLENT GROWTH FORUM – CLLR FIELKER TO REPLACE CLLR KAUR
- SOLENT LEP – SKILLS AND ADVISORY BOARD – CLLR FIELKER TO REPLACE CLLR KAUR
- ARTS COUNCIL – CLLR FIELKER TO REPLACE CLLR KAUR
- RENAISSANCE BOARD – CLLR FIELKER TO REPLACE CLLR KAUR
- SIGOMA (SPECIAL INTEREST GROUPS OF MUNICIPAL AUTHORITIES) – CLLR FIELKER TO REPLACE CLLR KAUR

30. PORTSWOOD BROADWAY NEXT STEPS

DECISION MADE: (CAB 23/24 43623)

On consideration of the report of the Cabinet Member for Environment and Transport, Cabinet approved the following:

- (i) To note that the Portswood Broadway Transforming Cities Fund scheme second phase of consultation has happened and is used as an opportunity for stakeholders to express their views on the proposal, supported by additional information provided;
- (ii) To note that a “You Said / We Did” response has been prepared for the main themes in the consultation results to assist in shaping a recommendation for the scheme;
- (iii) To note that there is support for the scheme to limit the amount of through route traffic using Portswood Broadway via the use of a bus gate / motor vehicle restriction, accompanied with measures to limit the impact on adjacent streets via an Active Travel Zone;
- (iv) To progress the scheme with the approval for a trial of a part time bus gate / motor vehicle restriction on Portswood Broadway via an Experimental Traffic Regulation Order, with measures to limit the impact on adjacent streets via an Active Travel Zone (ATZ) to be in place ahead of the trial. Delegation is given to Executive Director Place in consultation with the Cabinet Member Environment and Transport to progress associated detailed design and Traffic Regulation Orders to enable the scheme trial and Active Travel Zone to be delivered;
- (v) To establish a co-design group to inform design decisions for Portswood Broadway to address issues raised from the consultation; and

- (vi) A budget allocation of £500k for the trial is made from the capital programme budget of £2.9M. This budget would be subject to confirmation from the DfT on remaining grant award for the TCF programme.

31. ITCHEN BRIDGE TOLL CHANGES

DECISION MADE: (CAB 23/24 42532)

On consideration of the report of the Cabinet Member for Environment and Transport, Cabinet approved the following:

- (i) To remove the Off Peak charging classification from the Itchen Bridge Toll for Class 2 vehicles and introduce a single charge band for all trips.
- (ii) To implement an increase in the Itchen Bridge toll paid by Class 4 vehicles from £25 to £40 and an increase in the associated concessionary rate (for Class 4 vehicles accessing the Local Concession Zone) from £2 to £3.

32. E-SCOOTER TRIAL EXTENSION

DECISION MADE: (CAB 23/24 43580)

On consideration of the report of the Cabinet Member for Environment and Transport, Cabinet approved the following:

- (i) To approve the renewal of the Vehicle Special Order (VSO) for Southampton's rental e-scooter trial until 31 May 2026, in accordance with the DfT's new end date for its national trials. To delegate authority to the Executive Director Place, following consultation with the Cabinet Member for Environment and Transport and Section 15 officer, to amend further e-scooter trial end dates if changes are made to the DfT national trial.
- (ii) To approve Southampton City Council participating in a Solent Transport led procurement to select a sole micromobility operator from summer 2024 onwards.
- (iii) To delegate authority to the Executive Director for Place, following consultation with the Cabinet Member for Environment and Transport and Section 151 officer, to implement the rental e-scooter trial within the parameters established by the VSO and the DfT, and for Southampton City Council to enter into an operating contract with the highest scoring tenderer identified through the procurement.

33. GREEN INFRASTRUCTURE STRATEGY AND BIODIVERSITY STRATEGY

DECISION MADE: (CAB 23/24 43585)

On consideration of the report of the Cabinet Member for Environment and Transport, Cabinet approved the following:

- (i) To adopt the Green Infrastructure Strategy and Biodiversity Strategy.

34. ENERGY PROCUREMENT CONTRACT

DECISION MADE: (CAB 23/24 43547)

On consideration of the report of the Cabinet Member for Economic Development, Cabinet approved the following:

Modified recommendation (i)

- (i) To recommend to Council, the approval of the procurement of the council's energy needs via the Laser Energy Procurement Framework 2024 through to September 2028, and
- (ii) To give delegated approval to the Executive Director of Place following consultation with the Executive Director Corporate Services (S151) to undertake the following recommendations;
- (iii) To enter into appropriate Customer Access Agreements through the Laser Framework for the supply of electricity, gas, and ancillary services;
- (iv) To procure and award a call off contract under a Laser framework agreement for the Council's (including partners) gas and electricity supplies for a term of up to four years for the period 2024-2028; and
- (v) To approve the in-contract purchasing options and additional ancillary services under the Laser Framework.

35. PRIVATE RENTED SECTOR OFFER POLICY

DECISION MADE: (CAB 23/24 41393)

On consideration of the report of the Cabinet Member for Adults and Health, Cabinet approved the following:

- (i) To approve the Private Rented Sector Offer Policy.
- (ii) That, following consultation with the Cabinet Housing, the Executive Director of Wellbeing and Housing be given delegated authority to make minor and non-substantive amendments to the policy, as appropriate.

36. CORPORATE RENT GUARANTOR POLICY FOR CARE EXPERIENCED YOUNG PEOPLE

DECISION MADE: (CAB 23/24 41395)

On consideration of the report of the Cabinet Member for Children and Learning, Cabinet approved the following:

- (i) To approve the pilot Corporate Rent Guarantor Policy for Care Experienced Young People; and
- (ii) That the policy is returned to Cabinet after the pilot period has ended, in January 2025, to decide whether to pursue the policy.

37. SACRE - APPROVAL OF CONSTITUTION 2023-24

DECISION MADE: (CAB 23/24 40240)

On consideration of the report of the Cabinet Member for Children and Learning, Cabinet approved the following:

- (i) Recommendation to confirm membership status of Southampton City Mission in Group A; and
- (ii) Subsequent to the decision of recommendation (i) above to approve the revised SACRE constitution attached at Appendix 1.

38. URGENT RESOURCE REQUIREMENTS TO SUPPORT IMPROVEMENT AND TRANSFORMATION ACTIVITIES

DECISION MADE: (CAB 23/24 44752)

On consideration of the report of the Leader, Cabinet approved the following:

- (i) To note the attached report detailing the urgent decision taken under delegated urgent decision powers by the Chief Executive on 22nd December, 2023.

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DECISION-MAKER:	CABINET
SUBJECT:	CALL-IN OF EXECUTIVE DECISION CAB 23/24 43623 - PORTSWOOD BROADWAY NEXT STEPS
DATE OF DECISION:	6 FEBRUARY 2024
REPORT OF:	CHAIR OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

<u>CONTACT DETAILS</u>			
Author:	Title:	Scrutiny Manager	
	Name:	Mark Pirnie	Tel: 023 8083 3886
	E-mail:	Mark.pirnie@southampton.gov.uk	

STATEMENT OF CONFIDENTIALITY

None

BRIEF SUMMARY

A Call-In notice has been received signed by the Chair and Vice-Chair of the Overview and Scrutiny Management Committee (OSMC) in respect of the decision made by Cabinet on 16 January 2024 relating to Portswood Broadway Next Steps.

The Call-in is scheduled to be heard at a meeting of the OSMC on 1 February 2024 and any recommendations by the OSMC will be circulated to Cabinet at the conclusion of the scrutiny meeting.

At its meeting on 6 February 2024 Cabinet is requested to respond to the recommendations made by the OSMC, following its consideration of the matter. If no recommendations are forthcoming Cabinet will not be required to consider this item.

RECOMMENDATIONS:

	(i)	That Cabinet considers its response to the recommendations made by the Overview and Scrutiny Management Committee at its meeting on 1 February 2024, should it be required.
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REASONS FOR REPORT RECOMMENDATIONS

1.	To comply with the Call-in procedure rules set out in Part 4 of the Council's Constitution.
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ALTERNATIVE OPTIONS CONSIDERED AND REJECTED
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2.	None
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DETAIL (Including consultation carried out)
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3.	<p>A Call-In notice signed by the Chair and Vice Chair of the OSMC was received in accordance with Paragraph 12 of the Overview and Scrutiny Procedure Rules set out in Part 4 of the Council's Constitution. The Call-In notice relates to the following decision made by Cabinet on 16 January 2024:</p> <ul style="list-style-type: none"> • Portswood Broadway Next Steps
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4.	The Call-in notice, attached as Appendix 1, cites the reasons given for the Call-In.
5.	The OSMC are to discuss the Call-in report at its meeting on 1 February 2024. Any recommendations agreed by the OSMC will be circulated for consideration at the 6 February meeting of Cabinet.
6.	Cabinet is requested to consider the recommendations arising from the consideration of the Call-in by the OSMC.

RESOURCE IMPLICATIONS

Capital/Revenue

7.	As detailed in the Cabinet report dated 16 January 2024 appended to this report.
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Property/Other

8.	As detailed in the Cabinet report dated 16 January 2024 appended to this report.
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LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

9.	As detailed in the Cabinet report dated 16 January 2024 appended to this report.
10.	The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.

Other Legal Implications:

11.	As detailed in the Cabinet report dated 16 January 2024 appended to this report.
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RISK MANAGEMENT IMPLICATIONS

12.	As detailed in the Cabinet report dated 16 January 2024 appended to this report.
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POLICY FRAMEWORK IMPLICATIONS

13.	As detailed in the Cabinet report dated 16 January 2024 appended to this report.
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KEY DECISION?	Yes
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WARDS/COMMUNITIES AFFECTED:	All
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SUPPORTING DOCUMENTATION

Appendices

1.	Call In Notice
2.	Decision Notice – Portswood Broadway Next Steps
3.	Decision Report – Portswood Broadway Next Steps
4.	Appendix 1 to Decision Report
5.	Appendix 2 to Decision Report

6.	Appendix 3 to Decision Report
7.	Appendix 4 to Decision Report
8.	Appendix 5 to Decision Report
9.	Appendix 6 to Decision Report
10.	Appendix 7 to Decision Report

Documents In Members' Rooms

1.	None
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Equality Impact Assessment

Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out?	Identified in Appendix 3
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Data Protection Impact Assessment

Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out?	Identified in Appendix 3
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Other Background Documents

Other Background documents available for inspection at:

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	None

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NOTICE OF CALL-IN


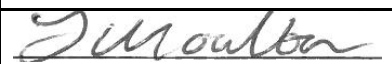
In accordance with rule 12 of the Overview & Scrutiny procedure rules of the Council's Constitution, a request is hereby made that the Scrutiny Manager exercise the call-in of the decision identified below for consideration by Overview and Scrutiny Management Committee.

Decision Number: CAB 23/24 43623 - Portswood Broadway Next Steps
Decision Taker: Cabinet
Date of Decision: 16/01/2024

Reason(s) for Requisition of Call-In of Decision:

1. Lack of adequate consideration, and misrepresentation of the findings from the consultation undertaken by the Council.
2. Information that would help to inform the decision relating to current pollution levels and bus delays caused by traffic on Portswood Broadway has not been provided.
3. Concern with regards to disabled access to Portswood Broadway, particularly the chemist.
4. Concern that changes to the proposals agreed at Cabinet limit the ability to deliver the objectives set for the Portswood Broadway Project.
5. Lack of clarity in respect of the timetable for the trial and subsequent next steps, and the success criteria to be employed for the bus gate trial.

Call-In Requested by:

Name	Signature	Date
Cllr Blackman		19/01/24
Cllr Moulton		19/01/24

All Members requesting that a Decision be Called-In must sign this Call-In Notice. A decision may be called in by:

- The Chair of Overview and Scrutiny Management Committee
- Any 2 Members of Overview and Scrutiny Management Committee
- In respect of a Decision relating to Education, any 2 Parent Governor or Church Representatives

Please submit to the Scrutiny Manager within 5 clear days of the publication of the relevant decision.

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RECORD OF EXECUTIVE DECISION

Tuesday, 16 January 2024

Decision No: (CAB 23/24 43623)

DECISION-MAKER:	CABINET
PORTFOLIO AREA:	Cabinet Member for Environment and Transport
SUBJECT:	Portswood Broadway Next Steps
AUTHOR:	Wade Holmes

THE DECISION

- (i) To note that the Portswood Broadway Transforming Cities Fund scheme second phase of consultation has happened and is used as an opportunity for stakeholders to express their views on the proposal, supported by additional information provided;
- (ii) To note that a “You Said / We Did” response has been prepared for the main themes in the consultation results to assist in shaping a recommendation for the scheme;
- (iii) To note that there is support for the scheme to limit the amount of through route traffic using Portswood Broadway via the use of a bus gate / motor vehicle restriction, accompanied with measures to limit the impact on adjacent streets via an Active Travel Zone;
- (iv) To progress the scheme with the approval for a trial of a part time bus gate / motor vehicle restriction on Portswood Broadway via an Experimental Traffic Regulation Order, with measures to limit the impact on adjacent streets via an Active Travel Zone (ATZ) to be in place ahead of the trial. Delegation is given to Executive Director Place in consultation with the Cabinet Member Environment and Transport to progress associated detailed design and Traffic Regulation Orders to enable the scheme trial and Active Travel Zone to be delivered;
- (v) To establish a co-design group to inform design decisions for Portswood Broadway to address issues raised from the consultation; and
- (vi) A budget allocation of £500k for the trial is made from the capital programme budget of £2.9M. This budget would be subject to confirmation from the DfT on remaining grant award for the TCF programme.

REASONS FOR THE DECISION

1. To allow the opinions of relevant stakeholders and public to inform the decision making process for the scheme.
2. Compliance with the Southampton City Council (SCC) Corporate Plan goals – Embed a culture of listening to our residents, community groups,

partner organisations and businesses so their voices can shape our actions, and A prosperous city – Southampton will focus on growing our local economy and bringing investment into our city. The scheme will allow for improvements to be made to Portswood Broadway as a district centre improvement project.

3. Compliance with the Southampton City Council Local Transport Plan Connected Southampton – A Connected City: Developing the Southampton Mass Transit System (Policy C1) – the introduction of a bus gate / motor vehicle restriction will assist with the implementation of the Mass Transit System.
4. Compliance with the Southampton Council Bus Service Improvement Plan (BSIP) ambitions, including Ambition 2 Buses are an attractive alternative, Ambition 6 Buses support sustainable growth in the City and District Centres. The scheme will make bus travel along the corridor faster and more reliable.

DETAILS OF ANY ALTERNATIVE OPTIONS

Not to proceed with a trial of the scheme – subject to discussions with the Department for Transport via a change control submission, this may allow some of the match funded Integrated Transport Block grant to be directed to other transport schemes, noting that s106 contributions are site specific and cannot be redirected. The majority of SCC match funding would still be required for schemes already completed / commenced under the Transforming Cities Fund programme.

This would not align with the Southampton City Council Local Transport Plan Connected Southampton and associated policies, as bus priority is an essential component to a Mass Transit System, and with Bus Service Improvement Plan ambitions.

OTHER RELEVANT MATTERS CONCERNING THE DECISION

None.

CONFLICTS OF INTEREST

None.

CONFIRMED AS A TRUE RECORD

We certify that the decision this document records was made in accordance with the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000 and is a true and accurate record of that decision.

Date: 16 January 2024

Decision Maker:
The Cabinet

Proper Officer:
Claire Heather

SCRUTINY

Note: This decision will come in to force at the expiry of 5 working days from the date of publication subject to any review under the Council's Scrutiny "Call-In" provisions.

Call-In Period expires on

Date of Call-in *(if applicable) (this suspends implementation)*

Call-in Procedure completed *(if applicable)*

Call-in heard by *(if applicable)*

Results of Call-in *(if applicable)*

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DECISION-MAKER:	Cabinet
SUBJECT:	Portswood Broadway Next Steps
DATE OF DECISION:	16 January 2023
REPORT OF:	COUNCILLOR KEOGH CABINET MEMBER FOR ENVIRONMENT AND TRANSPORT

<u>CONTACT DETAILS</u>			
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STATEMENT OF CONFIDENTIALITY

Not Applicable

BRIEF SUMMARY

This report provides a summary of the Portswood Broadway Transforming Cities Fund scheme following the second phase public consultation carried out in August – October 2023 and the next steps for the project.

RECOMMENDATIONS:

	(i)	To note that the Portswood Broadway Transforming Cities Fund scheme second phase of consultation has happened and is used as an opportunity for stakeholders to express their views on the proposal, supported by additional information provided.
	(ii)	To note that a “You Said / We Did” response has been prepared for the main themes in the consultation results to assist in shaping a recommendation for the scheme.
	(iii)	To note that there is support for the scheme to limit the amount of through route traffic using Portswood Broadway via the use of a bus gate / motor vehicle restriction, accompanied with measures to limit the impact on adjacent streets via an Active Travel Zone.
	(iv)	To progress the scheme with the approval for a trial of a part time bus gate / motor vehicle restriction on Portswood Broadway via an Experimental Traffic Regulation Order, with measures to limit the impact on adjacent streets via an Active Travel Zone (ATZ) to be in place ahead of the trial.

		Delegation is given to Executive Director Place in consultation with the Cabinet Member Environment and Transport to progress associated detailed design and Traffic Regulation Orders to enable the scheme trial and Active Travel Zone to be delivered.
	(v)	To establish a co-design group to inform design decisions for Portswood Broadway to address issues raised from the consultation.
	(vi)	A budget allocation of £500k for the trial is made from the capital programme budget of £2.9M. This budget would be subject to confirmation from the DfT on remaining grant award for the TCF programme.

REASONS FOR REPORT RECOMMENDATIONS

1.	To allow the opinions of relevant stakeholders and public to inform the decision making process for the scheme.
2.	Compliance with the Southampton City Council (SCC) Corporate Plan goals – Embed a culture of listening to our residents, community groups, partner organisations and businesses so their voices can shape our actions, and A prosperous city – Southampton will focus on growing our local economy and bringing investment into our city. The scheme will allow for improvements to be made to Portswood Broadway as a district centre improvement project.
3.	Compliance with the Southampton City Council Local Transport Plan Connected Southampton – A Connected City: Developing the Southampton Mass Transit System (Policy C1) – the introduction of a bus gate / motor vehicle restriction will assist with the implementation of the Mass Transit System.
4	Compliance with the Southampton Council Bus Service Improvement Plan (BSIP) ambitions, including Ambition 2 Buses are an attractive alternative, Ambition 6 Buses support sustainable growth in the City and District Centres. The scheme will make bus travel along the corridor faster and more reliable.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

5	<p>Not to proceed with a trial of the scheme – subject to discussions with the Department for Transport via a change control submission, this may allow some of the match funded Integrated Transport Block grant to be directed to other transport schemes, noting that s106 contributions are site specific and cannot be redirected. The majority of SCC match funding would still be required for schemes already completed / commenced under the Transforming Cities Fund programme.</p> <p>This would not align with the Southampton City Council Local Transport Plan Connected Southampton and associated policies, as bus priority is an essential component to a Mass Transit System, and with Bus Service Improvement Plan ambitions.</p>

DETAIL (Including consultation carried out)

6	<p>Background</p> <p>In 2020, the Southampton City Region was one of 12 cities that received funding through the Department for Transport's (DfT) Transforming Cities Fund (TCF).</p>
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	<p>This joint bid with Hampshire County Council (HCC) was awarded £57M of DfT funding towards a £68.5M programme to be delivered over four years to March 2024. The remainder of the funding is to come from local match funding contributions from SCC, HCC and partners including bus operator investment (such as new buses in 2024).</p>
7	<p>The TCF programme is delivering sustainable transport improvements on corridors linking Southampton City Centre with surrounding towns including Southampton to Eastleigh Corridor. This aims to better connect Fair Oak and Bishopstoke to Eastleigh, and onwards to Southampton Airport and Southampton City Centre by sustainable transport options. This is to support future sustainable development growth and improve productivity.</p>
8	<p>The focus for the Eastleigh Corridor is the provision of new cycle facilities, bus priority, better bus stops and access to them, access to the rail stations at Eastleigh, Southampton Airport Parkway, Swaythling and St Denys, improvements to St Denys Road, and providing alternatives such as e-scooter or cycle hire at a travel hub in Portswood. Projects are being developed and implemented by both SCC and HCC as part of the complete package for the corridor to achieve the aims of TCF.</p>
9	<p>As part of the strategy for the corridor, improvements to A335 Thomas Lewis Way were implemented with the aim of enhancing the strategic function of the A335 for the movement of through traffic in and out of the city. This additional capacity aims to reduce the demand and need for through traffic using Portswood Road. These works are complete with four junctions upgraded including Thomas Lewis Way/St Denys Road.</p>
10	<p>Portswood Broadway Project</p> <p>One of the key TCF projects is enhancements to the Portswood Broadway District Centre section of Portswood Road. This would contribute to the overall aims for the corridor for cycling and buses.</p> <p>This scheme has a capital programme budget of £2.9M, and includes the following objectives:</p> <ul style="list-style-type: none"> • To regenerate and make the District Centre a more vibrant, competitive economic destination; • Make the District Centre a more attractive and a more enjoyable place to spend time and money; • Provide greening, improve bio-diversity and more space for walking and wheeling within the District Centre; • Improve walking and cycling connectivity to and through the District Centre; • Provide safer crossing opportunities and better bus stops; and • Improved bus reliability and journey times via facilities (such as making part of Portswood Broadway bus, cycle & taxi only) and upgraded signal technology in the junctions at either end (St Denys Road and Brookvale Road).
11	<p>Alongside the main Portswood Broadway project there are complementary works that aim to widen travel choices through a Travel Hub. This is proposed to be located in St Denys Road 'stub' and would enable users access to micromobility (e-scooters, e-bikes), car clubs and EV charging, and localised greening.</p> <p>The Portswood Travel Hub, budgeted at £0.31m, has these objectives to:</p> <ul style="list-style-type: none"> • Improved transport mode options; • Increased disabled access and parking; and

	<ul style="list-style-type: none"> • Improve public realm and green spaces.
12	<p>As part of a package of mitigation for the works on Portswood Broadway that is likely to see some displacement of traffic, an Active Travel Zone in the Highfield area to the north-west is proposed. This would be developed through co-design with the local community to ensure buy-in and includes the following key objectives:</p> <ul style="list-style-type: none"> • Improve road safety; • Reduce the amount of through route traffic on local roads; • Improve air quality; and • Encourage walking, wheeling and cycling as a mode of transport.
13	<p>Consultation</p> <p>To develop the Portswood Broadway scheme the Council undertook a first phase of consultation which included:</p> <ul style="list-style-type: none"> • October-November 2020 – online Perceptions Survey to gain people’s experiences / thoughts on the current conditions and aspirations for the Portswood Broadway area; • September-October 2021 - On-street customer survey to gain insights into behaviours of people visiting the Portswood Broadway area; and • October / November 2022 – public consultation online and in-person events providing details of proposed schemes for Portswood. The consultation included drop in events and an online survey to collect feedback.
14	<p>As part of the October / November 2022 consultation, the Council received a petition “Say NO to Southampton City Council’s proposals to close part of Portswood Broadway to through traffic” and received 2,868 respondents.</p>
15	<p>The petition numbers meant that the item was referred to the Council’s Overview and Scrutiny Committee for consideration on 2 February 2023 meeting. At this meeting the Committee recommended to the Executive the next phase of consultation is more neutral, that additional and updated traffic information is gathered and presented to the public and consideration is given on how that information is presented. The resolution is in Appendix 1.</p>
16	<p>A second phase public consultation with the additional requested information was carried out between 22nd August and 1st October 2023. This included an updated website https://transport.southampton.gov.uk/tcf/eastleigh-to-southampton-corridor/portswood-project/, an online survey, letter drop to 16,612 properties, email to stakeholder list gathered from previous consultations and drop in sessions (where information and materials were on display and members of the public were able to ask questions of the project team) during September 2023. These drop-in sessions were held at:</p> <ul style="list-style-type: none"> • Portswood Broadway (x2 sessions); • Bashir Ahmed Mosque; • With the Highfield Residents Association; • With the Outer Avenue Residents Association; and • University of Southampton. <p>Businesses in and around Portswood Broadway were invited to a “Meet the Leader” event, with the Leader of the Council held in the Leader’s Civic Centre</p>

	<p>office in September 2023. A follow up business meeting was held in October 2023 at October Books meeting rooms.</p> <p>A special presentation was given to members of the Accessibility Forum online in September 2023.</p>
17	<p>The additional information and materials provided at the events and available online is in Appendix 2.</p> <ul style="list-style-type: none"> • Impact on local roads; • Impact on the local economy; • Maintaining access for people with mobility issues and people with disabilities; • Phased Implementation of the scheme; • Air Quality and Environmental Benefits; • Improving Public Transport Services; • Tackling Crime and Anti-Social Behaviour; • A335 Thomas Lewis Way Improvements; and • Emergency Strategy for A335 Thomas Lewis Way.
18	<p>The online survey ran concurrent to the public consultation events, created by the Southampton Data Observatory (SCC Insights team) – independent from the Integrated Transport team delivering the project. When closed, the survey received 1,371 responses.</p> <p>It is important to note that a consultation is not a vote, it is an opportunity for public and stakeholders to express their views, concerns and alternatives to a proposal.</p> <p>The survey asked questions about the where people lived, how, why, when and how often they used Portswood Broadway and how they travel to or through Portswood Broadway. Specific questions were asked about how people felt the impact would be on a range of issues via asking if they felt it would have a positive impact, no impact or negative impact.</p> <p>A copy of the survey questions is in Appendix 3.</p>
19	<p>The results of the survey questions are shown in Appendix 4.</p> <p>Key highlights from the results are:</p> <ul style="list-style-type: none"> • Five of the nine aspects of the proposal asked about were rated as having a positive impact by more than 50% of respondents – being impacts on attractiveness, active / alternate modes, and bus passengers; • Views were even for impact on visitor numbers and impact on the local economy; and • The impact on car related questions was seen as having a negative impact. <p>A “You Said / We Did” style response to the points raised in the survey, and from other written submissions received, are shown in Appendix 5.</p>
20	<p>Business engagement included an option in the survey to indicate it was a business response (twelve received), a dedicated meeting with the Leader held 22 August 2023 (thirteen businesses attended), a dedicated business only survey (two completed) and a business engagement forum held on 22 September 2023 (thirteen businesses attended). An analysis of issues raised by businesses is in Appendix 6. The engagement has shown that there are mixed views from</p>

	businesses on the proposed scheme with some indicating it will be positive and some indicating it will be negative.
21	<p>Following the consultation, it is proposed to amend the Portswood Broadway scheme as follows:</p> <ul style="list-style-type: none"> • Establish detail design of a viable scheme trial for measures to limit through traffic in the area; • Limit the amount of through route traffic passing through Portswood Broadway via the use of a bus gate / motor vehicle restriction, accompanied with measures to limit the impact on adjacent streets via an Active Travel Zone. The bus gate / motor vehicle restriction should be part time to allow some access for delivery and some vehicle access at some times of day; • The part time bus gate / motor vehicle restriction is to be 7am to 10am, 4pm – 7pm to allow maximum benefit for bus journey times, during peak commuter hours, but still allow access to the Broadway outside of these times for other modes; • Access for loading HGVs will be retained through Portswood Broadway from south – north, with a loading bay proposed for St Denys Road spur road to allow for loading to happen from St Denys Road (details to be subject to co-design group); and • A co-design group is established to inform design decisions for Portswood Broadway (including trial) to address issues raised from the consultation. The co-design group is to be made up of representatives from resident associations, retailers / traders, representatives from lobby groups such as elderly / people with disabilities and mobility issues, and local residents.
22	<p>Next Steps</p> <p>Following the completion of the review by officers the timeline for the project is anticipated to be:</p> <ul style="list-style-type: none"> • Work with Community Co-design options in Spring 2024 to inform the design and feasibility of the scheme trial; • Confirm any mitigation measures, if required in Summer 2024; • Formal consultation on any required Traffic Regulation Orders (TROs) Summer 2024; and • Any construction of the scheme trial at Portswood Broadway in Winter 2024/25.
23	<p>A trial is proposed for the part time bus gate / motor vehicle restriction in accordance with Experimental Traffic Regulation Orders. The trial will have a review point of six months initially, and an Experimental Traffic Regulation Order can run for 18 months. The measures of a trial will include pre / post traffic flows on roads, the use of air quality monitors, resident / retail / visitor feedback. Measures will also be taken in relation to business activity – footfall counters, engagement with businesses on spend / profit, and spend profiles of visitors to the area.</p> <p>Following this cabinet decision, the final details of the trial including the design will be finalised with input from the co-design working group. The trial can proceed with delegation given to the Executive Director Place in consultation with the Cabinet Member Environment and Transport to progress associated Traffic</p>

	<p>Regulation Orders to enable the implementation of the scheme trial and Active Travel Zone.</p> <p>The impacts would be monitored by SCC and reported back after 1 year and 5 years from completion if the scheme is made permanent, and as part of the DfT's National TCF Monitoring & Evaluation programme.</p>
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RESOURCE IMPLICATIONS

Capital/Revenue

24 The total budget allocation of the Portswood Broadway scheme is £2.9M with £400k set aside for the Highfield ATZ, the TCF programme is funded by the Department for Transport, SCC match from Local Transport Plan Integrated Transport Block grant, and S106 Developer Contributions. The Portswood Broadway scheme will utilise the remaining TCF programme budget which has been profiled so that the SCC match funding is the remaining budget, which is a commitment as per the original TCF bid and grant conditions.

It is included in the Council's Capital Programme for 2023/24 and (subject to DfT awarding the agreed final tranches of TCF grant payments to SCC) has sufficient funds to carry out the implementation of any agreed proposals, additional surveys, modelling and impact assessments. The deadline to spend the DfT conditional TCF funding is currently 31 March 2024. Whilst the Council are in negotiations with the DfT to extend this, as detailed below, there is currently a risk that funding may not be available in 2024/25. Funding for the scheme is made up from SCC match funding (Integrated Transport Block grant and S106) which does not have an expiry date in 2024/2025 and can be used to extend the delivery timeline.

In terms of the recommendation for this paper, a budget allocation for the trial aspect for Portswood Broadway / Active Travel Zone of £500k (to be funded out of the £2.9M allocation) and would include provision for signage, Experimental Traffic Regulation Order, bus stop upgrades, temporary trial infrastructure (slow points or planters) and any other elements that the co-design group may wish to trial. Some elements of this allocation may be abortive if the trial was not to progress to a permanent scheme, for example traffic signage, but it is expected that the trial will result in some permanent capital assets that contribute to the overall improvements to the TCF corridor.

	Capital allocation (£M)
Existing Capital programme sum	2.900
Consisting of:	
Trial of bus gate and associated measures	0.500
And if trial led to a permanent scheme:	
Active Travel Zone	0.400
Portswood Broadway	2.000
Total:	2.900

	Funded by:	
	Integrated Transport Block Grant 23/24 and S106	2.900
	Net	0
25	There are no direct revenue implications resulting from the consultation.	
<u>Property/Other</u>		
26	None	
LEGAL IMPLICATIONS		
<u>Statutory power to undertake proposals in the report:</u>		
27	The Council is able to make changes to the highway network through the introduction of Traffic Regulation Orders under the Road Traffic Regulation Act 1984 and Highways Act 1985 together with associated Regulations and Orders relating to the form of Orders and the required signage etc required to implement and enforce such Orders	
<u>Other Legal Implications:</u>		
28	The proposals have been subject to an equalities impact assessment carried out under the Equality Act 2010 and the design and implementation phase will be conducted having regard to this assessment which will be updated throughout the design phase to ensure Equality considerations are taken into account and mitigated against where appropriate.	
RISK MANAGEMENT IMPLICATIONS		
29	<p>There is a risk related to the delivery timeline for the project being delayed with further reviews. Timelines for the project have now been adjusted to allow for the gathering of further analysis and as such the risk has been mitigated. The TCF funding from the DfT stipulates that the funds must be spent by March 2024, and the Council is in negotiations with the DfT on the use of an additional year to complete the TCF programme particularly for Portswood. As a mitigation, funding for the scheme is made from SCC match funding towards the TCF funding which does not expire in 2024/25 and can be used to extend the delivery timeline.</p> <p>If a scheme, in line with the TCF programme bid, would not be taken forward, then the funding would need to either be reallocated to other TCF schemes in Southampton that provide a similar or better improvement for buses, or the monies would need to be returned to the DfT.</p> <p>The Council has not received the final tranche of funding from the DfT for the Transforming Cities Fund grant, and is required to submit quarterly claims for costs incurred. The Council has not received the final tranche which includes payments for Albion Place Bus Hub and the remaining of the Inner Ring Road Cumberland Place project. If the DfT were to withhold the final tranche due to a</p>	

	<p>revised TCF timeline because of an additional year, the SCC match funding would need to be prioritised to complete the already committed schemes (as above, Albion Place Bus Hub and Inner Ring Road) and as such there would be insufficient funding to proceed with any works at Portswood Broadway (including any trial) – this project would not proceed if this happened.</p> <p>Some aspects of the trial will produce infrastructure that may not be permanent and will require removing if the trial concludes that there is no viable scheme for Portswood Broadway. These elements will be minor (such as traffic signage) but it is expected that the majority of the trial will result in a capital asset being created that contribute to the overall objectives for the TCF corridor.</p>
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POLICY FRAMEWORK IMPLICATIONS

30	<p>The Council’s Local Transport Plan (LTP4) - Connected Southampton 2040, sets out a vision for transport to make Southampton a modern, liveable and sustainable place to live, work and visit by investing in better and more innovative transport.</p> <p>The TCF Programme and Portswood Broadway project support this and the LTP has objectives of:</p> <ul style="list-style-type: none"> • ‘A System for Everyone, making Southampton an attractive and liveable place to improve the people’s quality of life, so that everyone is safe, and has inclusive access to transport regardless of their circumstances.’ • A Connected City, with fast, efficient transport options available that effectively and reliably connect people with the places they want to go. As part of that, the Southampton Mass Transit System (SMTS) has been identified that will be a high-quality system comprising of various types of public transport – including bus and future other mass transit schemes (Policy C1).
31	<p>The Council’s Bus Service Improvement Plan (BSIP) sets out the ambition for buses in Southampton has listed ambitions for buses as an attractive choice where the bus network is built on reliability, carbon-neutral, integration, value for money, inclusivity & partnership.</p> <p>The TCF Programme and Portswood Broadway project support his and specific ambitions within the BSIP, including:</p> <ul style="list-style-type: none"> • Ambition 2 – Buses are an attractive alternative – fast, reliable and attractive – providing bus priority helps to improve attractiveness of buses, growing patronage, speed up journeys and foster further service enhancements and vehicle investment • Ambition 6 - The City and District Centres as hubs within the network served by buses to support their sustainable growth <p>Ambition 9 – development of the integrated SMTS with future aspirations for Mass Rapid Transit on the corridor.</p>
32	<p>The Council’s Cycle Strategy Cycling Southampton 2017-2027 sets out how Southampton can become a true cycling city, with the identification of the Southampton Cycle Network (SCN). The SCN has a series of corridors for cycling improvements including SCN6 on Portswood Road to Eastleigh</p>

KEY DECISION?	Yes
WARDS/COMMUNITIES AFFECTED:	Portswood Ward

SUPPORTING DOCUMENTATION

Appendices

1.	February 2023 OSMC recommendation
2.	Additional information gathered for consultation
3	Online consultation survey
4	Survey results
5	You Said / We Did response to free text survey responses
6	Analysis of Business responses
7	Equality and Safety Impact Assessment ESIA

Documents In Members' Rooms

1.	
2.	

Equality Impact Assessment

Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out.	Yes
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Data Protection Impact Assessment

Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out.	Yes
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Other Background Documents

Other Background documents available for inspection at:

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	
2.	

Appendix 1 – 2 February 2023 Overview and Scrutiny Committee Recommendations

1. That the Cabinet Member and officers commit to ensuring that the next iteration of the Portswood Corridor consultation survey is worded in such a way that it is neutral and does not appear to favour the proposed schemes.
2. That further traffic counts are undertaken along the Portswood Corridor to monitor changes to travel habits and to improve understanding of the journeys that are being undertaken and traffic trends.
3. That modelling for individual roads is undertaken to help develop understanding of the additional traffic that could be diverted to neighbouring residential streets as a result of the introduction of the proposed schemes.
4. That, reflecting concerns about the potential impact the closure of Thomas Lewis Way could have on the area if the proposed scheme is introduced, an emergency mitigation plan is developed that identifies the potential impact and models alternative routes to be followed to reduce the predicted impact.
5. That bus journey time and trend data for Portswood is provided to the Committee and is available for the second phase of public consultation.
6. That, for the second phase of public consultation, improvements are made to the clarity of the information about the proposed schemes to raise awareness of the actual proposals.
7. That the second phase of public consultation includes a wider geographical area reflecting the potential impact of the proposals.
8. That instead of procuring an independent assessment on the impact of the proposals on the prosperity of Portswood District Centre, traders are contacted individually, or through a Portswood Traders Association, and are asked about their views on the proposals.
9. That, if the Cabinet Member agrees to the independent assessment on the impact of the proposals on the prosperity of Portswood District Centre, the Cabinet Member and officers commit to separately engaging directly with Portswood traders about the proposals.

10. That the Cabinet Member and officers demonstrate how the proposals will impact on the city's net zero ambitions.

11. That the Cabinet Member recognises the strength of feeling and opposition to the proposed closure of Portswood Broadway to through traffic and goes back to the drawing board and scraps plans to close the road to through traffic and instead comes back with alternative proposals for Portswood Broadway that will make the district centre greener and more attractive.

Appendix 2 – Additional information for the Portswood Broadway consultation

<https://transport.southampton.gov.uk/tcf/eastleigh-to-southampton-corridor/portswood-project/additional-information-and-assessments/>

- Impact on local roads – Additional traffic counts were taken in April 2023, with modelling carried out rerouting traffic locally to Thomas Lewis Way and to local streets in the area, with daily traffic levels shown for current, predicted with a proposed bus gate, predicted with bus gate + light touch Active Travel Zone, and bus gate + Active Travel Zone via traffic filters;
- Impact on the local economy – An independent Economic Impact Assessment Report was prepared and made available for the public to see the predicted impact of the scheme for economic activity in the area;
- Maintaining access for people with mobility issues and people with disabilities – a local access map was produced indicating how to access the Portswood Broadway if a bus gate restriction was to go ahead
- Phased Implementation of the scheme – information was provided on how a phased implementation of the scheme may be possible;
- Air Quality and Environmental Benefits – information was provided on the Green City Charter (2020) and air quality information as part of the Southampton Net Zero Strategy;
- Improving Public Transport Services – information was given on the level of delay for bus running times in the area and a link to the Council’s Bus Service Improvement Plan;
- Tackling Crime and Anti-Social Behaviour – information was provided on the work done in conjunction with advice from the Police on how to reduce crime and anti-social behaviour through several measures including a Portswood Business Engagement Forum;
- A335 Thomas Lewis Way Improvements – information about improved journey times along A335 Thomas Lewis following recently completed congestion reduction schemes; and
- Emergency Strategy for A335 Thomas Lewis Way – information about measures to retain access in the area if there is an emergency situation on A335 Thomas Lewis Way including messaging to drivers and use of Portswood Broadway.

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Appendix 3 – Online consultation survey**Portswood Broadway Transport Scheme Consultation****Consultation questionnaire****Background****Welcome to the Portswood Corridor Phase 2 Consultation**

Welcome to phase 2 of the consultation for the proposals for the Portswood Corridor. This consultation will run from the 21st August 2023 until the 1st October 2023

On our website **HERE** you will be able to access all information related to the proposed Portswood Corridor schemes which include:

- Changes to Portswood Broadway
- A new Active Travel Zone (ATZ) for Highfield
- A Travel Hub, next to Trago Lounge

You can access information about the aims of these proposals, the impact they would have and background behind why they are being proposed.

You will also be able to access all the information and results related to phase 1 of the consultation which was conducted at the end of 2022, Council assessments and additional investigations to address concerns raised.

Once you have had time to read this information and have your questions answered, we ask that you complete this online survey and leave feedback below.

Should you have any further questions you do not feel is covered on these pages, please email us at portswoodcorridor@southampton.gov.uk

Proposals for Portswood Broadway

The Portswood Broadway proposals look to introduce a bus gate along Portswood Road from Highfield Lane to Westridge Road (approximately 150 metres in length).

The bus gate would restrict general traffic from passing through the 150m of bus gated road, however general traffic will continue to have access to the Broadway area and any existing parking areas will be retained albeit via adjusted routes. The bus gate would still allow buses, cycles, taxis and other authorised vehicles to pass fully along the Broadway.



By restricting general traffic through the Broadway but still allowing access to car parking spaces, we will improve bus journey times and deliver economic, social and environmental benefits, supporting Southampton Pound [link to: [Southampton Pound - Social Value and Community Wealth Building in Southampton](#)] locally, or as social value more widely, through:

- Creation of additional pedestrian space of over 550m2, equivalent of two tennis courts
- Attract more people to visit and spend at local businesses
- Installation of seven benches allowing elderly, disabled and families to sit and rest
- Two new zebra Crossings
- Improved bus journey time and reliability
- Addition green space such as planters and over ten trees
- Additional tables and chair for alfresco dining, with a potential for 50 tables and 100 seats
- Improvements to air quality
- Making our junctions safer for people who choose to walk or cycle

The proposals would improve the junction of Portswood Road and Highfield Lane to provide better walking and cycling access, upgrade the junction to smart signals to reduce waiting time and further improve bus journey time and reliability.

Q. If these plans were to go ahead, what impact do you feel it would have on the following?						
	Very positive impact	Fairly positive impact	No impact at all	A fairly negative impact	A very negative impact	Don't know
The attractiveness of Portswood District Centre						
Visitor numbers to Portswood District Centre						

The ease of travelling more sustainably (e.g. on foot, bicycle, or public transport)						
The experience for bus passengers traveling to and from the Portswood District Centre						
The ease of travelling by car to and from the Portswood District Centre (driver or passenger)						
Safety of those walking and crossing roads on the Portswood District Centre						
Safety of those cycling on the Portswood District Centre						
Overall experience of traveling across the city for all road users.						
Air quality						

Q. Please use the following space to tell us if there is anything else we should consider (e.g. what alternatives we could look at, or any other impacts there might be):

Free text

The following sections of the questionnaire will cover more detail on: impacts on the local economy, access for people with mobility issues; and impacts on crime and antisocial behaviour.

Phased Implementation

We are currently investigating the phased introduction of the bus gate should the proposals move forward. We would also be able to provide temporary additional paving along the Broadway to provide the extra pedestrian space the bus gate would allow us to install. It is important to know that during a phased approach of this scheme we would not be able to provide any of the additional green space initially and it would be added over a longer time frame.

Q. If plans were approved, which of the following would you prefer?

- Trial the proposals first
- Proceed straight to implementing the proposals
- Something else
- Don't know

Q. Please use the following space to tell us if there is anything else we should consider (e.g. what alternatives we could look at, or any other impacts there might be):

Free text

Impact on the local economy

One of the key concerns raised by residents in the consultation was about the economic impact on local businesses of a bus-only zone on a section of the Broadway. To address these concerns and measure the impact we commissioned an independent **Economic Impact Assessment** to look more specifically at the impact it would have on the Portswood Area ([link to report](#)). Key findings from the initial assessment include:

- **The Portswood Broadway scheme will generate around £8 for every £1 of investment.** The long-term economic benefits to the Southampton economy through uplift in sales and increased employment opportunities, supporting the Southampton Pound objective of community wealth building.
- **An additional 30 full-time equivalent jobs.** The proposals are predicted to generate additional jobs on the Broadway as the consumer benefits from increased trading space and longer opening hours to attract more people.
- **An additional £32,705,000 (GVA) Gross Value Added over 10 years to the local economy.** This is due to the increased footfall, compared with if the scheme was not implemented.
- **A 5% uplift in trade.** Businesses trading in retail, leisure, food services and other business services could expect a 5% uplift in trade from the additional footway space and improvements

We hope the Economic Impact Assessment provides residents and businesses with some supporting information to support informing their responses to the phase 2 consultation. We want to make sure that local businesses are fully supported as part of the second phase of consultation and we will focus on providing advice and guidance on how businesses can get the full benefit of the scheme should it go ahead and continue to work with them on the specific concerns raised.

Next Steps:

- Form Portswood Business Engagement Forum for local retailers;
- Ensuring servicing needs are designed into any future scheme; and
- Providing guidance on how to get the most benefits from these proposals.

If you are a local retailer and want to find out more about the Portswood Business Engagement Forum please email us [HERE](#).

Q. To what extent do you agree or disagree that we have adequately assessed and provided sufficient information on the potential economic impact of the proposals?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree

Q. Please use the following space to explain your response please

Free text

Q. If these plans were to go ahead, what impact do you feel it would have on the local economy?

- Very positive impact
- Fairly positive impact

- No impact at all
- A fairly negative impact
- A very negative impact
- Don't know

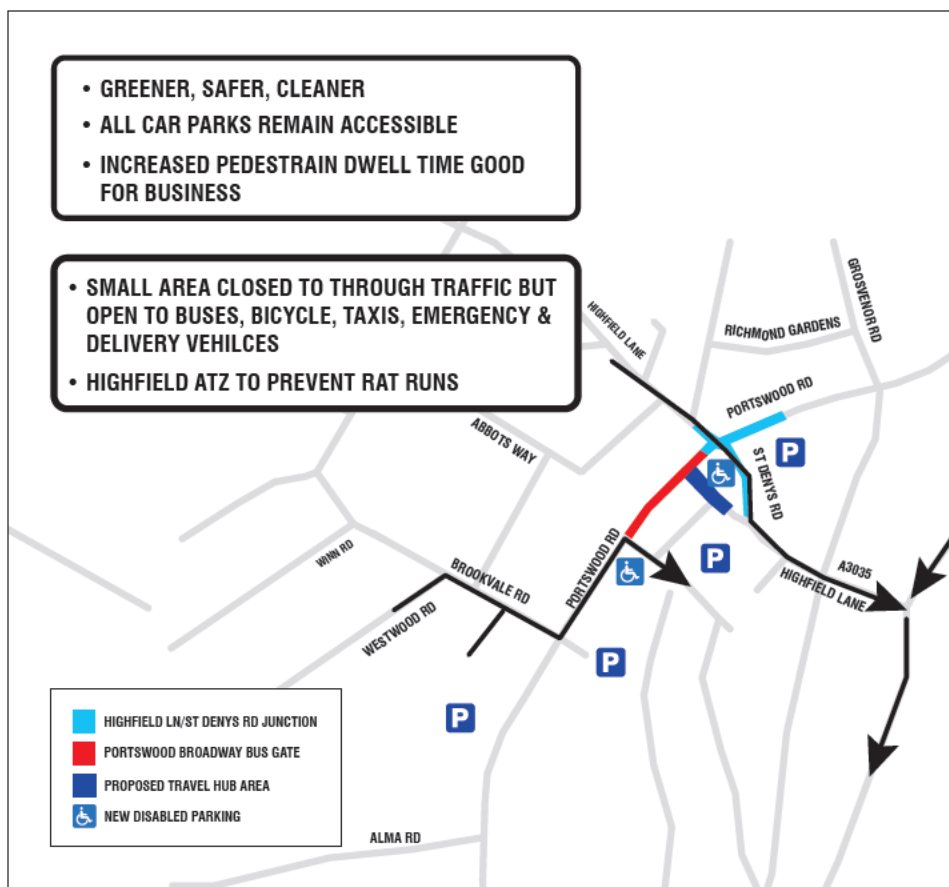
Q. Please use the following space to tell us if there is anything else we should consider (e.g. what alternatives we could look at, or any other impacts there might be):

Free text

Maintaining access for people with mobility issues and people with disabilities

Access for people with mobility issues, especially those that have no alternative but to use their car will also be improved with better pedestrian access into Westridge Road car park and more parking for people with disabilities around the area.

As part of the work on the Active Travel Zone we would also include additional disabled compliant crossings and improve the condition of our footways.



There will be at around seven additional benches along the Broadway for people to sit and rest, and hospitality businesses will be able to offer outdoor seating, where people can socialise with family and friends. The area will be improved with dementia friendly design principles being applied to the design of the future Broadway layout. Our new [The Accessibility Forum \(southampton.gov.uk\)](http://southampton.gov.uk) will play a crucial role in reviewing the scheme and the design detail.

While some people may need to make longer journeys around the bus gate, we commit to maintaining access to all car parks in the area and improving existing access.

Q. To what extent do you agree or disagree that we have taken sufficient steps to maintain access for people with mobility issues and people with disabilities

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree

Q. Please use the following space to tell us if there is anything else we should consider (e.g. what alternatives we could look at, or any other impacts there might be):

Free text

Impact on crime and anti-social behaviour

Crime and Anti-Social Behaviour was a key concern raised in phase 1 of the consultation and one we share. Local street drinking, assaults, theft and other crimes are something we all take very seriously.

The Council, in partnership with our local Police Officers, are working to ensure these proposals would help address these problems and make the Portswood area safer for us all to enjoy. These proposals would allow us to:

- Provide additional CCTV along the Broadway, helping the police to gather evidence and monitor crimes;
- Design out blind spots and improve street lighting;
- Work with local businesses to form the Portswood Business Engagement Forum which will help the council and the police to work better together with local businesses; and
- Working on community schemes that allow people to better and more easily report crimes.

Q. What impact do you feel the proposals would have on the following?

	Very positive impact	Fairly positive impact	No impact at all	A fairly negative impact	A very negative impact	Don't know
Reducing crime and anti-social behaviour						
Making crime and antisocial behaviour easier to report						

Q. Please use the following space to tell us if there is anything else we should consider (e.g. what alternatives we could look at, or any other impacts there might be):

Free text

Proposals for Portswood Travel Hub

To improve access to the Broadway for all users we are proposing the installation of a Travel Hub on St Denys Road alongside Portswood Broadway, next to Trago Lounge. Adjacent to the Travel Hub, additional parking for people with disabilities will be provided.

The Travel Hub will provide people with access to a range of transport options including disabled parking bays, e-bike or scooter hire, secure cycle parking and electric vehicle charging points. It will link to improved bus stops on Portswood Broadway. On top of this, the Hub could include improvements to the public space such as art, greening and seating and additional facilities like parcel lockers, information boards and wayfinding, bringing more visitors to the Broadway and providing reasons for them to stay. Final elements of the Travel Hub will be refined as the project progresses based on the feedback received from this consultation.

Q. If these plans were to go ahead, what impact do you feel it would have on the following?						
	Very positive impact	Fairly positive impact	No impact at all	A fairly negative impact	A very negative impact	Don't know
The attractiveness of St Denys Road						
Air quality						
The ease of travelling more sustainably (e.g. on foot, bicycle, or public transport)						
Safety of those cycling						
Visitor numbers to Portswood District Centre						
The experience for bus passengers traveling to and from the Portswood District Centre						

Q. Listed below are some potential features of a Travel Hub. How likely would you be to use each element if included in the Portswood Travel Hub?					
	Very Likely	Fairly likely	Neither	Fairly unlikely	Very unlikely
Disabled parking spaces					
Bicycle hire					
E-bike hire					
Electric cargo bike hire					
E-scooter hire					
Electric car hire					
Electric van hire					
Electric vehicle charging points					
Secure, covered cycle parking					
E-bike charging points					
Taxi pick-up/drop-off point					
Parcel lockers					
Public bicycle pump & tools					
Digital boards with live bus timetables and information					
Green space and public seating					
Sheltered waiting area					

Public toilets					
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Proposals for Highfield Active Travel Zone

Traffic modelling in the area predicts that with the introduction of the bus gate around 8,000 vehicles would choose to use A335 Thomas Lewis Way (TLW) as a faster alternative, depending on the level of mitigation we adopt for the area to prevent rat running. This will be supported by the recent improvements along TLW such as the introduction of additional turning lanes and an upgrade to smarter junctions which has improved journey times along TLW to make it more reliable and increase capacity to ensure it is the preferred option for through traffic.

Some remaining through traffic is likely to choose to rat run through local roads though. To prevent this and protect local roads for those who live in the area, we could introduce an Active Travel Zone for Highfield to prevent this. The Council is committed to providing an Active Travel Zone for the Highfield area ahead of any improvements to the Portswood Broadway area.

Active Travel Zones (ATZs) are neighbourhoods that encourage active travel through a range of measures which calm or discourage traffic, reduce rat running and instead prioritise people walking and cycling while at the same time maintaining motor vehicle access for those who live there. Interventions for ATZs are scalable and can range from speed cushions, improved crossing points or road closure points which would be designed with local residents at co-design meetings.

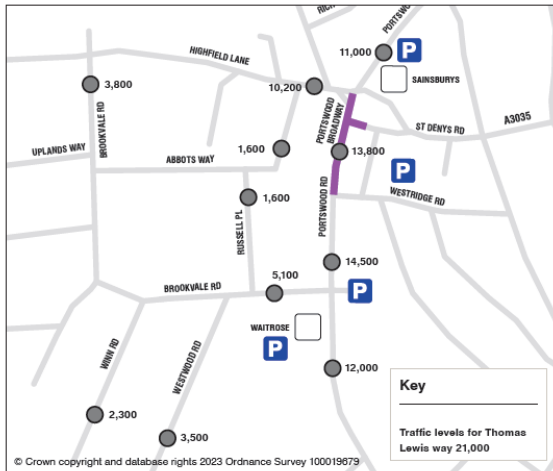
The Council has delivered an ATZ in the St Denys area in conjunction with local residents, and is now implementing ATZs in the Polygon, Woolston and Itchen areas.

New traffic data has been provided in this consultation to better inform residents of the impacts of various options for an Active Travel Zone for the area, but no decision will be made on the type of Active Travel Zone without community co-design with residents.

ATZ traffic modelling: vehicles per 24 hours (both directions)

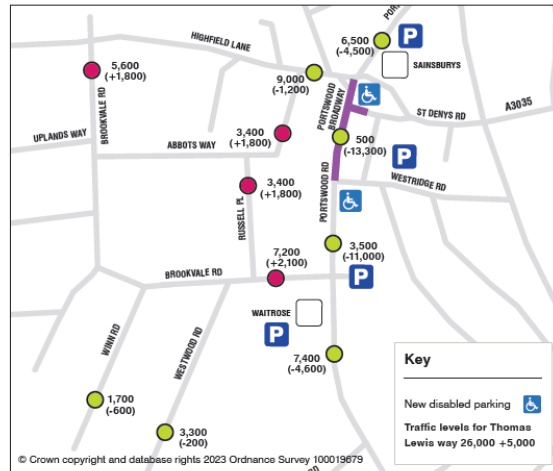
Existing Levels: April 2023:

This shows the existing levels of traffic flowing through the area on a normal weekday in April (figures are number of vehicles per day in a 24 hour period on the road).



Bus gate + no mitigation:

This shows the impact on traffic flows along the Broadway and local roads should a bus gate be installed with no mitigation measures included, with the majority of traffic diverted to A335 Thomas Lewis Way. This is not something that would be implemented and is purely for demonstration only.

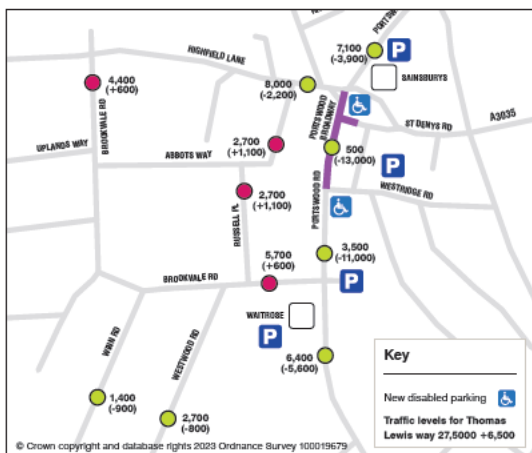


Bus gate + Light-touch ATZ:

This shows the impact on traffic flows should a bus gate be installed with a light touch ATZ.

A light-touch ATZ for Highfield in the form of new pedestrian crossings, speed cushions, priority buildouts which will deter people driving through residential streets with the majority of traffic directed to A335 Thomas Lewis Way. This would help reduce overspill from the proposed bus gate and in most cases reduce traffic from existing levels.

This would lead to increased level on some local streets, but a significant reduction of traffic in the area as a whole. The final mix of interventions to deter people driving through residential streets would be based on community co-design.

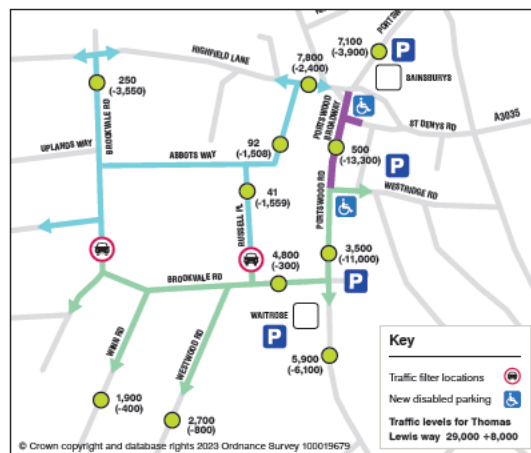


Bus gate + ATZ with Traffic Filter on Russell Place and Brookvale Road:

This shows the impact on traffic flows should a bus gate be installed with an ATZ, which would include a traffic filter on Russell Place and on Brookvale Road.

Traffic filters prevent motorised vehicles from passing through that area, without preventing people who walk and cycle. The predicted modelling shows that with the introduction of the ATZ and the traffic filters in these locations the roads around this area would be preserved for local residents only and deliveries access only and prevent all through traffic.

Similar arrangements already exist in Outer Avenue (filters at Alma Avenue and at Avenue Road) and have just been introduced in St Denys (Kent Road, North Road and the existing filter at Horseshoe Bridge).



Q. If these plans were to go ahead, what impact do you feel it would have on the following?

	Very positive impact	Fairly positive impact	No impact at all	A fairly negative impact	A very negative impact	Don't know
Safety of those walking and crossing roads within the Highfield area						
Safety of those cycling within the Highfield area						
Journey times by car through the Highfield area						
Access to properties within the Highfield area						
Reducing drivers using residential streets within the Highfield area as shortcuts						
Overall experience of traveling across the city for all road users.						
Air quality						

Q. Should these proposals be approved which ATZ option would you prefer?

***Please note that a detailed design phased would be conducted as a co-design process with local residents and this question is just to inform the co-design process.**

- Light-touch ATZ
- ATZ with Traffic Filter on Russell Place and Brookvale Road
- Something else
- Don't know

Q. Please use the following space to tell us if there is anything else we should consider(e.g. what alternatives we could look at, or any other impacts there might be):

Free text

About you

Q. Roughly, how often do you use these forms of transport in and around the area?

	Daily or most days	Once or twice a week	Once or twice a month	Less often	Never
Walk					

Cycle					
Bus					
Car/Van (including Car Club or rental)					
Motorcycle/Moped					
Wheelchair/Mobility Scooter					
Taxi/Private Hire Car					
Community Transport (eg Dial-a-Ride, Volunteer car scheme)					
E-Scooter					

Q. Roughly, how often do you do the following?					
	Daily or most days	Once or twice a week	Once or twice a month	Less often	Never
Visit Portswood Broadway (E.g. for food shops, work, the library, cafes, bars, faith based worship)					
Pass through Portswood Broadway without stopping to visit					

About you

Q. (Individuals only) What is your postcode? (This is used for geographical analysis only and will not be used to contact or identify you)

Q. (Individuals only) What is your sex?
--

- Female
- Male
- Prefer not to say

Q. (Individuals only) Is the gender you identify with the same as your sex registered at birth?

- Yes
- No
- Prefer not to say

If no, please write in gender identity:

Q. (Individuals only) What is your age?

- Under 18
- 18 – 24
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65 – 74
- 75 +
- Prefer not to say

Q. (Individuals only) How would you describe your ethnic group?

- Asian / Asian British
- Black / African / Caribbean / Black British
- Mixed or Multiple ethnic groups
- White British
- White Other
- Other ethnic group
- Prefer not to say

Q. (Individuals only) Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

- Yes
- No
- Prefer not to say

If yes, do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

- Yes, a lot
- Yes, a little
- Not at all
- Prefer not to say

Businesses and organisations

Q. Are you responding on behalf of a business or organisation?

- No
- Yes, a private business
- Yes, a public sector organisation
- Yes, a third sector organisation (Voluntary groups, Community groups, Charities)
- Prefer not to say

Q. (Businesses and organisations only) Can the name of your business or organisation be attributed to your response?

- Yes
- No

Q. (Businesses and organisations only) Can we contact you about your response to this consultation and to find out more about the Council led Portswood Business Engagement Forum?

- Yes
- No

Q. (Businesses and organisations only) If yes, please provide us with the following details:

- Business or organisation name:
- Contact name:
- Contact email:

What happens next?

The consultation closes on 01 October 2023. After this date, all feedback will be analysed and considered before a final decision is made. Suggestions and concerns will be taken into account and further assessed as needed

Q. Would you like to be emailed a copy of your response to this consultation?

- Yes
- No

Q. If yes, please provide the following details. This will only be used to send you a copy of your response.

Name:
Email:

Thank you for your time, please click submit to complete the survey.

The information collected about you during this survey will only be used for the purposes of research. We may use it to contact you about this. We will only share your information with other organisations or council departments if we need to. We may also share it to prevent, investigate or prosecute criminal offences, or as the law otherwise allows. Please be aware that any comments given on this form may be published in the report. However, the council will endeavour to remove any references that could identify individuals or organisations. Our Privacy Policy (<http://www.southampton.gov.uk/privacy>) explains how we handle your personal data, and we can provide a copy if you are unable to access the Internet.

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Southampton City Council undertook a public consultation on draft proposals for the Portswood Project including:

- Changes to Portswood Broadway;
- A new Active Travel Zone (ATZ) for Highfield
- A Travel Hub (next to Trago Lounge)

This consultation took place between **22/08/2023 – 01/10/2023** and received **1,371** responses.

The aim of this consultation was to:

- Communicate clearly to residents and stakeholders the proposals the projects in Portswood;
- Ensure any resident, business or stakeholder in Southampton that wished to comment on the proposals had the opportunity to do so, enabling them to raise any impacts the proposals may have, and;
- Allow participants to propose alternative suggestions for consideration which they feel could achieve the objectives of the strategy 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. 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 and which are meaningful and comply with the *Gunning Principles*, considered to be the legal standard for consultations:

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, and;
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,¹ 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 Coughlan²), 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 Haringey³), 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.⁴

¹ 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

² BAILII, England and Wales Court of Appeal (Civil Division) Decisions, Accessed: 13 December 2016.

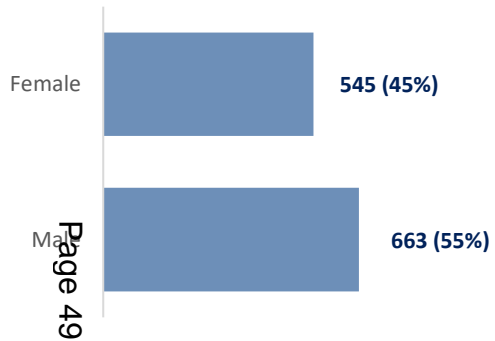
³ BAILII, United Kingdom Supreme Court, Accessed: 13 December 2016

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

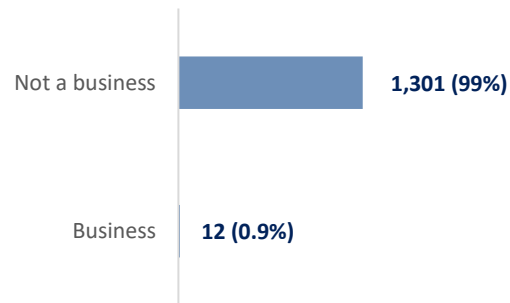
Total responses | **1,354 survey responses**
17 email responses
1,371 total

Graphs on this page are labelled as count (percentage).

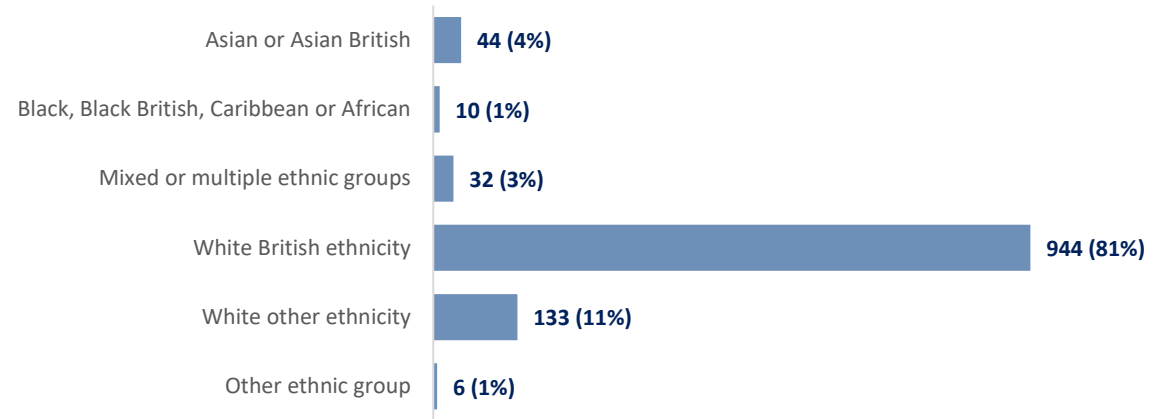
Sex



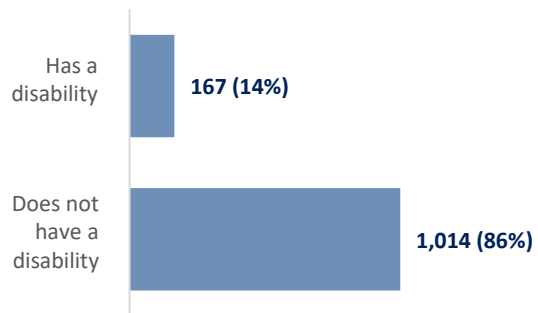
Business



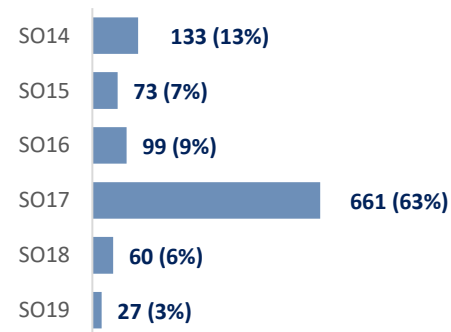
Ethnicity



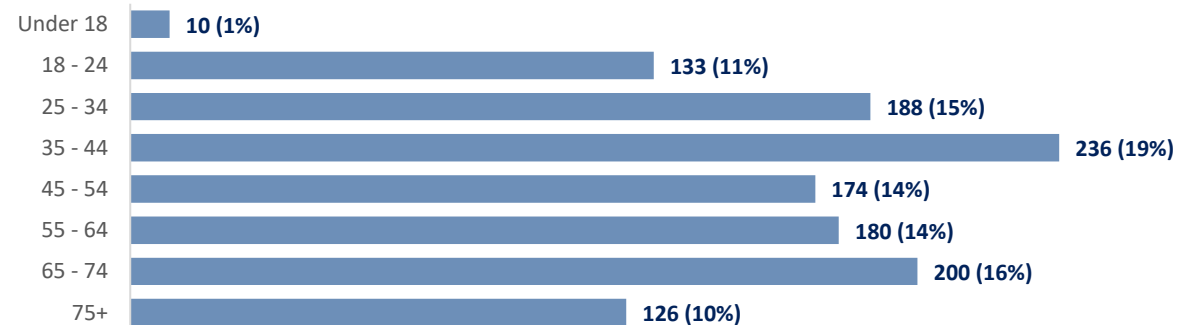
Disability



Postcode

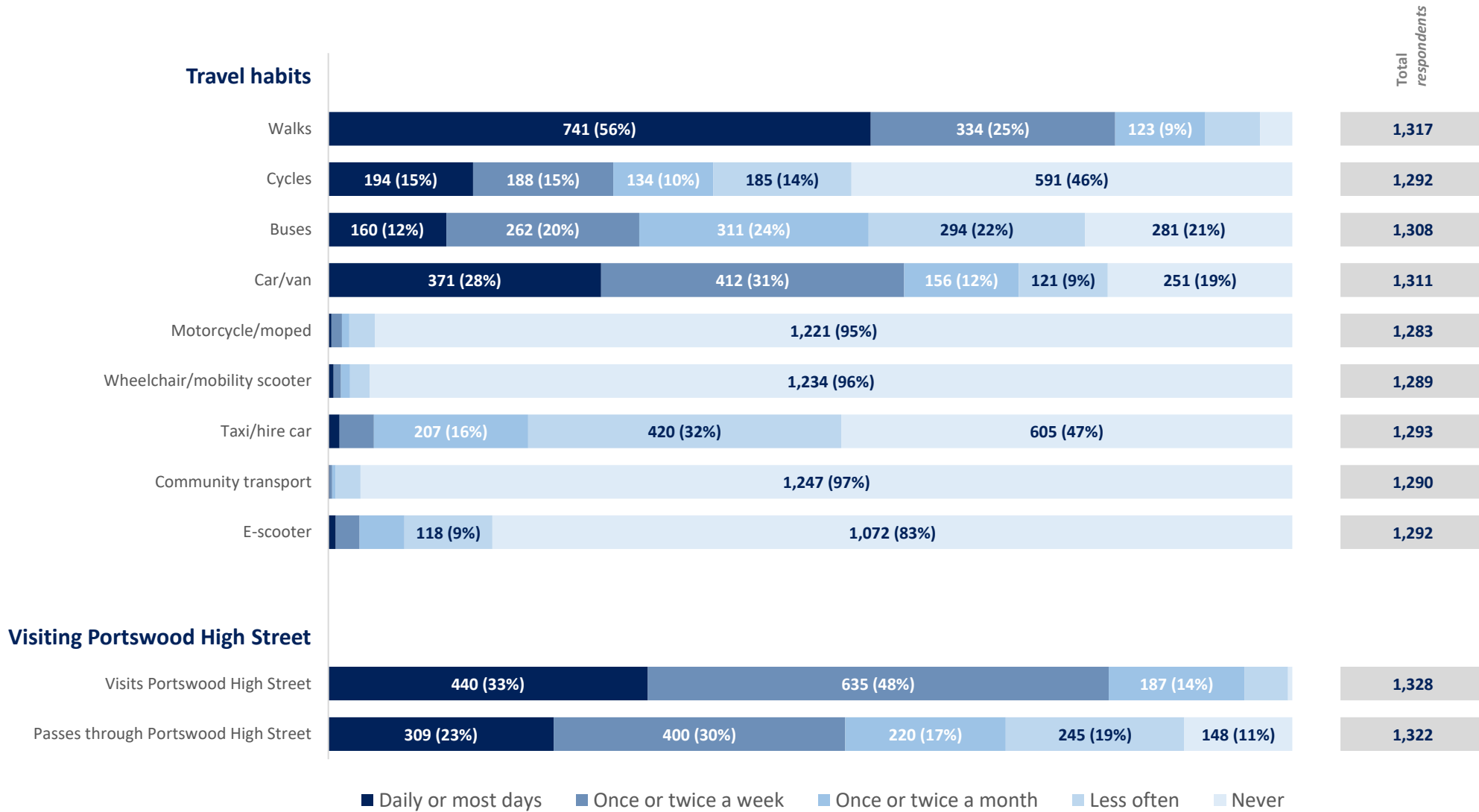


Age



Graphs on this page are labelled as count (percentage).

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Portswood Broadway





“The Portswood Broadway proposals look to introduce a bus gate along Portswood Road, from Highfield Lane to Westridge Road (approximately 150 metres in length).

The bus gate would restrict general traffic from passing through the 150m of bus-gated road: however, general traffic will continue to have access to the Broadway area and any existing parking areas will be retained via adjusted routes. The bus gate would still allow buses, cycles, taxis and other authorised vehicles to pass fully along the Broadway.

By restricting general traffic through the Broadway but still allowing access to car parking spaces, we will improve bus journey times and deliver economic, social and environmental benefits, supporting the Southampton Pound locally, or as social value more widely, through:

- The creation of additional pedestrian space of over 550 square metres, the equivalent of two tennis courts;
- Attracting more people to visit and spend at local businesses;
- Installation of seven benches allowing the elderly, disabled and families to sit and rest;
- Two new zebra crossings;
- Improved disabled access;
- Improved bus journey times and reliability;
- Addition green infrastructure such as planters and trees
- Additional tables and chairs for al fresco dining, with a potential for 50 tables and 100 seats;
- Improvements to air quality, and;
- Making our junctions safer for people who choose to walk or cycle.

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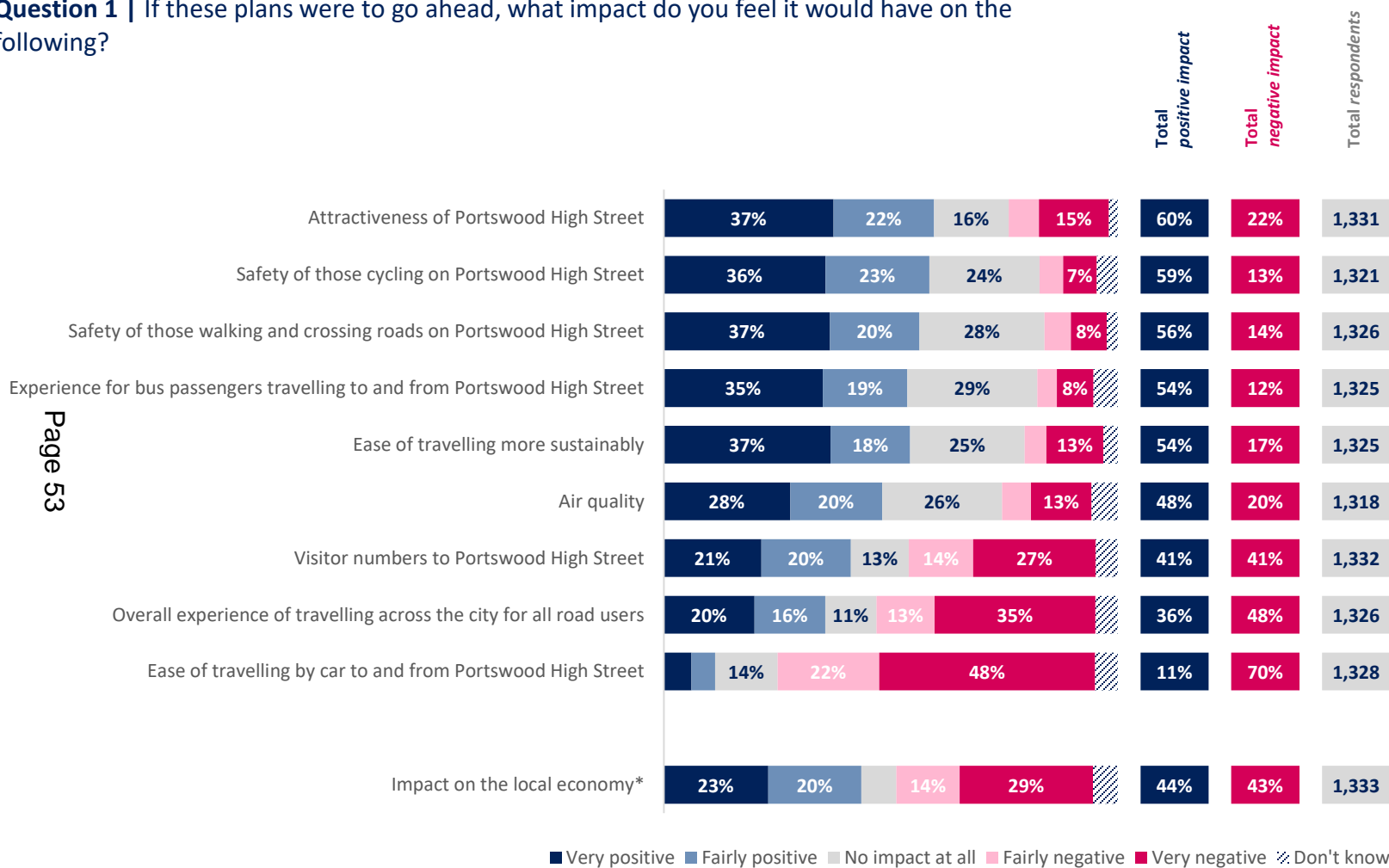
The proposals would improve the junction of Portswood Road and Highfield Lane to provide better walking and cycling access, upgrade the junction to smart signals to reduce waiting time and further improve bus journey time and reliability.“





Question 1 | If these plans were to go ahead, what impact do you feel it would have on the following?

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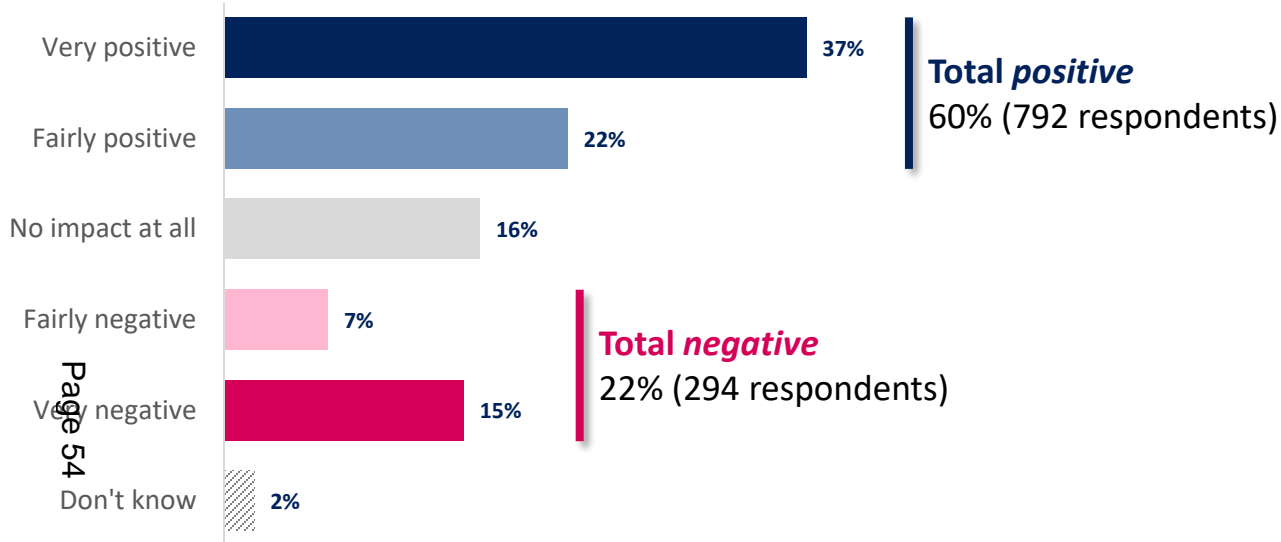
Key findings

- Five of the nine aspects of the proposals asked about were rated as having a *positive* impact by more than 50% of respondents
- The four aspects where the proposals were not rated as having a positive impact by more than 50% of respondents were air quality (48% *positive*), visitor numbers to Portswood High Street (41% for both positive and negative impact) and the overall experience of travelling across the city, with the latter being rated as *negative* impact by 48% of respondents, including 35% that responded *very negative*
- 70% said that the proposals would have a *negative impact* on the ease of travelling by car to and from Portswood, including 48% that said they would have a *very negative impact*
- In most cases where respondents responded positive by more than 50%, the next most popular response was *neither positive or negative* between 24% and 29%, apart from the attractiveness of Portswood High Street, where 22% responded *negative impact*

*Asked as a separate question [Question 6, If these plans were to go ahead, what impact do you feel it would have on the local economy?] but included here as it uses the same scale as question 1 [If these plans were to go ahead, what impact do you feel it would have on the following?]

Question 1a | If these plans were to go ahead, what impact do you feel it would have on the following? *Attractiveness of Portswood High Street*

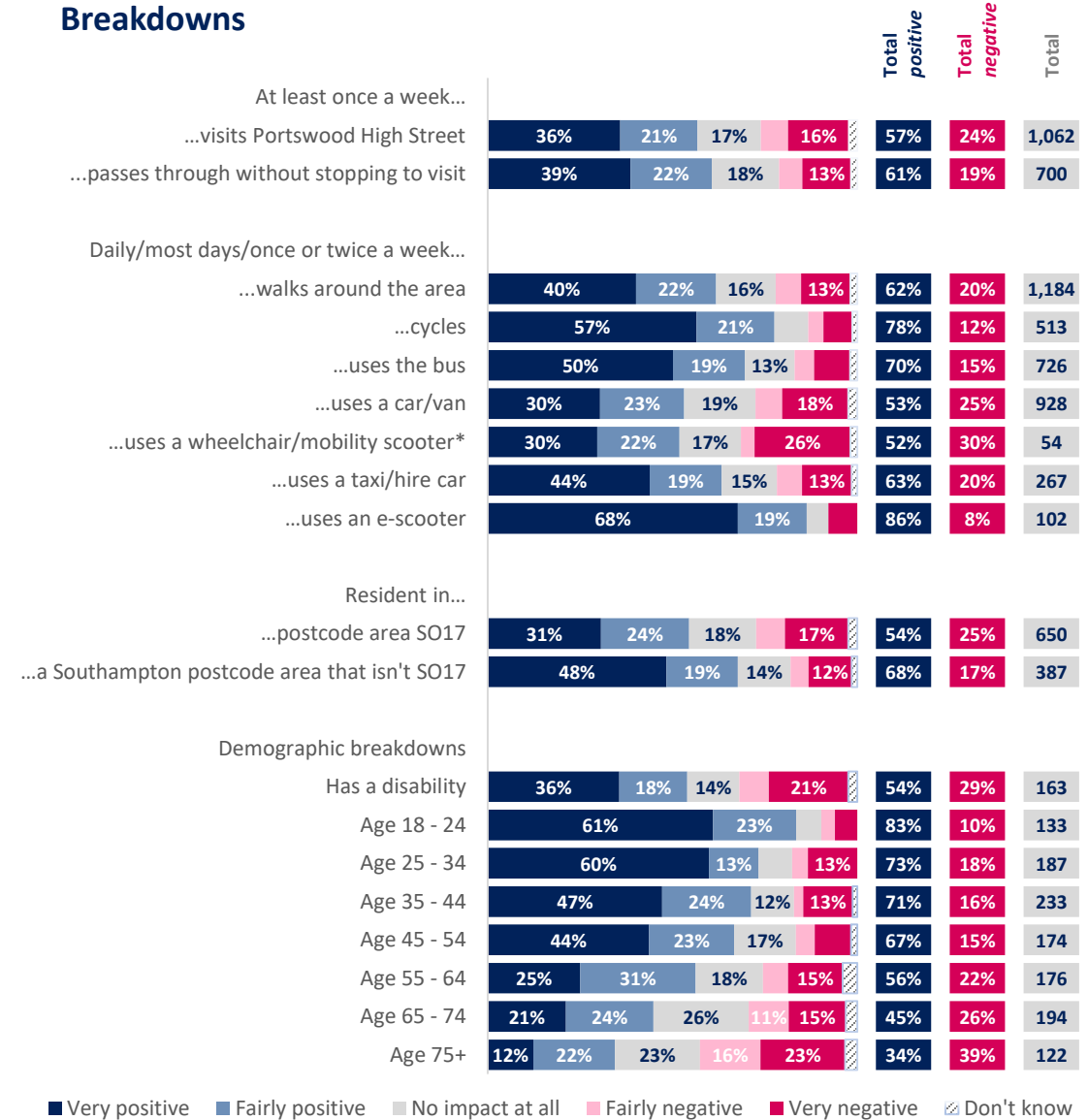
Responses | **1,331**



Key findings

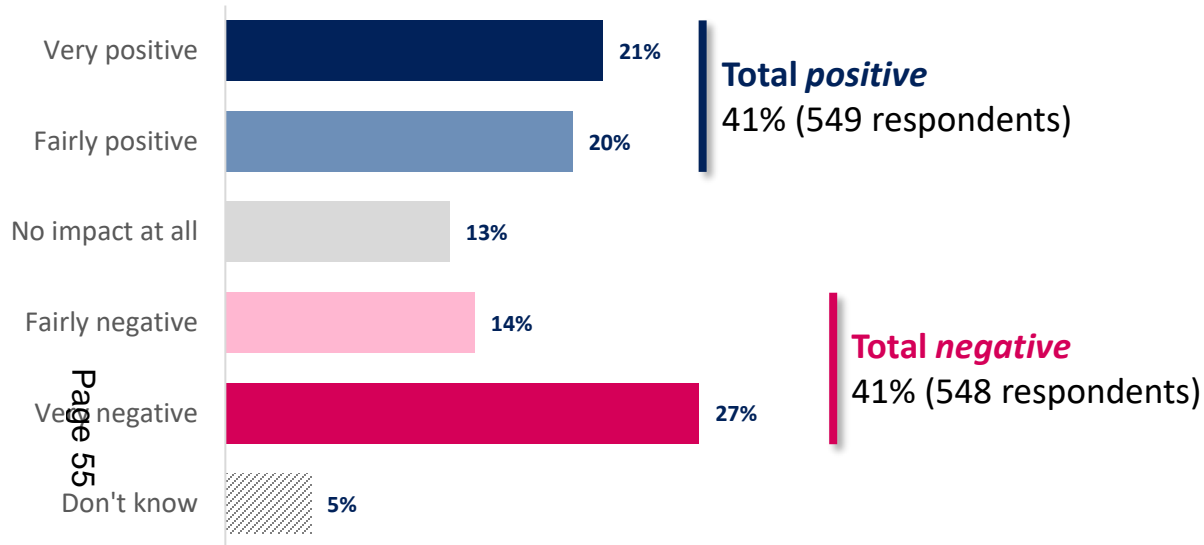
- 60% of respondents said that the proposals would have a *positive* impact on the attractiveness of Portswood High Street, with 22% saying that it will have a *negative* impact
- Respondents that use buses, cycles, and e-scooters responded *positive* impact between 70% and 86%, including more than 50% responding *very positive* impact in each breakdown
- Respondents aged 65 or older were the only breakdowns to respond *positive impact* at less than 50% (45% and 34% respectively), with those aged over 75 responding *negative impact* to a greater extent than *positive*
- The number of respondents responding *positive impact* decreases moving up the age brackets, from 83% of those aged 18 – 24 to 34% of those aged 75 or older

Breakdowns



*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.

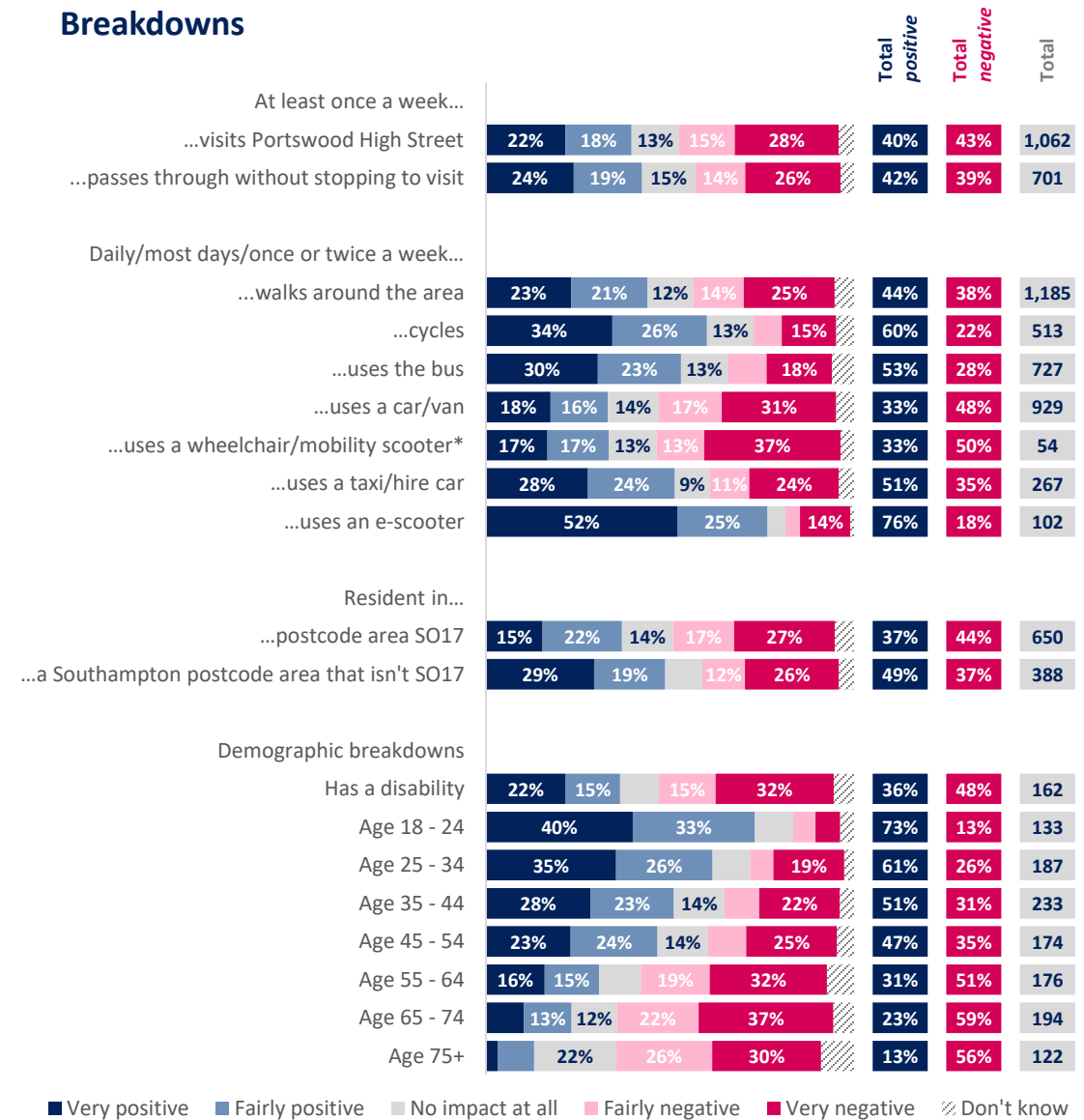
Question 1b | If these plans were to go ahead, what impact do you feel it would have on the following? *Visitor numbers to Portswood High Street* **Responses | 1,332**



Key findings

- Responses overall were split evenly between *positive* and *negative* sentiment (41% each)
- As with the previous question, users of cycles, buses and e-scooters responded *positive* more than 50%, between 53% and 76%, with users of e-scooters also responding 52% *very positive*
- Car users and respondents that use wheelchairs or mobility scooters responded *negative impact* between 48% and 50%
- Residents of SO17 responded *negative impact* 7% points more than *positive impact* 44% to 37%; residents elsewhere in Southampton responded 49% *positive* and 37% *negative*
- Again, the percentage of respondents that responded *positive impact* decreases moving up the age brackets, from 73% of those aged 18 – 24 to 13% of those aged 75 or older

Breakdowns

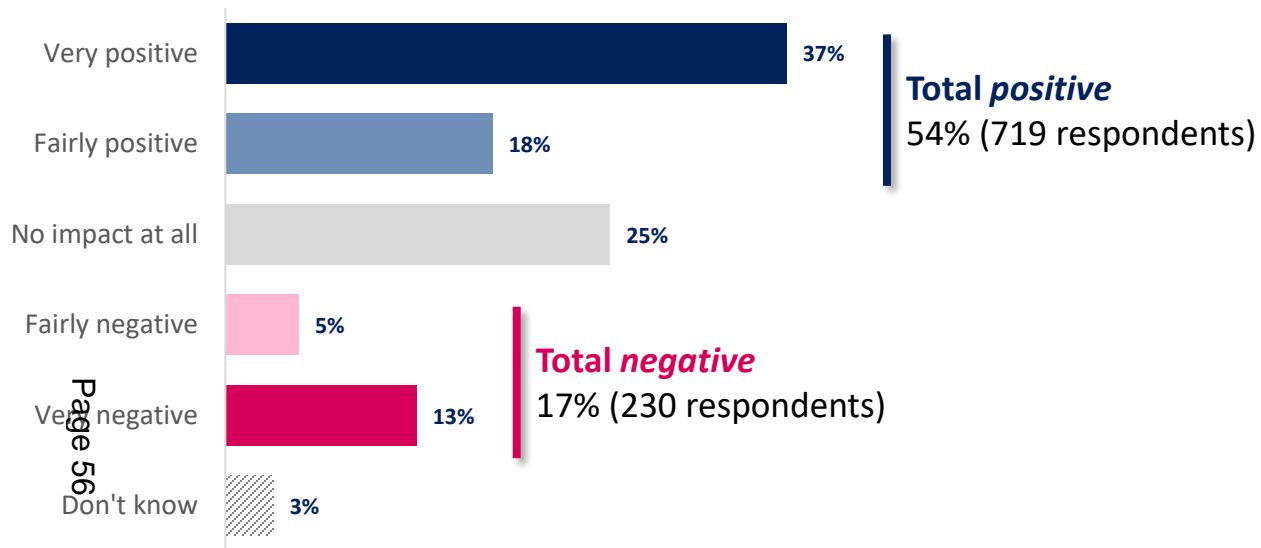


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Question 1c | If these plans were to go ahead, what impact do you feel it would have on the following? *Ease of travelling more sustainably*

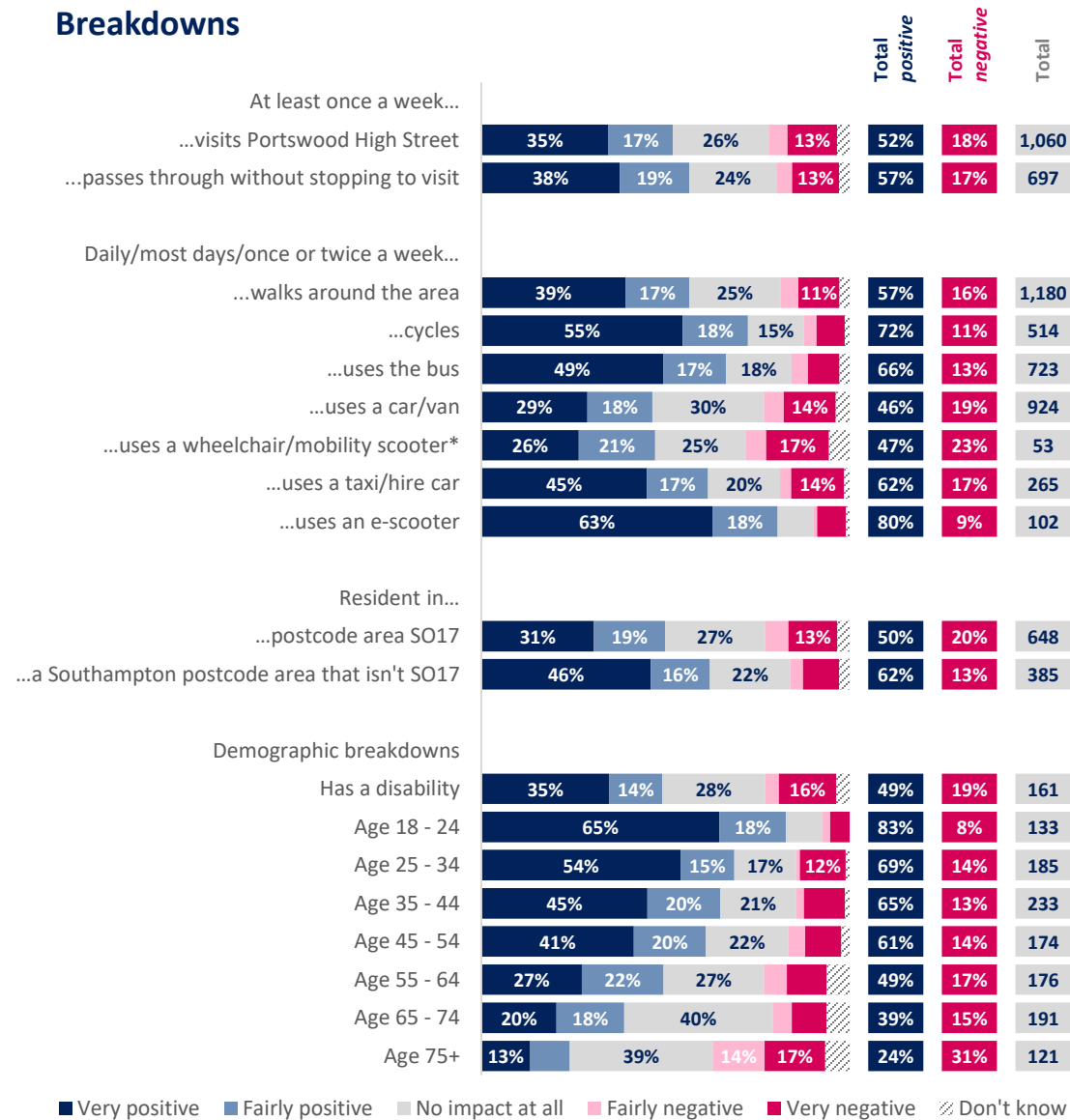
Responses | **1,325**



Key findings

- Respondents overall responded *positive* at 54% and *negative* at 17%, with *no impact* selected to a greater extent than *negative impact* at 25%
- Of transport-related breakdowns, all said that the proposals would have a *positive* impact on travelling more sustainably by 50% or more, apart from car users, who responded 46% *positive* and 19% *negative* impact, and wheelchair/mobility scooter users, who responded 47% *positive* and 23% *negative*
- Again, as with previous questions, *positive* responses decrease moving up the age brackets from 83% of those aged 18 – 24 to 24% of those aged 75 or older

Breakdowns

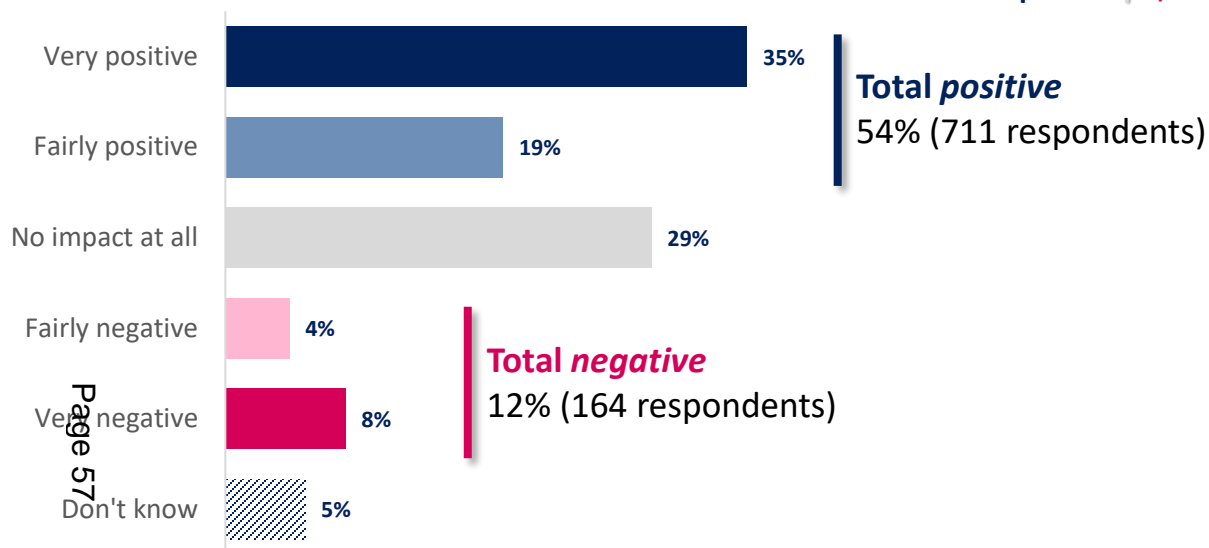


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Question 1d | If these plans were to go ahead, what impact do you feel it would have on the following? *Experience for bus passengers travelling to and from Portswood High Street*

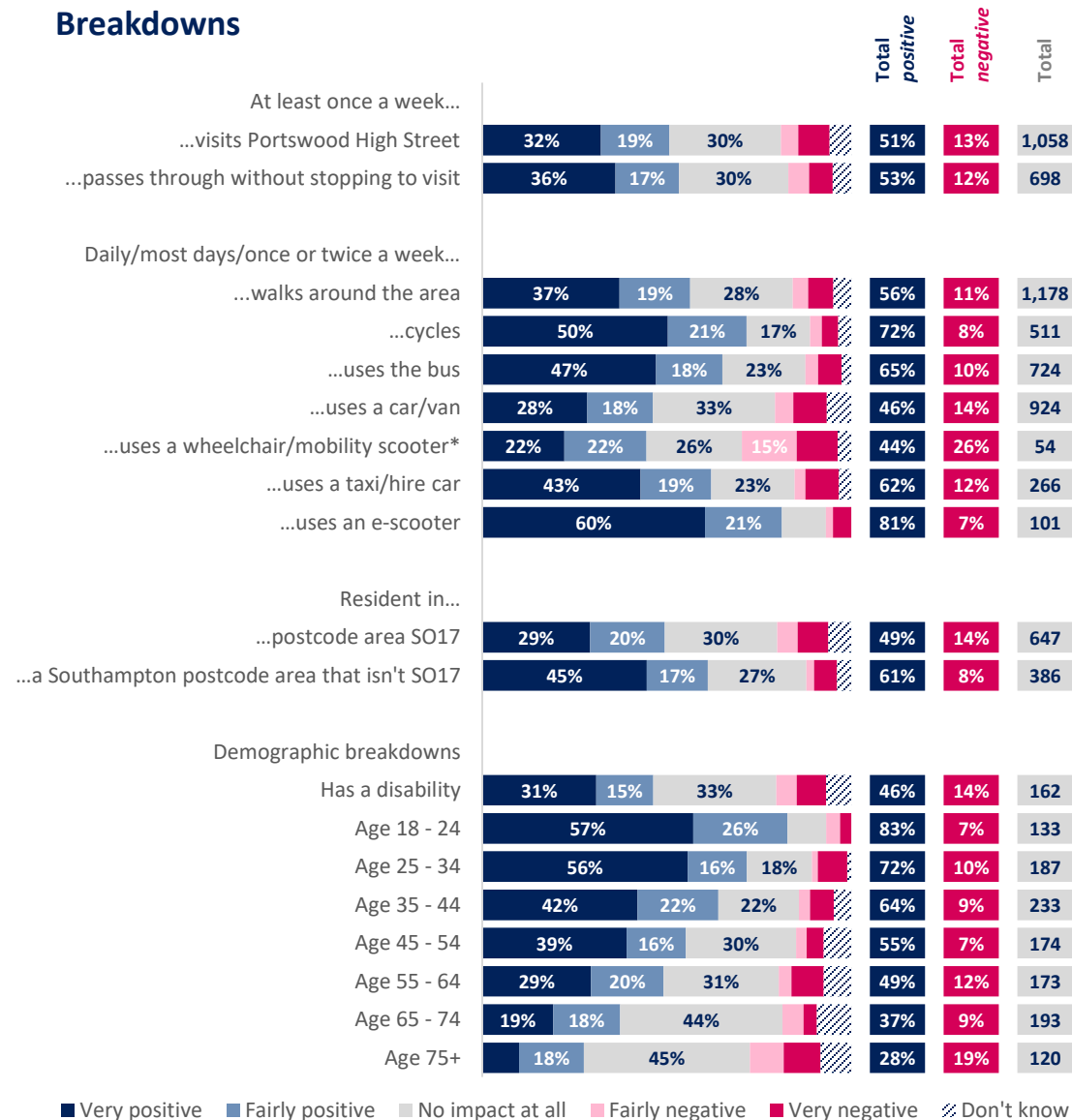
Responses | 1,325



Key findings

- Respondents overall responded *positive* at 54% and *negative* at 12%, with *no impact* selected to a greater extent than *negative impact* at 29%
- Of transport-related breakdowns, all said that the proposals would have a *positive* impact on travelling more sustainably by 50% or more, apart from car users, who responded 46% *positive* and 14% *negative* impact, and wheelchair/mobility scooter users, who responded 44% *positive* and 26% *negative*
- Again, as with previous questions, *positive* responses decrease moving up the age brackets from 83% of those aged 18 – 24 to 28% of those aged 75 or older

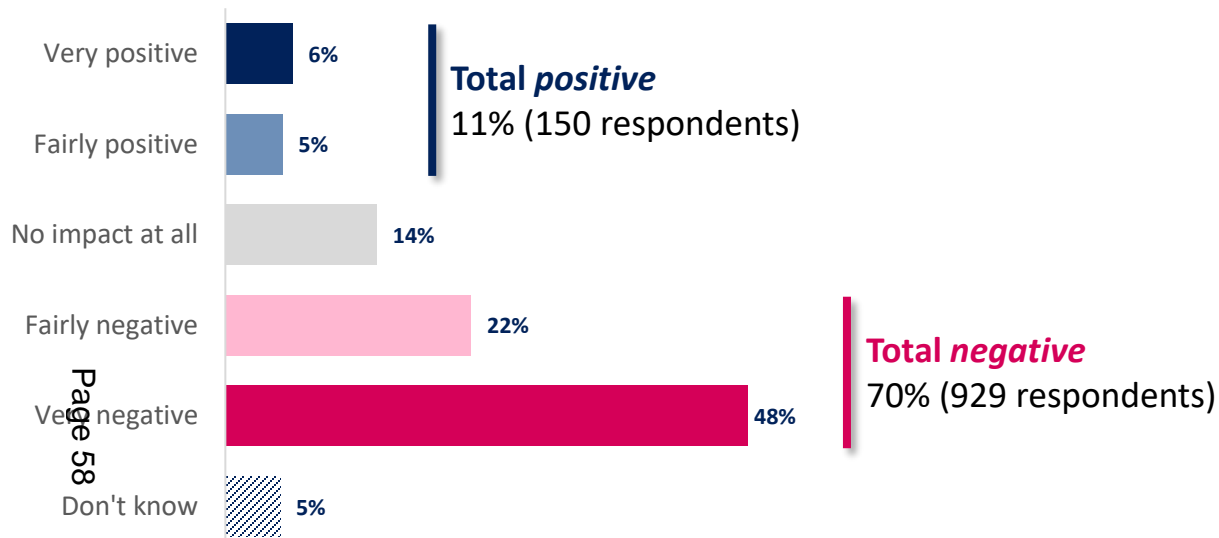
Breakdowns



*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



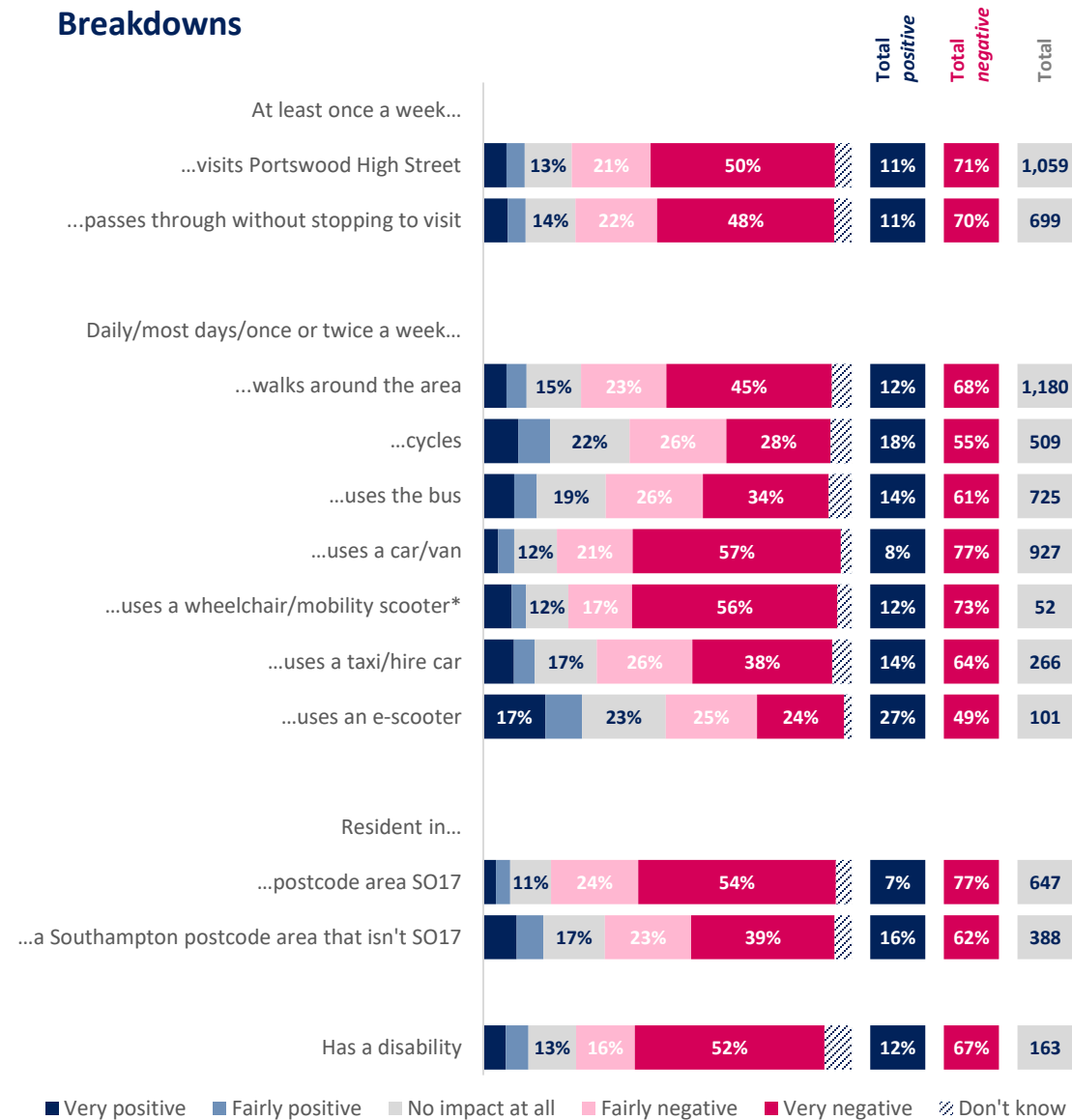
Question 1e | If these plans were to go ahead, what impact do you feel it would have on the following? *Ease of travelling by car to and from Portswood High Street* Responses | **1,328**



Key findings

- 70% of respondents said that the proposals would have a *negative impact* on travelling by car to and from Portswood High Street, including 48% that said it would have a *very negative impact*
- All breakdowns (apart from users of e-scooters) responded *negative impact* by more than 50%, with residents of SO17 responding *negative impact* at 77%; five breakdowns (visitors to Portswood, car users, mobility scooter/wheelchair users, SO17 residents and respondents with a disability) also responded *very negative impact* more than 50%

Breakdowns

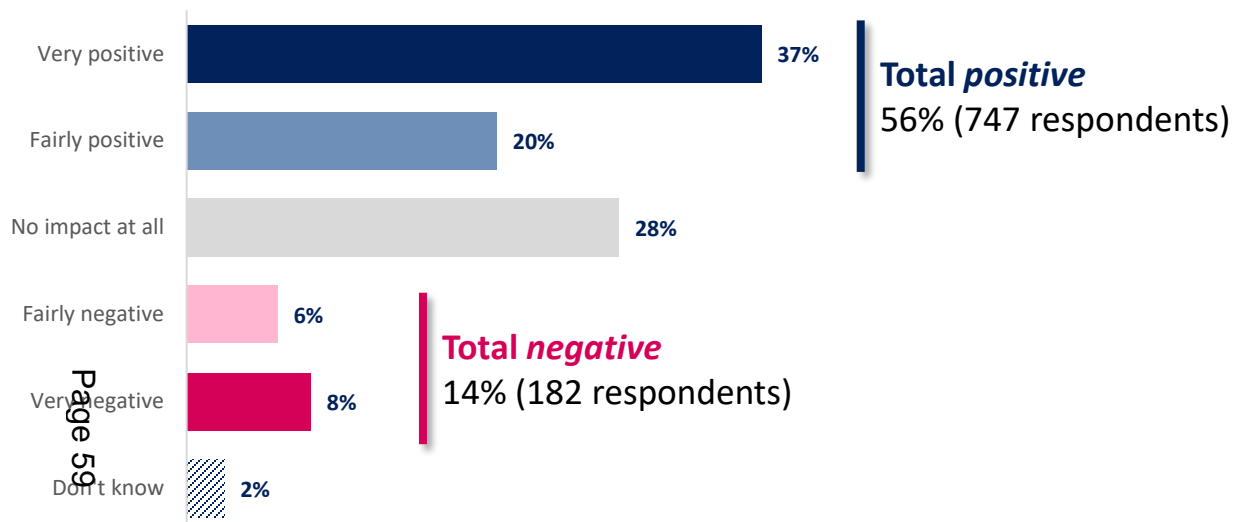


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Question 1f | If these plans were to go ahead, what impact do you feel it would have on the following? *Safety of those walking and crossing roads on Portswood High Street*

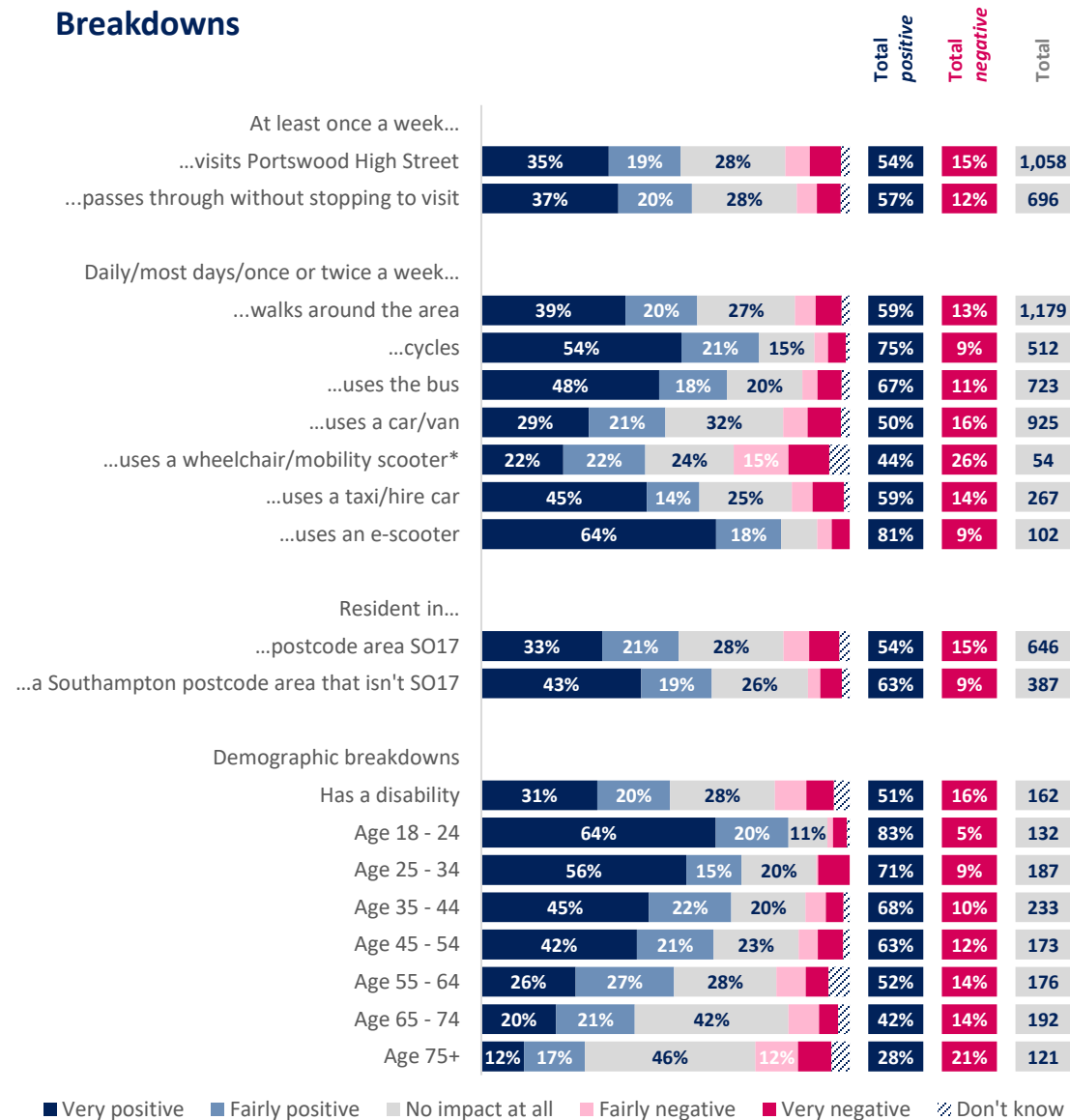
Responses | 1,326



Key findings

- 56% of respondents said that the proposals would have a *positive impact* on the safety of pedestrians on Portswood High Street, with 28% responding *no impact* and 14% responding *negative impact*
- All transport-related breakdowns responded *positive impact* by 50% or more, including cyclists and e-scooter users responding 50% or more *very positive*, apart from wheelchair and mobility scooter users, who responded 44% *positive impact*, 22% points more than those in the same breakdown that responded *negative impact* (26%)
- Again, as with previous questions, *positive* responses decrease moving up the age brackets from 83% of those aged 18 – 24 to 28% of those aged 75 or older

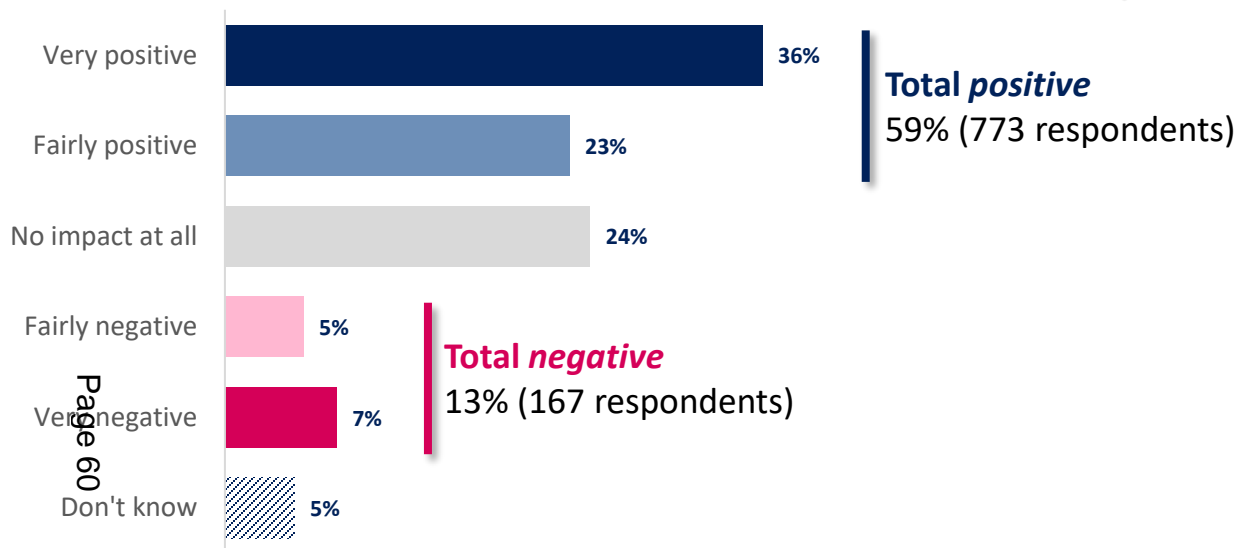
Breakdowns



*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.

Question 1g | If these plans were to go ahead, what impact do you feel it would have on the following? *Safety of those walking and crossing roads on Portswood High Street*

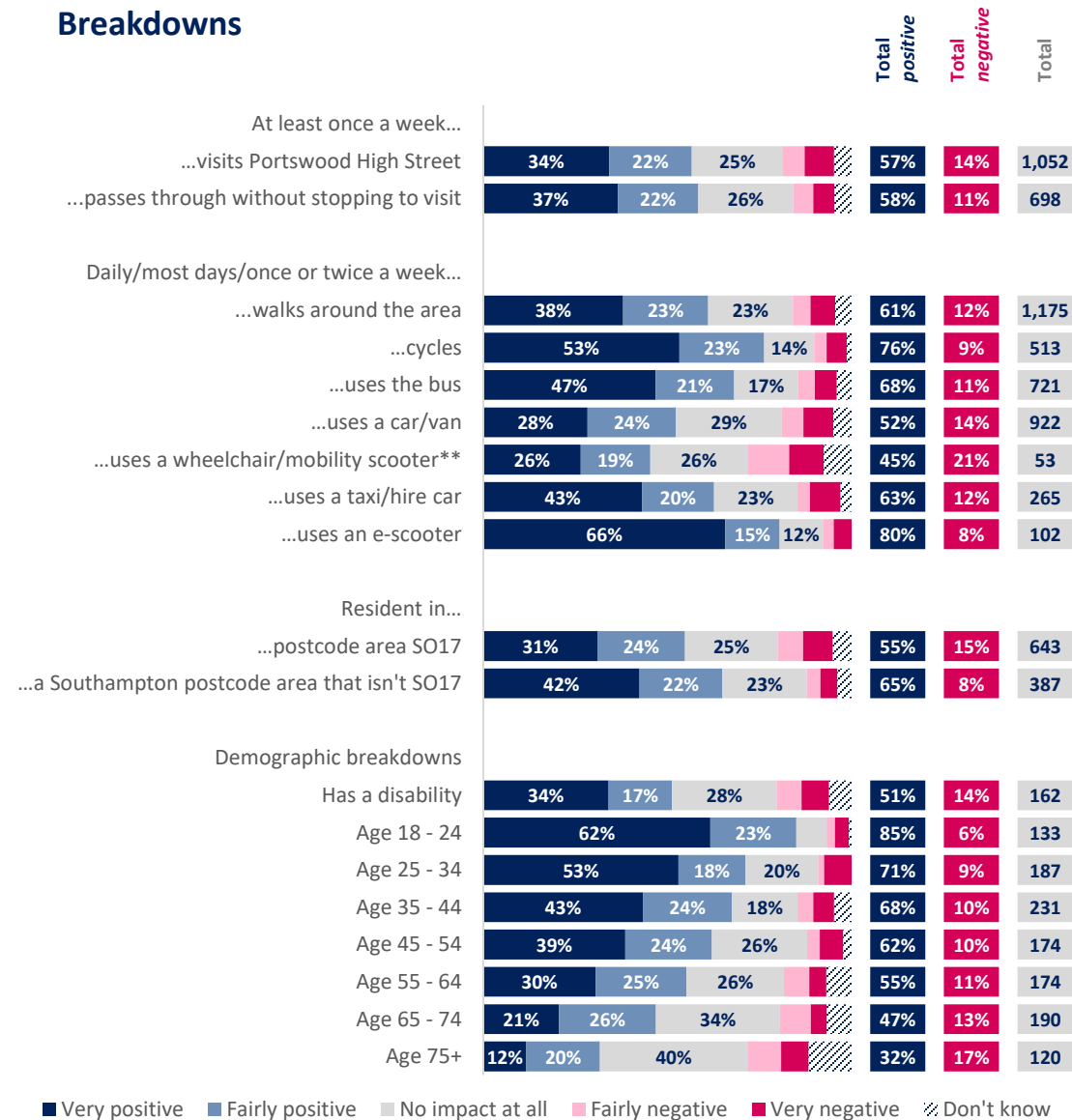
Responses | 1,321



Key findings

- 59% of respondents said that the proposals would have a *positive impact* on the safety of cyclists on Portswood High Street, with 24% responding *no impact* and 13% responding *negative impact*
- Again, all transport-related breakdowns responded *positive impact* by 50% or more, including cyclists and e-scooter users responding 50% or more *very positive*, apart from wheelchair and mobility scooter users, who responded 45% *positive impact*
- Again, as with previous questions, *positive* responses decrease moving up the age brackets from 85% of those aged 18 – 24 to 32% of those aged 75 or older

Breakdowns



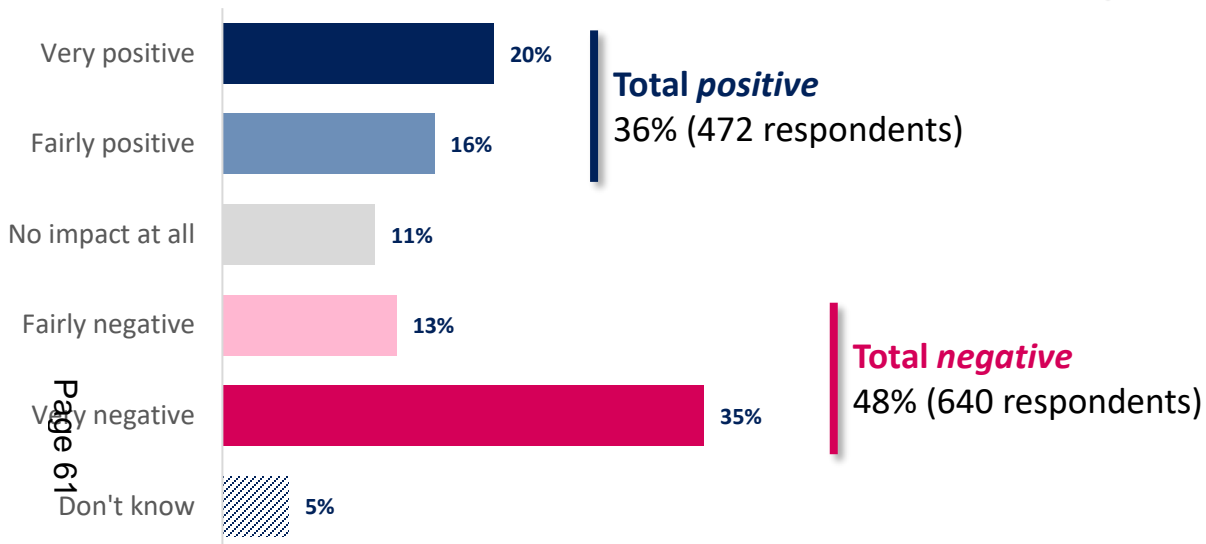
*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Overall experience of travelling across the city for all road users

Question 1h | If these plans were to go ahead, what impact do you feel it would have on the following? Overall experience of travelling across the city for all road users

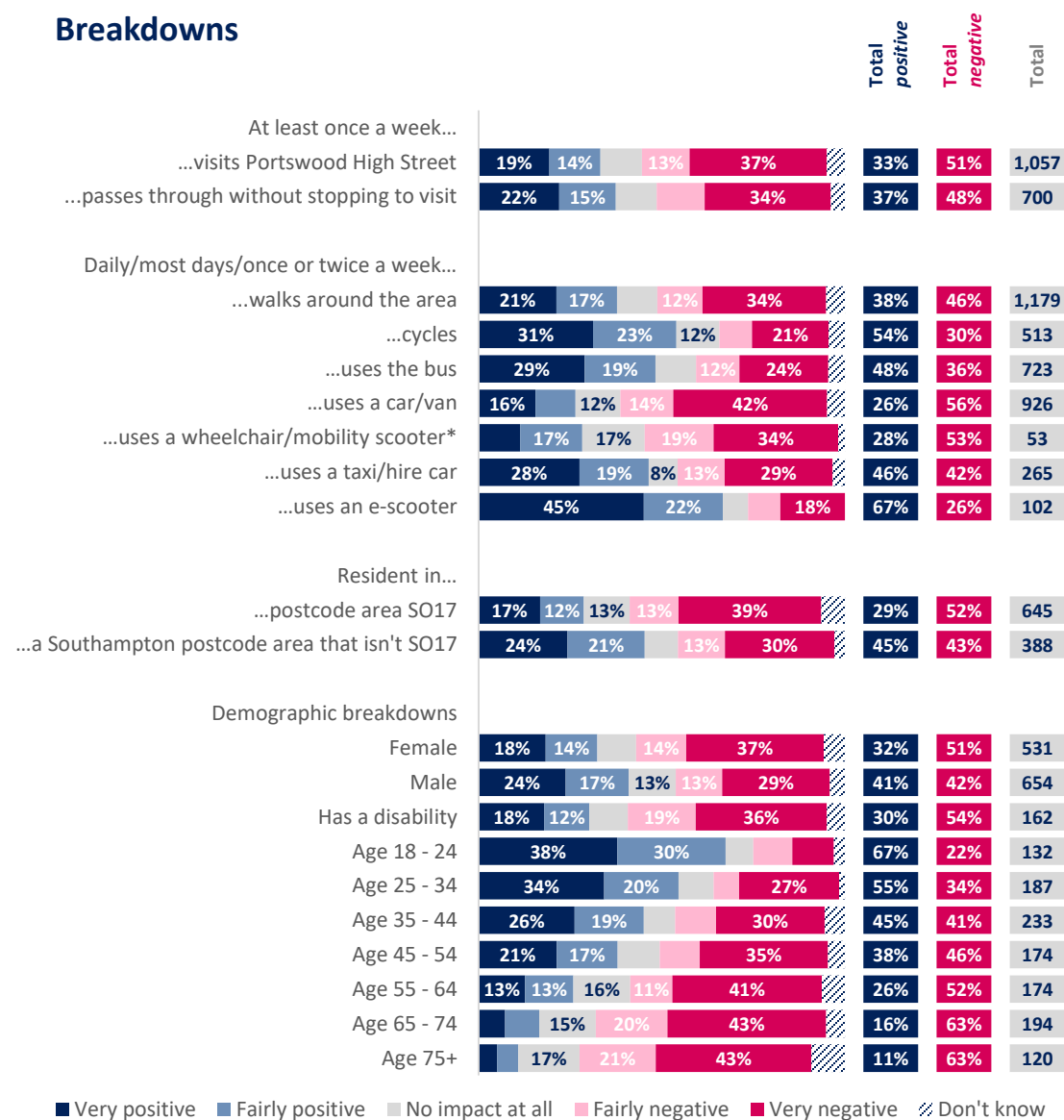
Responses | 1,326



Key findings

- 48% of respondents overall said that the proposals would negatively impact the experience of travelling across the city, compared to 36% that said they would have a positive impact
- Those that regularly cycle and use e-scooters responded positive impact by more than 50%, whereas car users and users of wheelchairs and mobility scooters responded negative impact by 50% or more
- Residents with an SO17 postcode responded negative impact at 52%, 9% points more than those in other areas of the city at 43% negative, who were also more evenly split between positive and negative responses 45% and 43%, compared to respondents in SO17 at 31% and 56%
- As with previous questions, positive responses decrease moving up the age brackets from 67% of those aged 18 – 24 to 11% of those aged 75 or older
- Female respondents responded negative impact at 51%, 9% points more than male respondents at 42%

Breakdowns

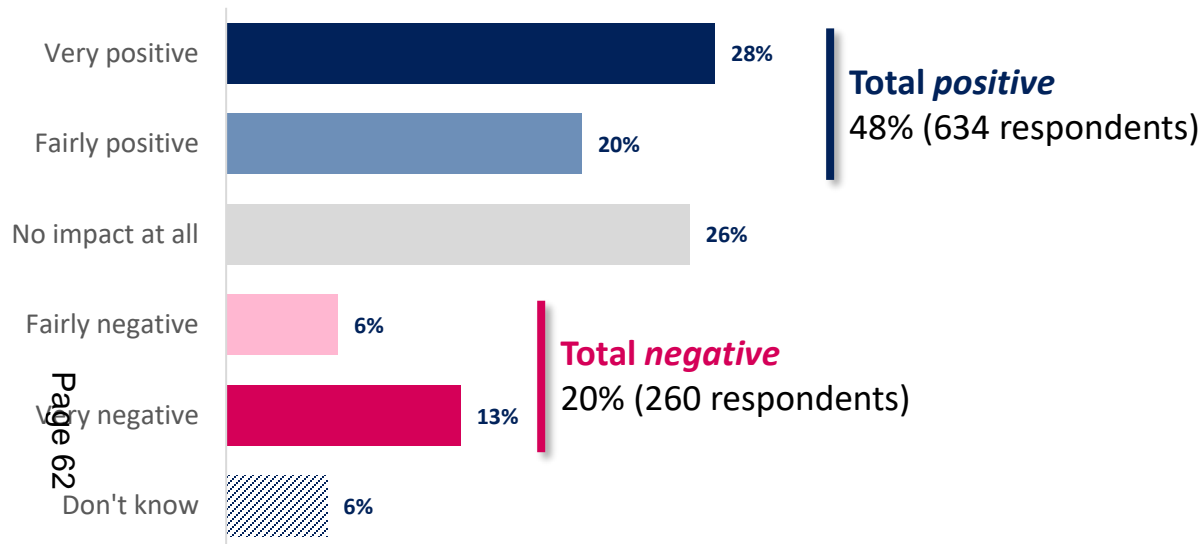


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Question 1i | If these plans were to go ahead, what impact do you feel it would have on the following? *Air quality*

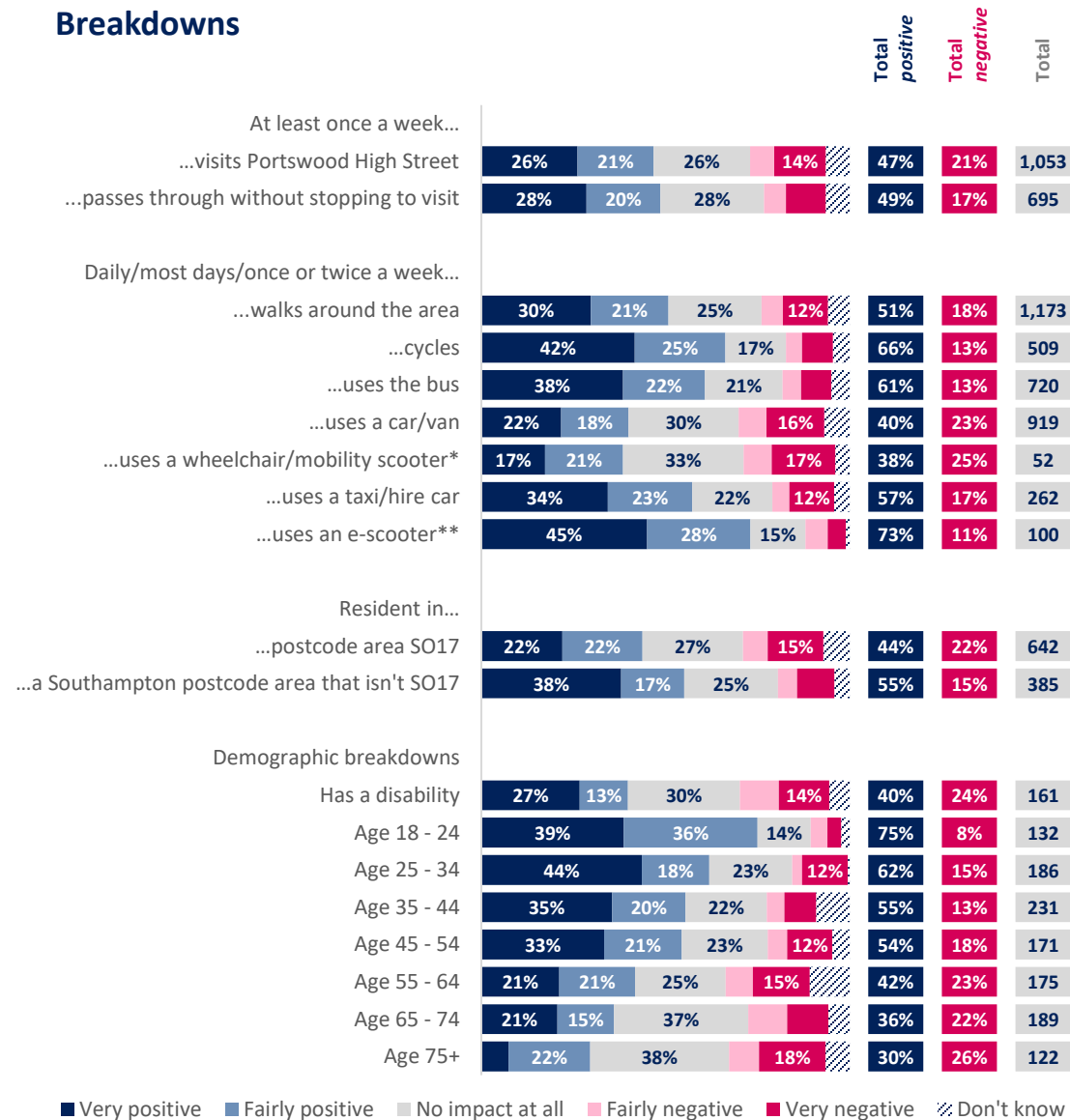
Responses | **1,318**



Key findings

- 48% of respondents overall said that the proposals would negatively impact air quality in the city, compared to 20% that said they would have a *positive* impact on air quality, with more respondents saying that the proposals would have no impact at all (26%) than said they would have a *negative* impact
- All transport-related breakdowns responded *positive impact* by more than 50% apart from car users and users of wheelchairs and mobility scooters, who both responded 38% - 40% *positive* and 23% - 25% *negative*
- Residents with an SO17 postcode responded *positive impact* 11% points less than residents elsewhere in the city 44% to 55%, although the former still responded positively to a greater extent than negatively, 44% to 22%
- As with previous questions, positive responses decrease moving up the age brackets from 75% of those aged 18 – 24 to 30% of those aged 75 or older

Breakdowns

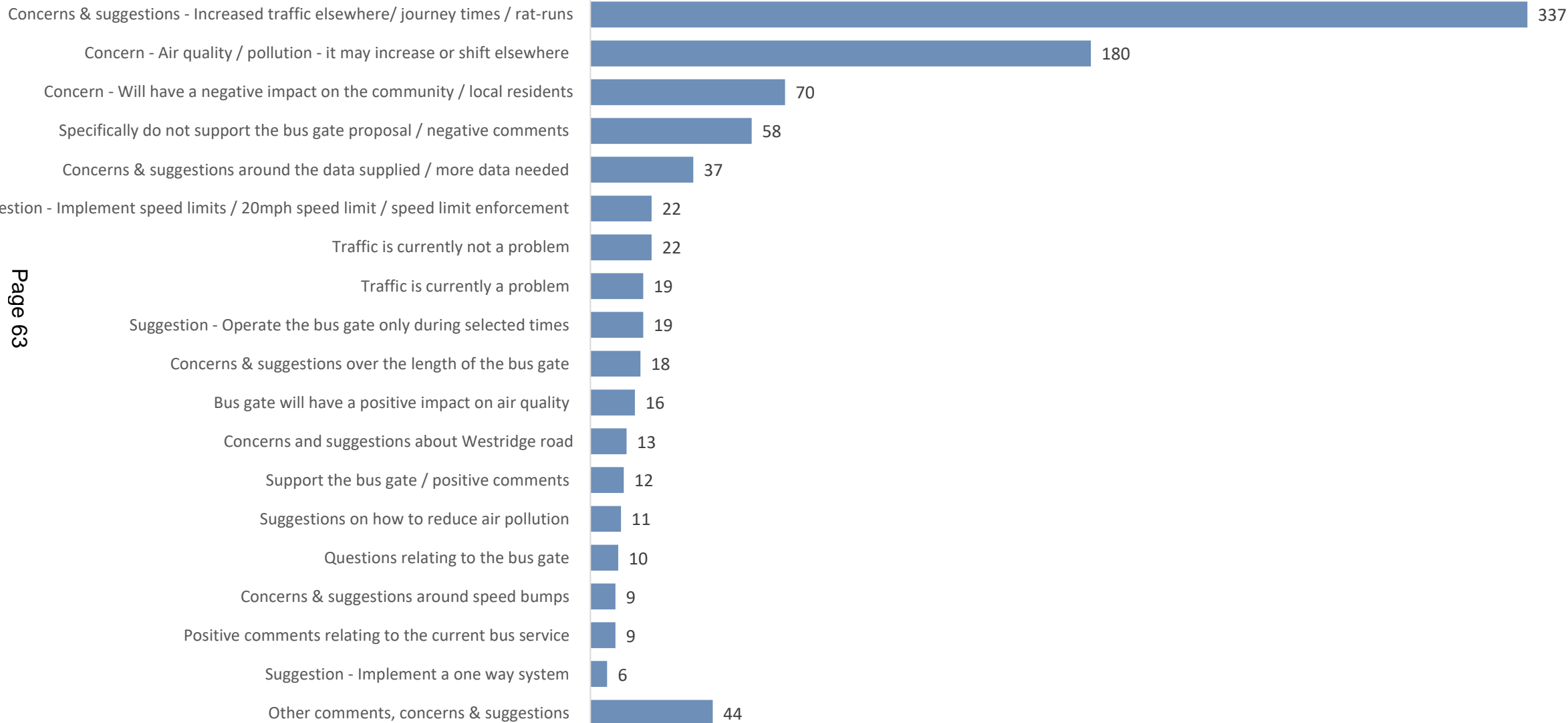


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Portswood Broadway – Specifically Bus gate

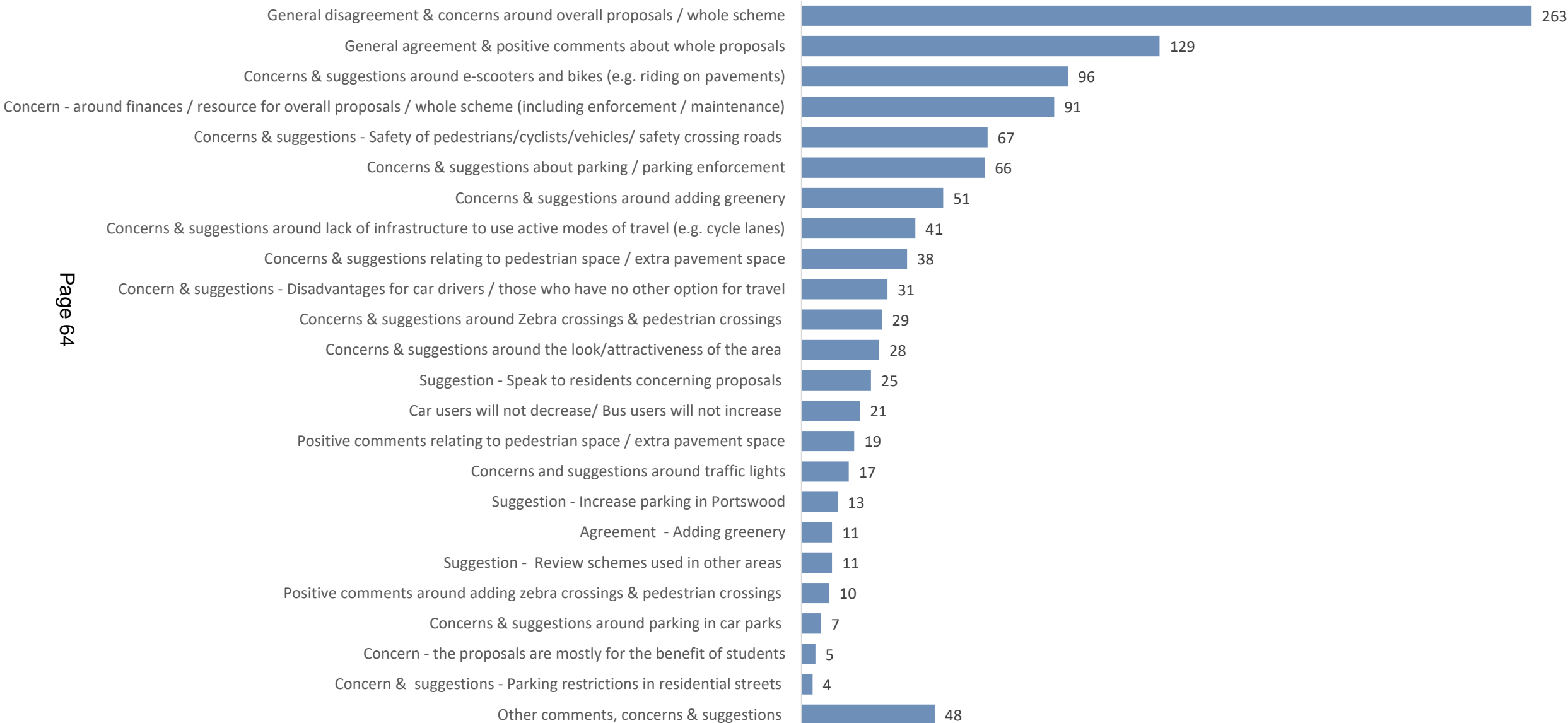
Total free text comments





Portswood Broadway proposals – more generally

Total free text comments





“We are currently investigating the phased introduction of the bus gate should the proposals move forward. We would also be able to provide temporary additional paving along the Broadway to provide the extra pedestrian space the bus gate would allow us to install.

It is important to know that during a phased approach of this scheme we would not be able to provide any of the additional green space initially and it would be added over a longer time frame.”

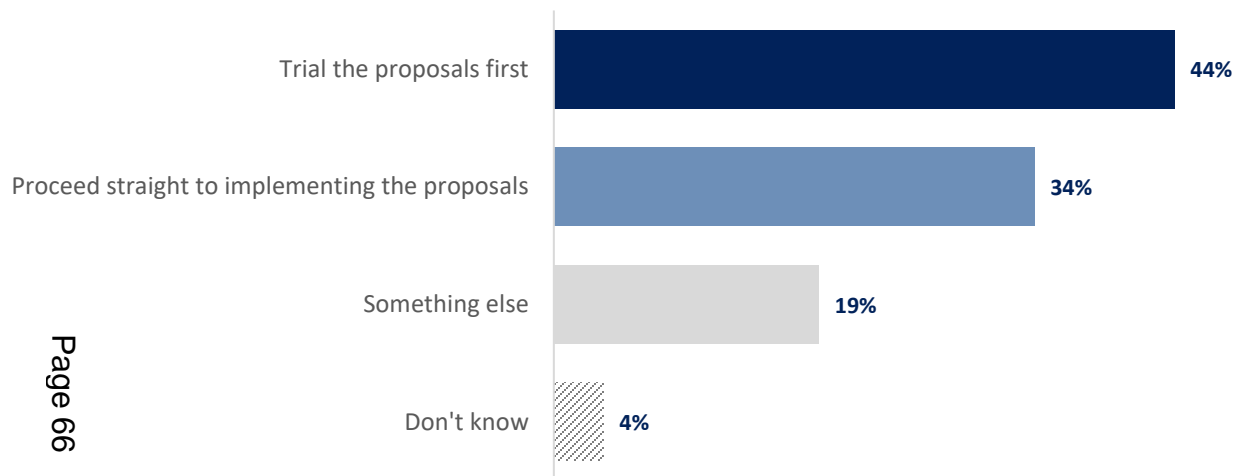
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Question 3 | If plans were approved, which of the following would you prefer?

Responses | 1,282

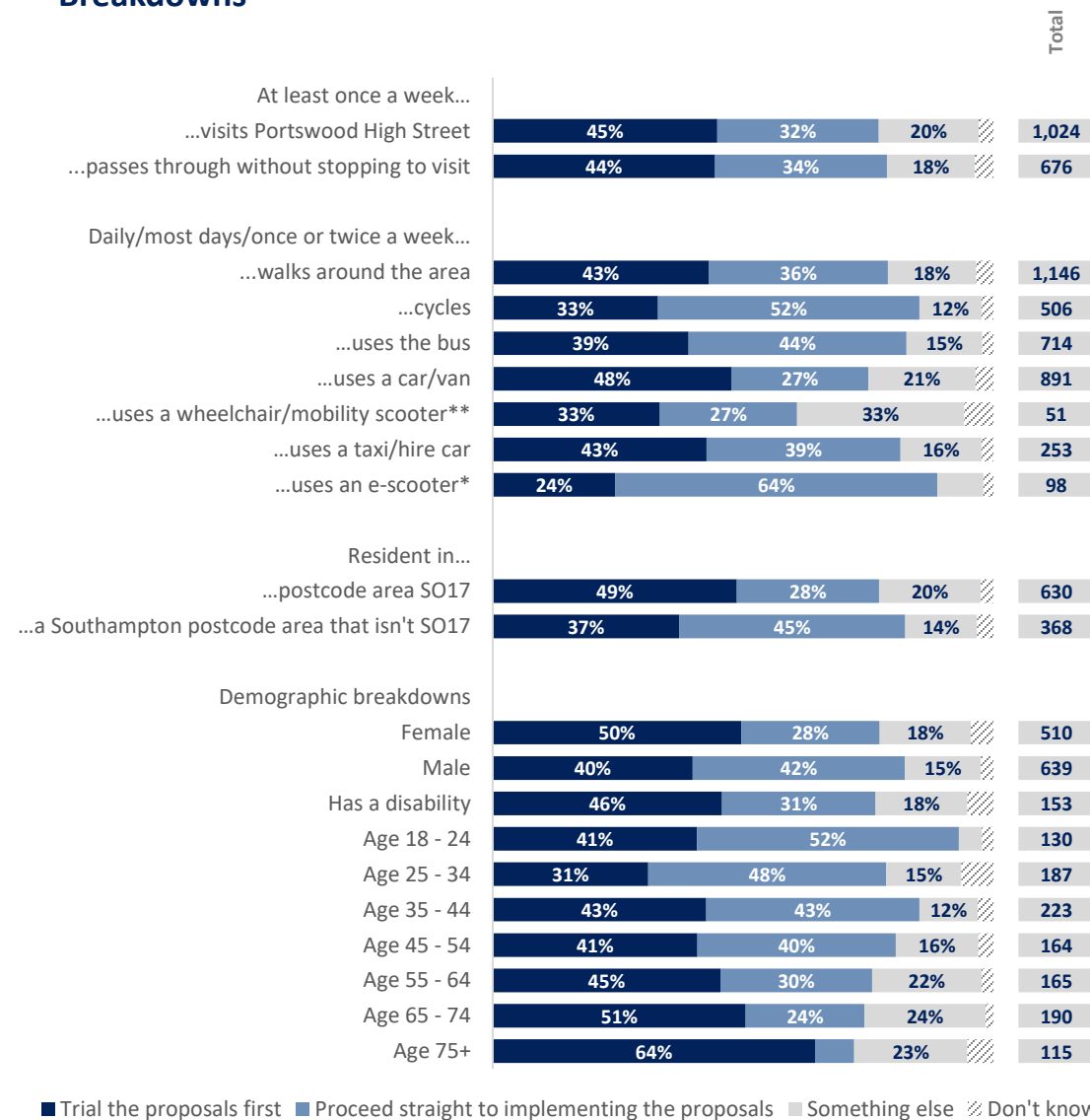


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Key findings

- 44% of respondents overall said that the proposals should be trialled first, including 49% of respondents with an SO17 postcode
- Similar to previous questions, responses change as you move up the age brackets: 41% of 18 – 24 year-olds said the proposals should be trialled first, up to 64% of over-75s: inversely, 52% of 18 – 24 year-olds said the proposals should be implemented straight away, down to 8% of those aged 75 or older
- Female respondents said the proposals should be trialled 10% points more than male, 50% to 40%, with men saying the proposals should be implemented straight away (if approved) to a greater extent than saying they should be trialled first (42% to 40%)
- Users of bicycles and e-scooters said the proposals should be implemented straight away if approved 52% and 64% respectively; car users said that the proposals should be trialled first to the greatest extent at 48%

Breakdowns

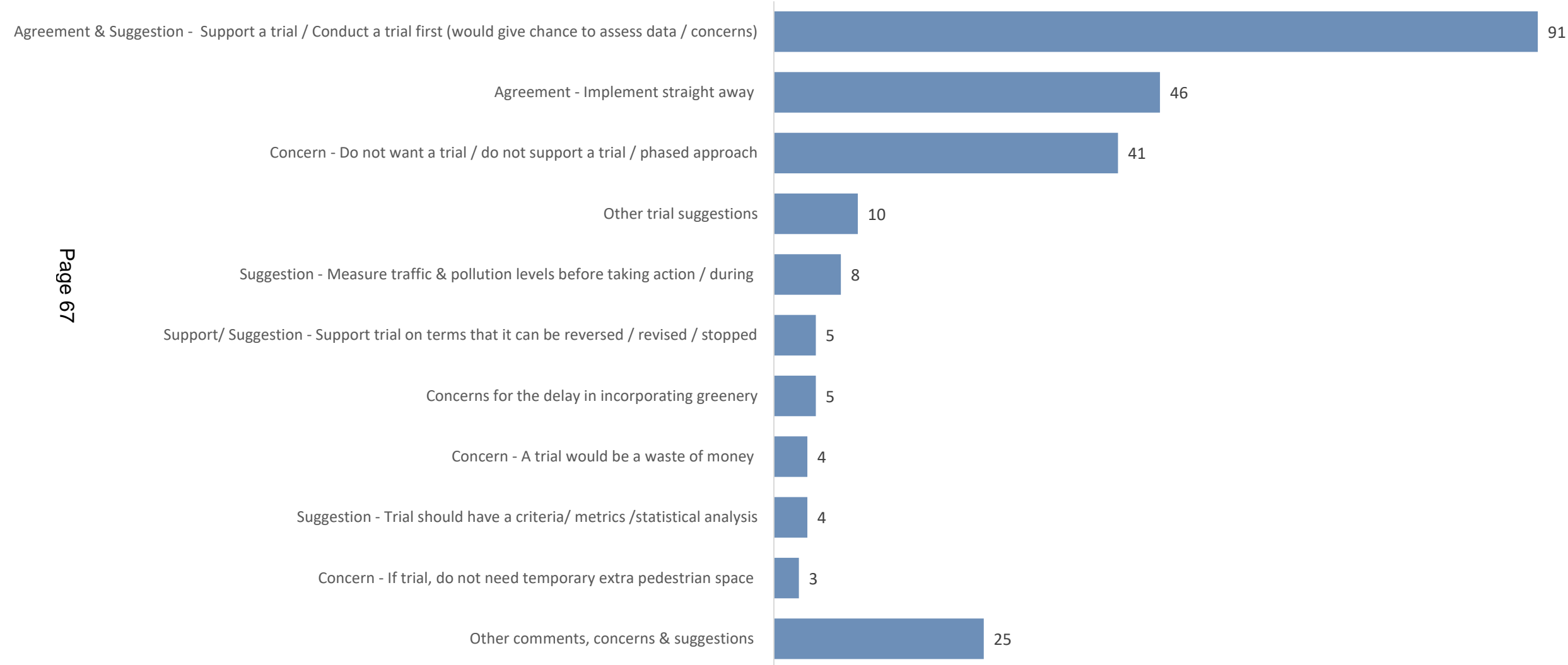


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Portswood Broadway - Phased implementation

Total free text comments



“One of the key concerns raised by residents was about the economic impact on local businesses of a bus-only zone on a section of [Portswood] Broadway. To address these concerns and measure their impact, we commissioned an independent Economic Impact Assessment (EIA) to look more specifically at the impact [a bus-only zone] would have on the Portswood area. The full report is available online at transport.southampton.gov.uk/portswood.

This assessment has been based on and follows the principles set out in the HM Treasury Green Book. Key findings from the initial assessment include:

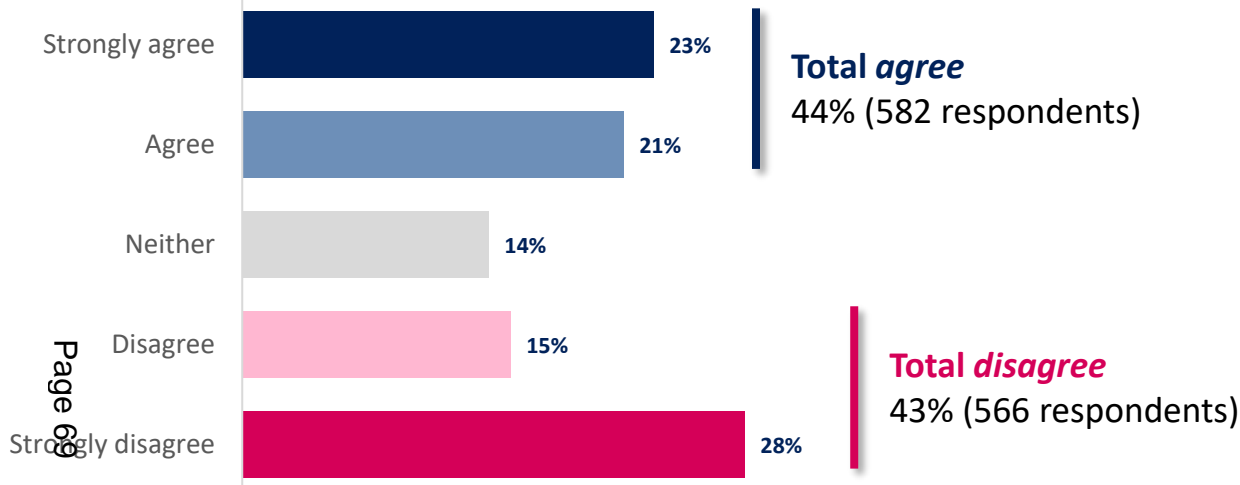
- **The Portswood Project scheme will generate around £8 for every £1 of investment.** The long-term economic benefits to the Southampton economy, through uplift in sales and increased employment opportunities, support the Southampton Pound objective of community wealth building.
- **An additional 30 full-time-equivalent (FTE) jobs.** The proposals are predicted to generate additional jobs on the Broadway as the consumer benefits from increased trading space and longer opening hours to attract more people.
- **An additional £32,705,000 Gross Value Added (GVA) to the local economy over 10 years.** This is due to the increased footfall compared with if the scheme was not implemented.
- **A 5% uplift in trade.** Businesses trading in retail, leisure, food services and other business services could expect a 5% uplift in trade from the additional footway space and improvements bringing more people to the area.

We hope the EIA provides residents and businesses with some supporting information to help inform their responses to the Phase 2 consultation. We want to make sure that local businesses are fully supported as part of the second phase of this consultation - we will therefore focus on providing advice and guidance on how businesses can get the full benefit of the scheme should it go ahead, and continue to work with them on the specific concerns raised.”



Question 5 | To what extent do you agree or disagree that we have adequately assessed and provided sufficient information on the potential economic impact of the proposals?

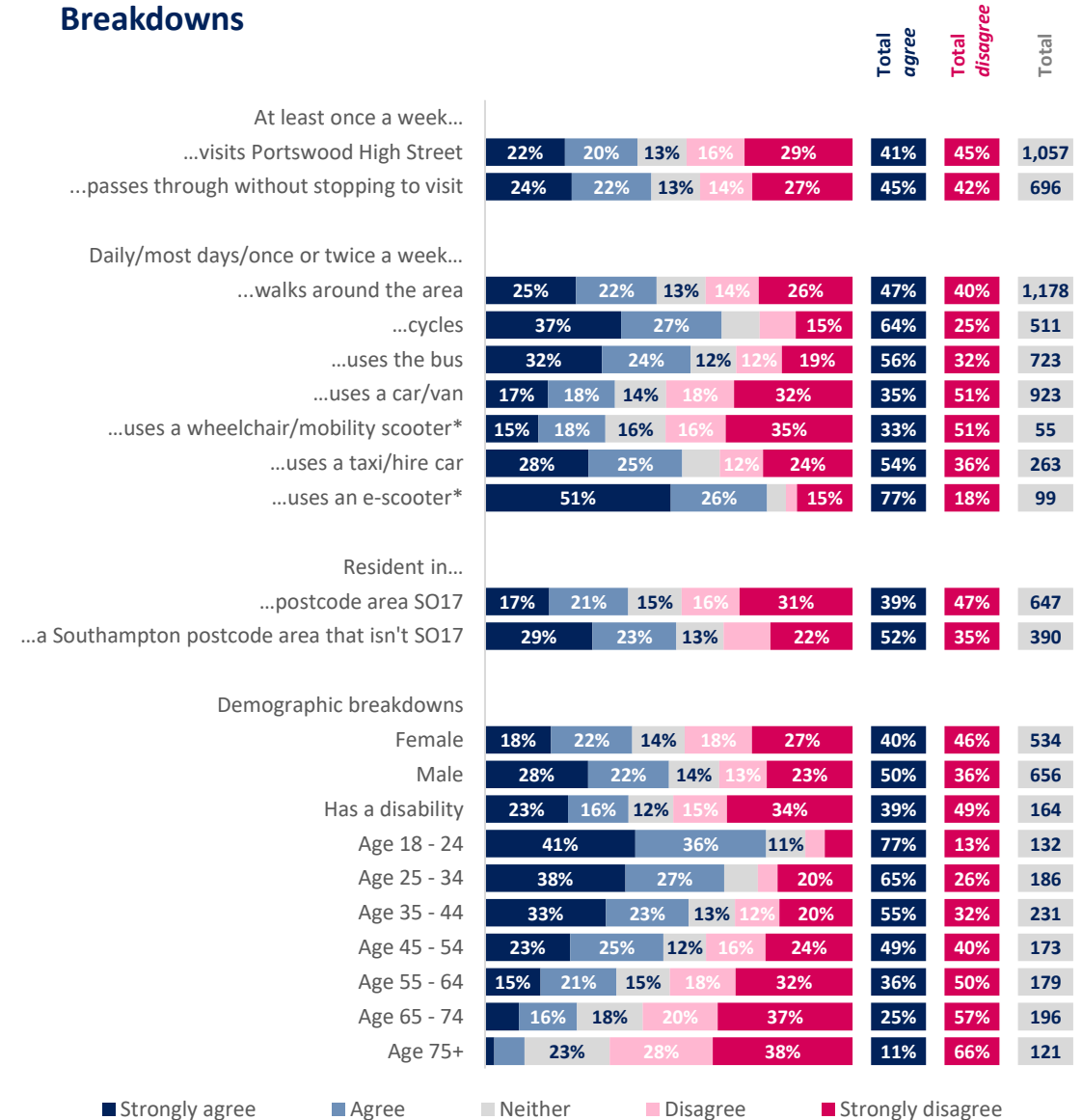
Responses | 1,329



Key findings

- Respondents were split on this question, with 44% saying that they *agreed* and 43% saying that they *disagreed*
- Cyclists, bus users, taxi users and respondents that use e-scooters responded *agree* by more than 50% each, where car users and those that use wheelchairs or mobility scooters *disagreed* at 51% each
- Respondents in the city outside postcode SO17 responded *agree* 13% points more than those in SO17, 52% to 39%
- Men responded *agree* 10% points more than women, 50% to 40% respectively, and disagreed 10% points less, 36% to 46%
- Again, respondents responded *agree* to a greater extent in lower age brackets, with 77% of 18 – 24 year-olds responding *agree* and 11% of those aged 75 or older doing so (the inverse is also true: 13% of 18 – 24 year-olds *disagree*, 66% of those aged 75 or older *disagree*)

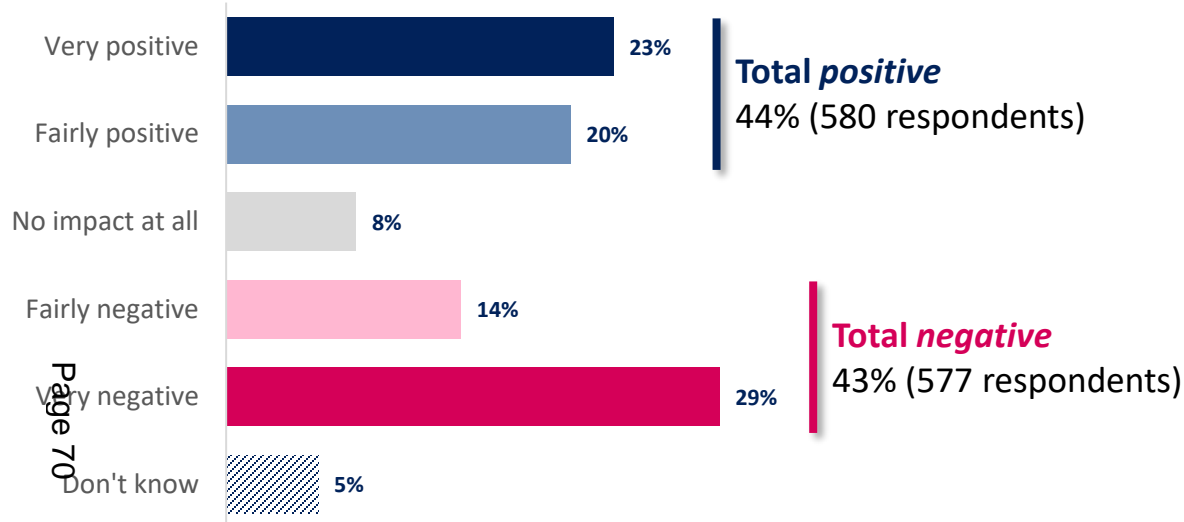
Breakdowns



*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



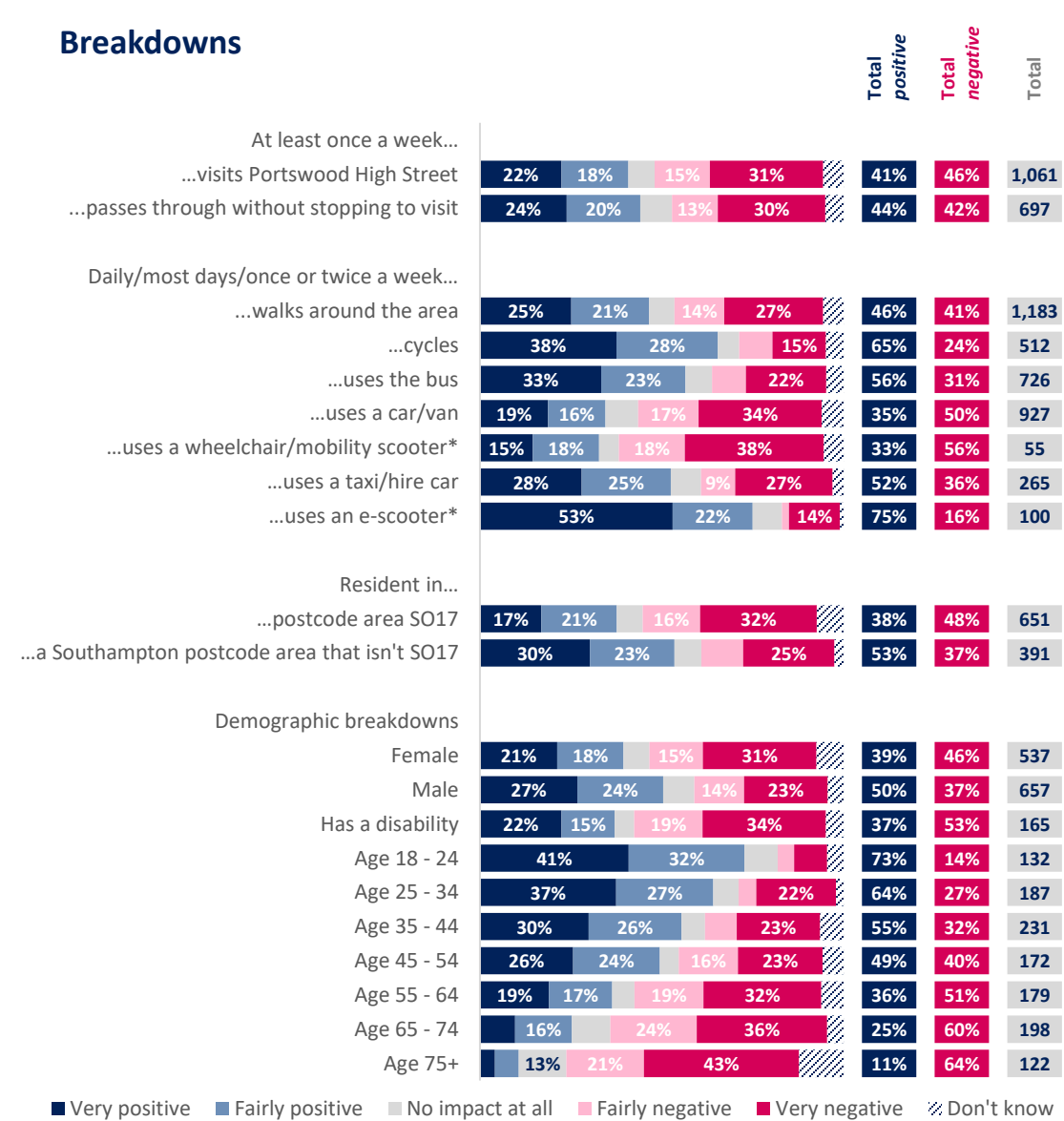
Question 6 | If these plans were to go ahead, what impact do you feel it would have on the local economy? Responses | 1,333



Key findings

- Respondents said the proposals would have both a *positive* and a *negative* impact to a similar extent, at 44% and 43% of respondents overall respectively
- Respondents in the city outside postcode SO17 responded *positive* 15% points more than those in SO17, 53% to 38%, with the latter responding 52% *negative* impact
- Respondents responded *positive* to a greater extent in lower age brackets, with 73% of 18 – 24 year-olds responding *positive* and 11% of those aged 75 or older doing so
- Men responded *positive* impact 11% points more than women, 50% to 39%, with female respondents responding 46% *negative* impact
- Cyclists, bus users, taxi and hire car users and respondents that use e-scooters all responded *positive* by more than 50%, with car users and users of wheelchairs and mobility scooters responding more than 50% *negative* impact

Breakdowns

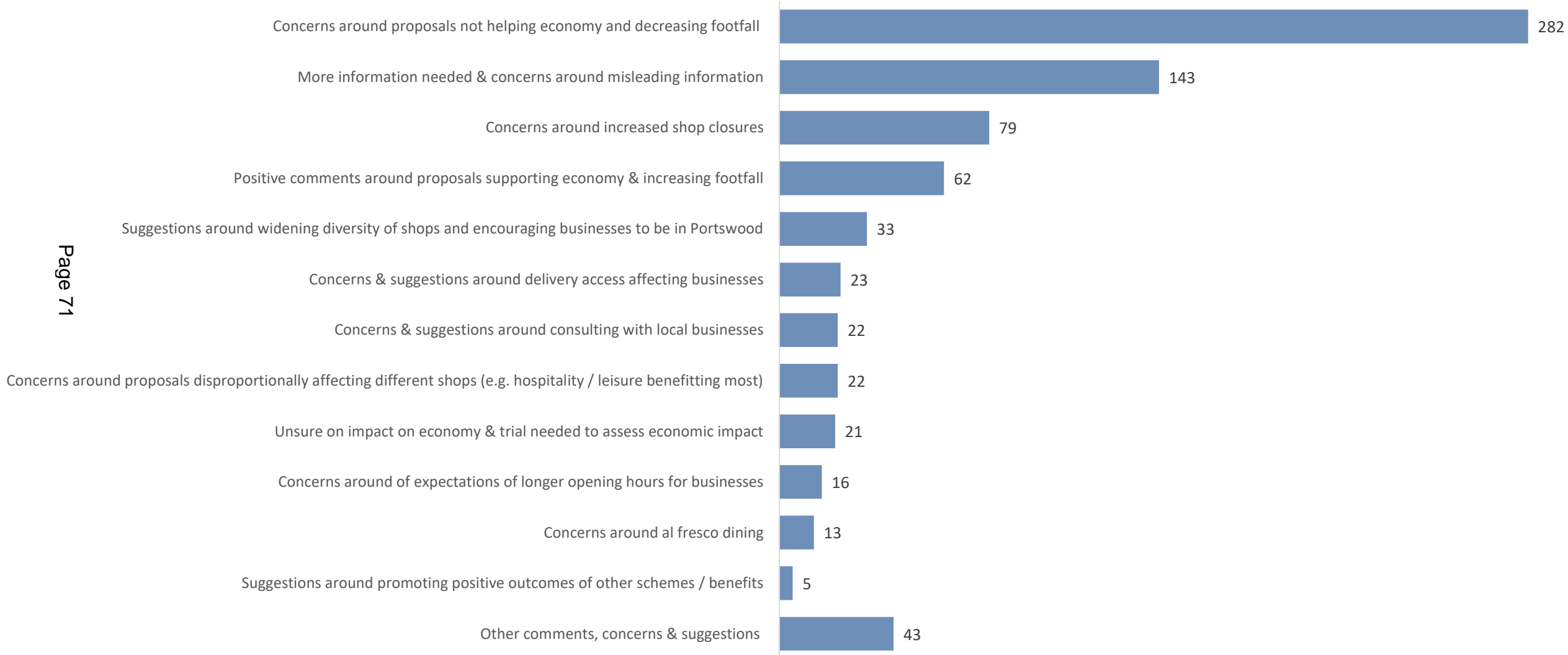


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Portswood Broadway - Economic impact

Total free text comments





“Access for people with mobility issues, especially those that have no alternative but to use their car, will also be improved with better pedestrian access into Westridge Road car park and more parking for people with disabilities around the area.

As part of the work on the Active Travel Zone, we would also include additional disabled compliant crossings and improve the condition of our footways.

There will be around seven additional benches along the Broadway for people to sit and rest, and hospitality businesses will be able to offer outdoor seating, where people can socialise with family and friends. The area will also be improved with dementia-friendly design principles being applied to the design of the future Broadway layout. Our new Accessibility Forum will play a crucial role in reviewing the scheme and the design detail.”

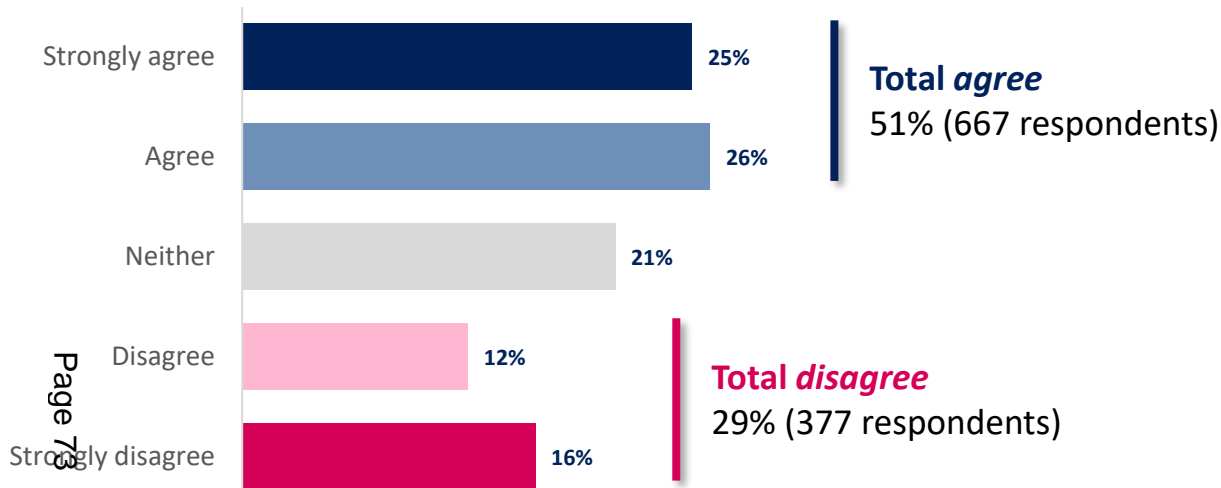
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Question 8 | To what extent do you agree or disagree that we have taken sufficient steps to maintain access for people with mobility issues and people with disabilities?

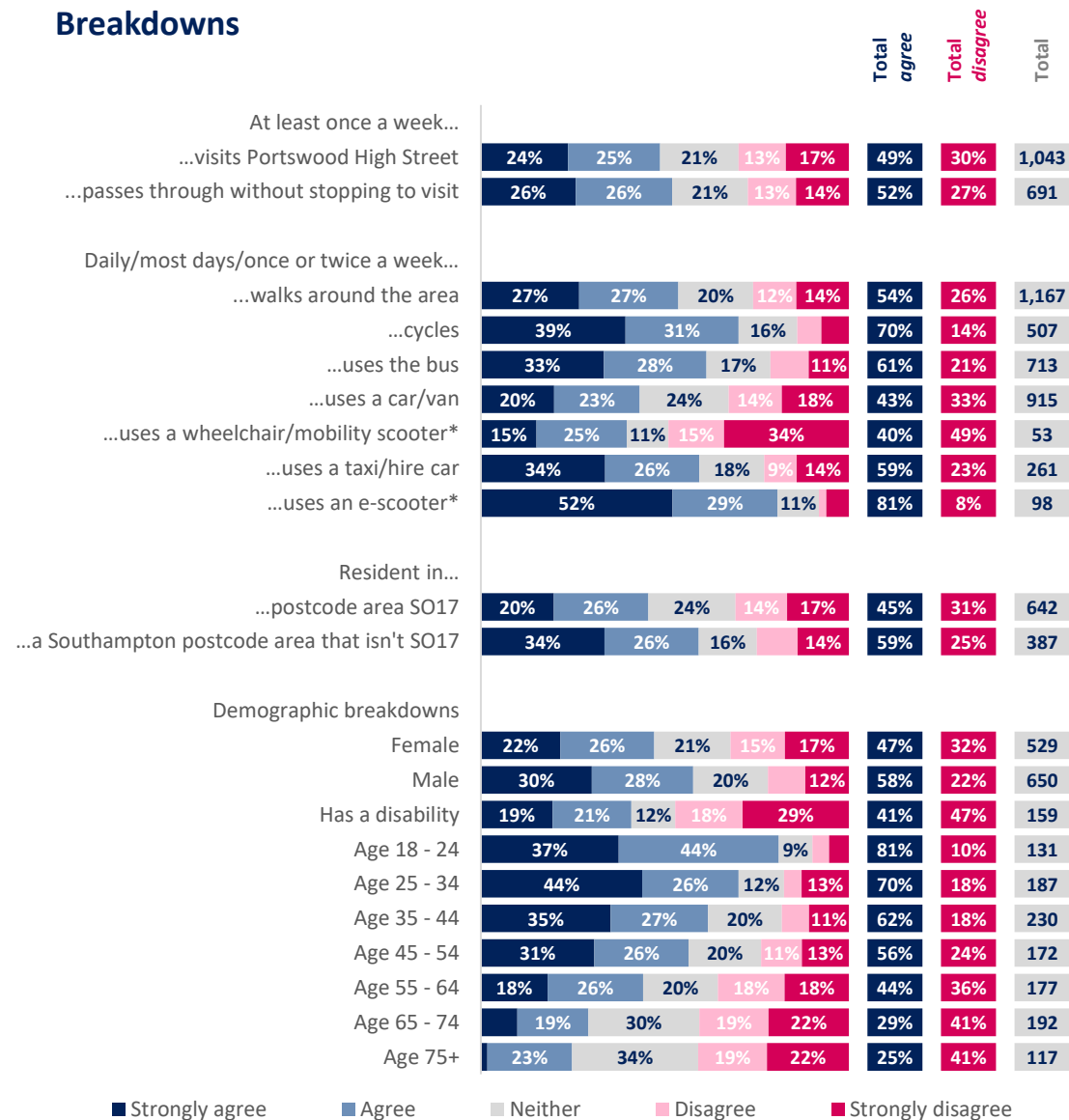
Responses | 1,315



Key findings

- 51% of respondents agreed that sufficient steps were taken to maintain access to Portswood High Street for people with mobility issues and/or disabilities
- Respondents that walk, cycle, bus, taxi or e-scooter *agreed* between 54% and 81%, whereas car/van users and users of wheelchairs and mobility scooters agreed between 40% and 43%, with the latter responding *disagree* to a greater extent than *agree*, 49% to 40%
- Residents of postcode SO17 *agreed* to a lesser extent than Southampton residents of other postcodes, 45% to 59%
- Men *agreed* to a greater extent than women 58% to 47%, and respondents with disabilities *disagreed* to a greater extent than *agreed*, 47% to 41%
- Respondents *agreed* to a greater extent in lower age brackets, with 81% of 18 – 24 year-olds responding *agree* and 25% of those aged 75 or older doing so

Breakdowns

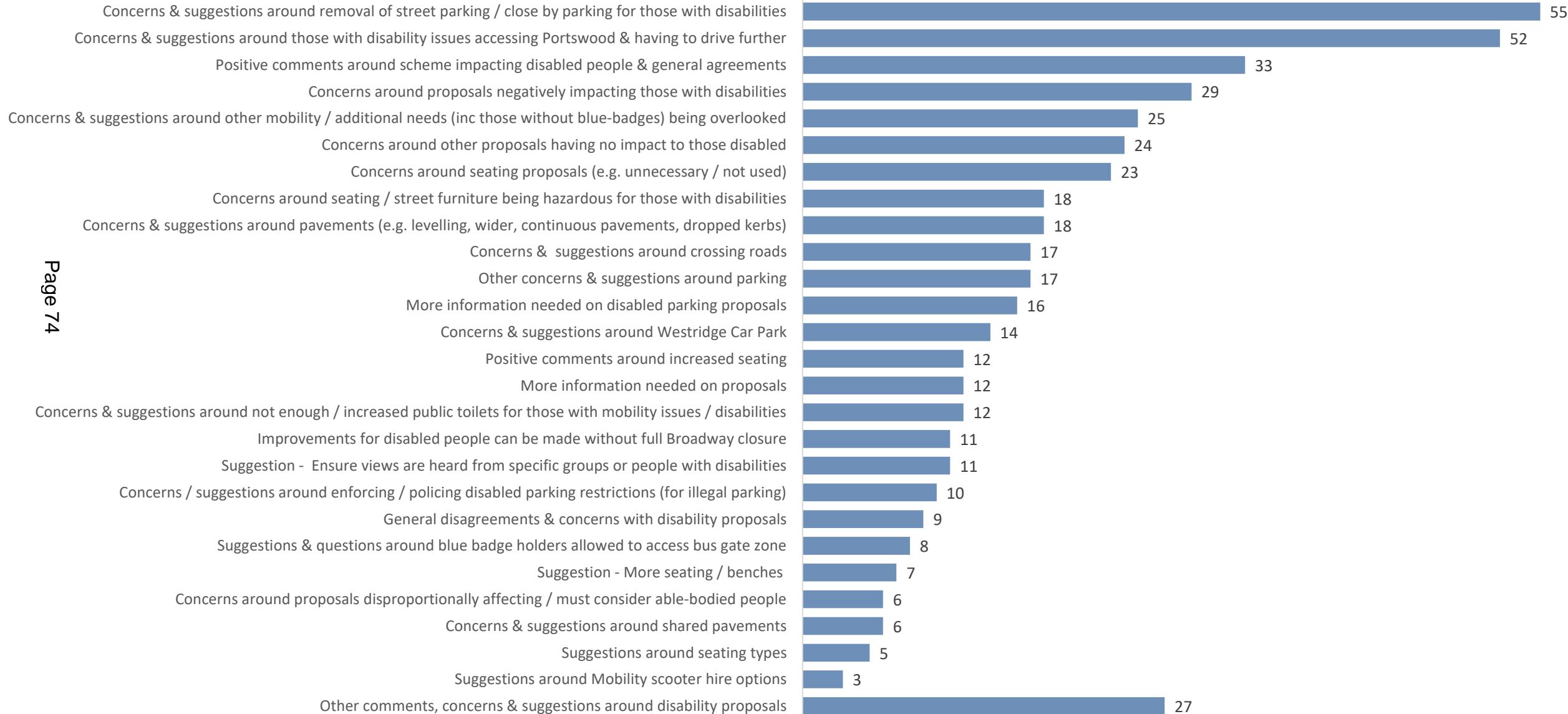


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Portswood Broadway - Mobility issues / disabilities

Total free text comments



“Crime and antisocial behaviour was a key concern raised in Phase 1 of the consultation and one we share. Local street drinking, assaults, theft and other crimes are something we all take very seriously.

The Council, in partnership with our local police officers, are working to ensure these proposals would help address these problems and make the Portswood area safer for us all to enjoy. These proposals would allow us to:

- Provide additional CCTV along the Broadway, helping the police to gather evidence and monitor crimes;
- Design out blind spots and improve street lighting;
- Work with local businesses to form the Portswood Business Engagement Forum, which will help the Council and the police to work better together with local businesses, and;
- Working on community schemes that allow people to better and more easily report crimes.”

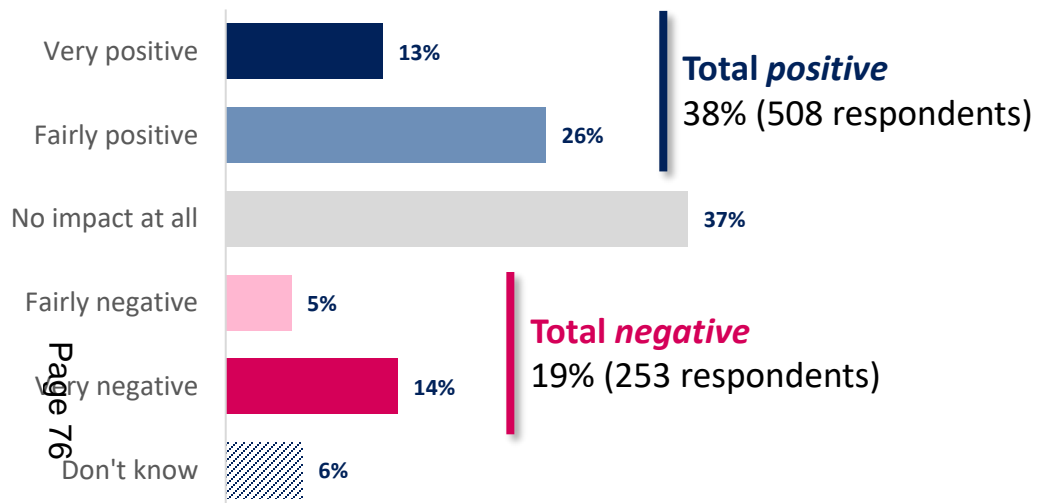
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Question 10a | What impact do you feel the proposals would have on the following? *Reducing crime and antisocial behaviour*

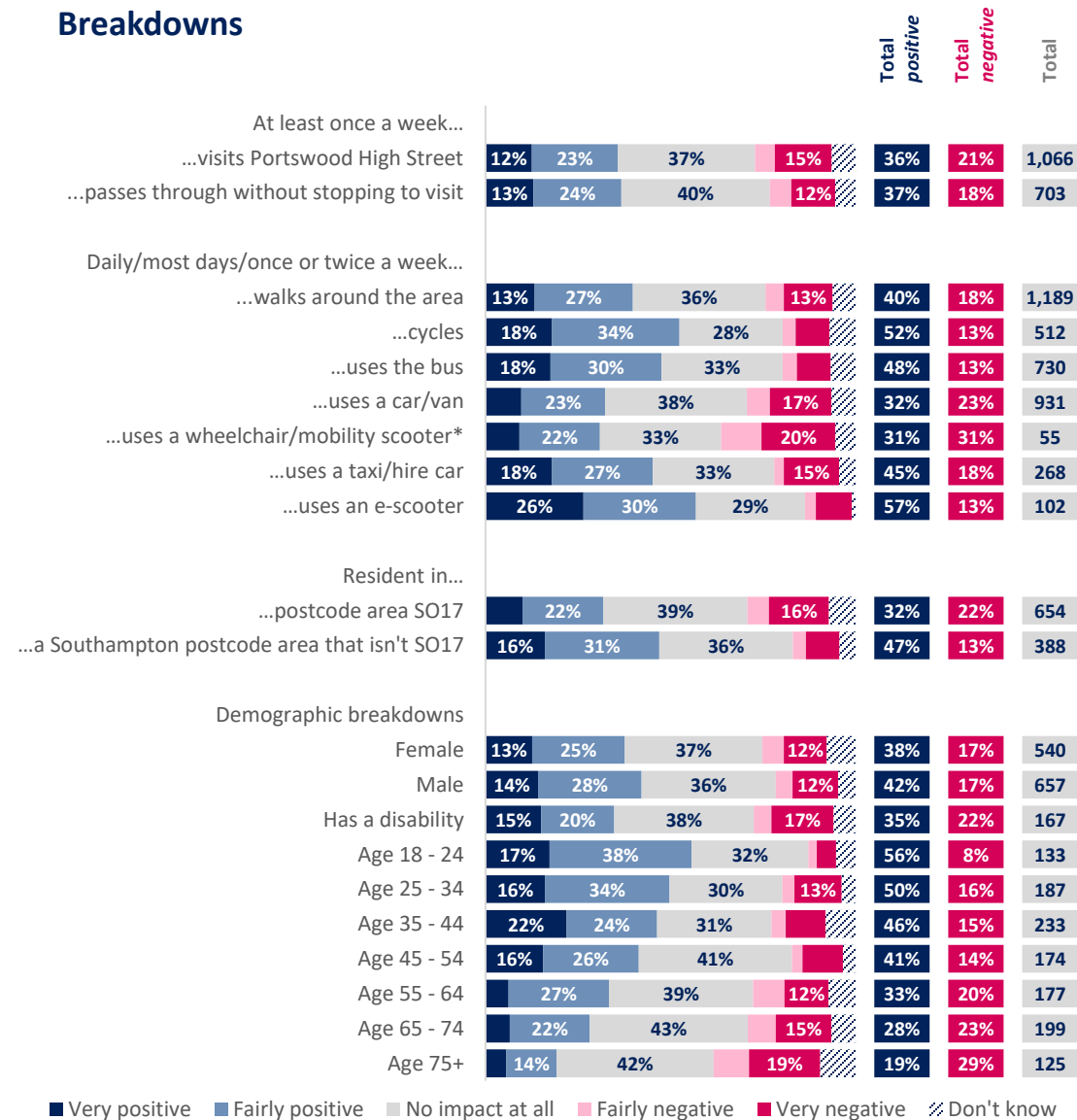
Responses | 1,335



Key findings

- 38% of respondents said that the proposals would have a *positive* impact on efforts to combat crime and anti-social behaviour, with a similar amount saying that they would have no impact at all (37%)
- Cyclists and e-scooter users responded *positive* by more than 50% each, with walkers, bus users, car/van users, mobility and wheelchair users and people using taxis and hire cars responding *positive* less than 50%: additionally, wheelchair/mobility scooter users responded *positive*, *negative*, and *no impact* equally between 31% and 33% - car users also responded *no impact* to a greater extent than *positive* impact, 38% to 32%
- Residents of postcode SO17 responded *positive* to a lesser extent than Southampton residents of other postcodes, 32% to 47%
- Respondents were more *positive* to a greater extent in lower age brackets, with 56% of 18 – 24 year-olds responding *positive* and 19% of those aged 75 or older doing so

Breakdowns

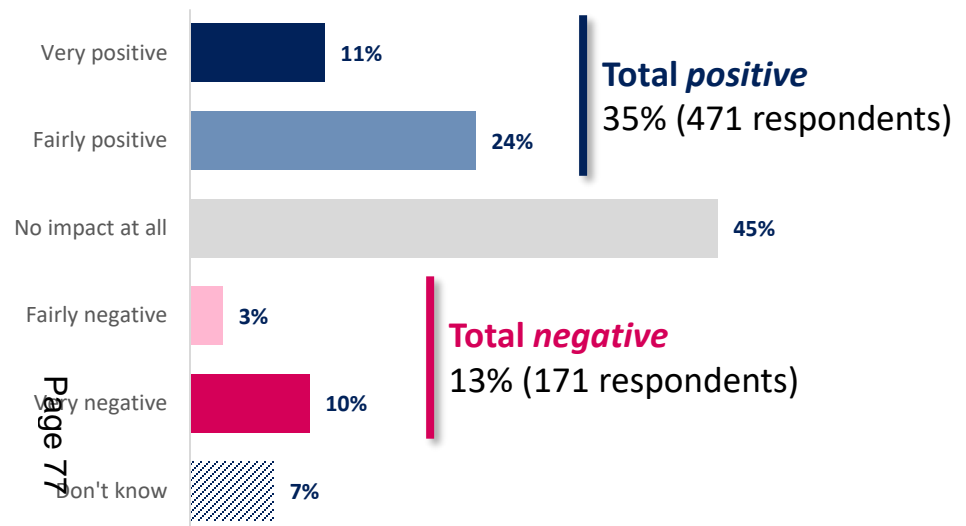


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Question 10b | What impact do you feel the proposals would have on the following? *Making crime and antisocial behaviour easier to report*

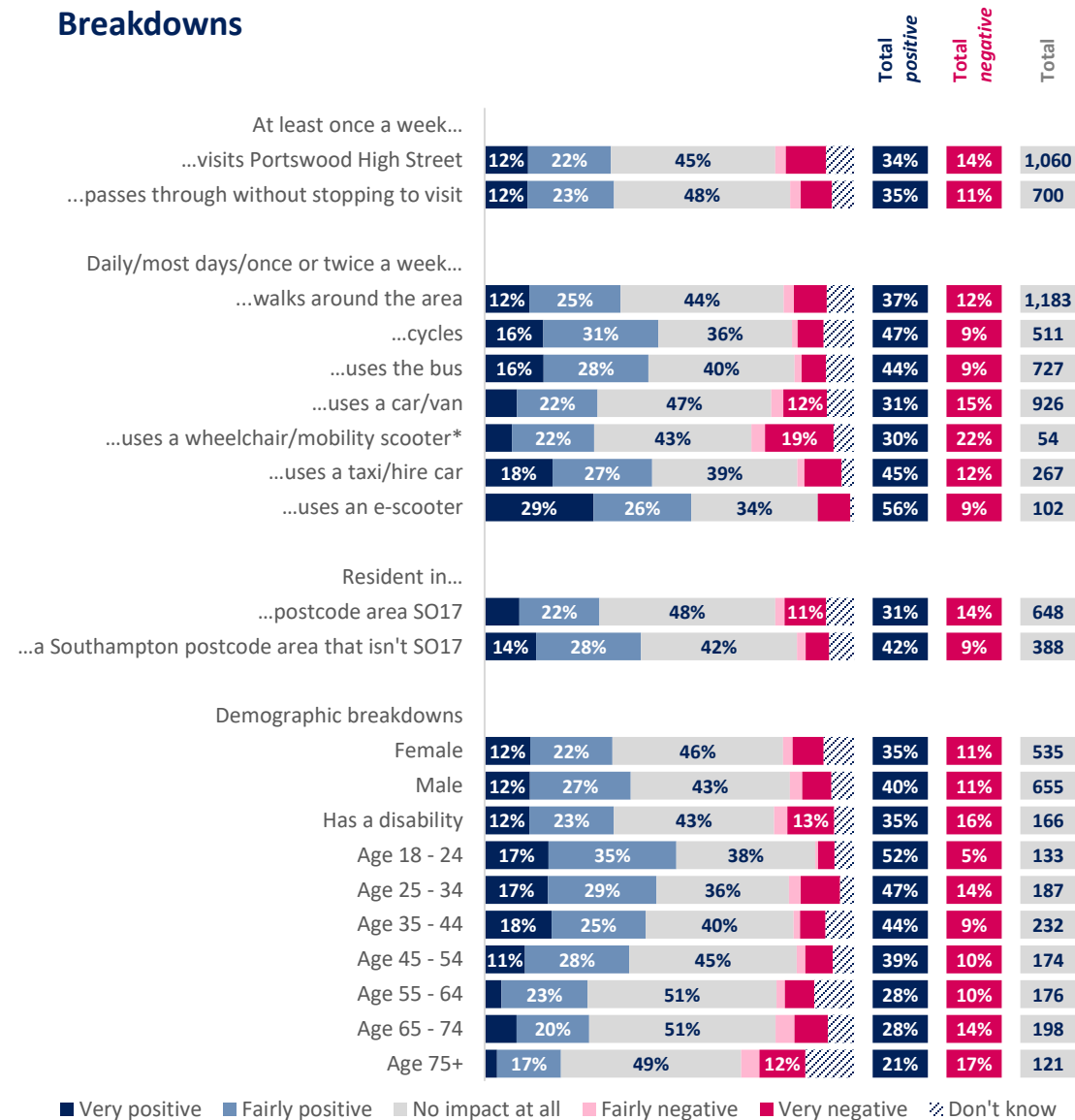
Responses | 1,327



Key findings

- 35% of respondents said that the proposals would have a *positive* impact on making crime easier to report, with 45% saying that they would not have an impact in this area
- E-scooter users responded *positive* by more than 50%, with walkers, cyclists, bus users, car/van users, mobility and wheelchair users and people using taxis and hire cars responding *positive* less than 50%
- Residents of postcode SO17 responded *positive* to a lesser extent than Southampton residents of other postcodes, 31% to 42%
- Respondents were more *positive* to a greater extent in lower age brackets, with 52% of 18 – 24 year-olds responding *positive* and 21% of those aged 75 or older doing so

Breakdowns



*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Portswood Broadway - Crime and antisocial behaviour

Total free text comments





Portswood Travel Hub





“To improve access to the Broadway for all users, we are proposing the installation of a Travel Hub on St Denys Road alongside Portswood Broadway, next to Trago Lounge. Adjacent to the Travel Hub, additional parking for people with disabilities will be provided.

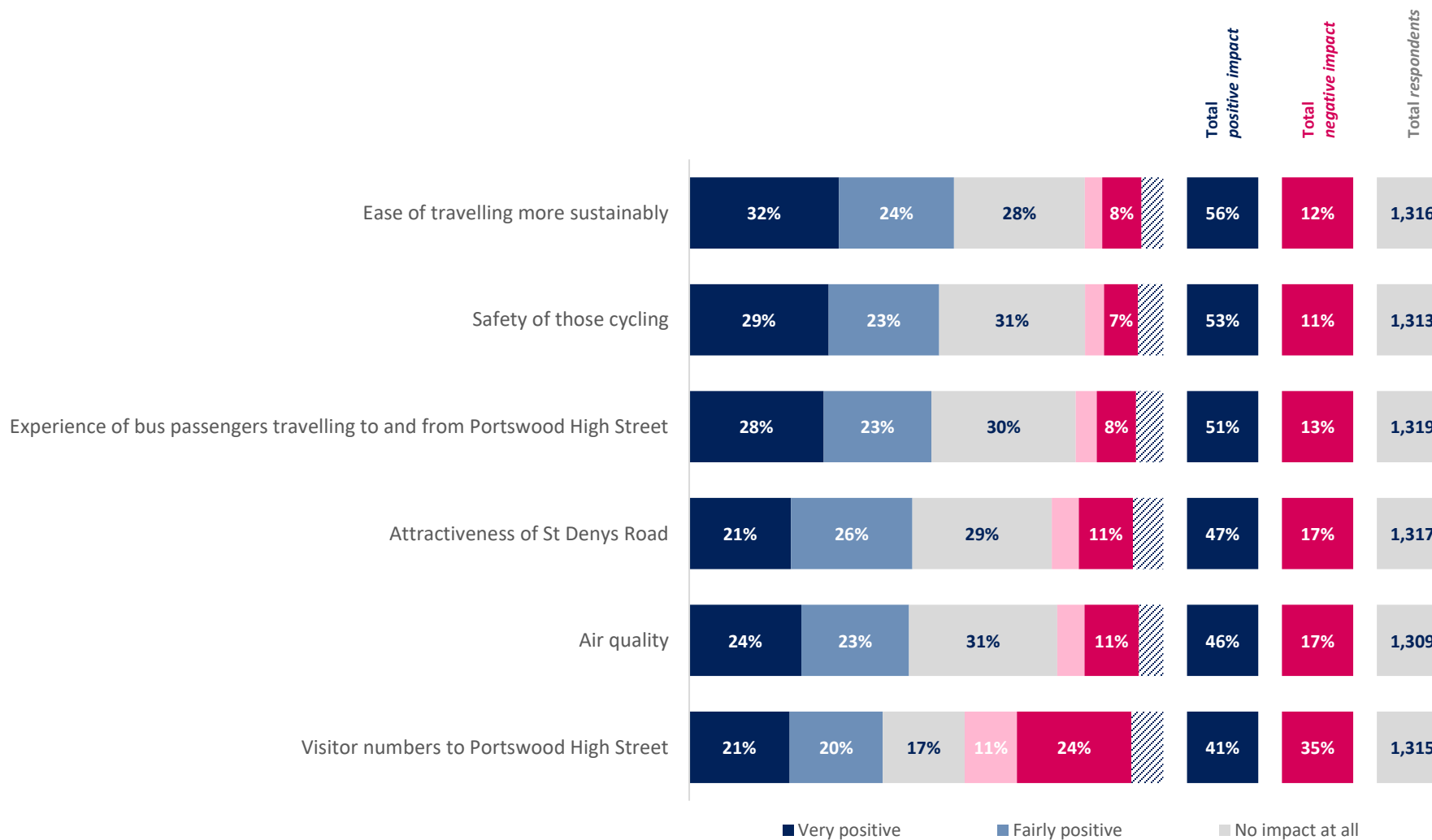
The Travel Hub will provide people with access to a range of transport options including disabled parking bays, e-bike or scooter hire, secure cycle parking and electric vehicle charging points; it will also link to improved bus stops on Portswood Broadway. On top of this, the Hub could include improvements to the public space such as art, greening and seating, and additional facilities like parcel lockers, information boards and wayfinding, bringing more visitors to Portswood High Street and providing reasons for them to stay. Final elements of the Travel Hub will be refined as the project progresses based on the feedback received from this consultation.”





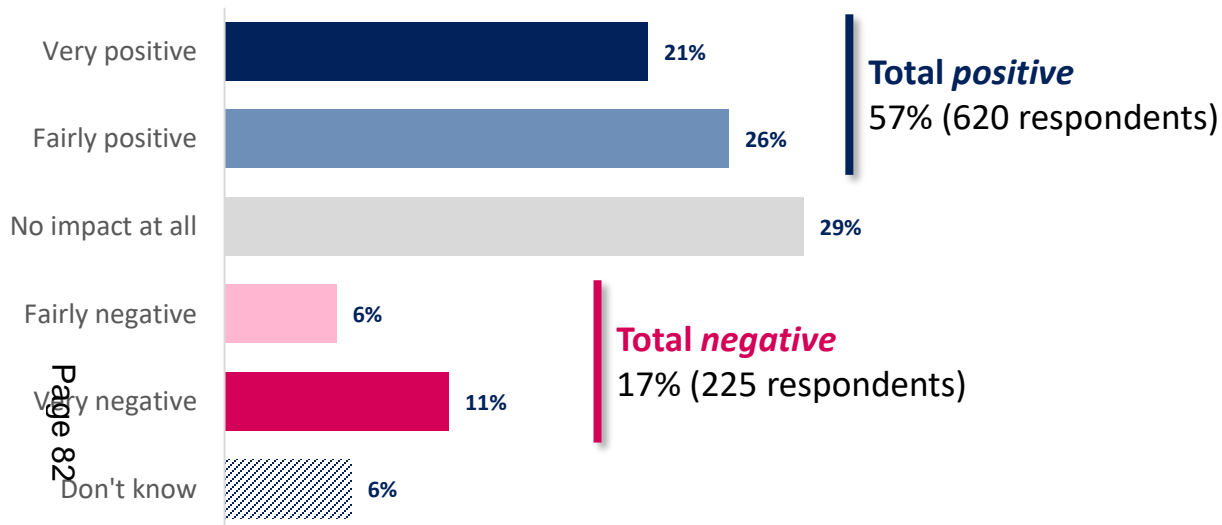
Question 12 | If these plans were to go ahead, what impact do you feel it would have on the following?

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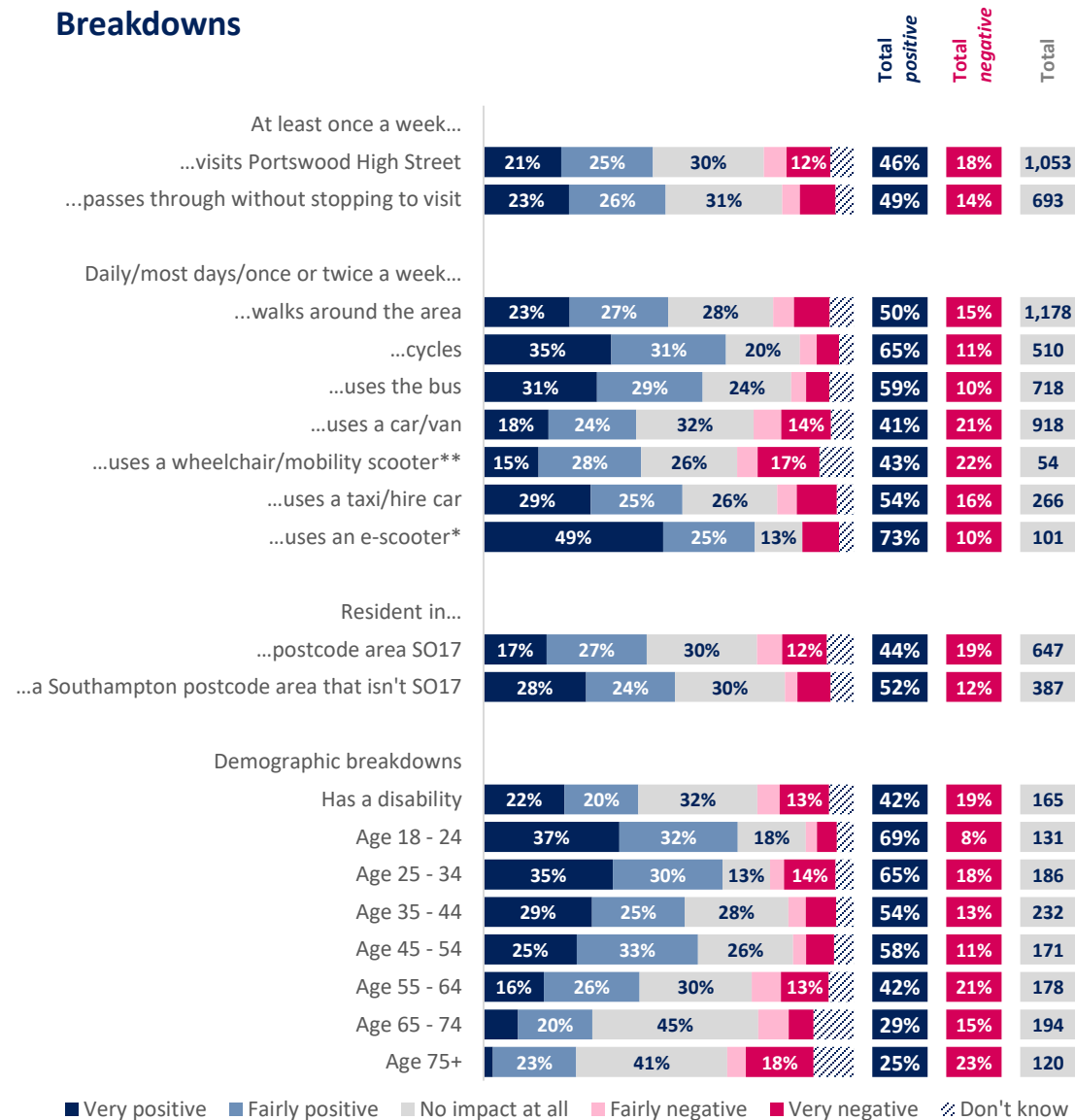
Question 12a | If these plans were to go ahead, what impact do you feel it would have on the following? *Attractiveness of St Denys Road*
Responses | **1,317**



Key findings

- 57% of respondents said that the proposals would have a *positive* impact on the attractiveness of St Denys Road, with 29% saying that they would have no impact at all and 17% saying they would have a *negative* impact
- Walkers, cyclists, bus users, taxi and hire car users, and users of e-scooters responded *positive* by 50% or more, with car users and wheelchair and mobility scooter users responding *positive* between 41% and 43%
- Residents of postcode SO17 responded *positive* to a lesser extent than Southampton residents of other postcodes, 44% to 52%
- Respondents were more *positive* to a greater extent in lower age brackets, with 69% of 18 – 24 year-olds responding *positive* and 25% of those aged 75 or older doing so

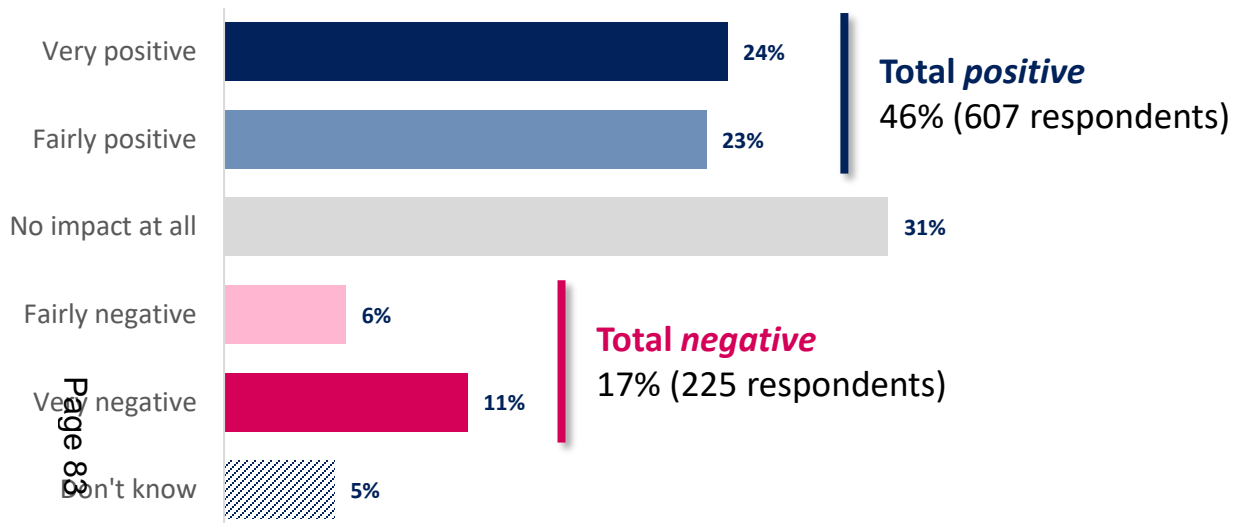
Breakdowns



*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



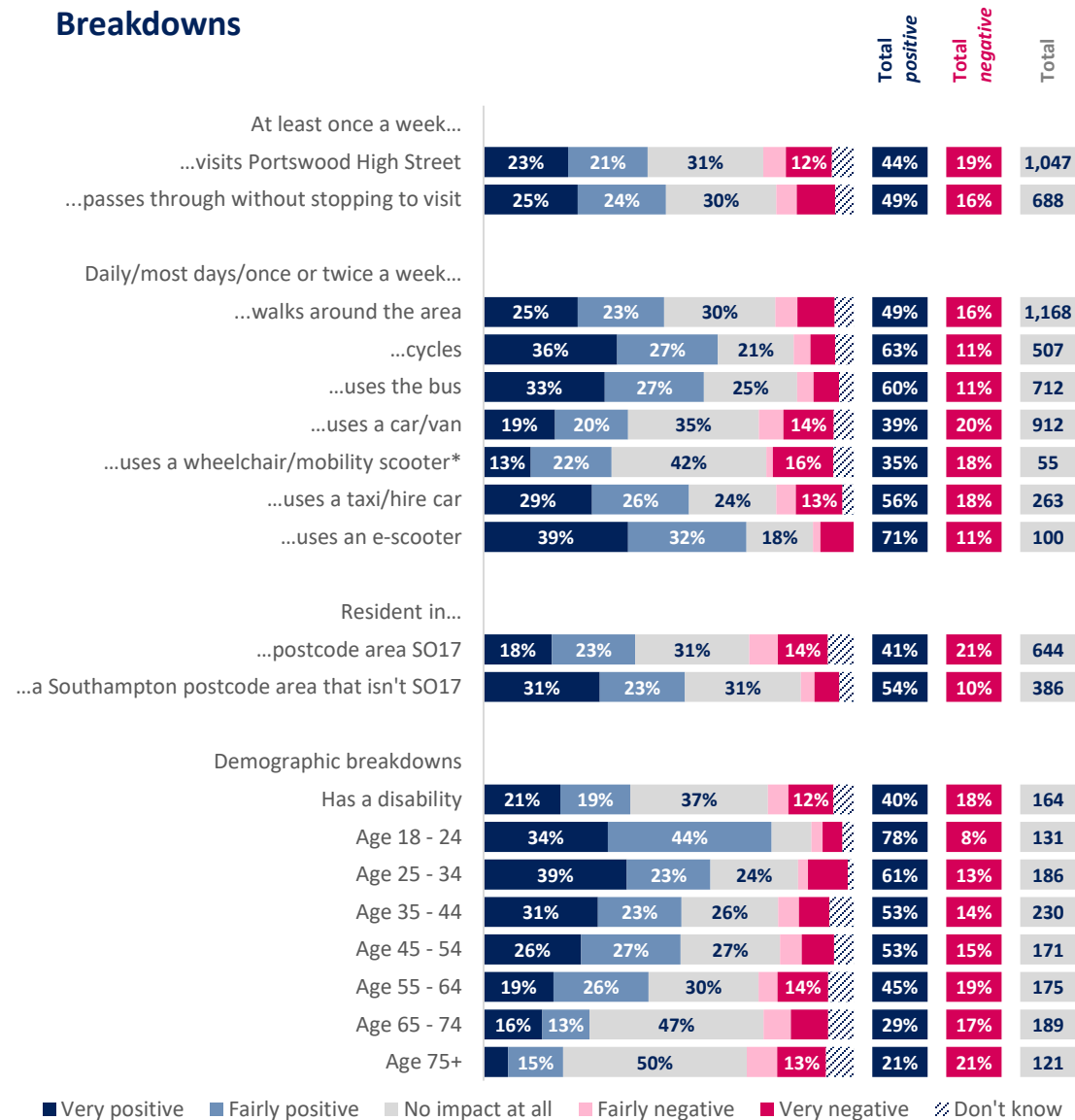
Question 12b | If these plans were to go ahead, what impact do you feel it would have on the following? *Air quality* Responses | **1,309**



Key findings

- 46% of respondents said that the proposals would have a *positive* impact on air quality in Portswood, with 31% saying that they would have no impact at all and 17% saying they would have a *negative* impact
- Cyclists, bus users, taxi and hire car users, and users of e-scooters responded *positive* by 50% or more, with walkers, car users and wheelchair and mobility scooter users responded *positive* between 49% and 39%
- Residents of postcode SO17 responded *positive* to a lesser extent than Southampton residents of other postcodes, 41% to 54%
- Respondents were more *positive* to a greater extent in lower age brackets, with 78% of 18 – 24 year-olds responding *positive* and 21% of those aged 75 or older doing so

Breakdowns

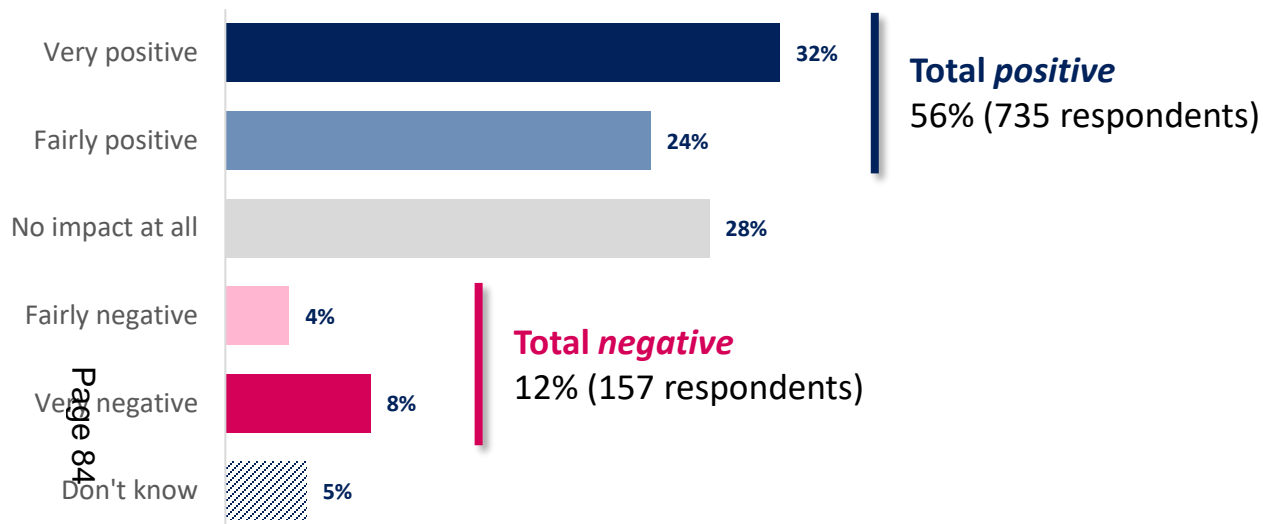


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Question 12c | If these plans were to go ahead, what impact do you feel it would have on the following? *Ease of travelling more sustainably*

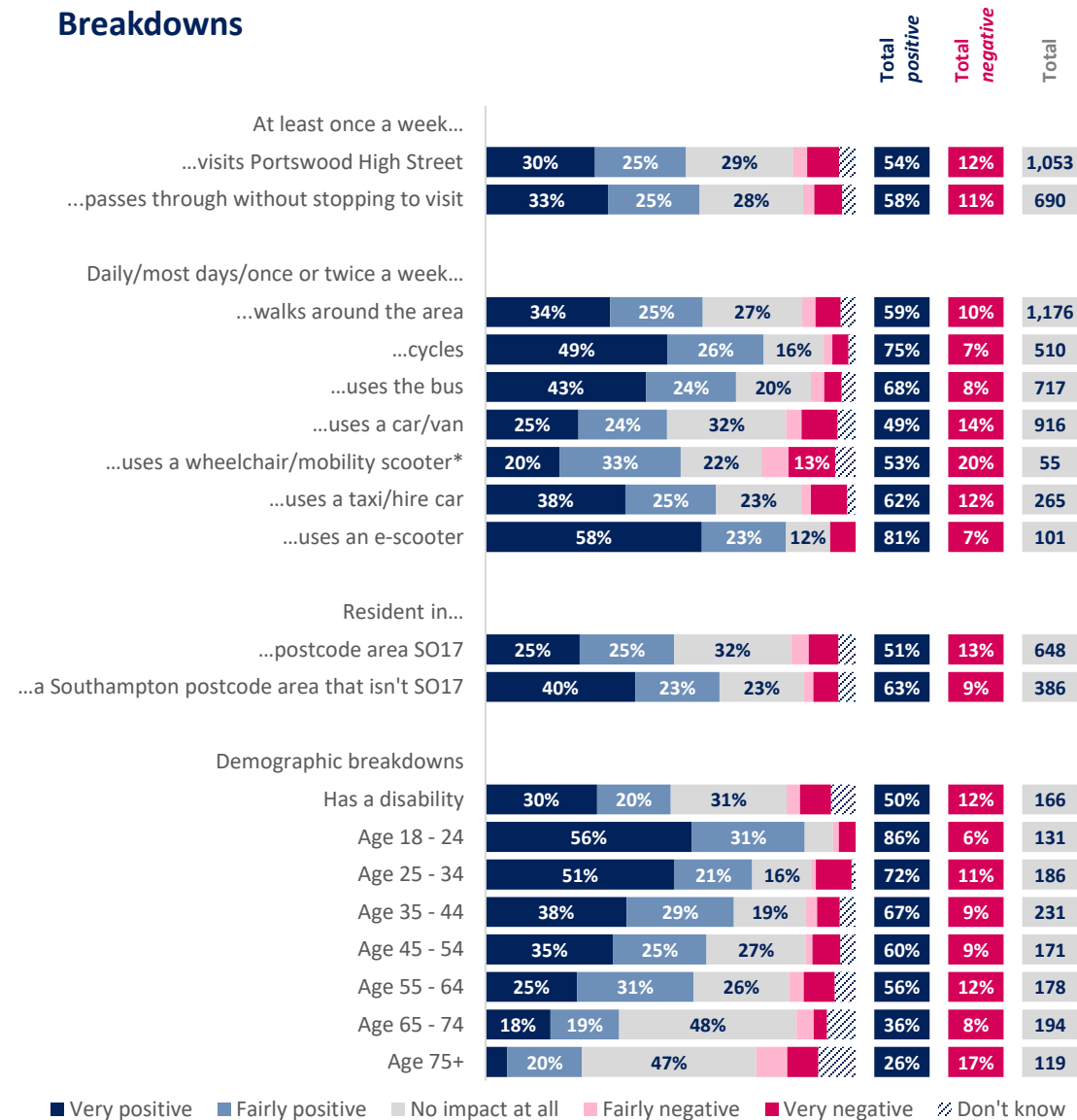
Responses | **1,316**



Key findings

- 56% of respondents said that the proposals would have a *positive* impact on the ease of travelling sustainably, with 28% saying that they would have no impact at all and 12% saying they would have a *negative* impact
- Walkers, cyclists, bus users, taxi and hire car users, users of e-scooters and people that use wheelchairs and mobility scooters responded *positive* by 50% or more, with car users responding *positive* at 49%
- Residents of postcode SO17 responded *positive* to a lesser extent than Southampton residents of other postcodes, 51% to 63%, with both responding positive more than *negative* overall
- Respondents were more *positive* to a greater extent in lower age brackets, with 86% of 18 – 24 year-olds responding *positive* and 26% of those aged 75 or older doing so

Breakdowns

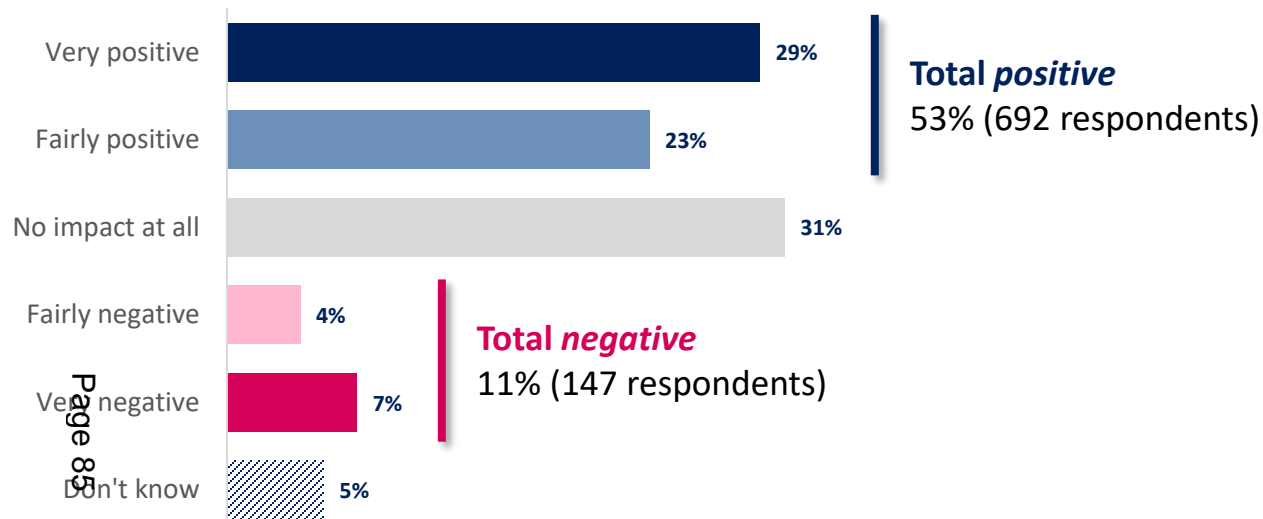


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Question 12d | If these plans were to go ahead, what impact do you feel it would have on the following? *Safety of those cycling*

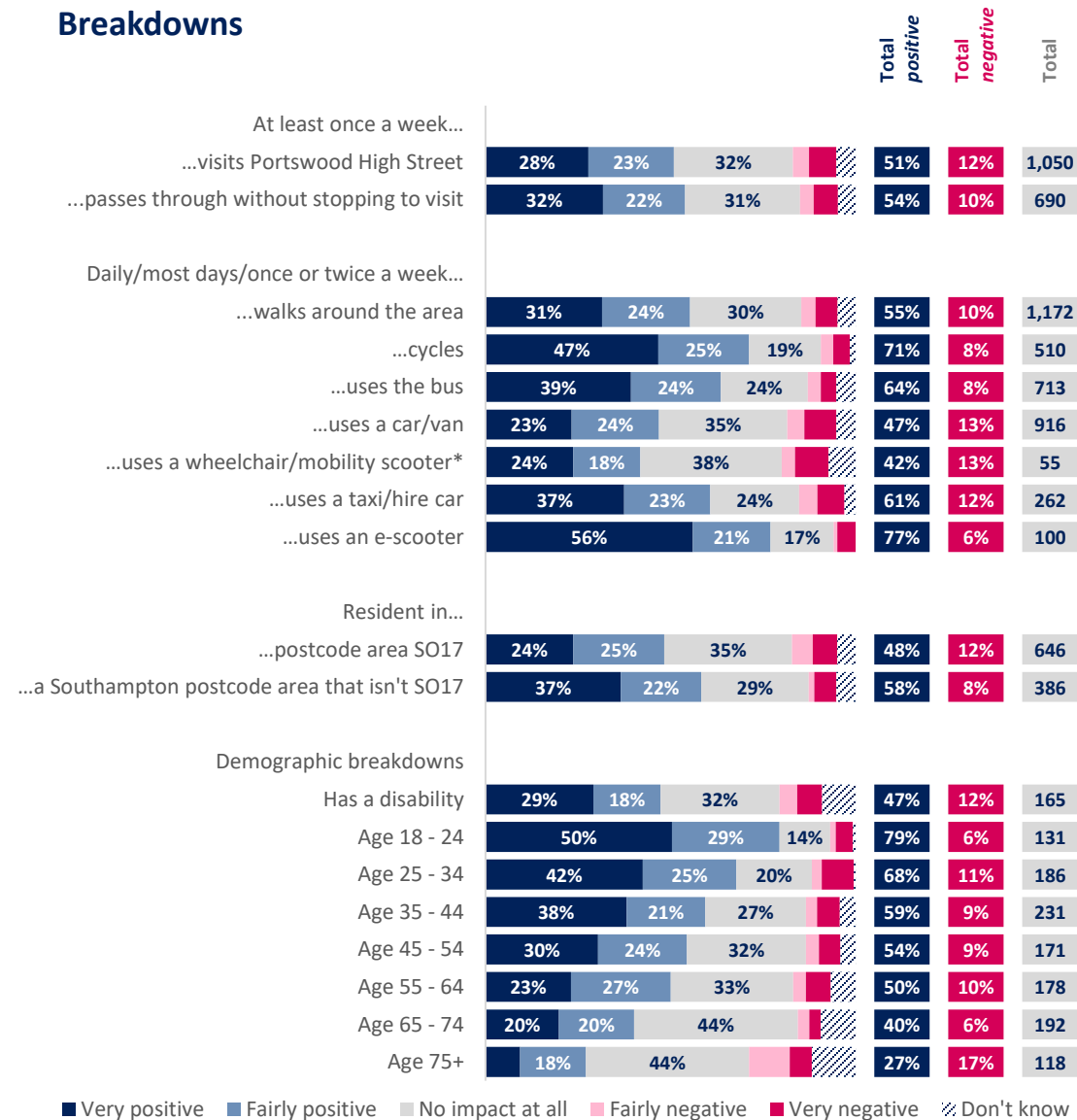
Responses | **1,313**



Key findings

- 53% of respondents said that the proposals would have a *positive* impact on the safety of cyclists, with 31% saying that they would have no impact at all and 11% saying they would have a *negative* impact
- Walkers, cyclists, bus users, taxi and hire car users and users of e-scooters *positive* by 50% or more, with car users and users of wheelchairs and mobility scooters responding *positive* between 42% and 47%
- Residents of postcode SO17 responded *positive* to a lesser extent than Southampton residents of other postcodes, 48% to 58%
- Respondents were more *positive* to a greater extent in lower age brackets, with 79% of 18 – 24 year-olds responding *positive* and 27% of those aged 75 or older doing so

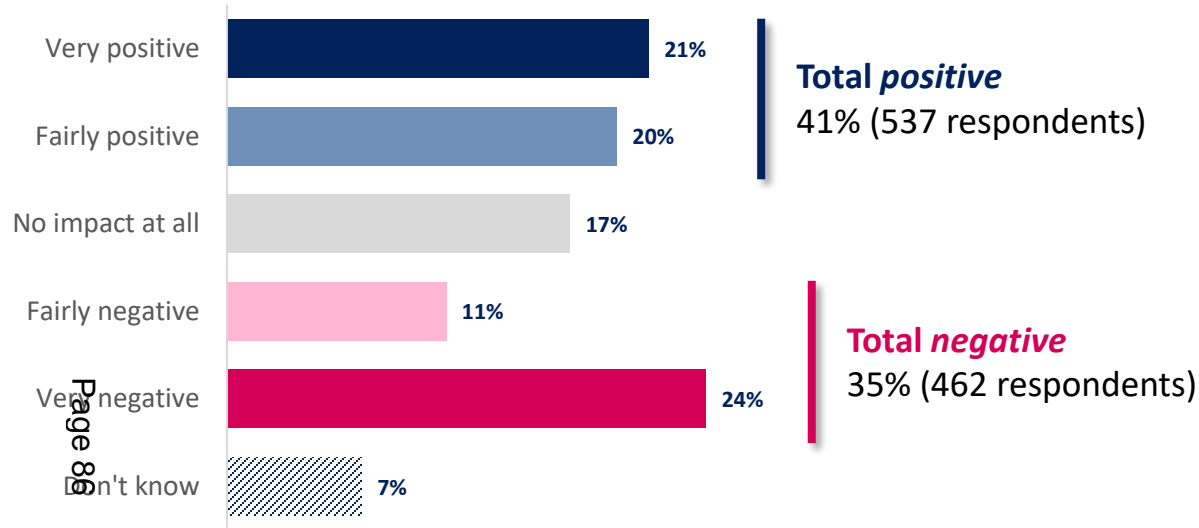
Breakdowns



*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.

Question 12e | If these plans were to go ahead, what impact do you feel it would have on the following? *Visitor numbers to Portswood High Street*

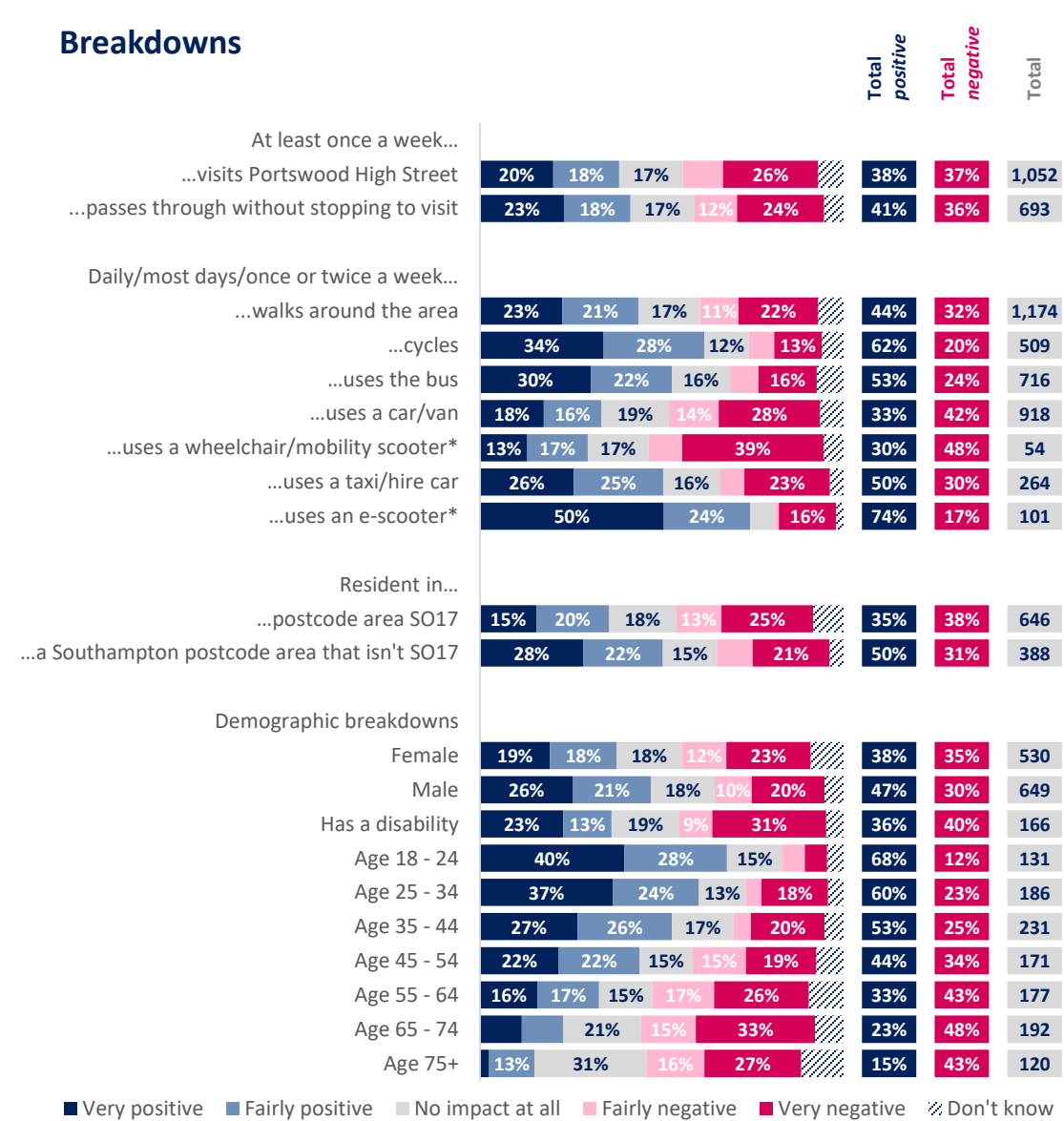
Responses | **1,315**



Key findings

- 41% of respondents said that the proposals would have a *positive* impact on visitor numbers to Portswood High Street, with 35% saying they would have a *negative* impact, including 24% that responded *very negative*
- Cyclists, bus users, taxi users and people that use e-scooters responded *positive* by 50% or more, compared to walkers, car users and users of wheelchairs and mobility scooters, who responded *positive* between 30% and 44% - the latter two groups also responded *negative* to a greater extent than *positive* 42% to 33% and 48% to 30% respectively
- Again, residents of postcode SO17 responded *positive* to a lesser extent than Southampton residents of other postcodes, 35% to 50%, with SO17 residents responding *negative* to a greater extent than *positive* 38% to 35%
- Respondents were more *positive* to a greater extent in lower age brackets, with 68% of 18 – 24 year-olds responding *positive* and 15% of those aged 75 or older doing so

Breakdowns

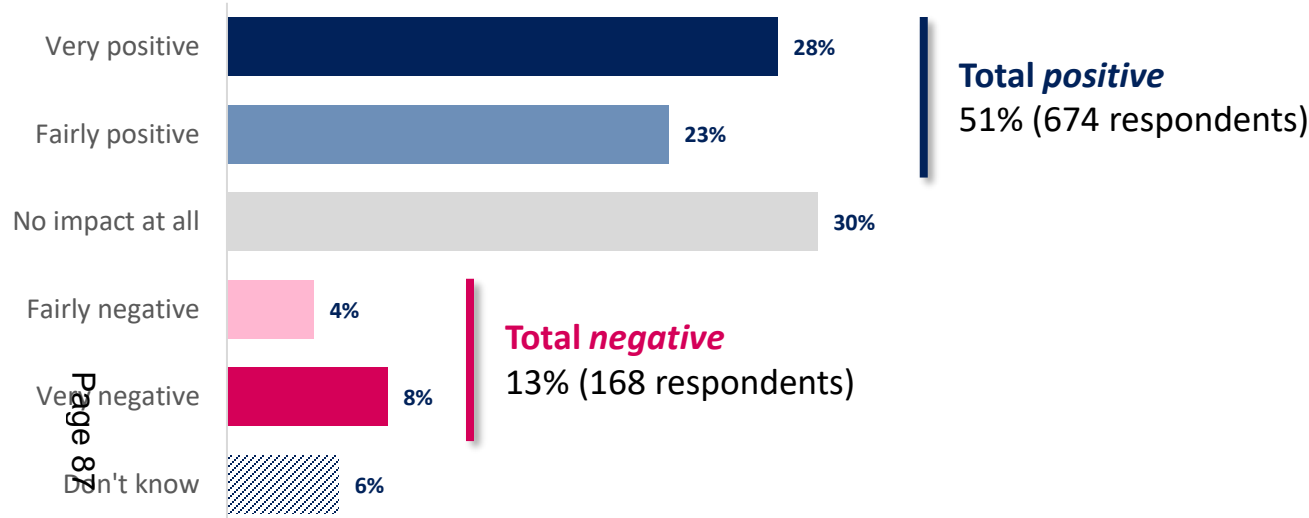


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Question 12f | If these plans were to go ahead, what impact do you feel it would have on the following? *Experience of bus passengers travelling to and from Portswood High Street*

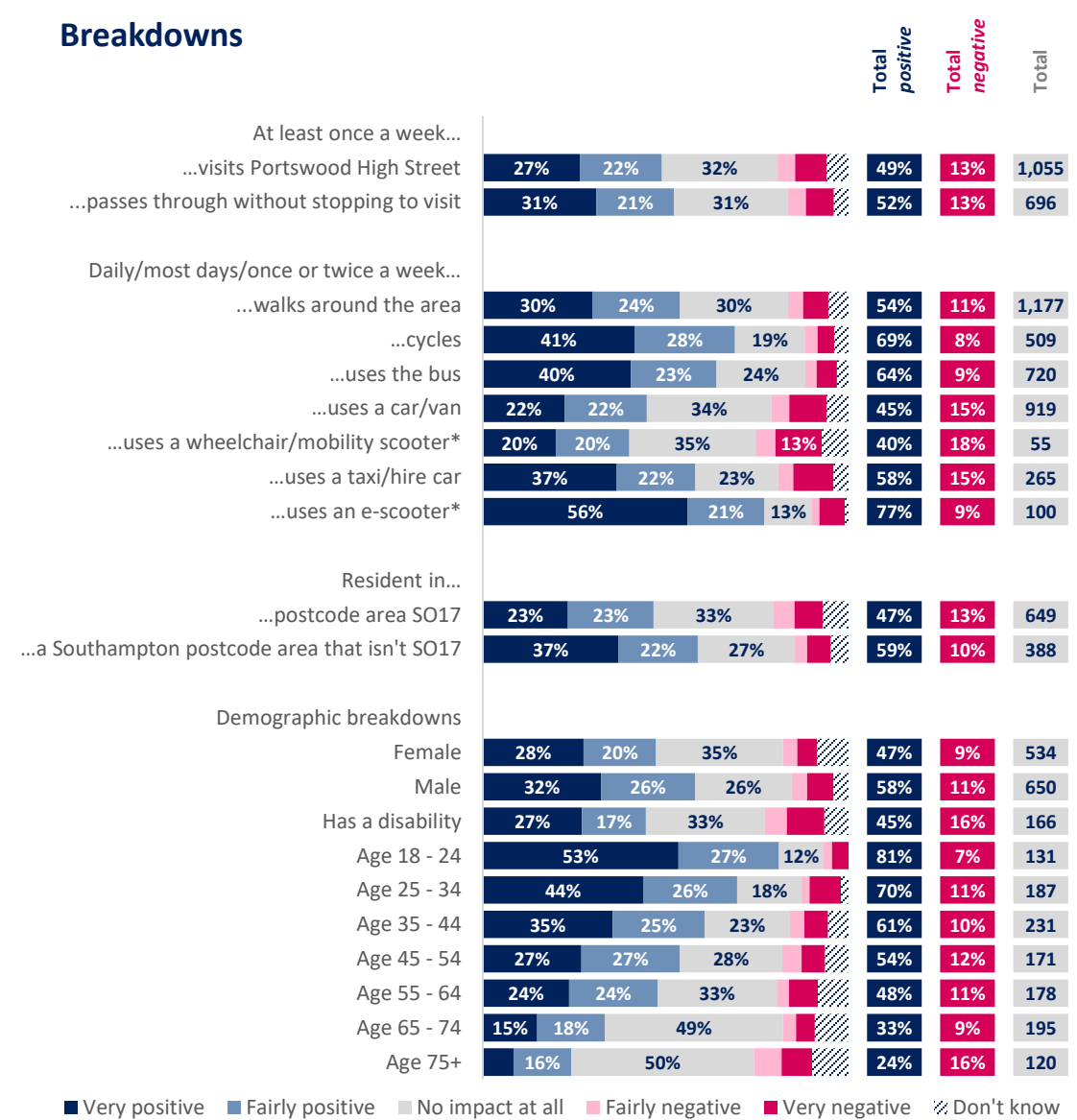
Responses | 1,319



Key findings

- 51% of respondents said that the proposals would have a *positive* impact on the experience of bus passengers in Portswood, with 30% saying that they would have no impact at all and 13% saying they would have a *negative* impact
- Walkers, cyclists, bus users, taxi and hire car users and users of e-scooters *positive* by 50% or more, with car users and users of wheelchairs and mobility scooters responding *positive* between 40% and 45% - bus users responded *positive* at 64%
- Residents of postcode SO17 responded *positive* to a lesser extent than Southampton residents of other postcodes, 47% to 59%
- Respondents were more *positive* to a greater extent in lower age brackets, with 81% of 18 – 24 year-olds responding *positive* and 24% of those aged 75 or older doing so

Breakdowns

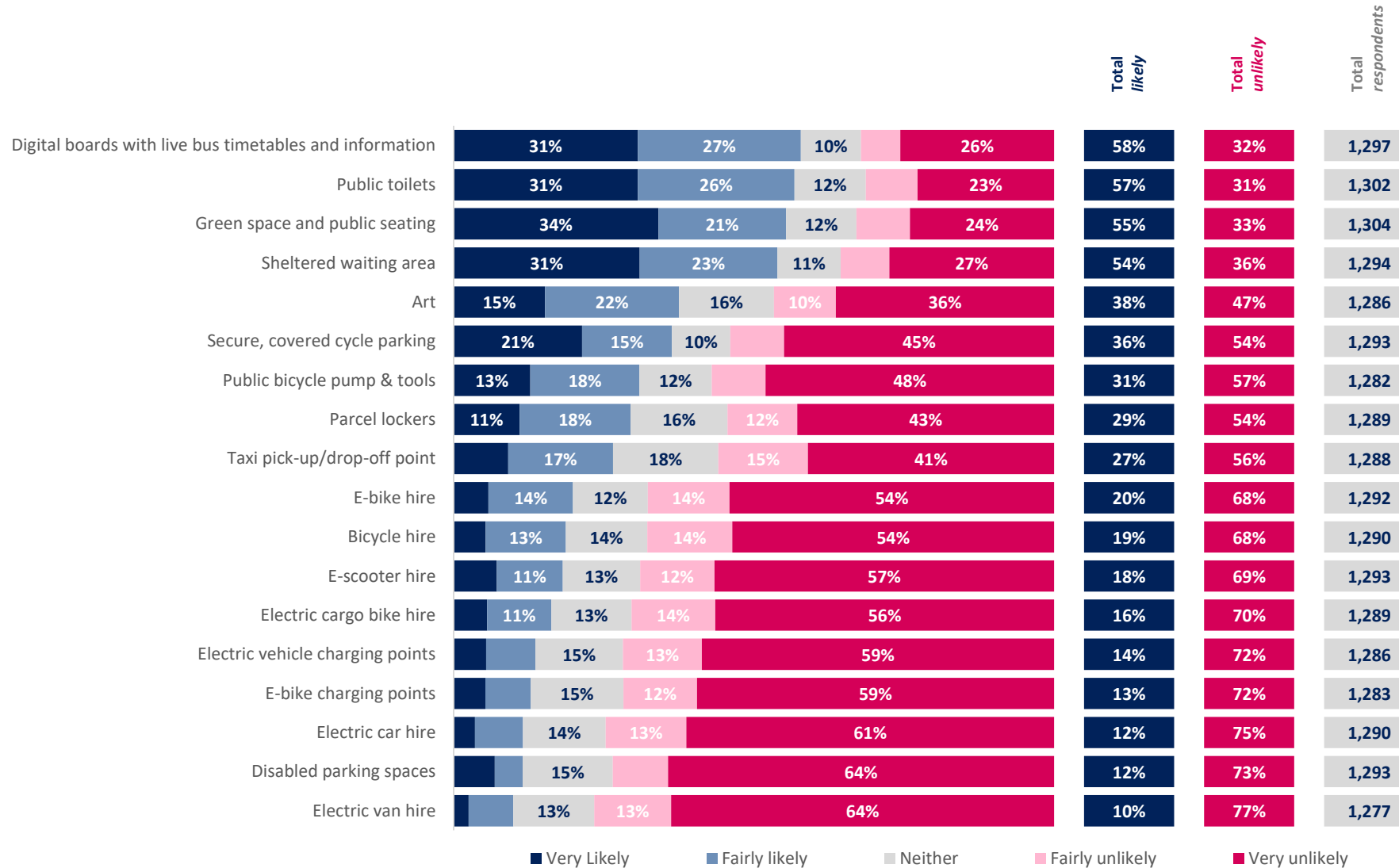


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Question 13 | How likely would you be to use each element if included in the Portswood Travel Hub?

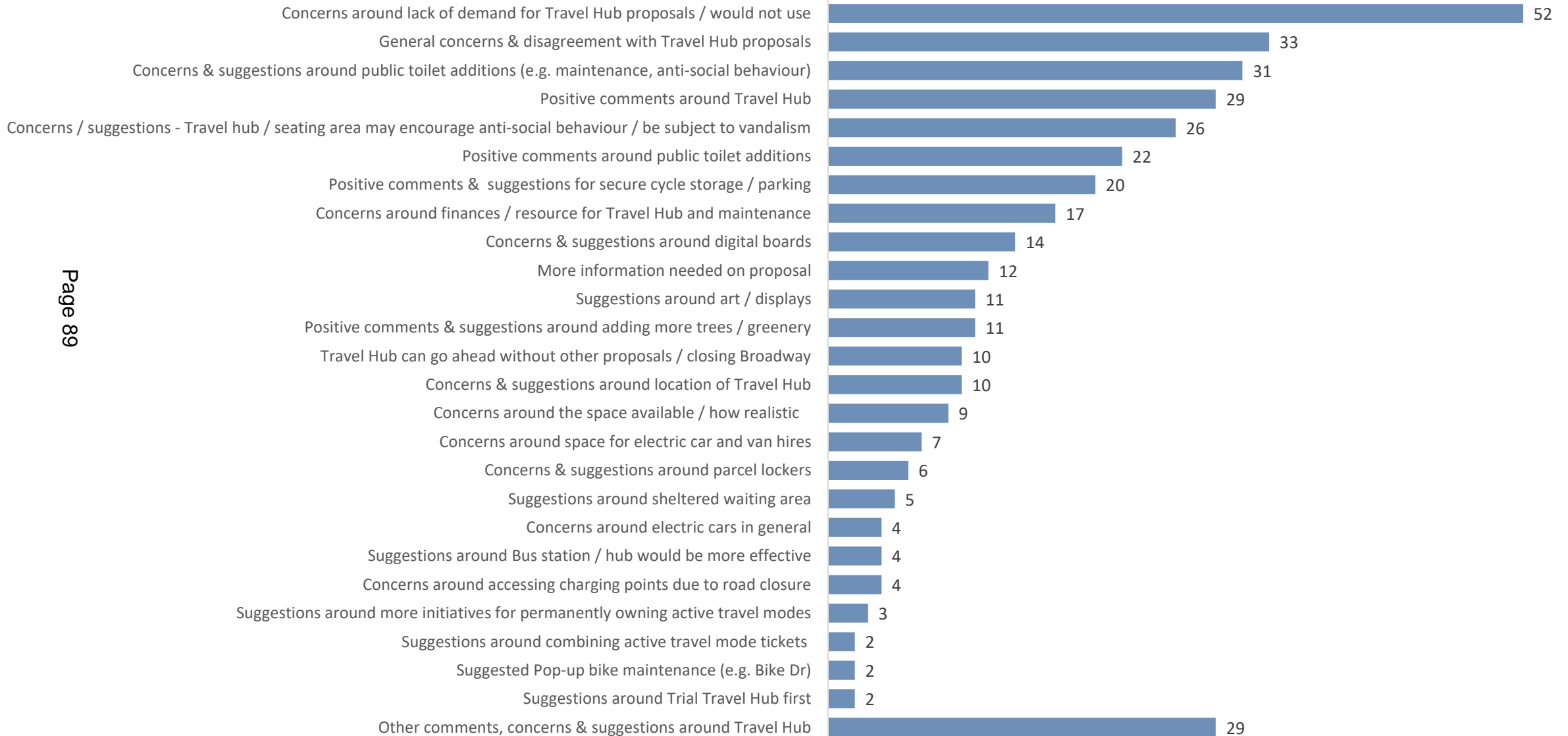
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Portswood Travel Hub

Total free text comments





Highfield Active Travel Zone





“Traffic modelling in the area predicts that with the introduction of the bus gate, up to 8,000 vehicles would choose to use the A335 (Thomas Lewis Way - TLW) as a faster alternative, depending on the level of mitigation we adopt for the area to prevent rat running. This will be supported by the recent improvements along TLW, such as the introduction of additional turning lanes and an upgrade to smarter junctions, which has improved journey times along TLW to make it more reliable and to increase capacity to ensure it is the preferred option for through-traffic.

Some remaining through-traffic is still likely to choose to rat run through local roads however. To prevent this and protect local roads for those who live in the area, we could introduce an Active Travel Zone (ATZ) for Highfield. The Council is committed to providing an ATZ for the Highfield area ahead of any improvements to Portswood Broadway.

Active Travel Zones (ATZs) are neighbourhoods that encourage active travel through a range of measures which calm or discourage traffic, reduce rat running, and instead prioritise people walking and cycling while at the same time maintaining motor vehicle access for those who live there. Interventions for ATZs are scalable and can range from speed cushions, improved crossing points or road closure points which would be designed with local residents at co-design meetings.

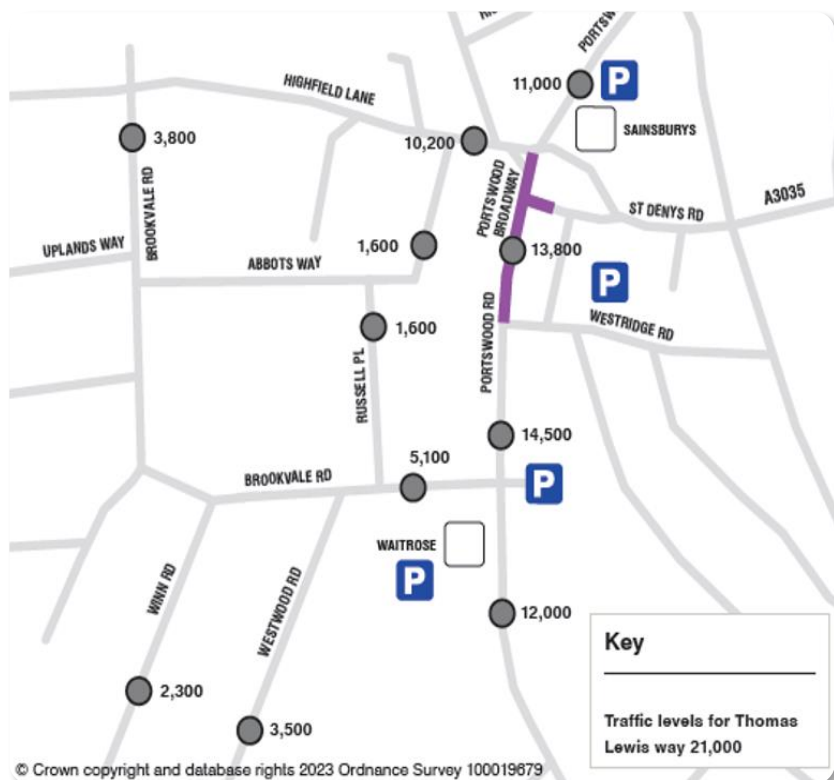
The Council has delivered an ATZ in the St Denys area in conjunction with local residents, and is now implementing ATZs in the Polygon, Woolston and Itchen areas.

New traffic data has been provided in this consultation to better inform residents of the impacts of various options for an Active Travel Zone for the area, but no decision will be made on the type of Active Travel Zone implemented without community co-design with residents.”



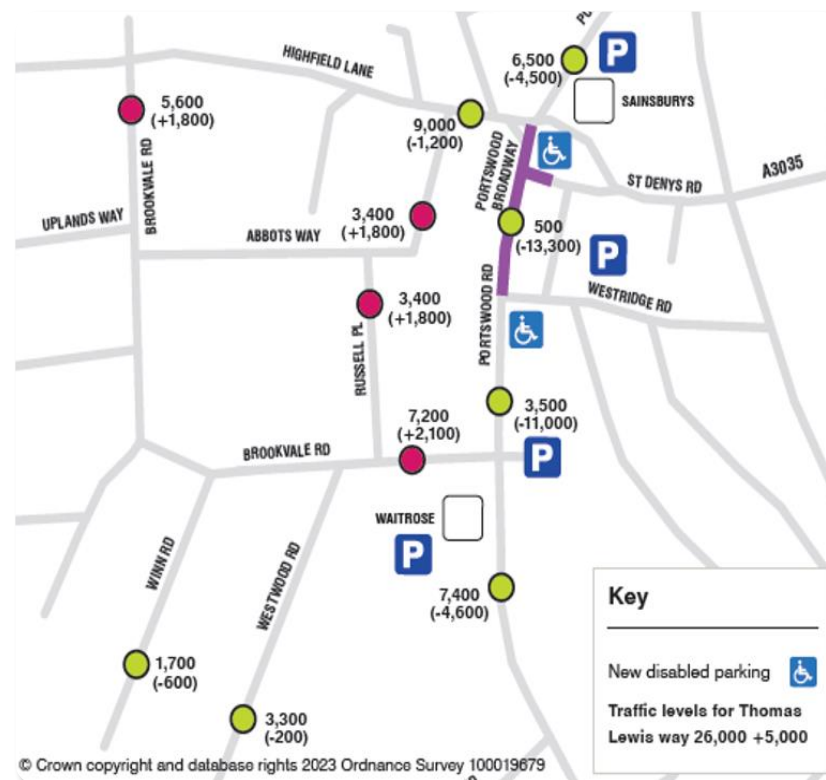
Existing levels, April 2023

This shows the existing levels of traffic flowing through the area on a normal weekday in April (figures are number of vehicles per day in a 24-hour period on the road)



Bus gate w/ no mitigation

This shows the impact on traffic flows along the Broadway and local roads should a bus gate be installed with no mitigation measures included, with the majority of traffic diverted to the A335 (Thomas Lewis Way). This is not something that would be implemented and is purely for demonstration only.





Bus gate w/ light-touch ATZ

This shows the impact on traffic flows should a bus gate be installed with a light-touch ATZ.

A light-touch ATZ for Highfield in the form of new pedestrian crossings, speed cushions and priority buildouts will deter people driving through residential streets, with the majority of traffic directed to the A335 (Thomas Lewis Way). This would help reduce overspill from the proposed bus gate and in most cases reduce traffic from existing levels.

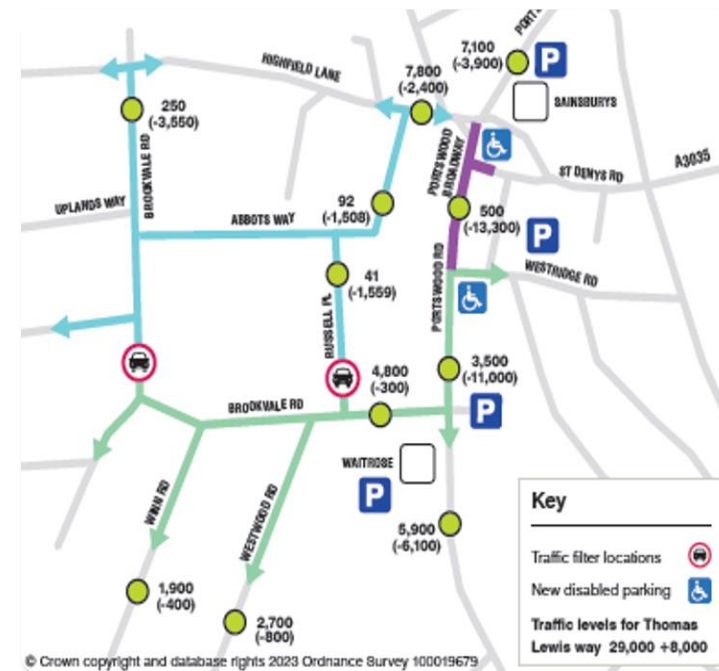
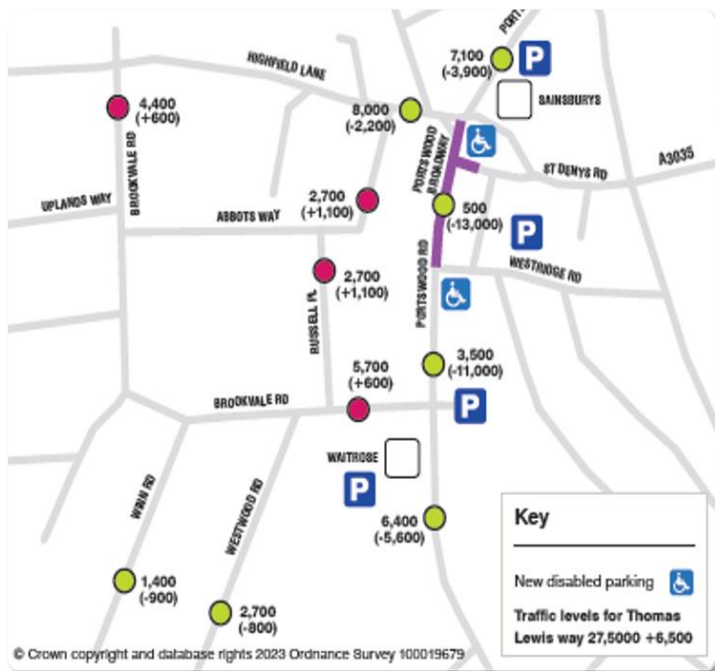
This would lead to increased traffic levels on some local streets, but a significant reduction in traffic in the area as a whole. The final mix of interventions to deter people driving through residential streets would be based on community co-design.

Bus gate w/ ATZ and traffic filters on Russell Place and Brookvale Road

This shows the impact on traffic flows should a bus gate be installed with an ATZ, which would include traffic filters on Russell Place and Brookvale Road.

Traffic filters prevent motorised vehicles from passing through that area, without preventing people who walk and cycle. The predicated modelling shows that with the introduction of the ATZ and the traffic filters in these locations, the roads around this area would be preserved for local residents and deliveries access only and prevent all through-traffic.

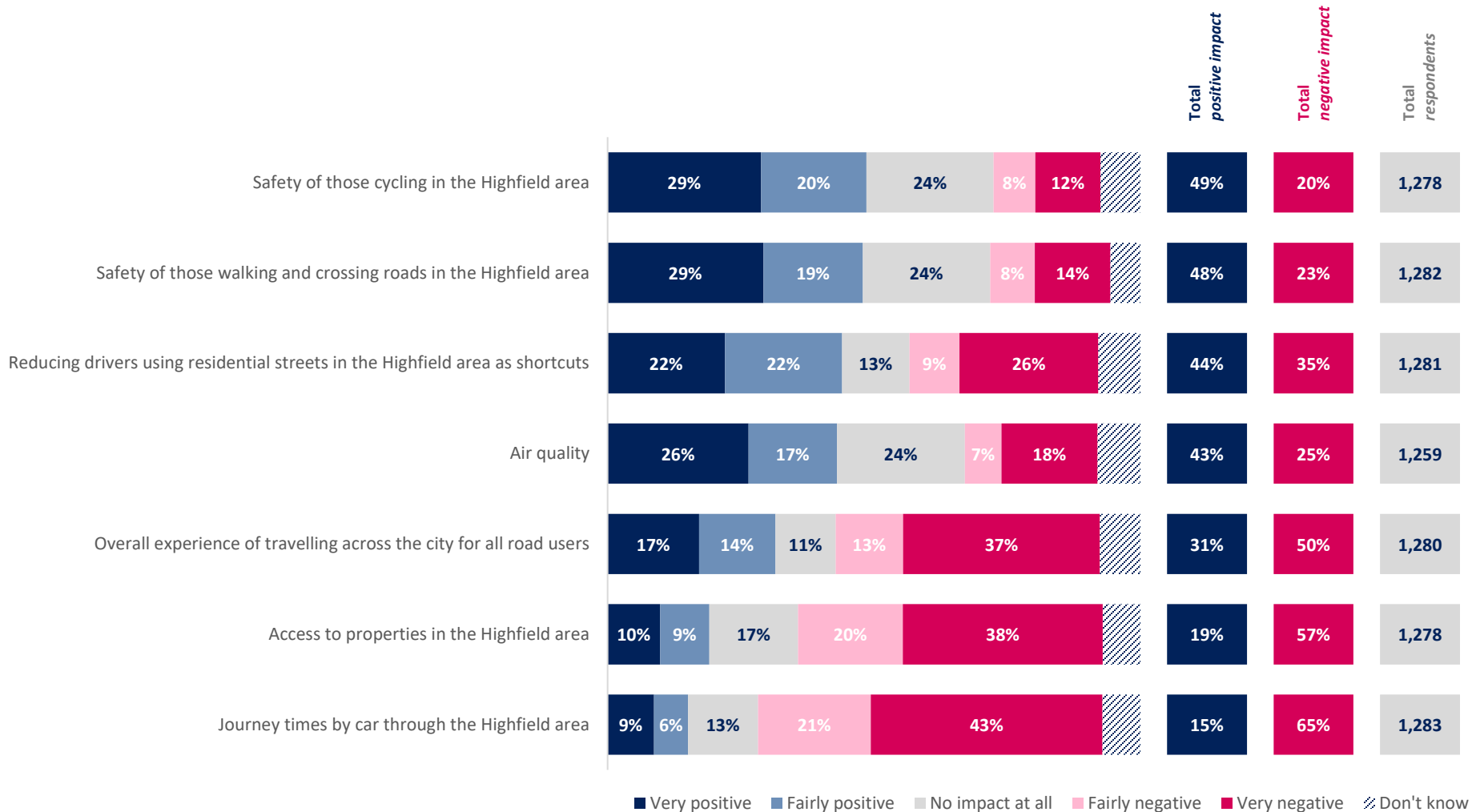
Similar arrangements already exist in Outer Avenue (filters at Alma Avenue and Avenue Road) and have just been introduced in St Denys (Kent Road, North Road and the existing filter at Horseshoe Bridge).





Question 16 | If these plans go ahead, what impact do you feel it would have on the following?

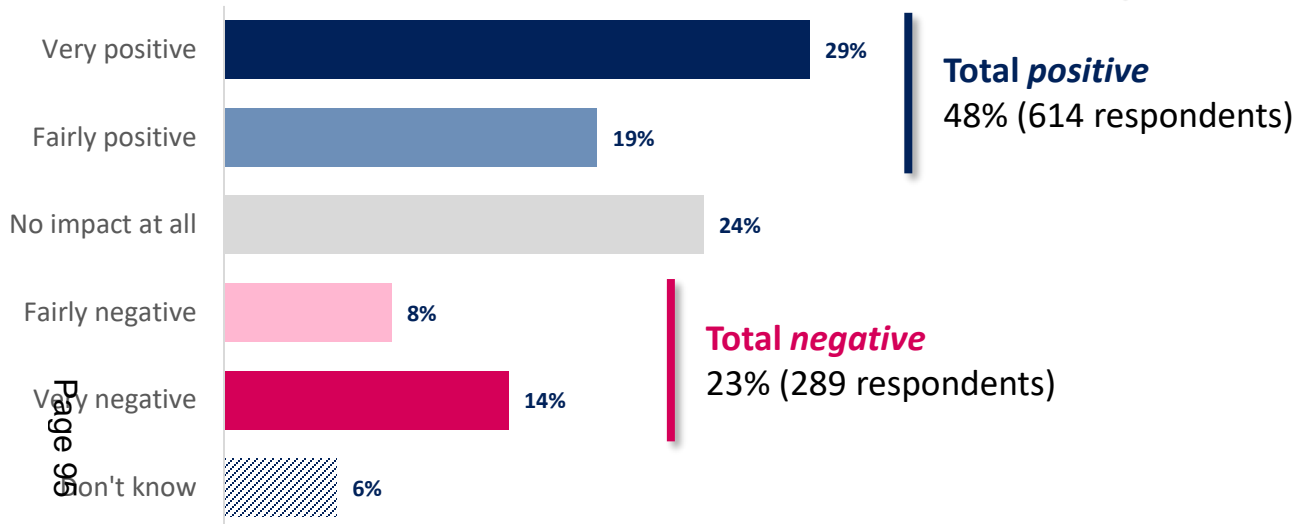
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Question 16a | If these plans were to go ahead, what impact do you feel it would have on the following? *Safety of those walking and crossing roads in the Highfield area*

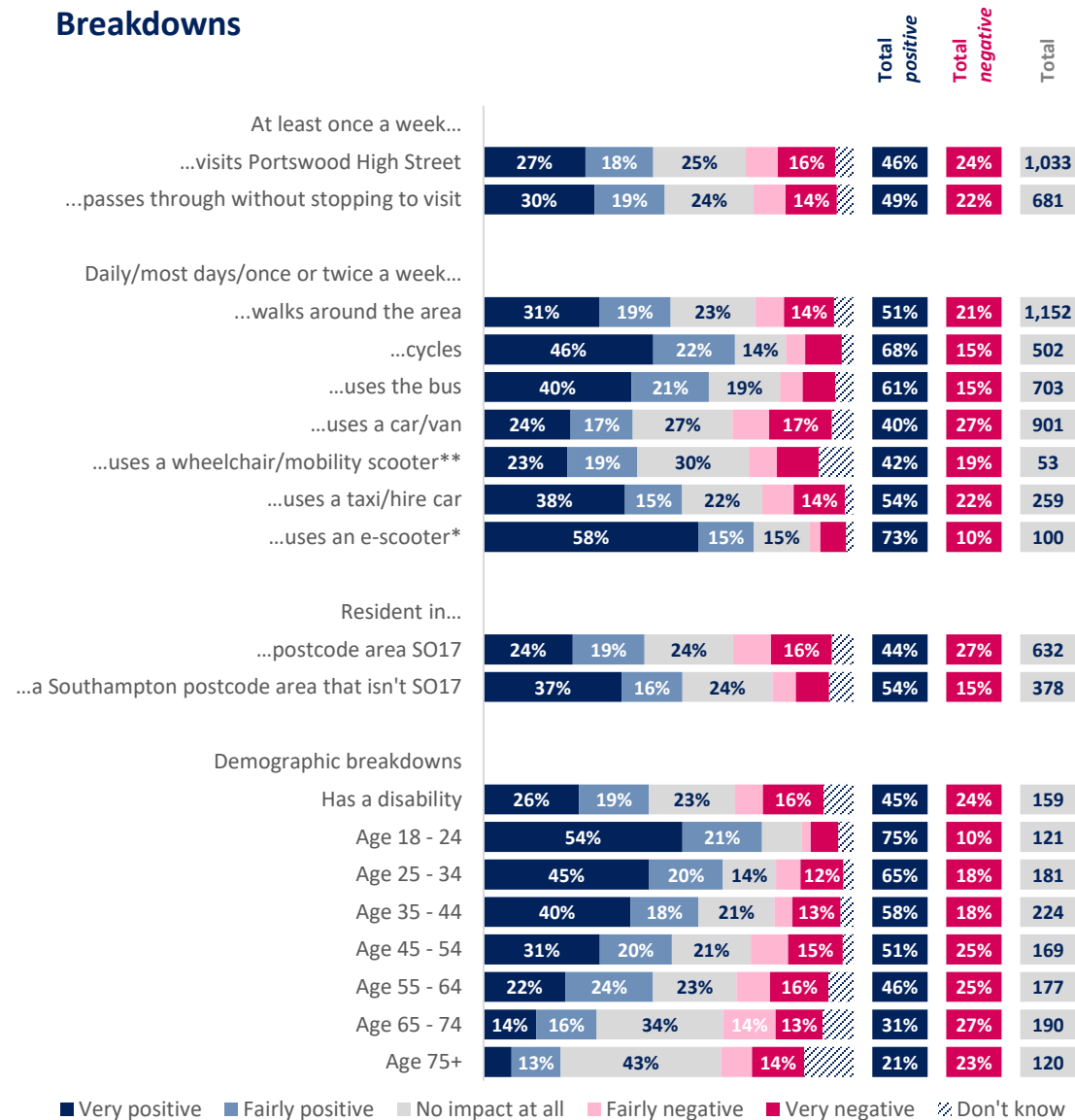
Responses | **1,282**



Key findings

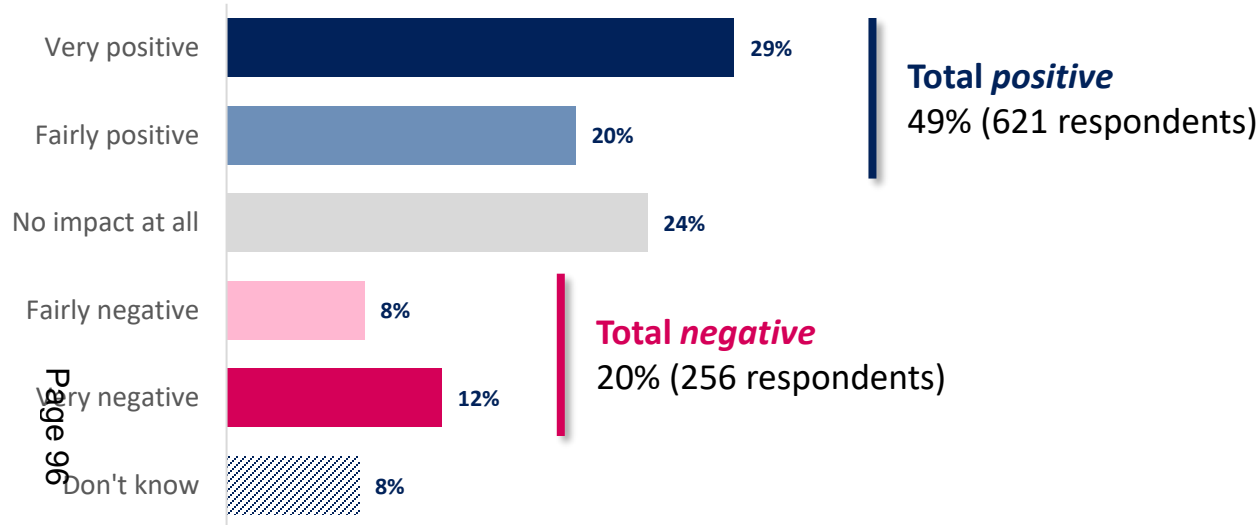
- Respondents said the proposals would have more of a *positive* impact (48%), compared to having a *negative* impact (23%)
- Respondents in the city outside postcode SO17 responded *positive* 10% points more than those in SO17, 54% to 44%
- Respondents responded *positive* to a greater extent in lower age brackets, with 75% of 18 – 24 year-olds responding *positive* and 21% of those aged 75 or older doing so

Breakdowns



*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.

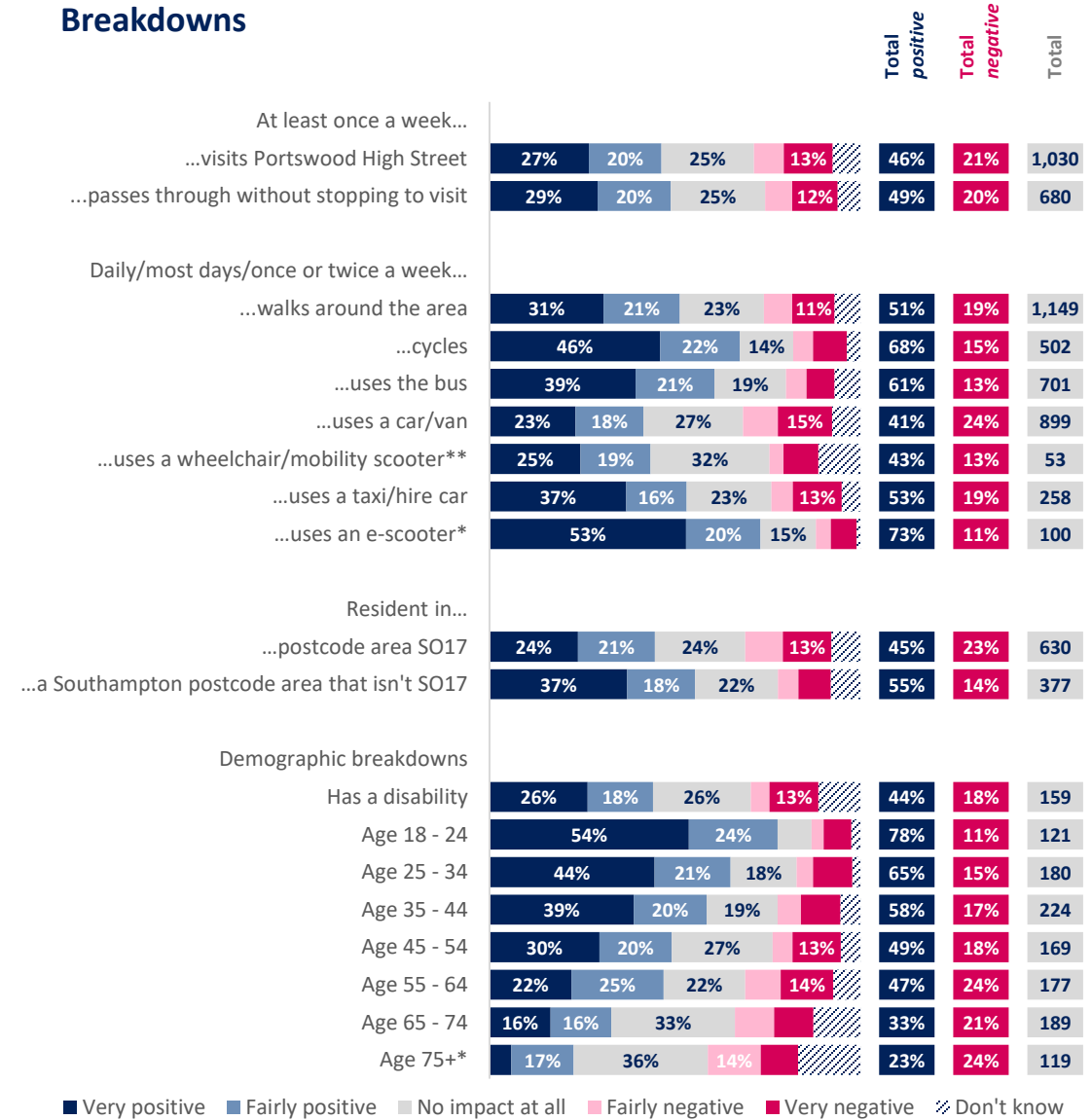
Question 16b | If these plans were to go ahead, what impact do you feel it would have on the following? *Safety of those cycling in the Highfield area* Responses | 1,278



Key findings

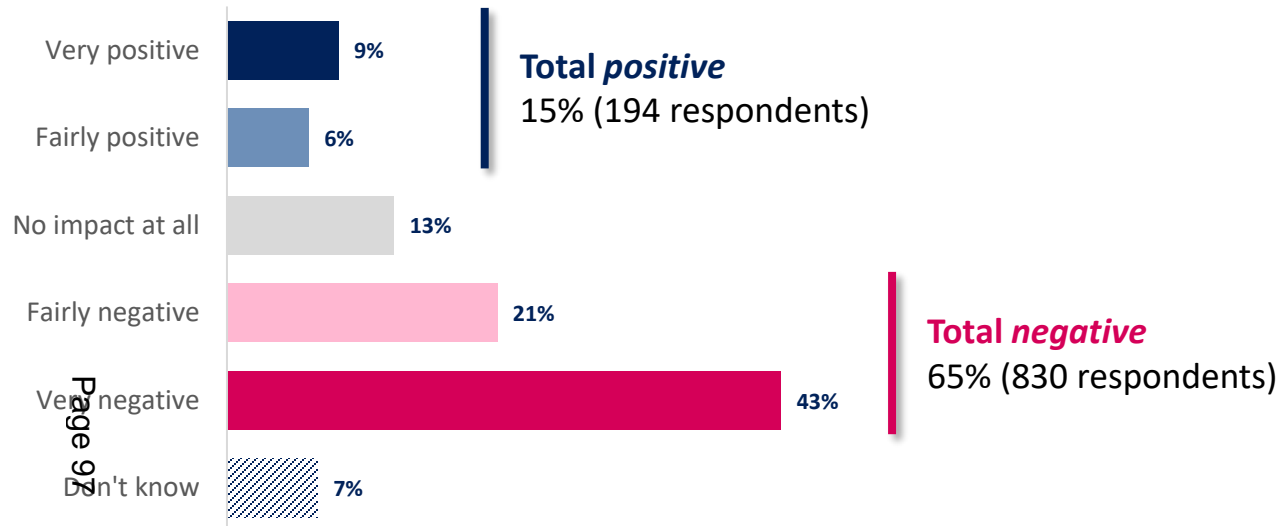
- Respondents said the proposals would have more of a *positive* impact (49%), compared to having a *negative* impact (20%)
- Respondents in the city outside postcode SO17 responded *positive* 10% points more than those in SO17, 55% to 45%
- Respondents responded *positive* to a greater extent in lower age brackets, with 78% of 18 – 24 year-olds responding *positive* and 23% of those aged 75 or older doing so

Breakdowns



*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.

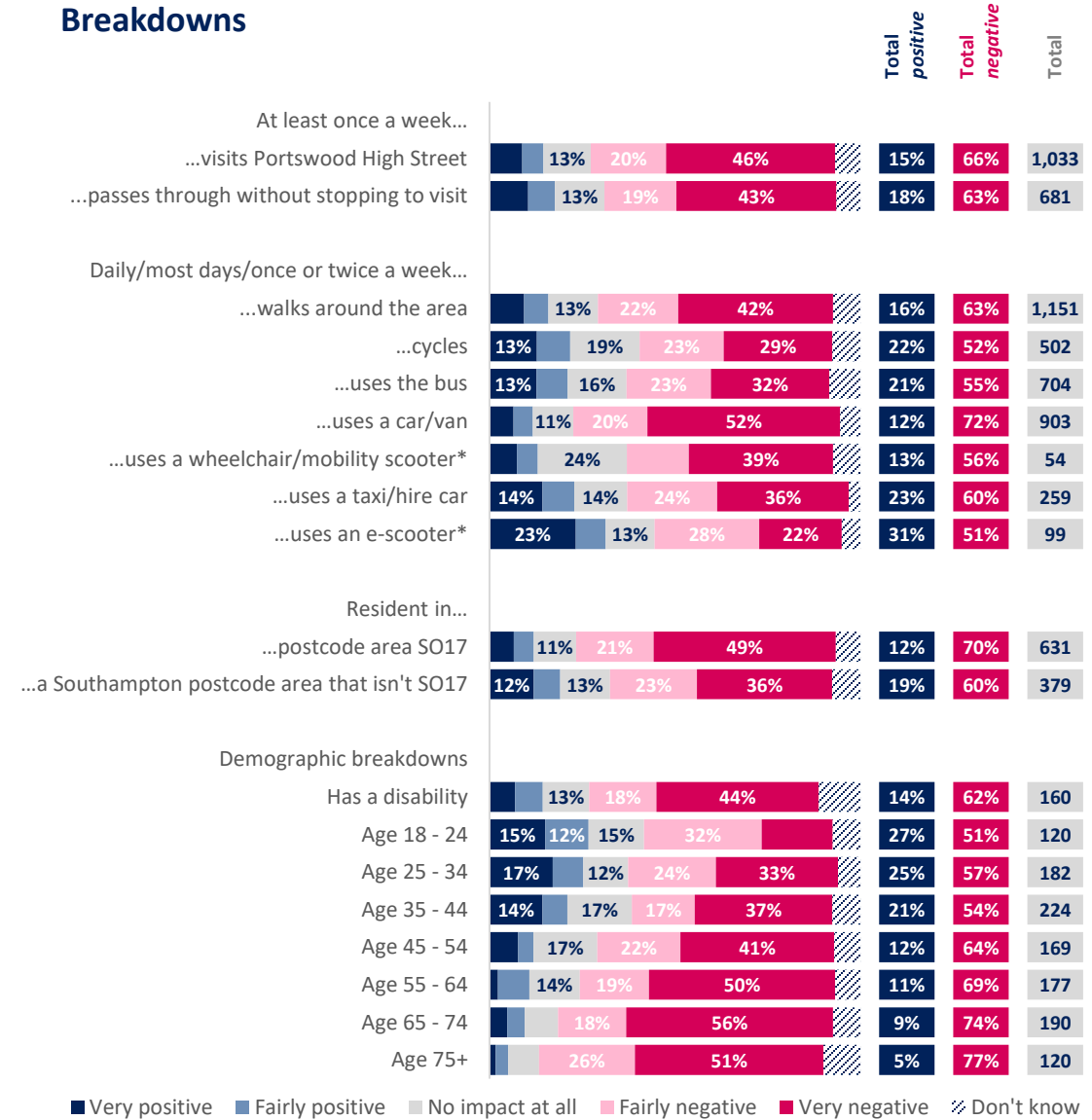
Question 16c | If these plans were to go ahead, what impact do you feel it would have on the following? *Journey times by car through the Highfield area* Responses | **1,283**



Key findings

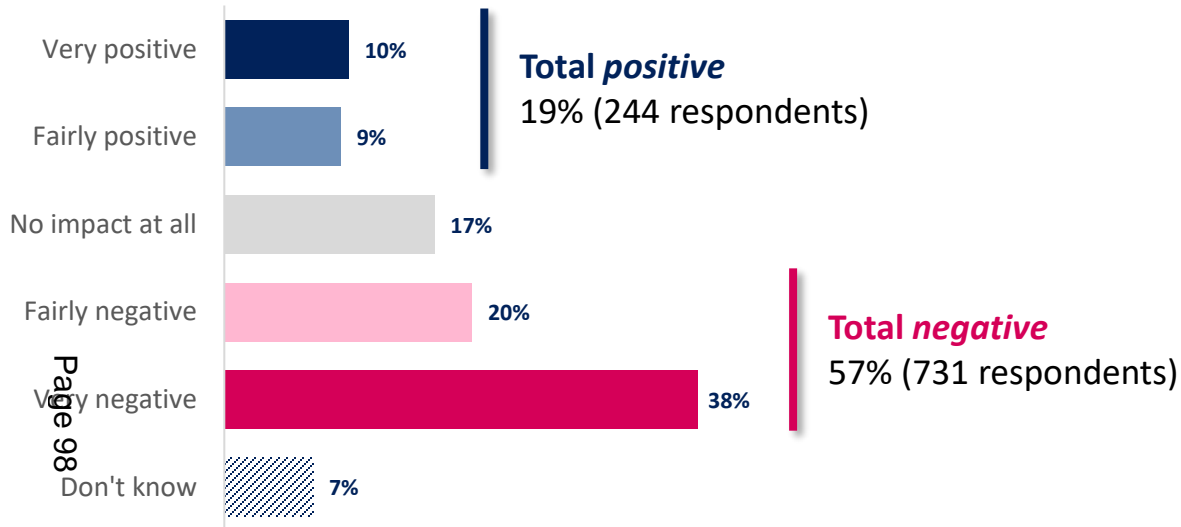
- Respondents said the proposals would have more of a *negative* impact (65%), compared to having a *positive* impact (15%)
- Respondents using an e-scooter as mode of transport had the highest *positive* impact response (31%), compared with car/van users with 12% *positive*
- Respondents responded *negative* to a greater extent in the higher age brackets, with 77% of 75 or older responding *negative* and 51% for those aged between 18-24 years old

Breakdowns



*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.

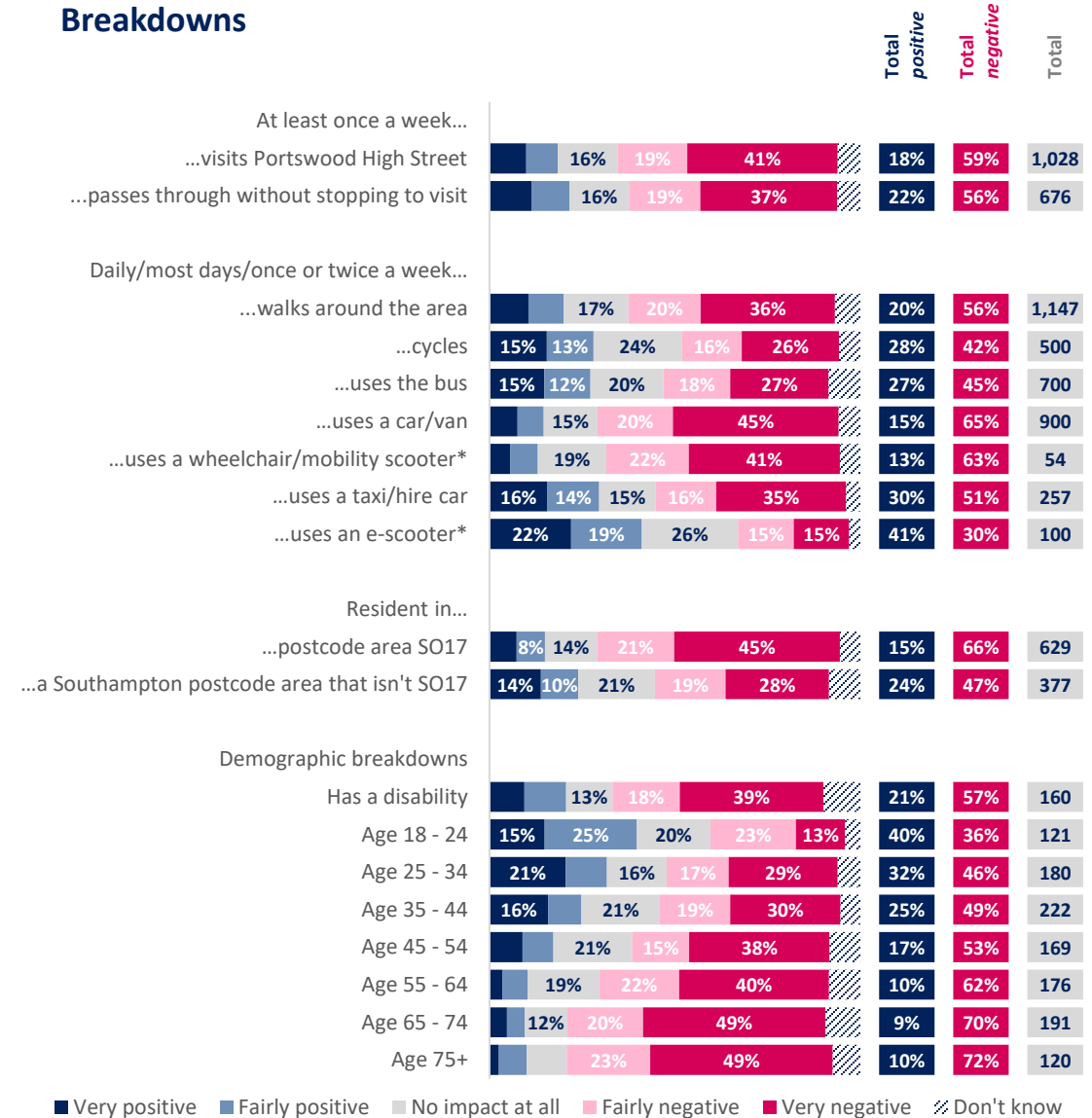
Question 16d | If these plans were to go ahead, what impact do you feel it would have on the following? *Access to properties in the Highfield area* Responses | 1,278



Key findings

- Respondents said the proposals would have more of a *negative* impact (57%), compared to having a *positive* impact (19%)
- Respondents in the city outside postcode SO17 responded *positive* 9% points more than those in SO17, 24% to 15%
- Respondents responded *positive* to a greater extent in lower age brackets, with 40% of 18 – 24 year-olds responding *positive* and 9% of those aged between 65-74

Breakdowns

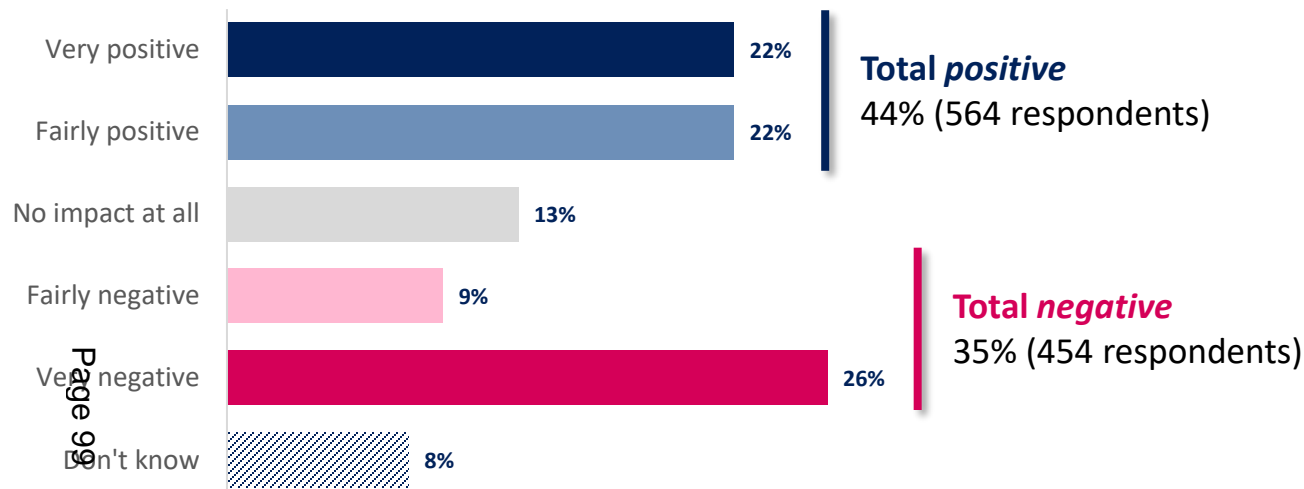


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Question 16e | If these plans were to go ahead, what impact do you feel it would have on the following? *Reducing drivers using residential streets in the Highfield area as shortcuts*

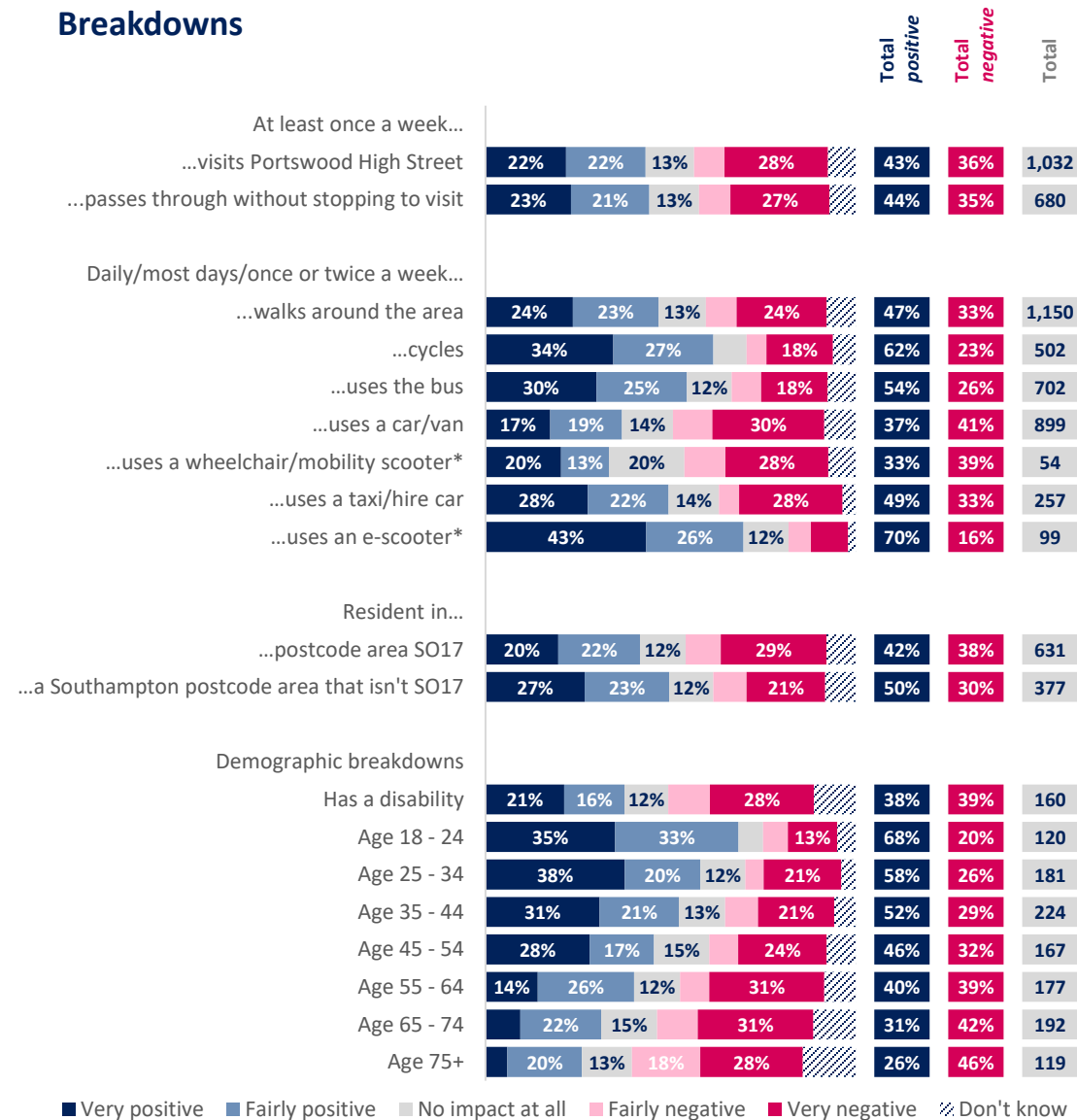
Responses | **1,281**



Key findings

- Respondents said the proposals would have more of a *positive* impact (44%), however, closely followed by having a *negative* impact (35%)
- Respondents who cycle or use an e-scooter responded the highest for *positive* impact compared to other modes of transport with 62% & 70%
- Respondents responded *positive* to a greater extent in lower age brackets, with 68% of 18 – 24 year-olds responding *positive* and 26% of those aged 75 or older doing so

Breakdowns

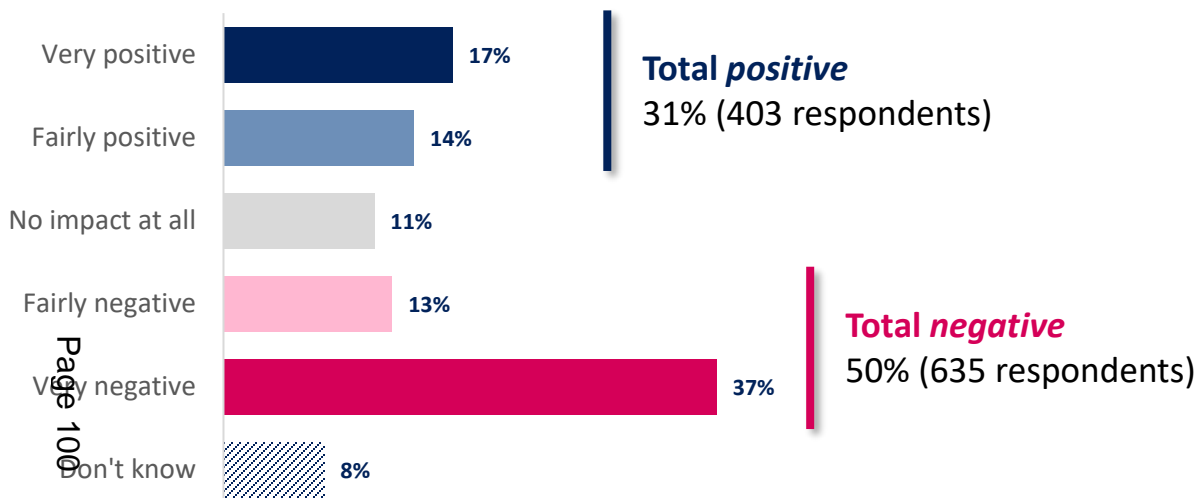


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Question 16f | If these plans were to go ahead, what impact do you feel it would have on the following? *Overall experience of travelling across the city for all road users*

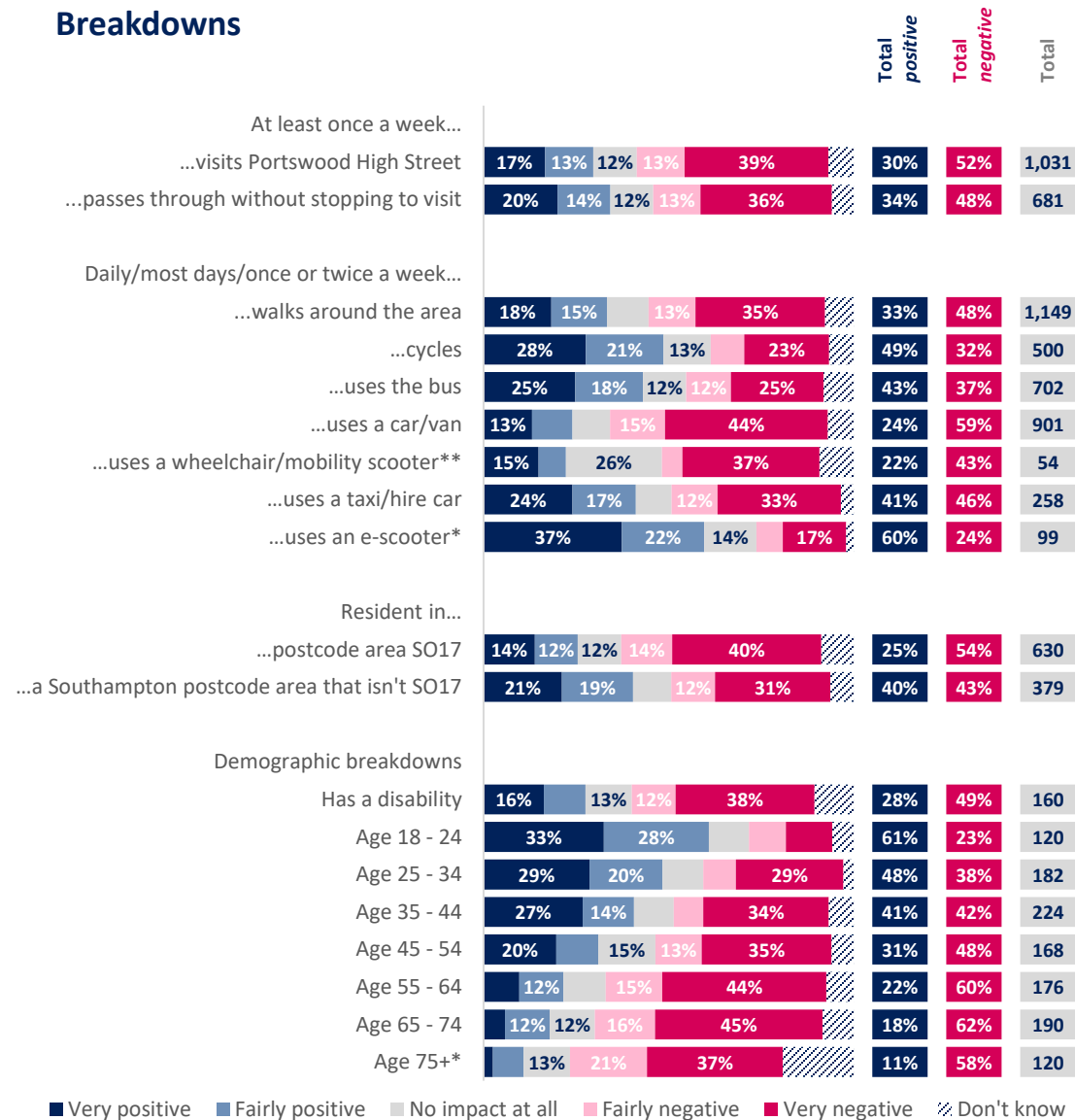
Responses | **1,280**



Key findings

- Respondents said the proposals would have more of a *negative* impact (50%), compared to having a *positive* impact (31%)
- Respondents in the city outside postcode SO17 responded *positive* 15% points more than those in SO17, 40% to 25%
- Respondents responded *positive* to a greater extent in lower age brackets, with 61% of 18 – 24 year-olds responding *positive* and 11% of those aged 75 or older doing so

Breakdowns

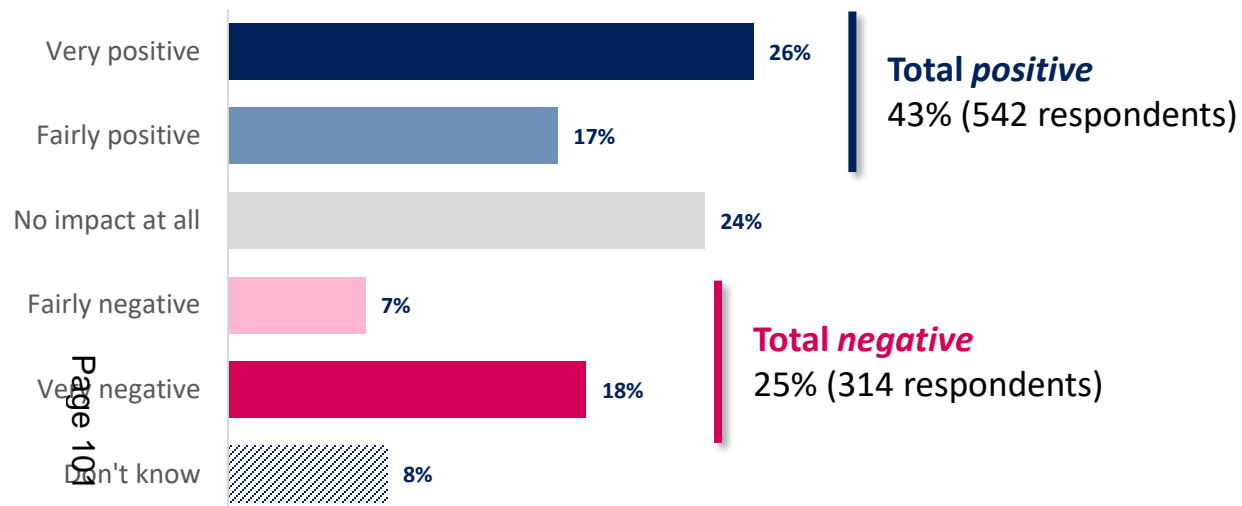


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Question 16g | If these plans were to go ahead, what impact do you feel it would have on the following? *Air quality*

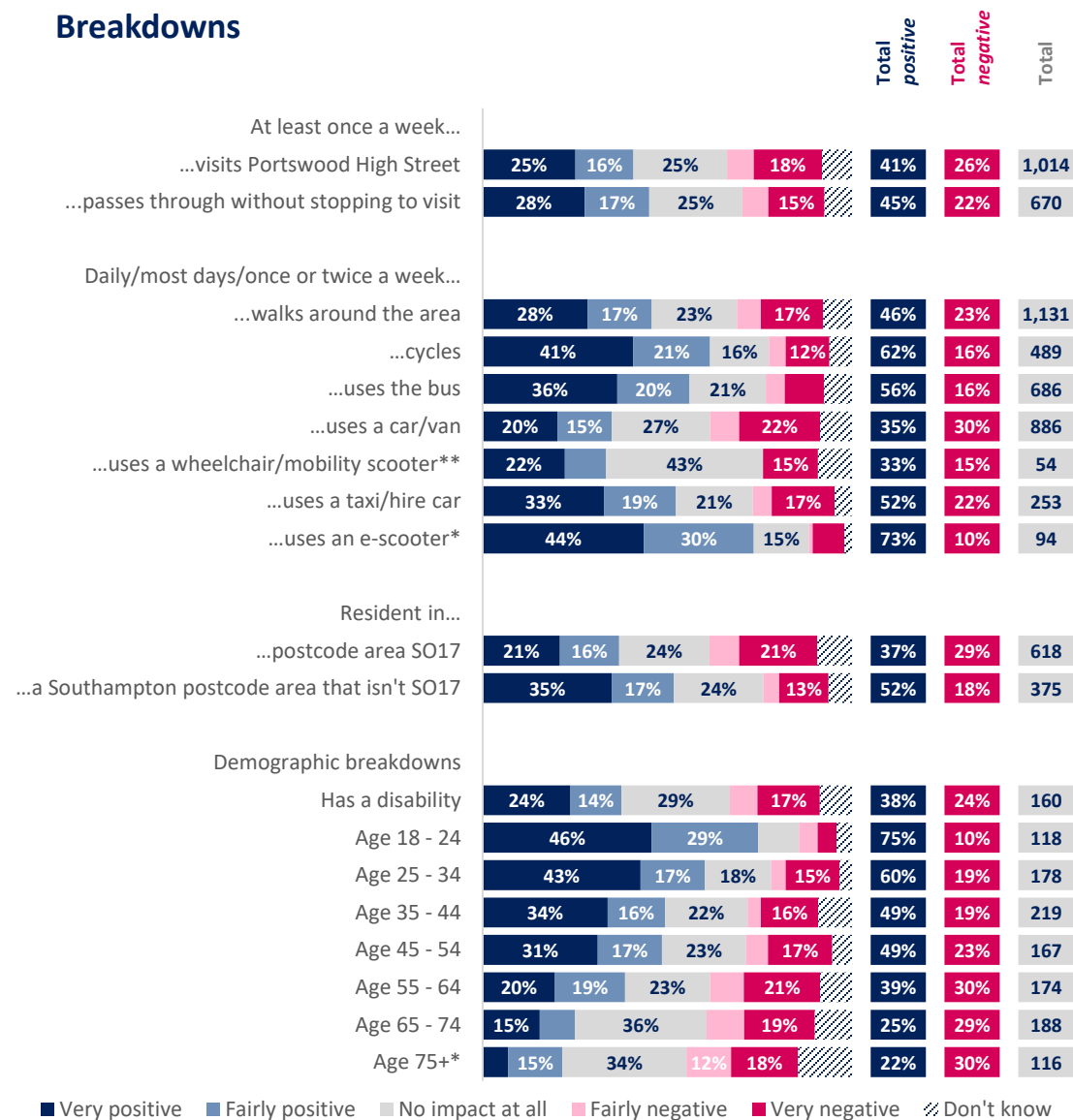
Responses | **1,259**



Key findings

- Respondents said the proposals would have more of a *positive* impact (43%), compared to having a *negative* impact (25%)
- Respondents in the city outside postcode SO17 responded *positive* 15% points more than those in SO17, 52% to 37%
- Respondents responded *positive* to a greater extent in lower age brackets, with 75% of 18 – 24 year-olds responding *positive* and 22% of those aged 75 or older doing so

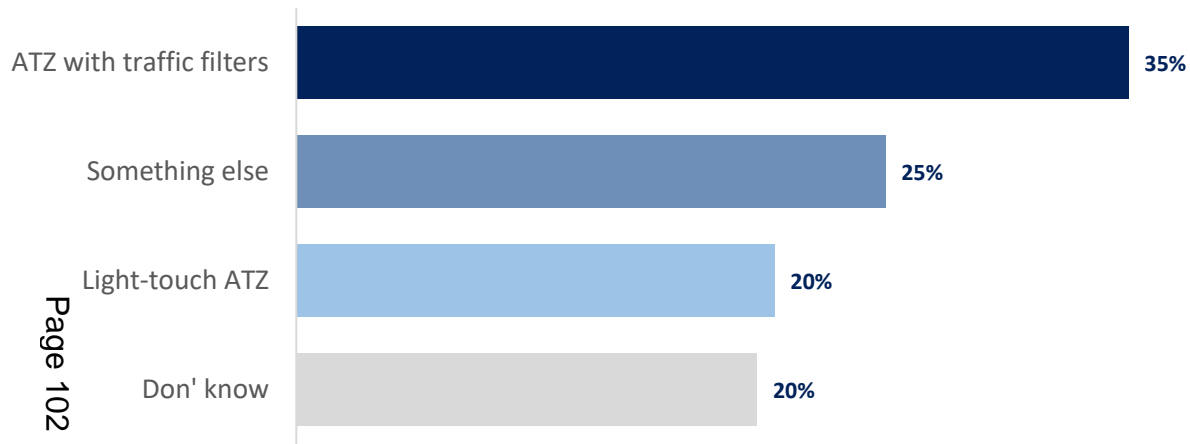
Breakdowns



*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.

Question 17 | Should these proposals be approved, which ATZ option would you prefer?

Responses | 977

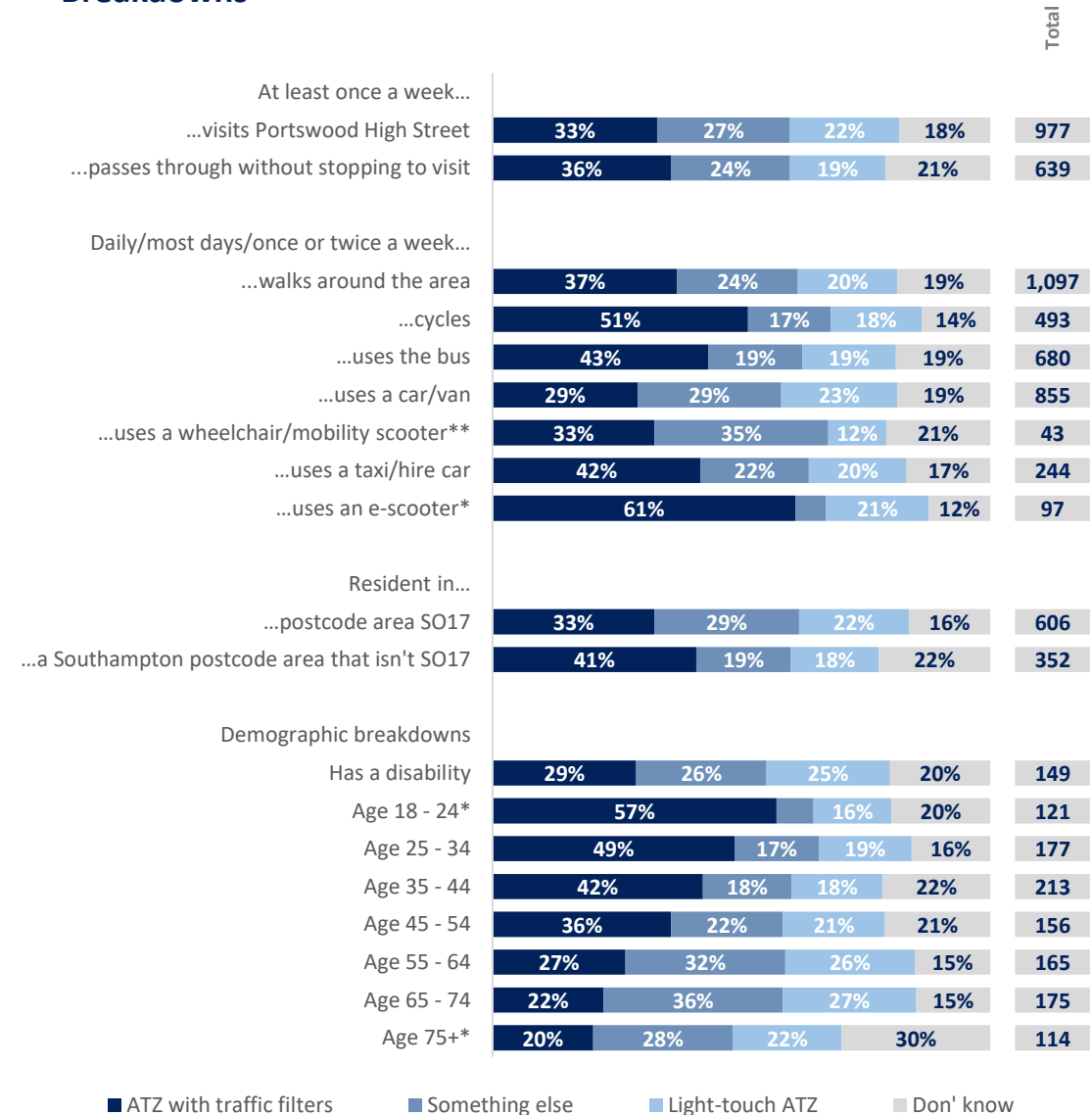


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Key findings

- 35% of respondents said they would prefer the ATZ with traffic filters option. The most unpopular ATZ option respondents would prefer is the Light – touch ATZ (20%).
- Those aged 18-24 had the highest response for the ATZ with traffic filters (57%), compared to 20% of those aged 75+ wanting this option.
- Those who use a car/van were torn between which option they would prefer. With 29% for both ATZ with traffic filters and something else.
- Respondents in the city outside postcode SO17 responded more favourable to the ATZ with traffic filters compared to those with a postcode area of SO17 – 41% to 33%.

Breakdowns

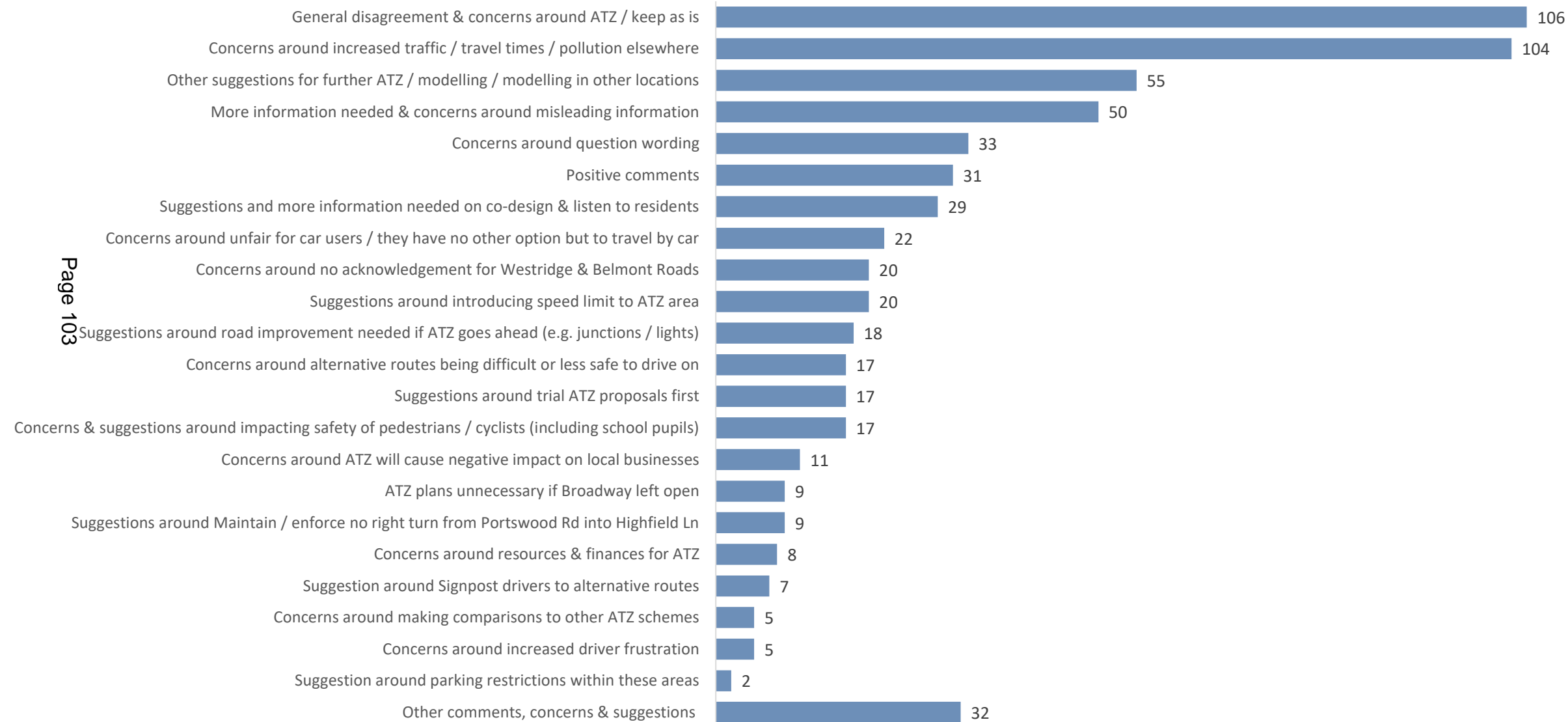


*Less than 100 respondents; **less than 50 respondents. Wheelchair/mobility scooter breakdown includes 'Once or twice a month' and 'Less often'.



Highfield Active Travel Zone

Total free text comments

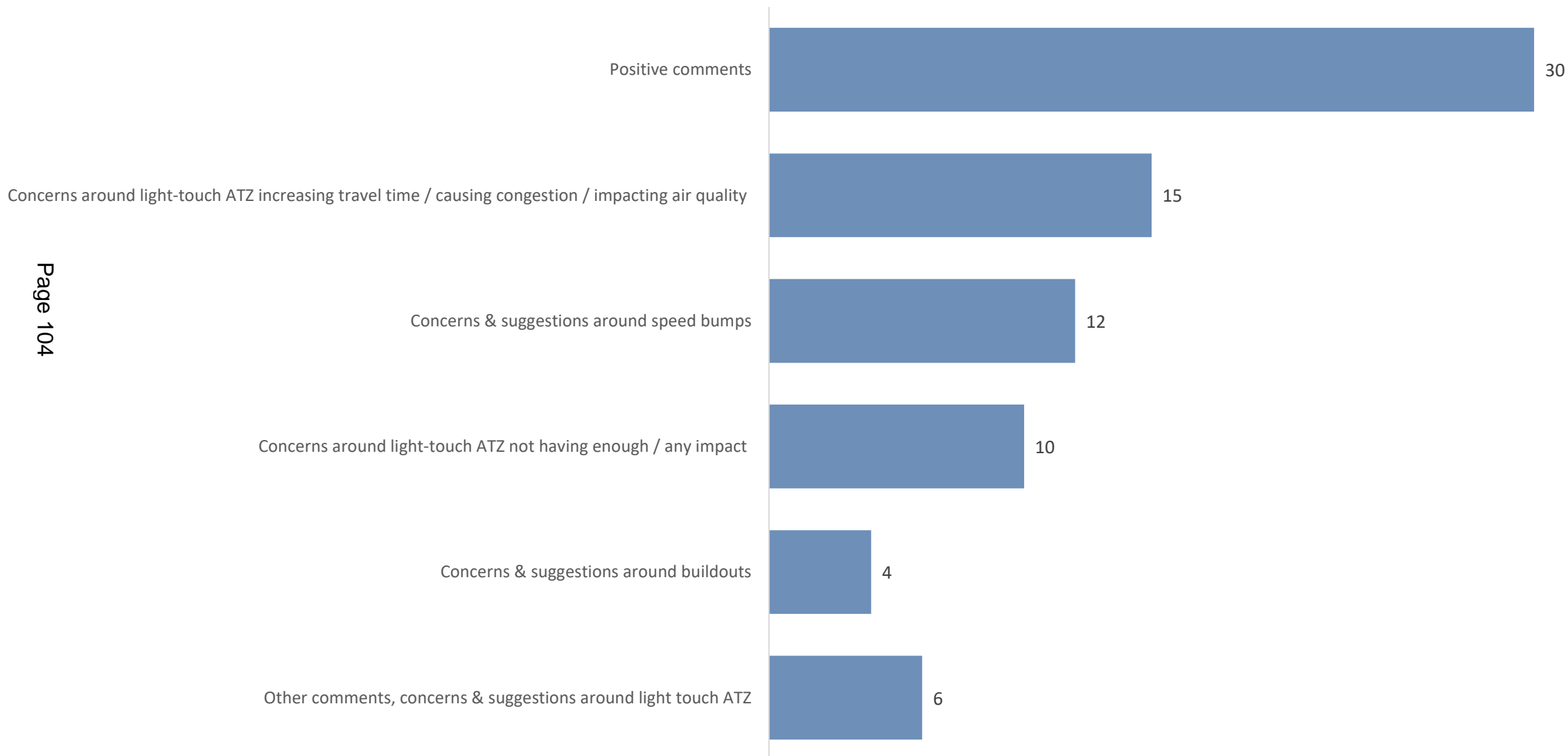


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Specifically light touch ATZ option

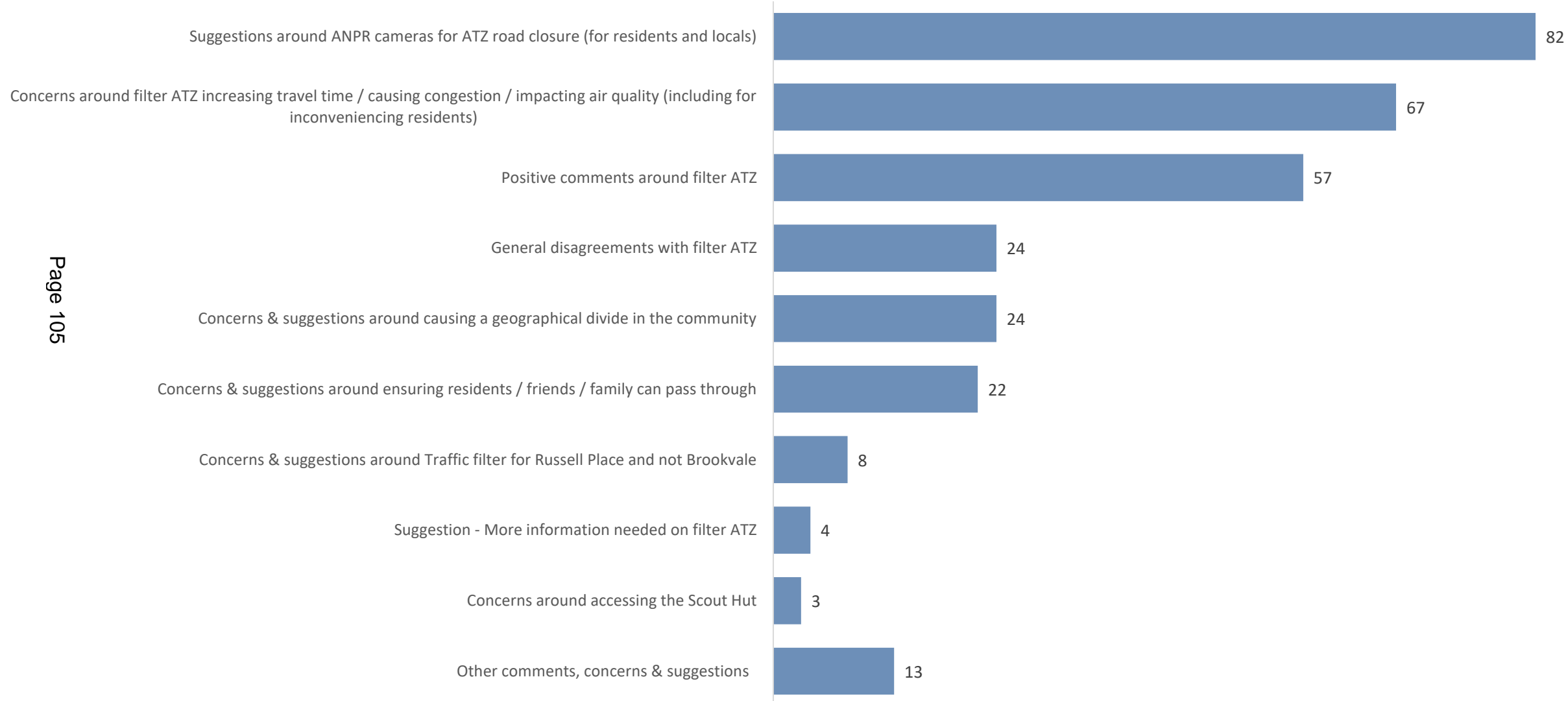
Total free text comments





Specifically Russell Place and Brookvale Road ATZ option

Total free text comments



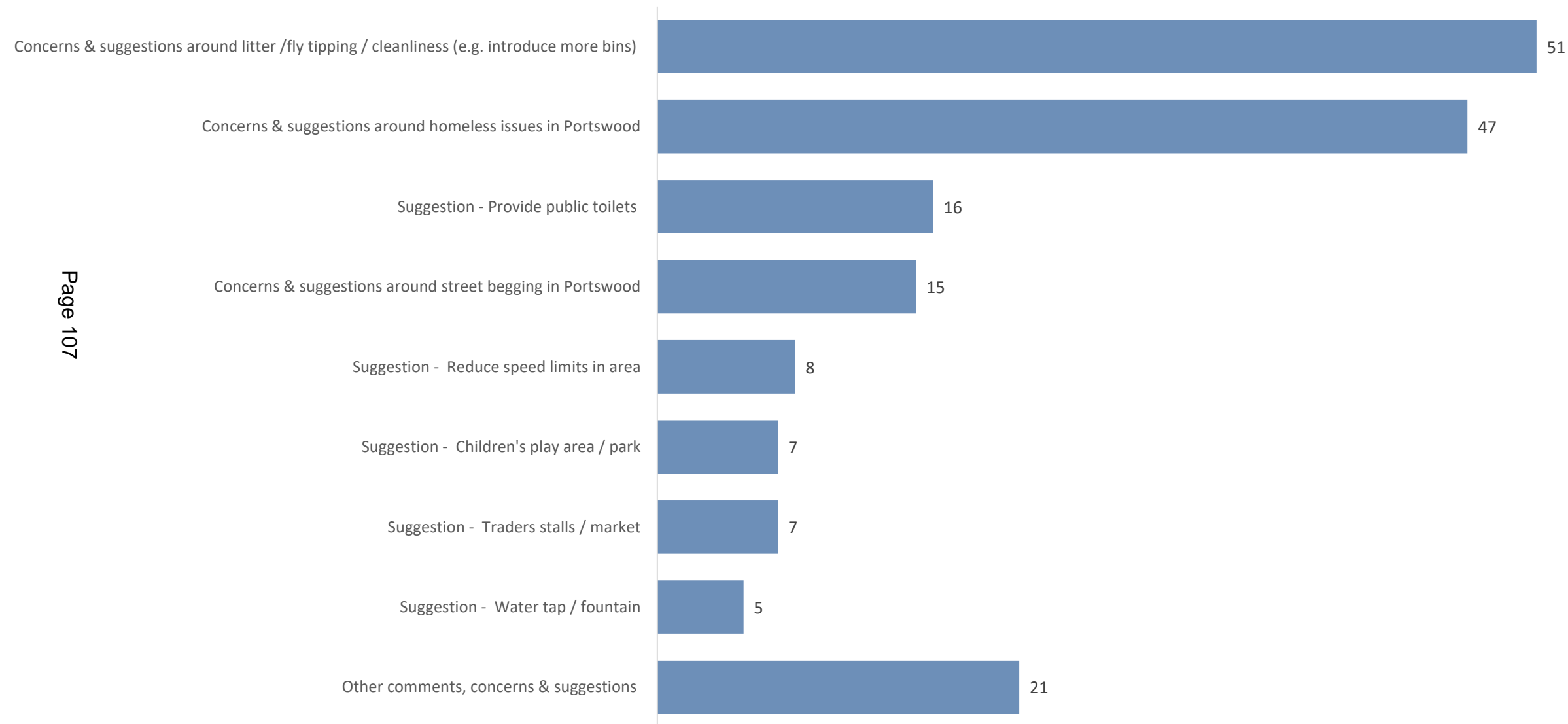


Additional free text comment analysis



Additional suggested areas of focus in the Portswood area

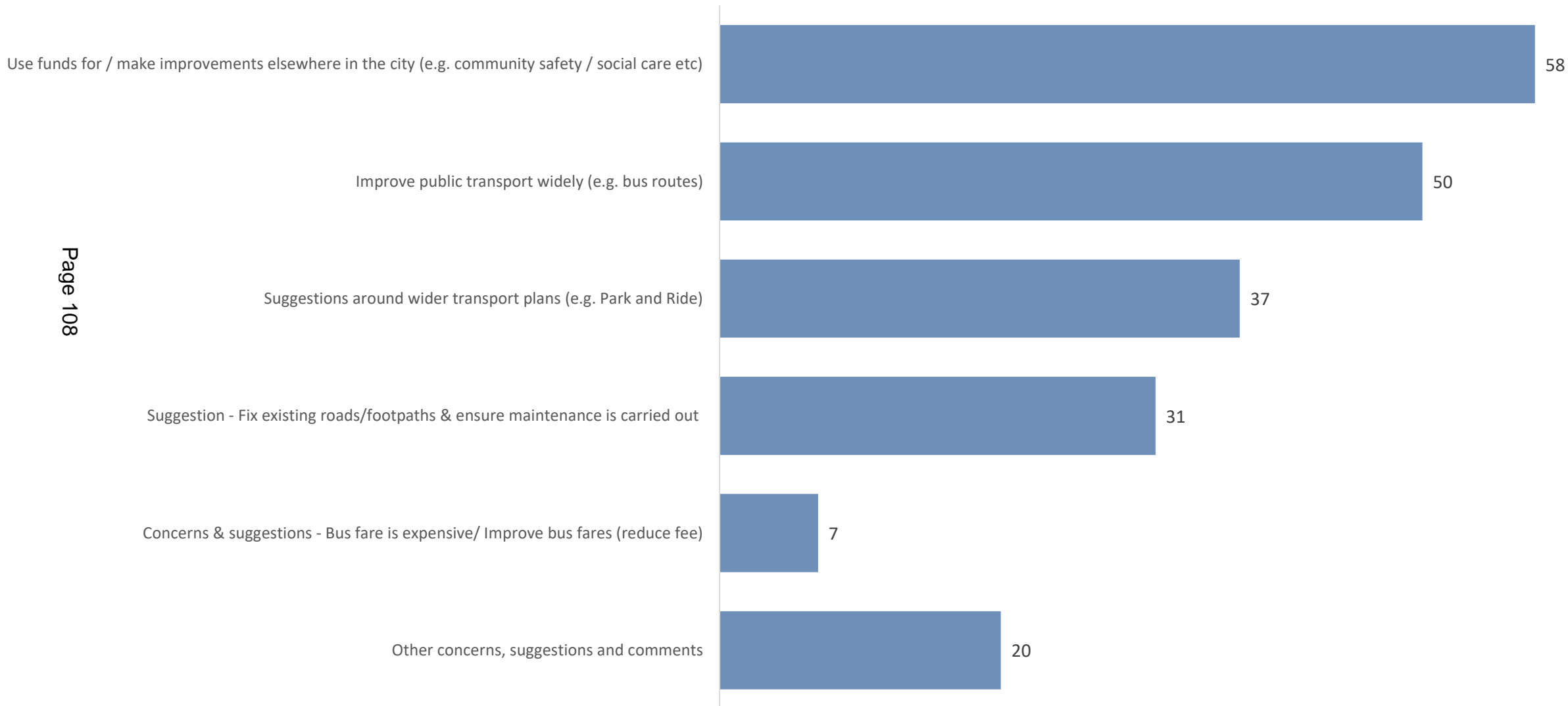
Total free text comments





Additional suggested areas of focus (e.g. across the city)

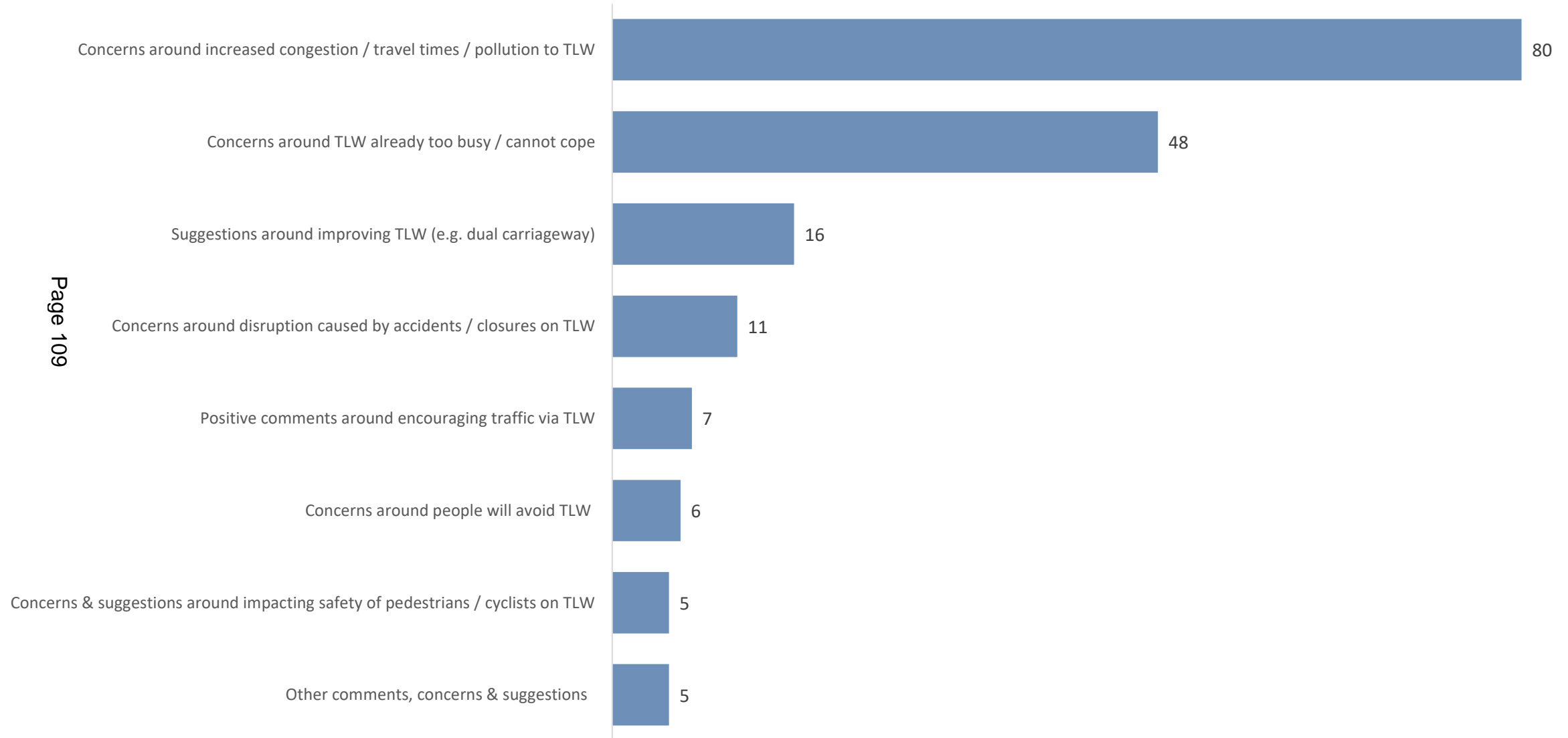
Total free text comments





Comments around Thomas Lewis Way (TLW)

Total free text comments



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Appendix 5 – “You Said, We Did”

Addressing free text comments received from questions with a comment from the Integrated Transport team in response.

	You said	Council Response
1	Trends in results – Age related, more support in younger demographic reducing to an older demographic on key questions	<p>The age profile of respondents to the survey reflects the age profile of Southampton City and Portswood Ward in 2023¹.</p> <p>Those responding to the aged 65+ was higher than the proportion of Portswood ward residents in same age bracket (26% of survey responses, although they make up 14.2% of the ward’s population). This indicates that the consultation was effective in engaging with a wide range of the population including the older demographic. Provision of a range of in-person consultation sessions - drop in sessions on Portswood Broadway, attending resident association & community group meetings, and production of brochures – alongside material online enabled effective engagement with all age ranges.</p> <p>Future engagement on the project will need to focus on this range of activities along with making materials available for longer (i.e. in libraries) as opposed to solely available online / website material.</p> <p>It is proposed to introduce a co-design working group for the project to feed into the design process for Portswood Broadway and the Active Travel Zone. To ensure that all ages are considered and included participants will be sought from across the community – including seeking people to represent the views from elderly community.</p>
2	Trends in results – Mobility related with less support for respondents identified as having a disability / uses a wheelchair / mobility scooter)	As of the 2021 Census 17.7% of Southampton’s population, and 16.6% of Portswood ward, reported themselves as Disabled under the Equality Act. Respondents to the Portswood survey 14% identified as having a disability.

¹ Southampton Data Observatory Small Area Population Forecasts – Portswood Ward [Microsoft Power BI](#)

	You said	Council Response
		<p>Responses from people with a disability or use a wheelchair / mobility scooter have tended to have a lower positive / higher negative response to questions relating to attractiveness, visitor numbers, ease of access.</p> <p>An Access Strategy was prepared for the consultation material, and more work is required to refine the Strategy and seek input into the Strategy from people who represent the views from people who are disabled.</p> <p>It is proposed to introduce a co-design working group for the project to feed into the design process for Portswood Broadway and the Active Travel Zone. To ensure that all abilities are considered and included participants will be sought from across the community – including seeking people to represent the views of people with disabilities (hidden and/or visible).</p> <p>The Council’s Accessibility Forum will be engaged in progressing the scheme and provide a critical review function on scheme design.</p>
3	Concerns & suggestions – increased traffic elsewhere / journey times / rat runs	<p>Information was provided on the predicted traffic flows for surrounding roads to Portswood Broadway. Depending on the different scenarios for the proposed Active Travel Zone (ATZ) information was provided on traffic flows on those roads. Some of the proposed measures in the ATZ will reduce the displaced Portswood Broadway traffic on those adjacent local roads, and increase them on main roads such as A335 Thomas Lewis Way.</p> <p>It is proposed that the ATZ is designed with a community co-design process. Information will be provided to participants on different measures that could be introduced and what impact that they would have on traffic being displaced / journey times in the area. Participants will then be able to make an informed choice on the measures to be implemented.</p> <p>As part of the ATZ and Portswood Broadway scheme implementation the impacts would be monitored to understand the before and after situations. Measures within an ATZ can be trialled</p>

	You said	Council Response
		through Experimental Traffic Regulation Orders and adjusted as necessary depending on the outcomes. The monitoring would feed into the evaluation of a trial scheme (see 5 for details).
4	Concern – Air quality / pollution / net zero – it may increase or shift elsewhere	<p>Information was provided on the Council’s ambition for the then Green City Charter - now updated / replaced with the Climate Change Strategy. The scheme supports Goal 4 – apply authority and use influences to support the city in becoming net zero and climate change ready by 2035.</p> <p>A priority for the plan is to deliver on the long-term Local Transport Plan including a Mass Transit System – of which the Portswood corridor is an essential element to achieving this. Modelling carried out as part of the Strategic Outline Business Case for submission to the Department for Transport has indicated that as a corridor Fair Oak – Eastleigh – Portswood / St Denys / Southampton, the range of packages and interventions in the TCF bid will result in up to nine minutes of journey time savings for buses, improvements in average speeds and increase reliability of bus. This in turn will lead to more people choosing to travel by bus over private car transport. With more people changing their transport modes to more sustainable and less polluting options, there will be a net benefit for air quality along the corridor and surrounding areas.</p> <p>Modelling done for the Strategic Outline Business Case indicates that as a whole package, TCF will result in 6,100 fewer vehicle trips a day by 2026 and an increase of 4,600 bus journeys made a day by 2026.</p> <p>Consideration will be given to other measures that reduce air pollution in the area, such as roll out of EV charging to help accelerate a switch to a cleaner vehicle fleet in conjunction with the Council’s upcoming bid to Government for Local Electric Vehicle Infrastructure (LEVI) funding for additional EV charging points. These can be located in local streets and destinations such as Portswood. Consideration for working with the bus operators on making the buses zero-emission as well.</p> <p>As part of the introduction of the scheme, monitoring of Air Quality will be carried out pre / post scheme in the area and can feed into elements of trial evaluation (see 7 for details).</p>

	You said	Council Response
5	Concern – Will have a negative impact on the community / local residents	<p>It is noted that the scheme has majority of respondents indicating a positive response on impacts such as attractiveness, safety and travel by bus / walking / cycling. However, some respondents were concerned about the impact from the scheme and the combination of the scheme for Portswood Broadway and Active Travel Zone. Other locations where schemes have been implemented in Southampton and wider in the South East have seen residents initially having a negative perception of scheme introduced changing their perception after experiencing the scheme.</p> <p>The consultation feedback has indicated that the scheme will have a negative effect on travelling by car to Portswood Broadway.</p> <p>Noting that there are some concerns about the scheme, it is recommended that the scheme proposal is altered and trialled:</p> <ul style="list-style-type: none"> • A reduction in the bus gate / motor vehicle restriction times to be 7am-10am and 4pm-7pm (Part time bus gate) to allow some access for loading and people who chose to drive but to ensure some form of bus priority in the AM / PM peak hours • A reduction in the size of the bus gate / motor vehicle restriction to be from Westridge Road to St Denys Road Spur
6	Concern – around e-scooters and bikes (eg riding on pavements)	<p>The Council is addressing e-scooter issues/ nuisance riding in two ways:</p> <ul style="list-style-type: none"> • Providing dedicated space on the highway such as cycle lanes / reduced traffic flows so riders will feel safer / segregated from normal traffic and will not feel the need to ride on pavements. Use of the cycle lanes / reduced traffic flow roads will be quicker than along the pavement and will be a more attractive route for journeys; and • Extending the Voi e-scooter trial in alignment with Department for Transport guidance and providing a framework for e-scooter use which is more responsible / reportable / able to be monitored. The current e-scooter supplier Voi allows for reporting of nuisance / illegal riding to a portal and has a tiered punishment system which will eventually see riders suspended or unable to use an e-scooter.

	You said	Council Response
		<p>It is proposed to introduce a co-design working group for the project to comment on design issues and solutions for Portswood Broadway with representation from various user groups – the working group will examine ways to deter pavement riding through the use of street furniture / trees (but noting that there will need to be a balance between deterring pavement riding and the need for some clutter free routes for people with mobility / visual impairment issues)</p>
7	<p>Suggestion – support a trial / conduct a trial</p>	<p>Respondents with a SO17 postcode favoured a trial of the proposed measures for Portswood Broadway.</p> <p>Noting that there are some concerns about the scheme, it is recommended that the scheme proposal is altered and trialled for 6 months:</p> <ul style="list-style-type: none"> • Alteration to the extent of the bus gate/motor vehicle restriction to be from Westridge Road to St Denys Road Spur • A reduction in the bus gate / motor vehicle restriction times to be 7am-10am and 4pm-7pm (Part time bus gate) to allow some access for loading and people who chose to drive but to ensure some form of bus priority in the AM / PM peak hours <p>A trial of the bus gate on Portswood Broadway would allow the ATZ measures to be installed and adjusted if assumptions made such as traffic displacement were not correct, or there were unintended consequences such as displacement to another road.</p> <p>Information was provided during the consultation on a potential phasing of any trial, with the ATZ measures installed / trialled ahead of ongoing community co-design of the measures for Portswood Broadway, which would allow time to address the issues raised in this consultation.</p> <p>The Council has the use of trial powers through Experimental Traffic Regulation Orders (ETRO) – this would allow installation of measures such as motor vehicle restrictions and have the ability to make changes to the restriction before they are made permanent. Consultation is carried out throughout the ETRO period allowing continuous feedback.</p>

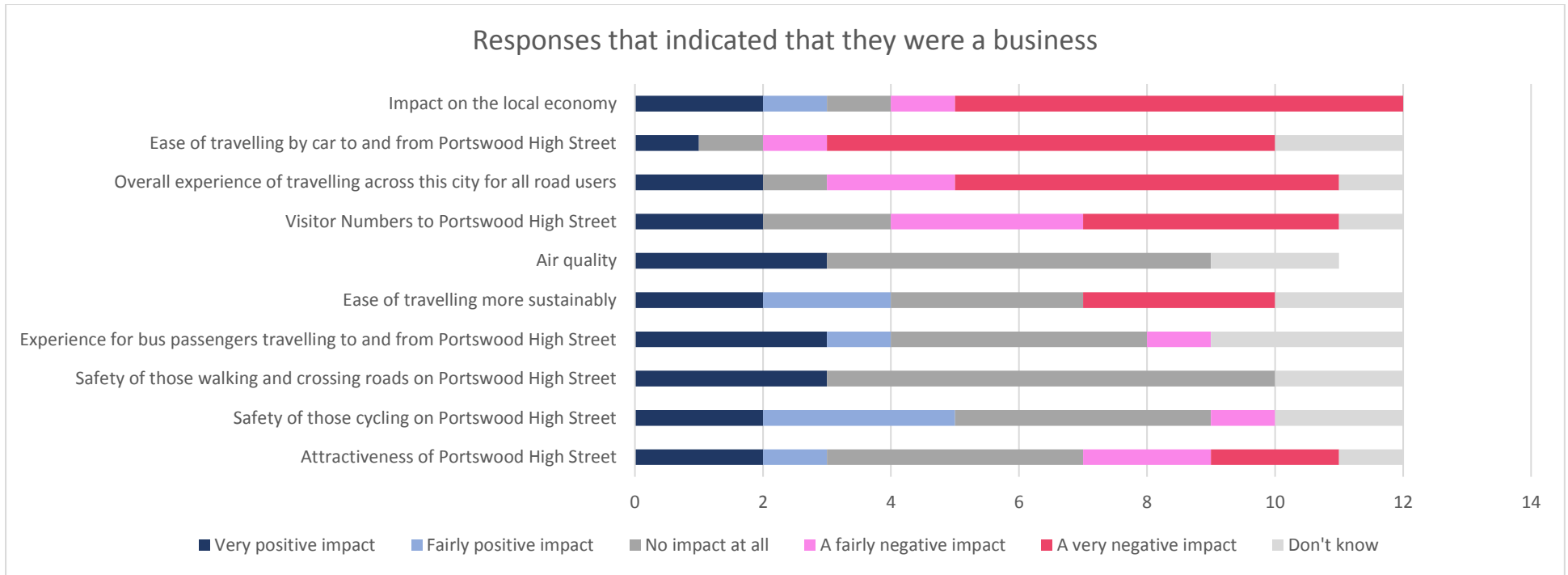
	You said	Council Response
		<p>The measures of a trial will include pre / post traffic flows on roads, the use of air quality monitors, resident / retail / visitor feedback. Measures will also be taken in relation to business activity – footfall counters, engagement with businesses on spend / profit, and spend profiles of visitors to the area.</p> <p>It is proposed to undertake a six month trial of any measures introduced on the Broadway area that restrict motor vehicle access.</p>
8	Concern – proposal not helping economy and decreasing footfall	<p>Opinion was split on the question relating the information provided about the impact on the economy, and what impact the scheme would have. The results by profile (age, people with a disability, mode of transport) mirror the responses on other questions.</p> <p>The results indicate that further work is required to examine the impacts of the scheme beyond an independent Economic Impact Assessment, and the use of a trial implementation would allow additional information to be gathered to determine the impact on the economy. This information would be used as part of the assessment on the outcome of the trial.</p> <p>As part of the scheme, a strategy will be created to increasing economic activity in the area. Businesses have been engaged since the consultation and meetings have been held to establish a Business Engagement Forum – information will be provided to this forum on how business can take advantage of schemes such as Portswood Broadway to increase economic activity.</p>
9	Concern – removal of street parking for those with disabilities	<p>An Access Strategy was prepared for the consultation material, and more work is required to refine the Strategy and seek input from people who represent the views from people who are disabled.</p> <p>It is proposed to introduce a co-design working group for the project to comment on design issues and solutions for Portswood Broadway with representation from various user groups – including seeking people to represent the views from people with disabilities. The Council’s Accessibility Forum will be engaged in progressing the scheme and provide a critical review function on scheme design.</p>

	You said	Council Response
10	Concern – accessing Portswood and having to drive further for those with disabilities	<p>The scheme is proposing to reduce traffic volumes on Portswood Broadway via the use of a motor vehicle restriction along the Broadway.</p> <p>A review of the consultation results has led to a recommendation for a reduction in the motor vehicle restriction in terms of position and time of operation. It is proposed to proceed to trial a restriction between Westridge Road and the St Denys Road spur road 7am-10am and 4pm-7pm. This will allow some access through the Broadway for people who chose to drive but provide bus priority in the peak hours. The times would be part of the trial to determine if the hours of operation are suitable or requiring reviewing.</p>
11	Concern – Lack of Police presence / handling of reported crimes	<p>Hampshire Police has recently received additional funding under the Government’s Safer Streets Fund to address neighbourhood crime, violence against women and girls, and anti-social behaviour. The project will provide additional CCTVs on Portswood Broadway.</p> <p>The Council continue to work with Police in the area to address anti-social behaviour.</p>
12	Concern – Proposal causing an increase in crime and antisocial behaviour	<p>Businesses have been engaged since the consultation and meetings have been held to establish a Business Engagement Forum – which has included attendance from the Police who have inputted into concepts for the area to reduce crime.</p> <p>It is proposed to introduce a co-design working group for the project to comment on design issues and solutions for Portswood Broadway with representation from various user groups – including having representatives from the Police to advise on aspects such as designing out crime in public spaces.</p> <p>Hampshire Police has recently received additional funding under the Government’s Safer Streets Fund to address neighbourhood crime, violence against women and girls, and anti-social behaviour. The project will provide additional CCTVs on Portswood Broadway.</p>

	You said	Council Response
13	Concern – Increased seating negatively impacting feeling of safety	<p>The proposal for Portswood Broadway is to introduce additional seating to provide opportunities to stop and rest – especially for elderly and people with disabilities who may not be able to travel for longer distances. The benefits for these groups would outweigh any potential use for anti-social behaviour.</p> <p>The design of seating spaces and the furniture used will take into consideration their potential use for anti-social behaviour, and will be part of the community co-design for the space.</p>
14	Concern – disagreement with a proposed Active Travel Zone – keep as is	<p>Although the majority of respondents favoured some form of an Active Travel Zone, free text comments received showed some respondents were against an Active Travel Zone / keeping the area as it is.</p> <p>During community drop in sessions, the objection to an Active Travel Zone focused more as an objection to the Portswood Broadway scheme - in that a resident was opposed to the Broadway scheme they were more likely to be opposed to an Active Travel Zone.</p> <p>With the introduction of a motor vehicle restriction on Portswood Broadway being recommended (via a trial), there will be some traffic displacement in the area. The introduction of an Active Travel Zone is designed to mitigate the impact.</p> <p>The measures implemented as part of an Active Travel Zone can be scalable on their impact based on the community co-design process and it may be the community decide on measures that still allow existing access arrangements in the area to be retained.</p>
15	Suggestions for inclusion of options for Active Travel Zone	<p>It is proposed that the Active Travel Zone is designed with a community co-design process. Information will be provided to participants on different measures that could be introduced and what impact that they would have on traffic being displaced / journey times in the area. Participants will then be able to make an informed choice on the measures to be implemented.</p>

Appendix 6 – Responses that identified as a business

Results for the 12 businesses: (results are number of responses, not percentages)



Addressing free text comments received from questions with a comment from the Integrated Transport team in response

You said	Council Response
<p>Concerns over loading – delivery time of day cannot be guaranteed, parcels will be difficult to moved from truck to store front over large distances</p>	<p>It is proposed to introduce a co-design working group for the project to comment on design issues and solutions for Portswood Broadway with representation from various user groups – including seeking people to represent the views from businesses.</p> <p>Noting that there are some concerns about the scheme, it is recommended that the scheme proposal is altered and trialled:</p> <ul style="list-style-type: none"> • A reduction in the bus gate / motor vehicle restriction times to be 7am-10am and 4pm-7pm (Part time bus gate) to allow some access for people who chose to drive but to ensure some form of bus priority in the AM / PM peak hours • A reduction in the size of the bus gate / motor vehicle restriction to be from Westridge Road to St Denys Road spur road <p>The bus gate / motor vehicle restriction may have an exemption for HGV movements south – north to allow for trucks to provide loading for Portswood Broadway from the south and exit without having to turn around / use Westridge Road to exit the Broadway area. In addition, a loading bay could be introduced on the St Denys Road spur road adjacent to the proposed Travel Hub, which would provide for loading opportunities from St Denys Road or the north.</p>

<p>Car users come to the area for the convenience of on street car parking and reduction of this will impact business</p>	<p>An Access Strategy was prepared for the consultation material which showed that car users will still be able to access existing on-street car parking spaces.</p> <p>Noting that there are some concerns about the scheme, it is recommended that the scheme proposal is altered and trialled:</p> <ul style="list-style-type: none"> • A reduction in the bus gate / motor vehicle restriction times to be 7am-10am and 4pm-7pm (Part time bus gate) to allow some access for people who chose to drive but to ensure some form of bus priority in the AM / PM peak hours • A reduction in the size of the bus gate / motor vehicle restriction to be from Westridge Road to St Denys Road spur road <p>It is proposed to introduce a co-design working group for the project to comment on design issues and solutions for Portswood Broadway with representation from various user groups – including seeking people to represent the views from businesses.</p>
<p>Spend money on Policing and security cameras</p>	<p>Hampshire Police has recently received additional funding under the Government's Safer Streets Fund to address neighbourhood crime, violence against women and girls, and anti-social behaviour. The project will provide additional CCTVs on Portswood Broadway.</p> <p>The Council continue to work with Police in the area to address anti-social behaviour.</p>

<p>Current bus network are not good enough to be relied on for providing main access / requires a city wide improvement</p>	<p>The Portswood Broadway scheme is one part of the wider Transforming Cities Fund projects which is improving four corridors across the city, plus the city centre. The key aims are to deliver an ambitious proposal of transport investment to sustainably connect people from where they live to the City Centre, places of work, education and leisure, aiming to increase the number of people cycling, walking and using public transport, reduce congestion, improve air quality, and place Southampton at the forefront of economic competitiveness and productivity.</p> <p>Further work will be carried out on the Council's Local Transport Plan after the completion of the Transforming Cities Fund to identify gaps in the transport offering across the city region. Ongoing work on the Bus Service Improvement Plan will also see a review of the city wide bus network and what routes may be required after the improved bus priority works</p>
<p>Other schemes like these have not worked – recent Bedford Place / Carlton Place for example</p>	<p>The submission quoted recent scheme where prioritising pedestrians has not worked such as Bedford Place. Ongoing work with retailers of Bedford Place since the introduction of the scheme has indicated that local businesses are in favour of the scheme and acknowledge the benefits that the scheme has delivered for footfall and turn over for their businesses.</p> <p>However, it is proposed to introduce the scheme on a trial basis.</p> <p>The measures of a trial will include pre / post traffic flows on roads, the use of air quality monitors, resident / retail / visitor feedback. Measures will also be taken in relation to business activity – footfall counters, engagement with businesses on spend / profit, and spend profiles of visitors to the area.</p> <p>It is proposed to undertake a six month trial of any measures introduced on the Broadway area that restrict motor vehicle access.</p>
<p>Concern that there will be no enforcement of the proposed restrictions</p>	<p>The Council is required to follow Department for Transport guidelines on the introduction of motor vehicle restrictions and their enforcement. This includes the Council exhausting other solutions such as engineering treatments / signage before carrying out camera enforcement.</p> <p>The scheme will be introduced on a trial basis which will include examination of the level of compliance before camera enforcement can be introduced.</p>

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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.

Name or Brief Description of Proposal	Portswood Broadway next steps
Brief Service Profile (including number of customers)	
<p>Transport and Planning / Integrated Transport service is responsible for the policy and strategy relating to all transport activities within the City.</p> <p>It is responsible for managing the Local Transport Plan (LTP), Bus Service Improvement Plan (BSIP) between the Council and local bus operators, and the Southampton Cycling Strategy.</p> <p>Integrated Transport is delivering the Transforming Cities Fund (TCF) – a government funded programme to provide changes to the transport network including improving walking / wheeling, providing bus priority to make buses faster and more reliable, and new transport interchanges. Portswood Broadway is a scheme in the Eastleigh – Portswood – City corridor for the TCF programme. The extent of the proposals are for Portswood Broadway and surrounding areas including Highfield.</p> <p>Customers for the project include:</p> <ul style="list-style-type: none"> • People who drive along Portswood Road • People who visit / shop at Portswood Broadway • Retailers / traders who trade at Portswood Broadway • Residents in the surrounding area of Portswood Broadway 	
Summary of Impact and Issues	
To authorise the trial of a part time bus gate / motor vehicle restriction on	

Portswood Broadway via an Experimental Traffic Regulation Order
 Measures to limit the impact on adjacent streets via an Active Travel Zone
 To establish a co-design group to inform design decisions for Portswood Broadway

Access to the Broadway area by those who chose to drive

Increased traffic elsewhere by displacing traffic from Portswood Broadway

Impact on the local economy due to reduced access for those who chose to drive

Anti-social behaviour from e-scooter riders

Access to the Broadway for those with mobility issues

Anti-social behaviour in the wider area

Potential Positive Impacts

Improved reliability and journey times for buses

Provision of better facilities for those who chose to walk / wheel

Improvements to local economy from increased visitor numbers overall

Increased biodiversity / greening in public spaces

Improved security / CCTV presence / safer spaces by design

Design principles focusing on improvements for people with disabilities / aged / mobility issues

Responsible Service Manager	Wade Holmes
Date	December 2023
Approved by Senior Manager	
Date	

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	<p>Consultation results indicate an age trend in results with the older demographic more likely to indicate that the proposals will have a negative impact on</p> <p>Ease of travelling more sustainably</p> <p>Ease of travelling by car</p>	<p>Bus travel forms a key transport mode for people aged over 65 with the availability of the concessionary bus pass. This project will make bus travel more attractive and a viable option</p> <p>The scheme design will take design principles of 8-80 – designing for all abilities / age ranges. Documents references will include LTN1/20 cycle design guide.</p> <p>It is proposed to introduce a co-design working group for the project to feed into the design process for Portswood Broadway and the Active Travel Zone. To ensure that all ages are considered and included participants will be sought from across the community – including seeking people to represent the views from elderly community.</p>
Disability	<p>Consultation results indicate that people who identified as having a disability / use a wheelchair / mobility aide more likely to indicate that the proposals will have a negative impact on:</p>	<p>It is proposed to introduce a co-design working group for the project to feed into the design process for Portswood Broadway and the Active Travel Zone. To ensure that all abilities are considered and included participants</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<ul style="list-style-type: none"> • Ease of travelling more sustainably • Ease of travelling by car 	<p>will be sought from across the community – including seeking people to represent the views of people with disabilities (hidden and/or visible).</p> <p>The Council's Accessibility Forum will be engaged in progressing the scheme and provide a critical review function on scheme design.</p> <p>The scheme is proposing to introduce design elements such as Alzheimer friendly features, seating / rest areas for people who cannot walk long distances, new accessible kerbs for loading / unloading onto buses, and providing accessible pavements including new drop kerbs and level pavement surfaces.</p> <p>The operation time of the proposed bus gate / motor vehicle restriction has now been suggested as a timed restriction to allow from access for loading and people who chose to drive – new restriction 7am – 10am and 4pm – 7pm</p>
Gender Reassignment	<p>Data has not been sourced about gender reassignment in the consultation survey</p> <p>Of the 1,007 hate crimes reported in Southampton in</p>	<p>An upgraded bus interchange as part of the works will provide increased seating, lighting and information on routes to limit the time</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<p>2023, less than 50 were related to transgender identity.</p> <p>Safety concerns relating to hate crime may be exacerbated at night time and in darkness</p>	<p>required to wait for buses.</p> <p>Additional CCTV will be installed to address antisocial behaviour.</p> <p>It is proposed to introduce a co-design working group for the project to comment on design issues and solutions for Portwood Broadway with representation from various user groups – including having representatives from the Police to advise on aspects such as designing out crime in public spaces.</p>
Marriage and Civil Partnership	<p>Data has not been sourced for marriage / civil partnership usage on the Broadway</p> <p>It is not anticipated that the proposals will have a greater negative impact on these individuals</p>	<p>No specific mitigation is proposed</p>
Pregnancy and Maternity	<p>Impact relates to issues of accessibility with reduced mobility / using buggies for transport</p> <p>People in this category who chose to drive may need to park in closer proximity to their destination</p> <p>People in this category who chose to cycle may have larger styled bicycles (cargo bikes)</p>	<p>The scheme is proposing to introduce design elements such as Alzheimer friendly features, seating / rest areas for people who cannot walk long distances, new accessible kerbs for loading / unloading onto buses, and providing accessible pavements including new drop kerbs and level pavement surfaces.</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		<p>The operation time of the proposed bus gate / motor vehicle restriction has now been suggested to be timed to allow from access for loading and people who chose to drive – new restriction 7am – 10am and 4pm – 7pm</p>
Race	<p>80.7 % of Southampton residents identify with being white, with 10.6% identify being Asian / Asian British, 3% identify being Black, Black British</p> <p>Of the 1,007 hate crimes reports in Southampton in 2021, the majority (almost 600) were related to race</p> <p>Safety concerns relating to race may be exacerbated at night time and in darkness</p>	<p>Additional CCTV will be installed to address antisocial behaviour.</p> <p>It is proposed to introduce a co-design working group for the project to comment on design issues and solutions for Portswood Broadway with representation from various user groups – including having representatives from the Police to advise on aspects such as designing out crime in public spaces.</p>
Religion or Belief	<p>43.4% of Southampton have no religion, 40.1% Christian and 5.6% Muslim</p> <p>Portswood Broadway is adjacent to a large Mosque</p>	<p>Additional CCTV will be installed to address antisocial behaviour.</p> <p>It is proposed to introduce a co-design working group for the project to comment on design issues and solutions for Portswood Broadway with representation from various user groups – including having representatives from the Police to advise on aspects such as</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		designing out crime in public spaces.
Sex	<p>Survey respondents for the Broadway scheme were 65% male / 45% female, which is against the general percentage split across Southampton city wide. However, it is considered that the views of the impacts of the scheme have been gathered from both sexes.</p> <p>It is not anticipated that the proposals will have a greater negative impact on these individuals</p>	No specific mitigation is proposed
Sexual Orientation	<p>Hate crime reporting data for Southampton indicates that of 1007 hate crime reported incidents in 2021, sexual orientation made up approximately 150 reports.</p> <p>Safety concerns relating to sexual orientation may be exacerbated at night time and in darkness</p>	<p>An upgraded bus interchange as part of the works will provide increased seating, lighting and information on routes to limit the time required to wait for buses.</p> <p>Additional CCTV will be installed to address antisocial behaviour.</p> <p>It is proposed to introduce a co-design working group for the project to comment on design issues and solutions for Portswood Broadway with representation from various user groups – including having representatives from the Police to advise on aspects such as designing out crime in public spaces.</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Community Safety	<p>The consultation has seen respondents raise issues relating to anti-social behaviour with an increase in seating / congregating spaces</p>	<p>Additional CCTV will be installed to address antisocial behaviour.</p> <p>It is proposed to introduce a co-design working group for the project to comment on design issues and solutions for Portswood Broadway with representation from various user groups – including having representatives from the Police to advise on aspects such as designing out crime in public spaces.</p>
Poverty	<p>Southampton is a relatively deprived city being 55th out of 317 local authorities and some areas being within the 10% deprived in England</p> <p>Bus travel is a viable option for people on low incomes in Southampton, with bus fares representing an affordable travel options compared to other modes.</p> <p>Some characteristics of people in poverty may prevent them from accessing information such as written material or on the internet</p>	<p>Future engagement on the project will need to focus on this range of activities along with making materials available for longer (i.e. in libraries) as opposed to solely available online / website material.</p>
Health & Wellbeing	<p>The Southampton area has high rates of obesity and poor health</p>	<p>The scheme will provide improvements to walking and wheeling, making them more attractive and in turn increase the numbers of active transport activity in the area.</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		Design principles to make the street more healthy – improving air quality, additional street trees, reduction in traffic numbers will reduce noise
Other Significant Impacts		

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Agenda Item 7

DECISION-MAKER:	CABINET
SUBJECT:	DRAFT ADULT SOCIAL CARE CHARGING POLICY
DATE OF DECISION:	6-Feb-24
REPORT OF:	COUNCILLOR FIELKER – LEADER OF THE COUNCIL (previously CABINET MEMBER FOR ADULTS, HEALTH AND HOUSING)

<u>CONTACT DETAILS</u>			
Executive Director	Title	Executive Director, Wellbeing and Housing	
	Name:	Claire Edgar	Tel: 023 8083 3045
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Author:	Title	Project Manager Senior Policy and Strategy Officer	
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STATEMENT OF CONFIDENTIALITY	
Not applicable	
BRIEF SUMMARY	
An update is proposed to the Adult Social Care (ASC) Charging Policy for April 2024. A new policy has been drafted with eight significant areas of change, along with an Equality and Safety Impact Assessment.	
A public consultation on the changes ran from 25 th September to 5 th November 2023. The feedback has been reviewed. No changes are proposed to the draft policy (with the exception of minor wording amendments to improve clarity). However, feedback has been noted and will affect the way we implement and communicate the changes.	
RECOMMENDATIONS:	
(i)	That the Cabinet review and approve the new Adult Social Care charging policy for April 2024, as attached at appendix 1
(ii)	To note the eight proposed changes to the policy as listed below.
(iii)	Following consultation with the Cabinet Member for Adults, Health and Housing, that the Executive Director for Wellbeing and Housing be given delegated authority to make minor amendments to the policy as appropriate (see section 9 of the policy).

Change 1	Improve the process for managing people's disability-related expenses, in order to encourage more customers to claim.
Change 2	Simplify, and explain more clearly, the way we charge for care which is cancelled.
Change 3	Explain more clearly how charges are issued when care first starts.
Change 4	Change the method for calculating the cost for non-residential care, from an average rate to the actual cost. This will result in increased charges, but only for those not eligible for funding support, using the means test.
Change 5	Introduce charges for transport. This will result in increased charges, but only for those not eligible for funding support, using the means test.
Change 6	Increase the administration charges for processing deferred payment loans.
Change 7	Change the Minimum Income Guarantee rate used for new customers aged between 60 and state pension age.
Change 8	Improvements to the general structure and accessibility of the policy document.

REASONS FOR REPORT RECOMMENDATIONS

1.	The Adult Social Care charging policy was last amended in 2019 and is due for revision. Having an effective charging policy is a key requirement for both Care Act 2014 compliance and CQC inspection readiness.
2.	A complete review of our charging practices has highlighted areas where the existing policy is out of date, unclear, impractical to operate or out of step with other Local Authorities.
3.	The policy needs to allow annual increases in charges, and explain how this is done. The proposed ASC charging policy has been designed to align with the general approach to Southampton City Council ("SCC") fees and charges.
4.	A moderate increase in income from charges is anticipated if the proposed policy is approved. The extent of this increase depends on the future uptake by customers of the disability-related expenses option.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

5.	For all 8 changes, leaving the existing policy unchanged was an option. The "Reasons for Report Recommendations" section above explains why that option was rejected.
6.	Change 4: Charging for non-residential care at actual cost: Alternative proposals were: <ul style="list-style-type: none"> a) Staying with average charging. Rejected because this means we subsidise care for people not eligible for funding support. b) Actual cost with a cap. Rejected because we would continue to subsidise the most expensive care for people not eligible for funding support, using the means test. Of the other Charging Policies reviewed, only Blackpool and Essex mention a charge cap.

DETAIL (Including consultation carried out)**7. Timeline**

Key dates for the charging policy consultation and implementation are:

31-Aug-23	Cabinet Member Briefing: Executive Director approval to proceed to public consultation; Delegated Decision Notice signed
25-Sep-23	Consultation started
12-Oct-23	Overview and Scrutiny Management Committee review completed
5-Nov-23	Consultation ended
21-Dec-23	Cabinet Member Briefing: Final policy and report approved
Jan-24	Letters to clients likely to see increased charges (making clear that changes are dependent on outcome of Cabinet)
6-Feb-24	Cabinet Meeting
March 24	If approved, letters to customers explaining final changes and new charges for 2024-25*
1-Apr-24	If approved, new policy goes live

*March is the usual time for revised charges to be issued for the following financial year. This is constrained by the publication of benefit rates and approval date of council tax rates.

Details of proposed changes

8. There are eight changes proposed. These are listed in the Recommendations section above. Seven are changes to policy and the eighth relates to improving the presentation and accessibility of the policy document. Given the complexity of the charging process, a considerable amount of background needs to be provided, to explain what each change will mean in practice. This is written in the Equality and Safety Impact Assessment (see Appendix 4), along with an analysis of the impact and ways in which this impact can be mitigated.

Background Research and Benchmarking - Other councils' charging policies

9. Other councils' charging policies (including geographical and statistical neighbours, where the information was available) were reviewed in order to:
- Assess the most common approaches to charging
 - Understand where Southampton City Council sits, on the spectrum of charging options
 - Review and compare other councils' charging rates for specific types of care
 - Find examples of good presentation practice.

From this review, we have noted the following, in relation to each of the proposed changes:

- Handling of disability-related expenses: There are a wide variety of

approaches in terms of how much information is supplied. Nearly all councils base their rates on the data provided annually by NAFAO (National Association of Financial Assessment Officers) as SCC do. Nothing we are proposing is significantly different, except that we propose to include more detail in our Rates Document than we see in a number of other councils' documentation.

- Cancellation of care: Only a minority of councils go into detail about this. Our proposed policy simplifies the previous explanation of cancellation charges, with the aim of reducing the significant number of billing queries we receive concerning charges for cancelled care.
- Charges when care first starts: A level of back-dated charging is unavoidable when non-residential care first starts. We now propose to explain this more clearly, learning from good examples of wording in other councils' policies). This is alongside other clarifications which are being provided to improve our current policy.
- Calculating the cost of non-residential care using the actual cost instead of an average rate: Out of 19 councils we reviewed where the charging approach was clear, we found five councils, including Hampshire County Council and Isle of Wight Council (IOW) who state or imply that they charge at the actual cost, as we are proposing to do. The other 14 councils use average rates.
- Charging for transport: Many councils charge for transport, including Hampshire and BCP. We are unusual in providing this service free of charge. Three councils (Brighton and Hove, Coventry and Plymouth) go further, and charge the customer for transport on top of their assessed contribution towards their care).
- Increasing administration charges for deferred payment loans: Fees vary widely but our new fees are well within the envelope of other councils' fees. For example, Hampshire and IOW charge more than our proposed, increased fees.
- Changing the Minimum Income Guarantee (MIG) rate used for people aged 60 to state pension age: Most councils explain MIG rates and many list the allowances published by government annually. We did not find any examples of councils being more generous than the published government allowances. Our proposed policy will:
 - a) restore the rates used for people aged between 60 and pension age, down to the government rates, for future new customers, and
 - b) highlight that we apply a more generous MIG rate to people in the 18-25 age group. This is a long-standing policy of being more generous towards the younger age group, which we have not previously stated.
- Improvements to the general structure and accessibility of the ASC Charging Policy document: Councils' presentation of their charging policy varies widely. Some present the bare minimum, others have long and

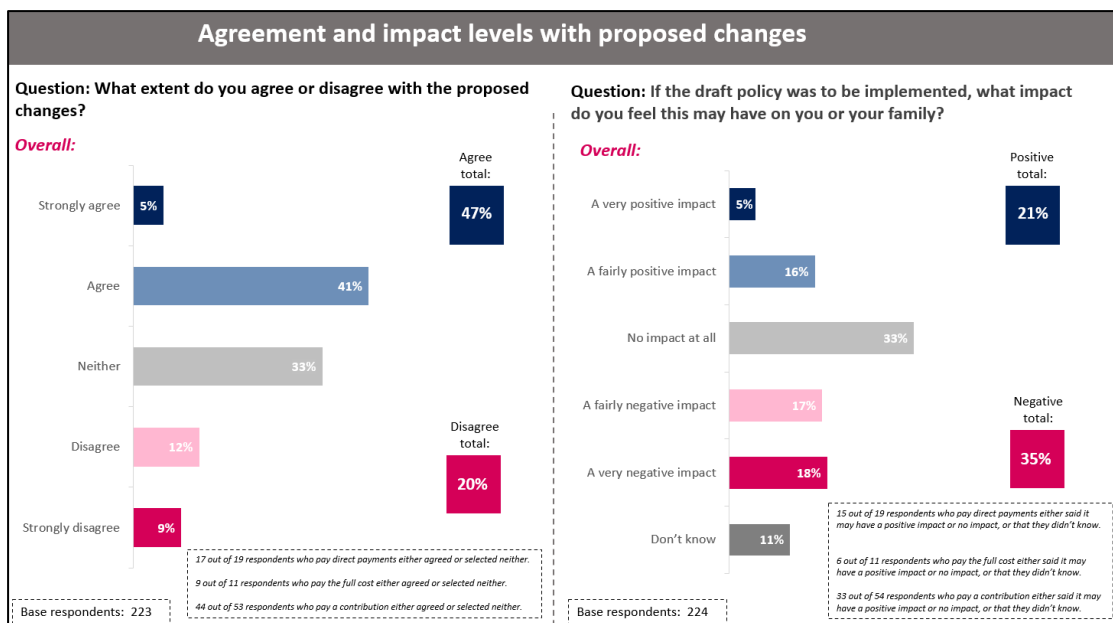
	complex policies in separate pdf documents. We have worded the proposed policy using good examples of structure, diagrams and language, taken mostly from Hampshire County Council, City of York Council and BCP Council.															
	Consultation															
10.	<p>A six-week consultation has been completed. The consultation followed a standard process, with a dedicated web site. Overall there were 1499 clicks on this web site, with the majority occurring in the first week of the consultation period. The web site provided:</p> <ol style="list-style-type: none"> a) access to an online questionnaire. This described each of the 8 changes in summary and in detail for those who wanted to see the detail. b) A link to a downloadable hard copy of the questionnaire (136 clicks) c) Details of online and in-person engagement events (25 clicks) d) An email address and phone number for queries and feedback e) A list of the relevant documents, including: <ul style="list-style-type: none"> -Draft ASC Charging Policy (223 clicks) -Rates Document (companion to the policy) (156 clicks) -Flowchart (companion to the policy) (59 clicks) -Draft Equality and Safety Impact Assessment (26 clicks) -Easy Read version of proposed policy changes, made available midway through the consultation period (29 clicks) f) Frequently Asked Questions (these were developed as the consultation progressed). 															
11.	<p>Communications alerting people to the consultation were issued as follows:</p> <ul style="list-style-type: none"> • Letters were posted to all current recipients of care either provided by or funded by SCC. • Letters were emailed to all care providers and a large number of community and voluntary groups • Staff were briefed and encouraged to share details of the consultation • Posters were displayed in libraries and on SCC Housing notice boards • A5 leaflets were distributed via Communicare and the Stronger Communities team. • Electronic communications were issued at the beginning of the consultation and throughout, via social media (12,000 messages in total) and SCC e-bulletins (230,000 messages in total). 															
12.	<p>The following engagement events were held:</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Location</th> <th>Hosted by</th> <th>Attendees</th> </tr> </thead> <tbody> <tr> <td>Wed 11 Oct</td> <td>7-8pm</td> <td>Medwall Court Community Room, Thornhill</td> <td>SCC</td> <td>2</td> </tr> <tr> <td>Wed 18th Oct</td> <td>10am-12</td> <td>Portswood Church</td> <td>Unpaid Carers Support, Southampton</td> <td>36</td> </tr> </tbody> </table>	Date	Time	Location	Hosted by	Attendees	Wed 11 Oct	7-8pm	Medwall Court Community Room, Thornhill	SCC	2	Wed 18 th Oct	10am-12	Portswood Church	Unpaid Carers Support, Southampton	36
Date	Time	Location	Hosted by	Attendees												
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Wed 18 th Oct	10am-12	Portswood Church	Unpaid Carers Support, Southampton	36												

Tue 24 th Oct	11am-12	Potters Court Community Room, Maybush	SCC	14
Fri 27 th Oct	1-2pm	Online	SCC	6
Mon 30 th Oct	5:30-6:30pm	Central Library	SCC	4
Tue 31 st Oct	10am	Online	Carers Co-Production group	2
Wed 1 st Nov	7-8pm	Online	SCC	4
			Total	68

Consultation Results

13. The results of the online questionnaire and feedback from public engagement events were analysed and a detailed consultation report produced – see Appendix 5. A total of 238 responses were received.

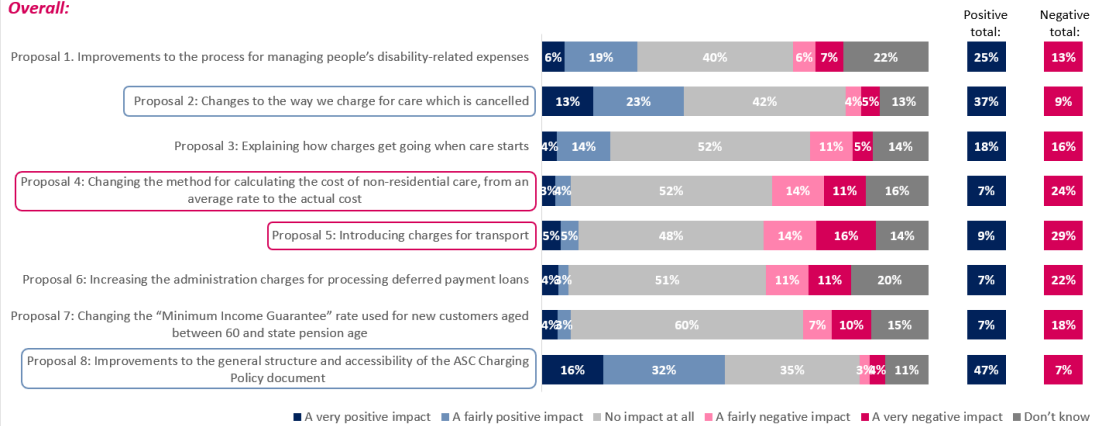
The overall quantitative feedback is illustrated by these four tables, which can also be found in Appendix 5:



Impact of proposals

Question: If these proposals were to go ahead, what impact do you feel it would have on the following?

Overall:

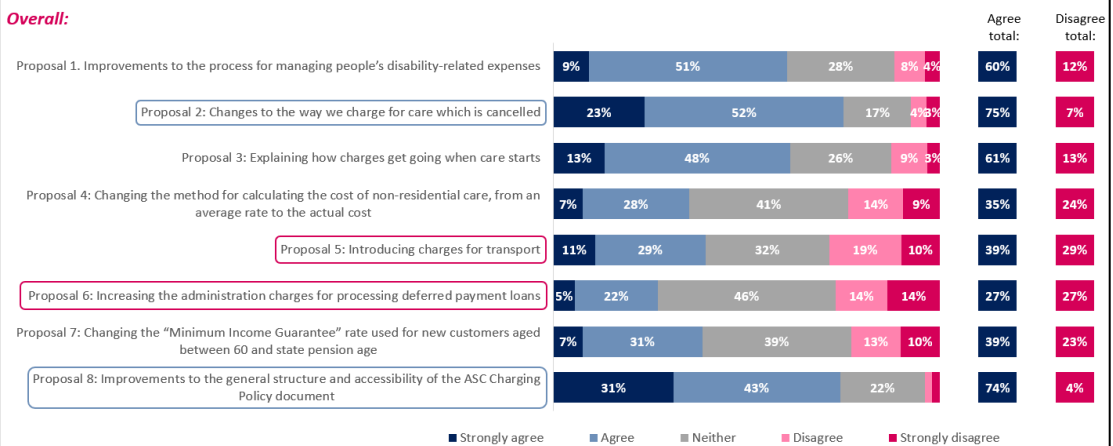


- Almost half of respondents (47%) told us that improvements to the general structure and accessibility of the ASC Charging Policy document may have a positive impact.
- Around a quarter of respondents told us that changing the method for calculating the cost of non-residential care (24%) and introducing charges for transport (29%) may have a negative impact.

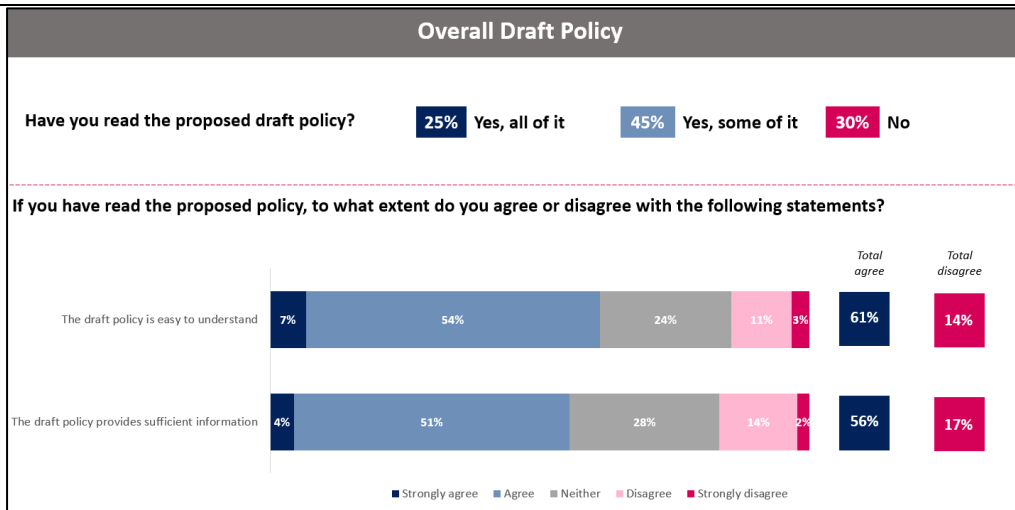
Agreement levels with proposals

Question: To what extent do you agree or disagree with the following proposals?

Overall:



- Proposals with the highest levels of agreement was proposal 2 and 8. Proposals with highest levels of disagreement was proposal 5 and 6.
- Those who answered as a family, friend or someone who receives care arranged or funded by SCC agreed with the proposals to a similar amount as the average.



Qualitative feedback was reviewed and the following key themes identified:

- Responses were mixed in nature, reflecting the quantitative results.
- Many people expressed a dissatisfaction with having to pay for care at all.
- Many people felt that benefits and allowance rates were too low, and the amount they are left with for day-to-day living expenses is inadequate for a good quality of life.
- People requested better support with the financial assessment process, particularly face-to-face support.
- It was common for comments to indicate a misunderstanding of the charging process and our proposed changes.

Summary of officer response

14. The results were reviewed in detail and a comprehensive report of the officer response was produced – see Appendix 6.

In summary:

- Concerns about government policy and benefit rates cannot be addressed in the SCC charging policy. However, we have a duty to review a person’s financial assessment if we believe that a lack of funds is having an adverse effect on their welfare or safety.
- Requests for more support during the financial assessment are noted. We are already reviewing both staff training and the financial assessment process, to ensure that more support is provided in a range of formats. All parties benefit from having the financial assessment done promptly and accurately so that the correct charges are issued from the outset.
- Lack of understanding of the charging process is a concern. Charging is necessarily a complex subject, but we have substantially revised the proposed policy to make it easier to read. We will also be overhauling our other financial information and guidance with the aim of making it simpler and clearer.

As a result of this review, no further changes to the policy or associated documents are being proposed. (Minor wording changes were made to the Charging Policy and associated Rates Document where consultation responses suggested that clarity could be improved).

	<p>Overall, the need to improve the general understanding of charging processes among the public and our staff is recognised, along with the need to improve the support we provide during the financial assessment process. This is being taken into account as we implement the policy changes, design better guidance, and issue further communications.</p>											
	<p>Financial simulation</p>											
15.	<p>A full financial simulation of proposal 4 (Charging at actual cost instead of average rates) has now been completed using a copy of the CareDirector social care case management system.</p> <p>The simulation confirms the original estimated increase in income.</p> <p>It has also identified the increased charge for every affected person, not taking into account the additional changes which will be applied in April 24 by the annual benefits uprating exercise.</p> <p>The individual charge increases are in line with the original estimates on which the Equality and Safety Impact Assessment was based. We do not believe that the ESIA needs to be updated.</p>											
	<p>Communications Plan</p>											
16.	<ol style="list-style-type: none"> 1. Customers with charge increases will be sent letters during January 24 to give them more notice of the increase than the usual annual uprating letters (sent in March) would provide, and outline their alternative options. (The letter will make it clear that the increases are subject to the proposed policy changes being approved). The Contact Centre will be briefed to ensure that any queries are dealt with smoothly. Estimated cost for the sending the 264 letters is £220. 2. All ASC customers will receive a letter during March 24, explaining their new charges for 2024/25. This is a normal annual event which ties in with annual changes in state benefits and pensions. However, in 2024: <ol style="list-style-type: none"> a) The new charges will include the impact of the new charging policy, in addition to the changes caused by the annual benefits uprating b) We will include a written feedback report on the results of the consultation and a reminder of how the policy is changing. c) We will use updated, more user-friendly letter templates 											
<p>RESOURCE IMPLICATIONS</p>												
<p><u>Capital/Revenue</u></p>												
17.	<p>Increase in annual income from the proposed changes has been estimated as:</p> <table border="1" data-bbox="284 1765 1353 2103"> <thead> <tr> <th>Change</th> <th>Impact on income</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>1. Improved DRE process (disability-related expenses)</td> <td>£300K reduction</td> <td>Estimate only. Extent of reduction depends on how many new customers apply for DREs. £300K represents a 30% increase in uptake.</td> </tr> <tr> <td>2. Care cancellations</td> <td>Cost-neutral</td> <td></td> </tr> </tbody> </table>			Change	Impact on income	Notes	1. Improved DRE process (disability-related expenses)	£300K reduction	Estimate only. Extent of reduction depends on how many new customers apply for DREs. £300K represents a 30% increase in uptake.	2. Care cancellations	Cost-neutral	
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2. Care cancellations	Cost-neutral											

	3. Charges when care starts	Cost-neutral	
	4. Charging non-residential care at actual cost	£350K increase	Estimate is £250K-£450K. Any mitigations for significantly impacted customers, will reduce this.
	5. Charging for transport	Negligible	Low customer numbers
	6. Increased deferred payment loan fees	Negligible	Low customer numbers
	7. Adapt minimum income guarantee rate for people aged 60 to pension age	£150K increase	Estimate is £100K- £200K. Depends on number of new customers in the affected age range
	8. Improve readability and clarity of documentation	Cost neutral	
	Net total estimated savings	£200K	Saving is at risk due to uncertain impact of disability-related expenses (change 1) – see Risks.

If the new policy is adopted, savings will apply from the 2024-25 financial year. The net estimated saving formed part of the Medium Term Financial Strategy update to Cabinet in November 2023 and therefore is reflected in the Council's Medium Term financial planning process.

Property/Other

18. Not applicable

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

19. Care Act 2014: The Council has the power to charge individuals for social care provision other than care and support that is specifically exempted pursuant to S14 of the Care Act 2014 and in compliance with the Care Act statutory guidance, particularly part 8 and in accordance with The Care and Support (Charging and Assessment of Resources) Regulations 2014.

Other Legal Implications:

20. The Equality Act 2010 imposes various duties on Local Authorities and in particular the duty to have due regard to its public sector equality duty when carrying out any function. In particular, the duty to eliminate discrimination, harassment and victimisation and advance equality of opportunity and fostering good relations. Local Authorities also have a duty under the Human Rights Act

	<p>1998, when carrying out any function, not to act incompatibly with rights under the European Convention for the Protection of Fundamental Rights and Freedoms. In particular Article 8, the right to respect for private and family life and Article 25, the rights of elderly to lead a life of dignity and independence and to participate in social and cultural life.</p> <p>Local Authorities when carrying out any function must adhere to the United Nations Convention of the Rights of Person with Disabilities and in particular respect for dignity, autonomy, freedom to make own choices, equality and elimination of discrimination.</p> <p>The ESIA sets out how the Council has had due regard to equality, human rights and safety implications.</p>
RISK MANAGEMENT IMPLICATIONS	
21.	<p>Risk of proposed savings being reduced due to a faster than expected uptake of the option to claim disability related expenses. This has been mitigated by adding £200K to the Social Care Demand Risk Reserve for 2024/25. The uptake and cost of disability related expenses will be closely monitored going forwards.</p>
22.	<p>Risk of adverse publicity during implementation.</p> <p>To be mitigated by explaining the changes as clearly as possible, and providing advance warning to customers with increased charges.</p>
23.	<p>Risk of lack of engagement during consultation, due to complexity of subject.</p> <p>To be mitigated by attempting a more “plain English” policy and production of an Easy Read version of the policy changes.</p>
24.	<p>Risk that Financial Assessment and Benefits team (FAB) are overwhelmed by requests from customers for their financial assessment to be updated.</p> <p>To be mitigated by use of the online financial assessment (already live) which automates part of the process, and by reminding customers that we can only re-assess if fresh information is available.</p>
25.	<p>Risk that customers ask to reduce their care packages (to reduce the cost), with the result that their needs are no longer being met.</p> <p>We would explain the consequences and urge customers not to do this. People paying a contribution would be unlikely to reduce their charges by this action anyway.</p> <p>The risk may be further mitigated by highlighting opportunities for customers to reduce their contributions by claiming disability-related expenses. If not applicable, other solutions need to be considered including alternative providers, direct payments, or waiving some of the charges in extreme cases.</p>
26.	<p>Risk that the assets of customers who pay the full cost of their care, deplete faster, to the point where SCC funding is required. However, the risk of needing to fund care in future is offset by increased income in the short term.</p>
27.	<p>Specific to Change 4 (charging non-residential care at the actual cost): Risk of complaints, if charge increases are back-dated due to provider rate increases being back-dated.</p> <p>To be mitigated by new homecare platform (which manages rate increases more systematically) and by reducing the volume of back-dated provider rate increases for other types of non-residential care.</p>
POLICY FRAMEWORK IMPLICATIONS	

28.	Other policies and strategies which the charging policy supports, are: Southampton City Health and Care Strategy 2020-2025 Southampton Adult Carers Strategy 2021/26 Southampton City Council Corporate Plan 2022/30
-----	---

KEY DECISION?	Yes/No
WARDS/COMMUNITIES AFFECTED:	All
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	Draft ASC Charging Policy
2.	Draft Rates Document (companion to the policy)
3.	Draft Flowchart (companion to the policy)
4.	Draft Equality and Safety Impact Assessment
5.	Consultation Report
6.	Consultation Feedback Consideration Report

Documents In Members' Rooms

1.	No
2.	

Equality Impact Assessment

Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out.	Yes
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Data Protection Impact Assessment

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

Other Background documents available for inspection at:

	Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	Not applicable	
2.		

Southampton City Council Adult Social Care Charging Policy

Southampton City Council

Adult Social Care Charging Policy

(Draft for Cabinet Feb 24)

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Version Control

Version:

Date last amended:

Lead Officer:

Contact:

Approved by:

Approval date:

Review date:

Effective date:

1. Introduction

1.1 What is a charging policy?

Adult social care provides people with personal and practical support to help them live their lives and maintain their independence. The Adult Social Care and Support Planning Policy (a separate policy to this one) describes how we do this.

Unlike health care, adult social care is not a free service. The Care Act 2014 gives councils the power to charge for some types of care. To ensure that the charging is fair, the Care Act 2014 states clear principles and sets strict limits on the charging process.

This policy explains how Southampton City Council (“the council”) calculates and applies charges, in line with the Care Act requirements.

Explanations of some frequently used terms are listed in the Glossary in Appendix A.

This policy should be read alongside the council’s Adult Social Care and Support Planning Policy, which explains how unmet, eligible social care needs are assessed and met. Wherever possible, this is done by drawing on the strengths and assets of a person and their community, to support people to meet their goals and desired outcomes.

1.2 Legal context

This policy is based on appropriate legislation and Government guidance, including:

- The Care Act 2014, associated regulations and statutory guidance
- The Mental Capacity Act 2005
- The mental Capacity (Amendment) Act 2019
- Mental Health Act 1983, section 117 – the duty on health and social care services to provide free aftercare to patients previously detained under certain sections of the Act
- Equality Act 2010
- Human Rights Act 1998

1.3 Scope

This policy explains how we charge for packages of care and support arranged by Southampton City Council.

The charges depend on both the type of care, and the financial circumstances of the person receiving the care.

This section explains which types of care may be charged for, and which are never charged for.

Care which is not chargeable

The following types of care must be arranged free of charge, as set out in the Care Act 2014:

- Intermediate care, including reablement, which must be provided free of charge for up to 6 weeks. However, local authorities must have regard to the guidance

on preventative support set out in Chapter 2 of the guidance. This sets out that neither should have a strict time limit but should reflect the needs of the person. Local authorities therefore may wish to apply their discretion to offer this free of charge for longer than 6 weeks where there are clear preventative benefits, such as when a person has recently become visually impaired

- Community equipment (aids and other minor adaptations). Aids must be provided free of charge whether provided to meet or prevent/delay needs. Minor adaptations are those costing £1,000 or less.
- Care and support provided to people with Creutzfeldt-Jacob Disease
- After-care services/support provided under section 117 of the Mental Health Act 1983.
- Any service, or part of a service, which the NHS is under a duty to provide. This includes Continuing Healthcare and the NHS contribution to Registered Nursing Care.
- More broadly, any services which a local authority is under a duty to provide through other legislation
- Assessment of needs, financial assessment and working out a care and support plan cannot be charged for, since these processes do not constitute 'meeting needs.'

The council will not charge for services provided directly to carers to support them. However, this does not include all forms of respite or replacement care that involve care to the cared-for person. These will be treated as services for the cared-for person rather than for the carer, and will therefore be subject to financial assessment and charging.

[Care which is always chargeable](#)

The following services are offered as a commercial service and are always charged for:

- Telecare (see [Careline pricing structure](#))

However, if the person also receives means-tested chargeable care (see below), the cost of Telecare may be taken into account during the financial assessment as a disability-related expense.

[Care which is chargeable, subject to a means-test](#)

All other types of care, whether arranged by the council to meet eligible, unmet needs or other needs, are charged for. However, people are only charged what they can afford. The rest of this policy explains how we calculate the charges for these types of care, which fall into two groups:

- Packages of care and support which are partially or wholly funded by the council.
- Packages of care and support for self-funders (people who are expected to pay the full cost of their care) which are arranged by the council at their request.

1.4 Principles

In line with the Care Act Statutory Guidance, the overarching principle of this policy is that **people should only be required to pay what they can afford.**

We work out what each person can afford by considering their financial assets, and by carrying out a financial assessment (a means test), in line with Care Act Statutory Guidance and Regulations. This is explained in more detail later in this document.

The key principles that this policy supports are:

- not charging people more than it is reasonably practicable for them to pay, in accordance with the Care Act 2014
- being comprehensive, to reduce variation in the way people are assessed and charged
- being clear and transparent, so people know what they will be charged
- promoting wellbeing, social inclusion, and supporting the vision of personalisation, independence, choice and control
- supporting carers to look after their own health and wellbeing, and to care effectively and safely
- being person-focused, to reflect the variety of care and caring journeys and the variety of options available to meet people's needs
- applying the charging rules equally, so that people with similar needs or services are treated the same, and minimising anomalies between different care settings
- encouraging and enabling those who wish to stay in or take up employment, education or training, or plan for the future costs of meeting their needs, to do so
- being sustainable for the council in the long-term

In line with the Care Act 2014, and the principles set out in the Mental Capacity Act 2005, the council will assume that people have mental capacity and can make decisions for themselves unless it is established otherwise. If established otherwise, appropriate support will be identified.

1.5 Useful links

[Guidance to legislation](#)

- The [Care and Support Statutory Guidance](#) outlines how local authorities should meet the legal obligations placed on them by the Care Act 2014 and its accompanying regulations.
- The [Care Act Factsheet 5: Charging and Financial Assessments](#) describes how local authorities assess what people can afford to pay for their care and support under the Care Act.

[Financial advice](#)

People are recommended to seek financial advice independently. The following links may be useful:

- [Money and legal advice for seniors | Age UK](#)
- [Independent Age](#)
- [Money Helper](#)
- [Society of Later Life Advisers – SOLLA](#)
- [Financing Later Life Care – Which?](#)
- [Getting financial advice – Citizens Advice](#)

[Rates](#)

All the rates used in the financial assessment and charging process are listed in the companion Rates Document:

[Rates Document](#)

This policy explains how and when these rates are updated.

[Process](#)

This flowchart and notes explain the high-level process which a person follows, as the council assesses their care needs, their financial position, and their resulting options for paying for their care.

[Flowchart](#)

1.6 Useful contacts

[FAB Team](#)

Queries about the financial assessment process or the assessed contribution should be directed to the FAB Team (Financial Assessment and Benefits) on:

Email: fab.officers@southampton.gov.uk

Phone: 023 8083 3003 then select option 3 – client contribution.

Post:
FAB Team
Wellbeing (Health and Adults)
Southampton City Council
Civic Centre
Southampton
SO14 7LY

[Customer Payments and Debt Team](#)

Queries about an invoice or the payment process should be directed to our Customer Payment & Debt team on:

Phone: 023 8083 3388 Option 6

Email: cpd.queries@southampton.gov.uk

Please quote the Customer ID at the top of your invoice.

Our switchboard hours can be found on the council web site here: [Contact us \(southampton.gov.uk\)](#) – see “Other Services and General Enquiries”.

1.7 Charging Process Overview

Please see the flowchart and notes called “Adult Social Care: The Financial Journey.”

The rest of this policy is laid out in the same order as the flowchart. For information about:

- Personal Budgets - see section 2.1
- Top-up payments – see section 2.2
- Financial Assessments – see section 3
- Arranging care via a direct payment – see section 4
- Paying for care arranged by the council – see section 5
- Waivers – see section 6
- Fees for full-cost customers (self-funders) – see section 7
- Deferred payment loans – see section 8

2. Personal Budgets

2.1 Personal Budgets

Everyone whose needs are met by the council will receive a Personal Budget. A Personal Budget is the weekly amount of money allocated to a person to provide the support they require. For more information about Personal Budgets, please see the Southampton City Council Adult Social Care and Support Planning Policy.

For people who need a package of care which is a mixture of healthcare (provided by the NHS) and social care (provided by the council), the personal budget will relate only to the social care element.

The Personal Budget is calculated using the typical cost of the care packages required.

Once the financial assessment is complete, a person will know their maximum assessed contribution – the maximum amount per week they are expected to pay towards the cost of their care.

- If their contribution is zero, the council funds the whole of the personal budget.

- If their contribution is less than the personal budget, they will be charged the contribution and the council will fund the balance.

For example:

- Personal Budget = £100 per week
 - Maximum assessed contribution = £40 per week
 - Person is charged £40 per week
 - The council funds the other £60 per week
- If their contribution is above the personal budget, they will have to pay the personal budget.

For example:

- Personal Budget = £100 per week
 - Maximum assessed contribution = £150 per week
 - Person is charged £100 per week
- If they are classed as “full cost,” they would be charged the full cost of the care. However, most people in this situation choose to arrange their own care.

Individuals may choose to purchase additional care at their own expense. See the next section on top-ups.

If a person or their representative want to make changes to council-arranged care, they need to contact Adult Social Care to request a review of the person’s eligible needs, support plan and personal budget. The council cannot guarantee to pay for increased care costs caused by changes arranged between a person (or their representative) and the care provider.

2.2 Top-ups

If a person chooses to receive care that is more expensive than the council has assessed they need to meet their eligible needs, a third party and, in very limited circumstances, the individual can ‘top-up’ the costs to purchase the care of their choice.

The amount of the ‘top-up’ is the difference between the actual costs of the preferred provider and the amount that the council have set in the person’s Personal Budget or Section 117 After-Care plan.

For example:

- The council assesses that Mr Grey needs to move into a care home
- The reasonable cost for meeting his unmet, eligible needs is £1,000 per week. Several care homes are available at this rate.
- However, Mr Grey’s family want him to live in a different care home, which costs £1,400 per week.
- So, a top-up payment of £400 per week may need to be paid by Mr Grey’s family, if they choose to use the more expensive provider.

If a person is receiving funding from the council and they are in a care home, they cannot ‘top-up’ their own care funding unless they have a 12-week property disregard or receive funding via Section 117 of the Mental Health Act 1983. They would instead

require top-up from a third party, for example their family or charity. This restriction is dictated by the Care Act 2014.

The council will ensure that Personal Budgets are sufficient to meet the person's eligible care needs, and that a choice of provision is available within that budget, wherever possible. Any 'top ups' will be the individual's choice, and can only be made once they are aware of their right to have all their eligible care needs met without the requirement for a 'top up.'

The person paying the 'top up' will be expected to sign an agreement, which sets out the conditions of making a 'top up'.

In the event the 'top up' ceases, the council is under no obligation to increase its contribution to cover the difference in cost. This may result, for example, in the person having to move to other accommodation and being given alternative options to choose from, unless, after an assessment of need, it is shown that their assessed eligible needs can only be met in the current accommodation.

3. Financial Assessment

The financial assessment is a means-test which works out a person's "maximum assessed charge" or "contribution." This is the maximum amount which they can afford to pay per week towards the cost of their care, at that point in time.

This could be nothing, or the full cost of the care, or an amount in between the two, depending on the person's financial circumstances.

See section 5 for more information about how the contribution affects the calculation of weekly charges.

People can choose not to have a financial assessment, but will then be expected to pay the full cost of their care.

The council recommends that people seek financial advice independently. See section 1.5 for some examples of organisations who may be able to provide help and advice.

3.1 Mental Capacity

At the time of the assessment of care and support needs, if there is evidence that the person lacks capacity to make decisions regarding their finances, the council must find out if anyone can act as their legal representative, based on any of the following:

- Enduring power of attorney (EPA).
- Lasting power of attorney (LPA) for property and affairs.
- Lasting power of attorney (LPA) for health and welfare.
- Deputyship under the Court of Protection
- If none of these apply, any other person legally dealing with that person's financial affairs (for example, a Trustee, or someone who has been given appointeeship by the Department for Work and Pensions (DWP) for the purpose of benefits payments)

Once the legal representative has been confirmed, they can give consent to the financial assessment and provide the required data.

People who lack mental capacity to give consent to, and take part in, a financial assessment, and who do not have a legal representative, may require the appointment of a property and affairs deputy. Family members can apply for this to the Court of Protection, or the council can arrange for an application to be made, if there is no suitable person who is willing to apply. This will incur administration fees (see the [Rates Document](#)).

Once the court appoints a deputy, that person will be able to make decisions authorised by the court and provide the council with financial information so that a full financial assessment can be carried out.

If the person lacks the mental capacity to take part in the assessment and there is no one else who is legally able to do so, such as a deputy or attorney, as a last resort the council has the discretion to pay in the interim for the costs of care until the court of protection has appointed a suitable deputy. Once a deputy has been appointed a full financial assessment will be carried out and if the person has savings and assets over the upper capital limit (see the [Rates Document](#)) the council will seek re-imburement of the charges from the person's assets via the deputy.

3.2 Who is financially assessed?

The person who needs care and support, will be assessed on their own finances to calculate how much they should contribute towards the cost of their care.

Where the person receives income as one of a couple, it is normal to assume that half the income goes to the cared-for person.

Exact details of the treatment of joint income and jointly-owned assets can be found in the Care Act 2014 guidance – see Annex B (Treatment of Assets) and Annex C (Treatment of Income). The guidance is summarised in Appendix B of this policy.

The council will take the partner's circumstances into account and ensure they are left with sufficient income.

The person (or their representative) will be required to provide all the information needed to complete the financial assessment, and to inform the council of any changes in their financial circumstances.

Following a request for financial details, the council will send regular reminders and offer help and advice.

If a person refuses to disclose their financial details, or fails to provide their details within eight weeks of the request, they may be required to pay the full cost of the care. Consideration will be given to people who have a reasonable need for extra time and contact the FAB team to explain the delay.

3.3 Full financial assessments

A full financial assessment involves the assessor gathering comprehensive information about every element of the person's assets, income and expenses, before calculating the amount they can reasonably afford to pay towards the cost of their care.

[Online financial assessment](#)

People being financially assessed, or their legal representatives, are encouraged to supply their data and evidence documentation using the secure online financial assessment form. Assistance will be available for people needing help with the online form. Alternative methods for supplying data and documentary evidence are provided, for anyone unable to use the online form.

3.4 Light touch financial assessments

The Care Act 2014 gives councils the option to offer people a quick and simple “light-touch” financial assessment. This means, treating the person as if they have had a financial assessment, without going through the full financial assessment process.

When carrying out a light-touch financial assessment, the council must be satisfied that the person is both willing and able (can afford) to pay any charges due, now and in the future. If the council cannot be sure of this, then a full financial assessment may be required.

The most common occasions where a light-touch financial assessment is suitable, are:

1. Where the person can provide assurance that they have assets above the capital limit, but would still like the council to arrange their care.
2. Where the person’s charges would be nominal or very low, and the person can demonstrate that they have sufficient income to meet these charges. In these situations, a full financial assessment would be disproportionate.
3. Where it is clear from the type of benefits which the person receives, that they will not be able to afford to pay towards the cost of their care. The council can access DWP records to establish a person’s benefit data, but only after receiving their written consent to do this.

3.5 Assets

Examples of assets are property, land, savings, shares, trust funds etc.

The Care Act 2014 defines what counts as an asset for the purposes of a financial assessment. This will depend on the type of care involved – care at home, a temporary stay in a care home or a permanent stay in a care home.

For full details see the [Care and Support Statutory Guidance](#), Annex B (Treatment of Capital).

This government guidance is summarised in Appendix B of this document.

Some types of personal injury claims or compensation awards may be taken into account in the financial assessment. This will be dependent on the nature of the award.

The council will consider whether to recover the cost of care from a trust fund, where reasonable to do so, having regard for the terms of the trust.

[Deprivation of assets](#)

If someone has intentionally deprived or decreased their overall assets in order to reduce the amount they are charged towards their care, the council has the right, under the Care Act 2014, to calculate their contribution as if the person still owned the asset.

Property

When carrying out a financial assessment for a person's non-residential care, the value of a property owned and occupied by the person as their main residence will not be taken into account. However, the value of any other properties, land or assets owned in this country or abroad will be included.

When carrying out a financial assessment for a person's long term residential care, the value of a property owned and occupied by the person may be taken into account in the financial assessment. The home will not be taken into account if one of the following people also lives in the home, and will continue to live there after the person has moved into the care home:

- a husband, wife or civil partner
- a close relative over the age of 60
- a dependent child
- a relative who is disabled or incapacitated

The council may use its discretion in appropriate cases to disregard the value of a person's property from the financial assessment, if a qualifying third-party lives there. For example, this may be where it is the sole residence of someone who has given up their own home to care for the person, or someone who is an elderly companion of the person (particularly if they have given up their own home).

12-week property disregard

If the property which is owned and occupied by the person is counted as an asset, the council will ignore its value for the first 12 weeks. This starts from the date when the person enters permanent residential care. This is referred to as a "12-week property disregard" and is a requirement of the Care Act 2014. The aim of this period is to give the person time to decide what to do with their former home. During this period, the person will be expected to contribute towards their care from their income and other assets.

The disregard will end if the property is sold within 12-weeks of the person moving into permanent residential care, and the resulting funds will be included in the person's assessment as assets. This will usually mean that the person has assets over the upper capital limit (see the [Rates Document](#)) and therefore will be charged the full cost of their care.

If the property is not sold, then at the end of the 12-week period, the property disregard will end, and the property will start to count towards the person's assets. This will usually mean that the person has assets over the upper capital limit (see the [Rates Document](#)) and therefore will be charged the full cost of their care.

If the person does not have sufficient income to pay for their care and does not want to sell their property, they may consider applying to the council for a deferred payment loan. See section 8 for more details about deferred payments.

3.6 Income

The Care Act 2014 defines what counts as income, and which types of income must be disregarded (ignored) during the financial assessment.

For full details see the [Care and Support Statutory Guidance](#), Annex C (Treatment of Income).

This government guidance is summarised in Appendix B of this document.

Benefits

The person receiving care has a responsibility to ensure that they claim all benefits to which they are entitled. Contact the FAB team for help and advice.

In addition, when carrying out the financial assessment, the FAB team will identify when people are not claiming benefits they may be entitled to, and provide advice and help with the application process.

Usually, income from benefits will be taken into account in the financial assessment. However, the Care Act 2014 states that the following benefits must be disregarded (ignored as income):

- (a) Direct Payments
- (b) Guaranteed Income Payments made to veterans under the Armed Forces Compensation Scheme
- (c) War Pension Scheme payments made to veterans with the exception of Constant Attendance Allowance payments
- (d) the mobility component of Disability Living Allowance
- (e) the mobility component of Personal Independence Payments

The council will also disregard disability related benefits (including Disability Living Allowance, Personal Independence Payments, Attendance Allowance and Constant Attendance Allowance), when an individual is terminally ill and has been issued with a DS 1500 form by a medical practitioner.

Tariff Income

Tariff income is calculated to reflect the weekly amount a person is expected to pay towards their care, out of their assets. The amount depends on the value of the assets:

- For people with assets below the lower capital limit, the tariff income does not apply.
- For people with assets between the lower capital limit and upper capital limit, a tariff income will be applied of £1 per week, for each £250 of assets. This will be added to their other forms of income during the financial assessment. For example, if a person has £15,000 in the bank, and the lower capital limit is £14,250, they will “earn” £3 per week - £1 for each lot of £250 above the limit.
- For people with assets above the upper capital limit, those people will be expected to pay the full cost of their care, so the tariff income is not relevant.
- See the Rates Schedule for the value of the lower and upper capital limits.

3.7 Living Expenses

Minimum Income Guarantee (MIG)

The council will ensure that people receiving non-residential care services retain a Minimum Income Guarantee amount.

This is the minimum amount which an individual must be allowed to keep, to cover their living costs.

The rates depend on age and circumstances, and are set annually by the Department of Health and Social Care (DHSC).

The council applies the rates as stated by DHSC with one exception: people aged 18-24 are given the more generous basic rate for people aged 25 to state pension age.

See the [Rates Schedule](#) for the current rates.

Other Living Expenses for people receiving non-residential care

In addition to the Minimum Income Guarantee further allowance may be made for other expenses for individuals receiving non-residential care services such as:

- Rent not covered by Housing Benefit or Universal Credit (including rent payable for 'under occupancy').
- Council Tax not covered by Council Tax Reduction.
- Mortgage repayments.
- Some service charges (other than service charges which are ineligible under Schedule 1 to the Housing Benefit Regulations 2006).

Personal Expenses Allowance

Where an individual is cared for within a residential care setting, and charges are applicable, the council will ensure the individual retains the Personal Expenses Allowance in order to meet personal costs not covered by the care home. In certain circumstances the council may consider increasing the Personal Expenses Allowance to cover other exceptional living costs as set out in the Care Act 2014.

The Personal Expense Allowance rate is set annually by the Department of Health and Social Care.

See the [Rates Schedule](#) for the current rate.

3.8 Disability-Related Expenses (DREs)

Disability Related Expenses (known as DREs) are the reasonable additional costs which a person receiving non-residential care cannot help incurring, due to their disability, in order to live independently. The costs may vary from person to person.

DREs are calculated as a weekly amount, and may be:

- ongoing costs, for example, the cost of carrying out a higher-than-normal amount of laundry
- one-off costs, for example the cost of purchasing and installing a stairlift. In these cases, the cost is spread over a period of time

Who can claim DREs?

A person can claim DREs if:

- they are receiving non-residential care, and
- they pay a contribution towards the cost of their care (DREs do not apply to people already receiving care free of charge, or people paying the full cost of their care), and
- they are in receipt of either Disability Living Allowance, Personal Independence Payments or Attendance Allowance.

How do DREs work?

If DREs are submitted and approved, they can increase the living expenses which are taken into account in the financial assessment. This may reduce the weekly contribution which the person pays towards the cost of their care.

People can record their DREs and submit documentary evidence either using the online financial assessment form, or a paper form available on request to the FAB team.

What kind of expenses are included?

The aim of DREs is to allow for reasonable extra expenditure needed for independent living by the person.

In assessing what is a reasonable expense, the council is guided by:

- the annual NFAFO Guide to Disability Related Expenditure. NFAFO is the [National Association of Financial Assessment Officers](#)
- the most recent Office for National Statistics data on typical household expenditure

The council will not normally consider DREs to be reasonable if:

- The expenses can be considered to be normal living costs, which most people have to pay. These are covered by the Minimum Income Guarantee (MIG)
- The expenses can be avoided by making use of freely available community services
- Cheaper or more cost-effective equivalent services could reasonably be used. (The amount above the cost of the equivalent service will not be considered a reasonable expense).
- The expenses relate to care or services provided by the NHS or provided by the council as part of the personal budget.
- Other funds or grants exist to cover the cost of the expenses.
- The expenses relate to house or grounds maintenance for SCC Housing Complexes where garden maintenance is carried out by SCC without additional charge.

Section 2.4 of the Rates Schedule lists the typical rates we allow for the most common types of expense, and the evidence requirements.

However, this is not an exhaustive list. DREs will be assessed on a case-by-case basis and exceptions will be considered.

Appeals

If a person is unhappy with the DREs they have been granted, they should follow the financial assessment appeals process (see section 3.11)

Keeping DREs up to date

The DRE expenses listed in the Rates Schedule will be reviewed annually and updated to ensure that all the regularly occurring types of DRE are clearly explained.

Where fixed rates or maximum rates are quoted, these will be revised annually. Rates based on NAFAO guidelines will be updated to the latest guidelines. Rates based on actual costs will be updated to reflect latest typical actual costs. Finally, any other fixed/maximum rates will be updated using published inflation rates (Consumer Price Index).

Where people have existing DREs using these fixed rates, their financial assessment will automatically be updated at the start of each financial year to apply the new rates.

Where people have DREs based on the person's invoice for the actual cost, financial assessments will not be updated unless the person submits evidence of changes in their costs.

People have a responsibility to contact the FAB team to report, and provide evidence of, any permanent changes in their DREs, just as they do for all the other elements of assets, income and expenses which affect the financial assessment. This will prompt an update to the financial assessment which may lead to a change in the individual's weekly contribution to the cost of their care.

3.9 Outcome of the financial assessment

When the financial assessment is complete, the person or their representative will be sent the results of the assessment, and how this was calculated. The result could be:

- A contribution amount (the most the person can afford to pay per week towards their care)
- Confirmation that the person needs to pay the full cost of their care, and how much this is at the current time.

Queries regarding the outcome should be addressed to the FAB team.

Please see section 3.11 for details of the appeal process.

3.10 Keeping the financial assessment up to date

It is important that we keep financial assessments up to date. This ensures that each person's contribution (maximum assessed charge) continues to be a fair assessment of what they can afford to pay towards their care.

Personal circumstances

People who are being charged based on a financial assessment are responsible for notifying the council of any changes to their personal and financial circumstances (assets, income or expenses), because these can affect their financial assessment. Examples of typical changes are:

- The accommodation of the person
- The financial circumstances of the person including increases or other changes to income (for example occupational pensions) or savings/assets
- Membership of the household

Changes to contributions may be backdated to the actual date of the change in financial circumstances.

The council reserves the right to carry out a financial review at any time, for example in the event of the Department of Works and Pensions (DWP) making a policy change or regulation changes. This may require people to provide new or additional information and evidence where necessary. Where people fail to provide information following written requests, contributions may be recalculated, which may result in the person paying the full cost of their care and support package.

[Annual uplifts](#)

Certain elements of financial assessments will be applied automatically at the start of each tax year (April to March). This includes changes to:

- Benefit amounts
- State pension amounts
- Council Tax expenses

The financial assessment process draws on a wide range of data and government-set rates which are revised annually to ensure that they continue to reflect realistic costs.

The means of uplifting the various rates are as follows:

- Benefits and state pensions: These are uplifted to match the rates published each year by the Department of Work and Pensions (DWP). See here, and the equivalent web sites for subsequent years:

[Benefit and pension rates 2023 to 2024 - GOV.UK \(www.gov.uk\)](#)

- Income guarantees: The Minimum Income Guarantee Rates (for non-residential care) and the Personal Expenses Allowance (for residential care) are uplifted to match the rates published each year by the Department of Health and Social Care (DHSC). See here, and the equivalent sites for subsequent years:

[Social care - charging for care and support: local authority circular - LAC\(DHSC\)\(2023\)1 - GOV.UK \(www.gov.uk\)](#)

These rates are also listed in the [Rates Document](#) which will be updated each year.

- The lower and upper capital limits are set by the Department of Health and Social Care (DHSC) in the same document as the income guarantees.
- Disability-related expenses:
 - Fixed/maximum rates which are obtained from the NAFAO guidance will be revised in line with the latest NAFAO guidance rates:

- Fixed/maximum rates which are based on typical actual costs will be revised to reflect the latest typical actual costs,
- Where no other guide is available, rates will be revised based on published inflation rates using the Consumer Price Index

Updated financial assessment charge letters will be issued in March each year to explain each person's new contribution amount and how it was calculated.

3.11 Appeals and complaints

Appeals

If a person (or their legal representative) disagrees with the outcome of their financial assessment, they should first contact the FAB team. The FAB Officer will go through and explain the calculation, with reference to evidence the person has provided. Any mistakes, misunderstanding or missing evidence can then be resolved, and an updated outcome letter issued.

If this does not resolve the concern, the person (or their legal representative) can contact the FAB team by email or letter requesting an appeal. This should include their reasons and supporting evidence.

Appeals must be received within 28 days of the date on the latest financial assessment outcome letter.

The appeal may relate to (but is not limited to):

- treatment of a property
- treatment of deprivation of assets
- the way allowances and income have been taken into account
- start and end dates of financial assessments
- disability related expenses

We will write to acknowledge receipt of the appeal.

The FAB Supervisor will review the case. They will write to the person within 20 working days explaining the result of their investigations and the outcome of the appeal.

If the person is still not satisfied, they can contact the FAB team by email or letter, requesting a review of the appeal.

A member of the Adult Social Care Senior Management Team will review the first appeal. They will write to the person within 20 working days explaining the result of their investigations and the outcome of the appeal review.

If the person is still not satisfied after two appeals, they can ask the Local Government and Social Care Ombudsman to review the decision.

[Home - Local Government and Social Care Ombudsman](#)

Advice line: 0300 061 0614

Complaints

Complaints about the conduct of officers or concerns that the policy has not been properly enforced should be made via the council's corporate complaints procedure.

Details can be found on the council's web site, under Democracy/Have Your Say/Comments, Compliments and Complaints.

[Council & Democracy \(southampton.gov.uk\)](http://southampton.gov.uk)

3.12 Financial Abuse

Financial abuse occurs if a person's money or property are stolen, misused or controlled by another person. This may be someone they know or a stranger. Internet scams, postal scams and doorstep crime are examples of financial abuse.

The council has a duty to safeguard adults from abuse and neglect, including financial abuse. Under this duty, our staff will be on the alert for any signs of financial abuse, such as unexplained money loss or lack of money to pay for daily or household needs.

Where appropriate, safeguarding enquiries will be carried out and it may be necessary to share information with the appropriate authorities. This includes the Office of the Public Guardian (if the person has a Deputy or Power of Attorney holder managing their financial affairs) or the Department of Work and Pensions (if the person has an Appointee managing their benefits).

4. Direct Payments

People who need care are encouraged to consider the option to arrange their own care. This gives them freedom to arrange (or employ) a provider/carer of their own choosing. They can then liaise directly with the provider/carer over the day-to-day provision of the care specified in their support plan.

Direct Payments are available to support this, under these circumstances:

- a) The person's care is being partially or fully funded by the council, and
- b) The type of care is not permanent residential care

It is possible to have a direct payment for some of the care and have other aspects of care arranged by the council.

A Direct Payment Agreement will need to be signed, and this describes the process, terms and conditions in more detail.

Once a direct payment arrangement is in place, the council pays its share of the cost every 4 weeks to the person, using a special account for the purpose. The person adds their contribution to the account every 4 weeks, to ensure that the total of the agreed personal budget amount is available. The person then pays their provider/carer from that account.

For example:

- Mrs Drake's personal budget is £300 per week
- Her maximum assessed charge (contribution) is £100 per week
- So, the council funding is £200 per week
- Every 4 weeks the council pays £800 into Mrs Drake's account (4 x £200).
- Every 4 weeks Mrs Drake pays £400 into the account (4 x £100)
- £1200 is available for Mrs Drake to pay her provider/carer for 4 weeks' care.

People can choose to use a third-party managed service to manage the receipt and paying out of funds on their behalf.

The council will monitor the use of the funds to ensure they are being spent appropriately.

More information about Direct Payments can be found on the council's web site. (See Adult Social Care, Living at Home).

The personal budget for direct payments will be reviewed annually and uplifted to reflect the latest typical cost for the care outlined on the support plan, including (where applicable) any increase in the minimum wage.

5. Payment of charges for care arranged by the council

5.1 How charges are calculated

For people paying a contribution towards the cost of council-arranged care, the amount charged in any given week is the lower of these two figures:

- The full cost of their care that week (see section 5.2 for more details about how this is worked out)
- Their contribution (the "maximum assessed charge" worked out during their financial assessment)

Example 1:

- Mr Williams receives home care which costs the council £100 per week.
- His contribution is £75 per week. This means £75 per week is the most he can afford to pay, based on his latest financial assessment.
- He will normally be charged £75 per week and the council will fund the remaining £25.
- If he is away for a few days and only receives half the usual weekly visits, his cost of care that week would only be £50. Because this is below his contribution, he would only be charged £50 for that week.
- If he went into hospital and the whole week's care was cancelled, he would be charged nothing.
- Once everything went back to normal, his charges would go back to £75 per week.

Example 2:

- Miss Booth receives one day of day care per week, which costs the council £60 per week.

- Her contribution is £90 per week. This means £90 per week is the most she can afford to pay, based on her latest financial assessment.
- She will normally be charged £60 per week.

For self-funders, the amount charged each week will be the full cost of the care delivered that week. See section 5.2 for how this is calculated.

5.2 Calculating the cost of care

The cost of the care referred to in section 5.1 is the actual cost to the council – that is, the amount we pay the provider (excluding any VAT).

For people who are being charged their contribution amount, **the cost of care has no effect on their charges.**

However, the cost of care has a direct impact on people's charges if:

- They are paying the full cost of their care, or
- Their cost of care is less than their contribution (this can happen if people have a small package of care or a relatively high contribution). See example 2 in section 5.1 above.

The [Rates Document](#) shows a typical range of costs for the most common types of care, as a guide. However, we cannot guarantee that a person's charges will be within this range.

The council will consider requests to change to a cheaper provider if this can be done while still meeting the person's needs.

5.3 Changes in the cost of care

Because we charge the actual cost, the charges will go up or down in line with any changes to the amount we pay the provider.

There is no fixed uplift formula for provider rates. They are re-negotiated regularly, to ensure that we achieve the best possible value for money.

New provider rates usually apply from the 1st of April of each year. The council makes every effort to complete the negotiation of new provider rates in advance of this. This allows the new cost of care to be included on the letters which are issued every March, outlining everyone's new contribution amounts. However, some back-dating of provider rate changes (and therefore back-dated charges) can sometimes occur.

5.4 When charges start

Charges will apply from the first day that chargeable services are delivered.

Care is put in place as quickly as possible, but there may be a short delay before the financial assessment can be completed. Only then do we know the maximum assessed charge (contribution), allowing us to arrive at the correct weekly charge.

Non-residential care

In the case of non-residential care, invoicing will start when the financial assessment is completed, and therefore may include some back-dated charges.

Residential care

In the case of residential care, we start invoicing a temporary charge as soon as care starts. Once the financial assessment is complete and we know the maximum assessed charge (contribution), the invoices are adjusted.

If the contribution is higher than the temporary charge, the contribution will be applied from the date that the person's financial details were received.

If the contribution is lower than the temporary charge (which is unusual), the contribution will be applied from the start of care.

The temporary charges are updated annually based on government benefits and allowances. The values are in the [Rates Document](#) along with an explanation of how they are calculated.

Delays with the supply of financial data

The council will undertake financial assessments as swiftly as possible, and people being assessed are expected to cooperate with the financial assessment in line with Care Act Regulations. Advice and help are available to those who need it.

People have the option to consent to a light touch financial assessment which is generally quicker.

If the person does not supply their financial details within 8 weeks of our request, and does not respond to our reminders with a reasonable explanation of the delay, we will issue invoices for the full cost of care, from the start date of care.

If a financial assessment is completed later, and confirms that the person can only afford to pay a contribution towards the cost of their care, their charges will be adjusted. These adjustments will usually be applied back to the start date of care. However, if there is an exceptionally long delay before the financial assessment is complete, adjustments will be applied as far back as it is reasonably possible to obtain a person's financial data and evidence, and assess the person's contribution during that period.

5.5 Invoicing

Invoices will be issued 12 times per year, with each invoice covering the charges for either 4 or 5 whole weeks of care.

Payment instructions will be included on the invoice.

Invoice and payment queries should be addressed to our Customer Payment and Debt team. See section 1.6 for the contact details.

Where a person fails to pay their invoices for council-arranged care, action may be taken in accordance with the council's debt policy. This may result in legal action being taken and extra cost to the person.

5.6 Care cancellations

From time to time, the actual delivery of care may vary from the schedule agreed in the Care and Support Plan. Care/services could be cancelled or visits could be longer or shorter than planned.

The examples below explain under what circumstances we will adapt our charges when we are informed of temporary changes in the care/service delivered (known as variations).

[Homecare and the care element of Supported Living](#)

Extended visits: We may pass on charges for extended visits if the provider charges us an additional cost.

Shortened / cancelled visits: We may still charge for the original visit duration, if:

- we have still incurred the cost (because the provider had insufficient notice to redeploy their staff), and
- the shortening or cancellation of the visit was caused by the person receiving care/their representative, and
- 24-hours' notice was not given by the person receiving care/their representative, to the provider

Please note that:

- as a guide, the length of time for which we would continue to incur costs (and therefore charge the person) for a period of cancelled home care would in most cases be no more than 24 hours
- home care which is cancelled when the person is admitted unexpectedly to hospital, will not incur a charge

[Day Care and Miscellaneous services](#)

We may still charge for a cancelled event if:

- we have still incurred the cost (because the provider had insufficient notice to re-allocate their resources to another customer, or because the place is being kept open), and
- the cancellation was caused by the person receiving care/their representative, and
- 24-hours' notice was not given by the person receiving care/their representative, to the provider

Please note that:

- Care/Services which are cancelled when the person receiving care is admitted unexpectedly to hospital, will not incur a charge

[Residential Care, Educational Establishments and Shared Lives](#)

We will continue to charge during periods of cancelled care, even if the person receiving care is in hospital, because we continue to incur the cost if the provider is keeping the place open.

[Hospital stays and impact on benefits](#)

After a stay of 28 days in hospital or intermediate care in a care home, some benefit payments are suspended, reflecting the reduction in living expenses during this time. This should be reported to the FAB team so that the financial assessment can be recalculated.

[Impact of reduced services on weekly contributions](#)

Where clients are paying a contribution towards the cost of their care, a temporary reduction in their level of service/care may not always result in reduced charges. This is because each week we charge either the cost of the care or the client's assessed contribution, whichever is lower.

For example:

- Mrs Andrews attends day care three days per week
- The day care costs the council £50 per day, totalling £150 in a normal week
- Mrs Andrews has a maximum assessed charge (contribution) of £75 per week so she is charged £75 per week towards the cost of her day care
- Suppose Mrs Andrews misses some of her day care (having given 24 hours' notice to her provider)
- If she attends for two days, the cost of care is £100. This is still above her contribution of £75 so her weekly charge does not change.
- If she attends for only one day, the cost of care is £50. This is below her contribution so her charge that week is reduced to £50.

6. Fees for self-funders

This section applies to self-funders - people who are expected to pay the full cost of their care. In most cases, self-funders arrange their own care. However, there are circumstances in which they can ask the council to arrange their care. This may incur administration fees.

6.1 Non-residential care

The council will arrange non-residential care for self-funders if requested to do so.

An administration fee will be charged at the outset to cover the cost we incur when we arrange a package of care. This includes finding a provider, agreeing the care package with the provider, agreeing payment rates, setting up the contract and setting up the payment process.

This fee will be repeated if a package of care needs to be substantially changed at a later date. Minor changes to existing arrangements will not be subject to a fee.

See the [Rates Document](#) for the current administration fee.

The fee will be reviewed and revised annually, to reflect the latest actual cost of arranging a new package of care.

6.2 Residential care

The Care Act 2014 prevents councils from paying towards the costs of residential care for self-funders (people who need to pay for the full cost of their care).

Therefore, the council will usually only arrange residential care for self-funders under these exceptional circumstances:

- a) For people who lack the mental capacity to arrange their own care and have no one to act for them. The council will arrange and temporarily pay for the care

while waiting for the court of protection to appoint a suitable deputy. Once a deputy has been appointed and the financial assessment confirms the amount the person should pay for their care, the council will seek re-imbursment of the charges from the person's assets via the deputy. There is no care arrangement fee under these circumstances.

- b) People who take out a deferred payment loan. See section 8 for more details. Deferred payment loan administration fees will apply under these circumstances.

7. Waivers

In exceptional circumstances, the council will consider options to defer, suspend or remove a person's charges towards the cost of their care.

Waivers will only be considered in exceptional circumstances, for example when paying the full assessed contribution would:

- a) cause exceptional financial hardship, or
- b) place the person at risk, or
- c) not be affordable for that person

This will be determined on a case-by-case basis.

Waivers will be considered and approved by the relevant delegated senior officer in the council. All waivers will be documented and reviewed at an agreed frequency.

8. Deferred Payments

Deferred payment agreements apply to people who move into a care home permanently. They are designed to prevent people from being forced to sell their home during their lifetime, to meet the cost of their care. This can help people who are expected to pay the full cost of their care home fees, but cannot afford to pay because their funds are tied up in their home.

The Deferred Payment Scheme is designed to help "defer" (delay) paying the costs of care and support until a later date.

Typically, this means that the council obtains a land registry charge against the person's property. The council pays the care costs* and will eventually recover the cost of care after the property is sold or from the person's estate.

*The person may still pay a weekly contribution towards the cost of their care out of their income or other assets, in which case the council pays the balance of the care costs.

The Deferred Payment Scheme is considered by the council to be a potential lower cost alternative to other lending options.

Full details of the deferred payment scheme and the administration fees charged by the council, are in Appendix C.

Before considering a deferred payment agreement, it is essential to seek independent legal and financial advice. See section 1.5 for some useful sources of help and advice.

9. Management of this policy

This policy will be reviewed when there is any significant change in legislation or other circumstances that affect its effectiveness and validity.

The Executive Director of Adult Social Care has the authority, under the Council's Scheme of Delegation, to make the following changes without updating the policy:

- a) Charges may be reviewed and amended in line with inflation, guidance or actual costs.
- b) The format and content of this policy may be reviewed and revised, to make textual, formatting, administrative or minor changes to ensure that it is fit for purpose.

DRAFT

Appendix A: Glossary

Ad hoc

As and when required.

“Afford”

Financial assessments are carried out to assess what people can afford to pay towards their care (their contribution). The Care Act 2014 lays out which types of assets, income, allowances and expenses should be taken into account in the financial assessment. This defines a fair and consistent rule for deciding what each person can afford to pay for their care.

However, we understand there are different views about what is “affordable.” If a person does not think their contribution is affordable, they should contact the FAB team, and consider the option of claiming disability-related expenses.

Community Equipment

Equipment to help you live more independently and safely at home.

See the council web site under Adult Social Care, Living at Home, [Equipment for help at home](#).

Continuing Healthcare (CHC)

Some people with long-term complex health needs qualify for free care arranged and funded by the NHS. This is known as NHS continuing healthcare.

[NHS Continuing Healthcare](#)

Consumer Price Inflation (CPI)

Consumer Price Inflation. This is one of several national standard measures of inflation (the amount by which prices in general are rising).

[Inflation and price indices - Office for National Statistics \(ons.gov.uk\)](#)

DWP

[Department for Work and Pensions](#)

Funded Nursing Care (FNC)

For people in a nursing home, the nursing element of their care is funded by the NHS. The NHS pays a flat rate directly to the care home towards the cost of this nursing care. The quoted “cost of care” for nursing care arranged via the council will not include the FNC.

[NHS-funded nursing care - Social care and support guide - NHS \(www.nhs.uk\)](#)

Intermediate Care

Intermediate care is support provided for a short time to help a person increase their independence. It may be required after a fall, acute illness or hospital stay. Alternatively, it may be provided to allow the person to remain at home when they start to find things more difficult, or avoid going into hospital unnecessarily.

More information is available from:

[NICE \(National Institute for Health and Care Excellence\)](#)

[NHS](#)

Miscellaneous services

Care-related services like transport, deep cleans, etc.

Non-residential care

Care and services delivered to people who are not living in a care home.

Ordinarily resident

If a person needs adult social care, the Local Authority responsible for dealing with this is the one in which they are “ordinarily resident.” In general, this means “the place the person has voluntarily adopted for a settled purpose, whether for a short or long duration.” Other criteria can apply in unusual cases and the full guidance can be found in section 19 of the [Care and support statutory guidance - GOV.UK \(www.gov.uk\)](#)

The Local Authority responsible for supporting a carer is the one in which the cared-for person (not the carer) is ordinarily resident.

Reablement

A form of intermediate care which aims to help people re-learn how to do daily activities, like cooking meals and washing.

More information is available from:

[NICE \(National Institute for Health and Care Excellence\)](#)

[NHS](#)

Residential Care

Care which takes place in a care home.

Self-funder

A person who is assessed as being able to afford the full cost of their care.

Most self-funders arrange their own care; however, the council may arrange a package of care at their request in some circumstances. They will be invoiced for the full cost of the care, and in some cases will need to pay a one-off administration fee for this service.

Appendix B: Financial assessment elements which are disregarded

When a financial assessment is carried out, the Care Act 2014 dictates which elements of a person's income, assets and expenses should be:

- taken into account ("regarded")
- ignored ("disregarded")

The full details can be found in: [Care and Support Statutory Guidance](#)

See Annex B (Treatment of Capital) and Annex C (Treatment of Income). Key sections of this guidance are summarised below.

B1. What counts as capital?

The following list gives examples of assets which count as capital for the purposes of the financial assessment. This list is intended as a guide and is not exhaustive:

- (a) buildings
- (b) land
- (c) National Savings Certificates and Ulster Savings Certificates
- (d) Premium Bonds
- (e) stocks and shares
- (f) capital held by the Court of Protection, or a Deputy appointed by that Court
- (g) any savings held in building society accounts; bank current accounts; deposit accounts or special investment accounts (including savings held in the National Savings Bank, Girobank and Trustee Savings Bank); SAYE schemes; unit trusts; co-operatives share accounts; cash; trust funds

B2. Which types of capital are disregarded (ignored) during the financial assessment?

The following capital assets must be disregarded. (This means they are ignored by the financial assessment and do not count towards your total asset figure):

- (a) property in specified circumstances (see B3 below)
- (b) the surrender value of any life insurance policy or annuity
- (c) payments of training bonuses of up to £200
- (d) payments in kind from a charity
- (e) any personal possessions such as paintings or antiques, unless they were purchased with the intention of reducing capital in order to avoid care and support charges
- (f) any capital which is to be treated as income or student loans

Further examples of capital assets which must be disregarded can be found here:

[Care and Support Statutory Guidance](#)

See Annex B (Treatment of Capital).

B3. When is property disregarded (ignored)?

In the following circumstances the value of the person's main or only home must be disregarded:

- (a) where the person is receiving care in a setting that is not a care home
- (b) if the person's stay in a care home is temporary and they either:
 - (i) intend to return to that property and that property is still available to them
 - (ii) are taking reasonable steps to dispose of the property in order to acquire another more suitable property to return to
- (c) where the person no longer occupies the property, but it is occupied in part or whole as their main or only home by any of the people listed below, the mandatory disregard only applies where the property has been continuously occupied since before the person went into a care home (for discretionary disregards see below):
 - (i) the person's partner, former partner, or civil partner, except where they are estranged
 - (ii) a lone parent who is the person's estranged or divorced partner
 - (iii) a relative as defined in paragraph 35 of the person or member of the person's family who is either:
 - 1) aged 60 or over
 - 2) is a child of the resident aged under 18
 - 3) is incapacitated

B4. What types of income must be disregarded?

The following types of income must be disregarded. (This means they are ignored by the financial assessment and do not count towards your total income figure):

- Earnings, from employment or self-employment
- Direct Payments
- Guaranteed Income Payments made to veterans under the Armed Forces Compensation Scheme
- War Pension Scheme payments made to veterans with the exception of Constant Attendance Allowance payments
- the mobility component of Disability Living Allowance
- the mobility component of Personal Independence Payments
- working tax credits (for people receiving non-residential care)
- savings credits (for people receiving non-residential care)

Other income that must be fully disregarded:

- Armed Forces Independence Payments and Mobility Supplement
- Child Support Maintenance Payments and Child Benefit, except where the accommodation is arranged under the Care Act in which the adult and child both live

- Child Tax Credit
- Council Tax Reduction Schemes where this involves a payment to the person
- Disability Living Allowance (Mobility Component) and Mobility Supplement
- Christmas bonus
- Dependency increases paid with certain benefits
- Discretionary Trust
- Gallantry Awards
- Guardian's Allowance
- Guaranteed Income Payments made to Veterans under the Armed Forces Compensation Scheme
- Payments made to Veterans under the War Pension Scheme with the exception of Constant Attendance Allowance
- Income frozen abroad
- Income in kind
- Pensioners Christmas payments
- Personal Independence Payment (Mobility Component) and Mobility Supplement
- Personal injury trust, including those administered by a Court
- Resettlement benefit
- Savings credit disregard
- Social Fund payments (including winter fuel payments)
- War widows and widowers special payments
- Any payments received as a holder of the Victoria Cross, George Cross or equivalent
- Any grants or loans paid for the purposes of education; and
- Payments made in relation to training for employment.

Further examples of income which must be disregarded can be found here:

[Care and Support Statutory Guidance](#)

See Annex C (Treatment of Income).

Appendix C: Deferred Payments

C1. Eligibility

Which people are eligible?

The council will offer a deferred payment, in line with the Care Act 2014, to a person who meets all these requirements:

1. Is either:
 - a) ordinarily resident in Southampton, or
 - b) present in the area but has no settled residence, or
 - c) ordinarily resident elsewhere but the council has determined that they will meet the person's needs.
2. Has been assessed as having eligible unmet needs for care and support, which will be met by a care home placement.
3. Has savings or assets (excluding the value of their main or only home), of less than or equal to the upper capital limit (see the [Rates Document](#) for the value)
4. Legally owns or part-owns a property which is not being disregarded (ignored) by the financial assessment for any reason.
5. Has mental capacity to agree to a deferred payment agreement or has a legally appointed agent willing to agree to this.

Which properties are eligible?

The Deferred Payment loan is secured against the person's main or only property. This property must be:

1. Registered with the Land Registry. If not, the person must arrange for it to be registered at their own expense.
2. Free from other beneficial or legal interests on the property for example mortgages, equity release schemes, or secured legal charges.

Other eligibility considerations

The council has discretion to approve a Deferred Payment Agreement in other circumstances, even if the above criteria have not been met, for example, by considering alternative security to the property. Any additional costs that may be incurred by the council as a result of investigating or agreeing to alternative security, including any legal or valuation costs, must be met by the person and cannot be added to the deferred debt.

The council will not offer a deferred payment where any one of the following apply:

- If the council cannot secure a first charge on the person's property and no other adequate security can be provided.

- If the person is seeking a top-up for a more expensive placement than the council would usually fund, and the amount of the top-up does not seem sustainable for the duration of the placement.
- Where the person does not agree to the terms and conditions of the agreement.
- In the case of jointly owned property, if all owners or those people with a beneficial interest in the property refuse to consent to a legal charge against the property.

The council will provide relevant information and advice to applicants prior to them entering into any Deferred Payment Agreement. This will include:

- Setting out clearly all the fees and charges that will be made during the lifetime of the agreement.
- Offer and facilitate access to appropriate independent financial advice.

C2. Loan Amount

The maximum amount which can be loaned is the value of the property minus 10% for costs of sale and minus the lower capital limit.

The lower capital limit value can be found in section 2.3 of the [Rates Document](#).

The council will undertake annual reviews of any loan arrangements to ensure that this limit is not reached. The council will refuse to defer care costs beyond this limit, although administration and interest can continue to be deferred. In such cases, the council will signpost individuals to financial and welfare advice.

When the loan reaches 80% of this limit, the council will obtain an up-to-date property valuation to ensure that the property value has not reduced. A fee will be charged for this valuation.

C3. Property-owner's responsibilities

During the deferred payment agreement, the property owner will also need to:

- Have a responsible person willing and able to ensure that necessary maintenance is carried out on the property to retain its value. The property owner or their representatives will be liable for such expenses.
- Insure the property (at the expense of the property owner or their representative), and supply the council with a copy of the certificate. The policy must show that the property is insured as unoccupied if there is no one living in it.
- Pay any administrative charges relating to the Deferred Payment Loan in a timely and regular manner. If charges are not paid the council reserves the right to add this debt to the loan amount.
- Pay the assessed financial contribution to the care provision in a timely and regular manner. If financial contributions are not paid the council reserves the right to add this debt to the loan amount.

C4. Administration fees for Deferred Payments

The council charges administration fees to cover the actual cost of setting up and operating the Deferred Payment Agreement.

The current amount of each fee can be found in section 3.2 of the [Rates Document](#) along with a detailed breakdown.

The fees will be reviewed and updated annually to reflect the latest actual cost of the work required.

Set-up fee

This covers the council's costs to set up the Deferred Payment Agreement, including the legal transactions, property valuation, land registry updates, and the time required for application processing and eligibility checks.

This fee can be paid up-front or, if funds are unavailable, can be included in the deferred loan.

Annual fee

This covers the council's costs to monitor the loan as well as producing twice-yearly statements of loan payments and interest.

This fee can be paid annually or, if funds are unavailable, can be included in the deferred loan.

Ad hoc fees

These fees apply only when specific circumstances arise:

- Additional property valuation fee when the loan balance has reached 80% of the original equity value
- Variable legal fees for unforeseen circumstances

These fees can be paid when they are issued or, if funds are unavailable, can be included in the deferred loan.

C5. Interest charged

The council will charge interest on the deferred amount for the whole period that the agreement is in place. The interest will form part of the total overall amount owed to the council.

The council charges interest at the maximum government approved standard interest rate as set out in the Care Act 2014.

The maximum rate of interest is updated by the government twice yearly. It is calculated as the market gilts rate, plus 0.15%.

The market gilts rate can be found in the most recent Economic and Fiscal Outlook Report, listed under "Key Publications" on the [web site of the Office of Budgetary Responsibility](#). (See the "Determinants of the fiscal forecast" table).

The recent and current values for the maximum interest rate are listed in section 3.3 of the [Rates Document](#).

Updated rates will be applied to the debt from the following 1 January and 1 July as appropriate. The rate of interest may therefore change between starting discussions with the council and the time when the agreement is signed, and the applicant will be notified of the rate at the start of the loan and at any point at which it changes.

The council will calculate the interest on the deferred amount including any administration charges that the applicant has asked to be deferred; the interest will be compounded.

Interest can be paid on an ongoing basis or can be left to be added to the loan amount.

C6. Ending the loan

The Deferred Payment Agreement can be terminated at any time, when the full amount due is repaid to the council or where there is a breach of the Agreement.

The agreement will end if the client dies, the property is sold, or if the property is not sold and the value of the property is not enough to cover the care costs.

The council can also in some circumstances refuse to defer or loan any more charges for a person who has an active agreement, for example where the person's total assets fall below the upper capital limit or where the person no longer has need for care in a care home. This will be decided on a case-by-case basis.

Once the loan has ended and the property is sold, an invoice will be issued for the full amount of the loan including care costs and accrued interest and fees.

Non-payment of a deferred charge, or otherwise not following the terms of a deferred payment agreement, may result in debt recovery processes being instigated, including additional interest being applied.

Adult Social Care Rates 2023-24 (Draft version for Cabinet Feb 24)

This document is an illustration of the Rates Document we propose to publish for 2024-25, alongside the proposed new ASC Charging Policy.

The rates for 2024-25 are not yet available, so 2023-24 rates have been used as an indication of the information that would be provided. This is what the Rates Document would look like if the new policy was already in place.

Please note the existing charging policy will continue to apply until at least April 2024. Some of the rates listed below, particularly the indications of typical costs of care, may not be relevant to the existing charging policy.

This document contains the rates used by Southampton City Council for charging and financial assessment calculations from April 2023 to March 2024. These rates are reviewed and updated annually.

This document should be read in conjunction with the Adult Social Care Charging Policy which explains how these rates are updated, and includes a list of the many services for which we do not charge.

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1. Charging Rates

Each week, you will be charged either your maximum assessed charge or the actual cost of your care, whichever is lower.

- The maximum assessed charge, also called a contribution, is the amount worked out during your financial assessment, and represents the most you can afford to pay per week towards the cost of your care at the time of the financial assessment
- The actual cost of your care is the amount we pay your care provider (excluding any VAT).

For most people, their contribution is the lower figure so that is what they are charged. For example:

- Mrs Smith has 10 hours of home care per week
- The home care provider charges the council £22 per hour, so her care costs £220 per week
- Mrs Smith's financial assessment works out that the most she can afford to pay per week at this time, is £50. (This is her maximum assessed charge or "contribution").
- Mrs Smith is therefore only charged £50 per week and the council pays for the other £170 per week.

- Miss Berry lives in a residential care home
- The care home charges the council £850 per week
- Miss Berry's financial assessment works out that the most she can afford to pay per week at this time, is £200.
- Miss Berry is therefore charged £200 per week and the council pays for the other £650 per week.

In some cases, a person's contribution is higher than the actual cost of their care. For example:

- Mr Patel has 2 hours of home care per week
- The home care provider charges the council £22 per hour, so his care costs £44 per week
- Mr Patel's financial assessment works out that the most he can afford to pay per week at this time, is £50.
- Mr Patel is therefore charged £44 per week (the actual cost of his care).

Finally, a small number of people are expected to pay the full cost of their care (also known as "self-funders"). They will be charged the actual cost of their care.

If you are one of the people who is charged the actual cost of your care, the following information is provided to give you an idea of the costs:

1.1 Non-residential care

1.1.1 Home care

The cost of care will depend on the type and amount of care you need. As a guide, during 2023/24, home care packages arranged by the council with external providers cost an average of £22-£23 per carer per hour.

Some providers charge extra on bank holidays.

1.1.2 Supported Living

The range of actual costs for supported living is similar to home care. If you share a carer with other people, we will only charge you your share. For example, if your carer provides support to two people, you will be charged half the cost.

1.1.3 Day care

During 2023/24, day care packages arranged by the council cost an average of £33.23 per half-day. This will vary significantly depending on the level of care required.

1.1.4 Transport

The council's transport provision is currently under review and typical actual costs are likely to change.

Therefore, although we will eventually charge at the actual cost, we are temporarily applying an average rate of £5 per journey.

1.2 Shared Lives

Shared Lives Carers are paid a standard rate, so the actual cost of your care is £68.01 per day (£476.07 per week) minus any housekeeping and housing benefit amounts which you pay direct to your carer.

1.3 Residential and Nursing care

Rates will vary depending on the care home and the care you need. As a guide, during 2023/24, care home packages arranged by the council with external providers cost the following on average:

- Residential Homes for people aged 65 and over: average £888 per week
- Nursing Homes for people aged 65 and over: average £1,060 per week*
- Residential Homes for people aged 18 to 64: average £1,318 per week
- Nursing Homes for people aged 18 to 64: average £1,106 per week*

*Nursing home rates exclude FNC (Funded Nursing Care) which is paid for by the NHS.

If you stay in one of the council's own care homes the cost is:

- Kentish Road (respite care): £293.79 per night

1.3.1 Temporary charges for residential and nursing care

Temporary charges are applied from the date you move into a care home, while the financial assessment is being completed.

Temporary charges are an estimated minimum charge, assuming that:

- a) Income Support or Pension Credit ensures that everyone has a minimum income level, and
- b) People living in a care home receive a personal expenses allowance to cover their personal need costs, and generally do not have other expenses.

During 2023/24 the temporary charges are:

Your age	Expected minimum income	minus	Personal Expenses Allowance	=	Net disposable income (Temporary charge)
State pension age and over	£201.05 (Pension Credit standard minimum guarantee, single person)	minus	£28.25	=	£172.80
25 up to state pension age	£84.80 + £39.85 (Income Support single person's personal allowance + disability premium)	minus	£28.25	=	£96.40
Under 25	£67.20 + £39.85 (Income Support single person's personal allowance + disability premium)	minus	£28.25	=	£78.80

The pension credit rates, income support rates and personal expenses allowance are all set by the government annually – see [Benefit and pension rates 2023 to 2024 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/benefit-and-pension-rates-2023-to-2024)

Once the financial assessment is complete, we will have worked out your maximum assessed charge, also known as a contribution. This is the most you can afford to pay towards your care per week at this time. We then adjust the temporary charges already issued, as follows:

- If the contribution is higher than the temporary charge, the contribution will be applied from the date that we received your financial details.
- If the contribution is lower than the temporary charge (which is unusual), the contribution will be applied from the start of care.

Example:

- Mr Smith moves into a care home. He is aged 70.
- The pension credit guarantee will ensure that Mr Smith has an income of at least £201.05 per week.
- The personal expenses allowance is £28.25 per week
- Therefore, Mr Smith is likely to have a net disposable income of at least £201.05 – £28.25 = £172.80 per week.
- We start charging £172.80 from the day Mr Smith moves into the care home.

- Two weeks later, Mr Smith submits his financial data, and we complete the financial assessment.
- The financial assessment shows that Mr Smith can afford to pay £250 per week towards the cost of his care.
- The first two weeks' charges of £172.80 remain unchanged.
- Charges are amended to £250 per week, from week three onwards.

1.4 Telecare (Careline)

Telecare is not subsidised by the council. All customers are charged the same rates, and these can be found here:

[Pricing structure \(southampton.gov.uk\)](https://www.southampton.gov.uk/pricing-structure)

2. Rates used in the financial assessment

The financial assessment is the means-test we carry out to determine your “contribution” – the amount you can afford to pay per week towards the cost of your care, at the time we carry out the financial assessment.

While each financial assessment is personal to you, some of the elements come from standard values which are set by Government departments each year.

2.1 Benefits

All benefit rates are taken from the DWP (Department for Work and Pensions) and can be found here:

[Benefit and pension rates 2023 to 2024 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/benefit-and-pension-rates-2023-to-2024)

2.2 Allowances for living costs

The DHSC (Department of Health and Social Care) define allowance rates which indicate the minimum amount of your income which you need to keep, to cover your living costs.

A more detailed explanation, and a full list of the allowance rates can be found here:

[Social care - charging for care and support: local authority circular - LAC\(DHSC\)\(2023\)1 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/social-care-charging-for-care-and-support-local-authority-circular-lac-dhsc-2023-1)

The key allowances are listed here:

2.2.1 Personal Expenses Allowance

People in residential care have a Personal Expenses Allowance of £28.25 per week.

2.2.2 Disposable Income Allowance

People in residential care who have a Deferred Payment Agreement, continue to incur property maintenance expenses. Therefore, they are granted a Disposable Income Allowance of up to £144 per week.

2.2.3 Minimum Income Guarantee

People receiving care in the community or at home have a Minimum Income Guarantee. The amount varies depending on age and other factors. The list of values can be found using the link above and is reproduced here. See the notes below:

Circumstances of person receiving care	Minimum Income Guarantee amount per week (2023-2024)
Single, aged 18 to pension credit age	£103.65
With a disability premium	Add £45.75
With enhanced disability premium	Add another £22.35
With Carer Premium	Add £49.05
Single, over pension credit age	£214.35
With Carer Premium	Add £49.05
One of a couple, where one or both are aged 18 to pension credit age	£81.40
With a disability premium	Add £32.60
With enhanced disability premium	Add another £16.05
With carer premium	Add £24.53
One of a couple, where one or both are over pension credit age	£163.65
With carer premium	Add £49.05

If you are responsible for, and a member of the same household as a child, an additional premium of £94.90 per child will be added.

Notes:

1. The carer, disability and enhanced disability premiums refer to additional benefit payments which you receive, or for which we consider you would qualify.
2. The Government MIG rates include a lower set of values for people aged 18 to 24. These are not shown here because if you are in this age group, we will allocate the higher allowance for people aged 25 to pension credit age.
3. For anyone aged up to 66 now, the pension credit age is your state pension age (the age when you qualify for the state pension).

2.2.4 Savings Credit

For all types of care, if you are eligible for Savings Credit (as part of the Pension Credit system), the amount you receive will be “disregarded” as income, ensuring that you keep it for living expenses.:

Individuals: £6.50 per week
 Couples: £9.75 per week

2.3 Capital Limits

The DHSC (Department of Health and Social Care) define the following capital limits:

Lower capital limit = £14,250

Upper capital limit = £23,250

- If your assets (ignoring any that we disregard) are below the lower limit, the amount you pay towards your care will only be what you can afford out of your income.
- If your assets (ignoring any that we disregard) are between the two limits, the amount you pay towards your care will be what you can afford out of your income, plus a means-tested contribution from your assets. This is £1 per week for every £250 of capital between the capital limits, and is called your tariff income). For example:
 - Mr Fitch has £15,000 in the bank
 - This is £750 above the lower capital limit
 - We will add £3 per week to his total income (£1 for each lot of £250)
- If your assets (ignoring any that we disregard) are above the upper limit, you will pay the full cost of your care.

2.4 Disability-related expenses

The Adult Social Care Charging Policy explains the circumstances under which we take additional, disability-related expenses into account in the financial assessment calculation.

Where this applies, the following rates and guidelines are used. These are based on the annually updated NAFAO Guide to Disability Related Expenditure. [NAFAO](#) is the National Association of Financial Assessment Officers.

We will consider expenses not covered by these guidelines in exceptional cases.

2.4.1 Ongoing, regular expenses

Expense	Telecare (Community alarm service) – ongoing costs
Amount paid:	Up to the weekly cost of the equivalent service from SCC's Careline. See pricing structure here: Pricing structure (southampton.gov.uk)
Exclusions / Requirements	Cost of callouts is not included Services covered by Housing Benefit are not included
Evidence required	Invoices (if service not provided by SCC)

Expense	Chiropody (foot care)
Amount paid:	Actual cost, spread over the year, up to £5 per week
Exclusions / Requirements	We will expect you to make use of NHS services if you are eligible for these. We will cover up to 4 sessions per year, unless the circumstances are exceptional
Evidence required	Invoices or bank statements

Expense	Cleaning / Shopping
Amount paid:	For online/telephone shopping services: Delivery charge For paid shopping / cleaning work: Up to 1 hour per week for cleaning plus up to 1 hour per week for shopping. Hourly rate up to £15 per hour
Exclusions / Requirements	We would expect you to use the lowest-cost solution.
Evidence required	Invoices

Expense	Privately arranged care
Amount paid:	Hours as stated on the Care Act assessment. Hourly rate up to amount the council would pay for the equivalent care. For night-time care, we will pay up to a maximum of the night-time care element of the relevant disability benefit. This will be one of: <ul style="list-style-type: none"> • the difference between High and Low Attendance Allowance or • the difference between Enhanced and Standard Personal Independence Payment (Daily Living Component), or • the difference between Highest and Middle Disability Living Allowance (Care Component) • In all these cases the amount for 2023-24 is £33.65 per week.
Exclusions / Requirements	The care must meet an eligible need identified on the Care Act assessment, which has not been included in the care arranged by the council (or the personal budget for direct payments).
Evidence required	Invoices for agency care for at least 4 weeks Payroll evidence for personal assistants.

Expense	Extra Heating
Amount paid:	Heating costs which are over and above the annual average cost for the property type and occupancy. (See Appendix A).
Exclusions / Requirements	Before claiming, people are expected to make the most of available benefits and ensure they are on the best energy tariff. Southampton Healthy Homes can assist with this. Southampton Healthy Homes – the Environment Centre (tEC)
Evidence required	Utility bills

Expense	Extra Laundry
Amount paid:	Additional laundry costs Up to £4.56 per week
Exclusions / Requirements	Only washing loads for the Disabled Person are considered, and only loads more than four per week. The Care Act Assessment should indicate a need which explains additional laundry, for example continence.
Evidence required	Discussed on application

Expense	Gardening Basic garden maintenance
Amount paid:	Up to 1 hour per week, for up to six months of the year, at a rate of up to £15 per hour. (Cost is spread evenly over the year)
Exclusions / Requirements	Not available for people in SCC Housing Complexes where garden maintenance is carried out by SCC without additional charge. Intended to cover basic tidying/clearing only, to ensure the garden is accessible and safe.
Evidence required	Invoices

Expense	<u>Wheelchair hire/purchase and maintenance</u>
Amount paid:	Manual wheelchair: Up to £4.75 per week Powered wheelchair: Up to £11.55 per week
Exclusions / Requirements	Equipment must be required for an assessed need and not be available free of charge or paid for using a DFG grant (see Disabled facilities grant (southampton.gov.uk)) Purchase must have taken place since the first contact with the council's Adult Social Care team.
Evidence required	Invoice

Expense	Maintenance/repair of other equipment Maintenance of a powered bed, turning bed, powered reclining chair, stairlift or hoist
Amount paid:	Actual costs (which will be spread evenly over the year)
Exclusions / Requirements	Equipment must be required for an assessed need and not be available free of charge or paid for using a DFG grant (see Disabled facilities grant (southampton.gov.uk))
Evidence required	Invoices

Expense	Other Any other relevant costs necessitated by disability will be considered on a case-by-case basis
Amount paid:	Assessed on a case-by-case basis
Exclusions / Requirements	
Evidence required	

2.4.2 One-off expenses

Expense	<u>Purchase of equipment (excluding wheelchairs)</u> For example, powered bed, turning bed, powered reclining chair, stairlift or hoist, IT equipment										
Amount paid:	Actual cost, spread over 10 years, up to a maximum of: <table border="0"> <tr> <td>Powered bed</td> <td>£5.25 per week</td> </tr> <tr> <td>Turning bed</td> <td>£9.19 per week</td> </tr> <tr> <td>Powered reclining chair</td> <td>£4.16 per week</td> </tr> <tr> <td>Stairlift</td> <td>£7.42 per week</td> </tr> <tr> <td>Hoist</td> <td>£3.64 per week</td> </tr> </table>	Powered bed	£5.25 per week	Turning bed	£9.19 per week	Powered reclining chair	£4.16 per week	Stairlift	£7.42 per week	Hoist	£3.64 per week
Powered bed	£5.25 per week										
Turning bed	£9.19 per week										
Powered reclining chair	£4.16 per week										
Stairlift	£7.42 per week										
Hoist	£3.64 per week										
Exclusions / Requirements	Equipment must be required for an assessed need and not be available free of charge or paid for using a DFG grant (see Disabled facilities grant (southampton.gov.uk)) Purchase must have taken place since the first contact with the council's Adult Social Care team.										

Evidence required	Invoice
Expense	Wheelchair purchase Combined with maintenance - see ongoing costs above
Expense	Specialist clothing / footwear / extra bedding Special clothing or footwear Additional wear and tear to clothing and footwear Wear and tear of household items Additional cost for bedding
Amount paid:	Actual cost above typical expenditure, spread over a year. (We consult the Office for National Statistics to assess typical expenditure, allowing for inflation since their figures were published – see here)
Exclusions / Requirements	Normal expenditure on clothing/footwear/bedding is not covered, only excess costs due to disability.
Evidence required	Receipts over a 3-month period

Expense	Telecare (Community Alarm Service) - installation costs For example, key safe installations
Amount paid:	Up to the cost of the equivalent service from SCC's Careline, spread over one year. See pricing structure here: Pricing structure (southampton.gov.uk)
Exclusions / Requirements	Cost of callouts is not included Services covered by Housing Benefit are not included
Evidence required	Invoices

3. Administration fees

Administration fees are charged to cover the cost of certain transactions and activity where the Care Act 2014 permits a fee.

3.1 Administration fee for arranging non-residential care for self-funders

The council will arrange non-residential care for self-funders (people who need to pay for the full cost of their care) if requested to do so. The following fee applies:

Care arrangement setup fee: £250

This setup fee will be charged at the outset to cover the cost of arranging the care. The fee will be repeated if a package of care needs to be substantially changed. (Minor changes to existing arrangements will not be subject to a fee).

3.2 Administration fees for deferred payment loans

3.2.1 Set-up fee

Activity	Fee
Legal work	£154
Loan assessment and setup administration	£513
Financial setup	£32
Extra care placement and financial assessment work	£69
Property valuation fee	£200 ¹
Land Registry Charges	£23
Total	£990

¹The council will accept a recent (within 3 months) written professional market valuation from the applicant. In this case, the valuation fee would not be applied as part of the setup fee.

An additional setup fee of £50 would apply if a discretionary meeting is required to discuss an applicant who does not meet the mandatory criteria (for example, if they already have a charge on the property).

3.2.2 Annual fee

An annual fee of £200 will be charged to cover the cost of monitoring the loan and preparing twice-yearly statements.

3.2.3 Ad hoc fees

Additional fees will be charged when circumstances arise, as follows:

Activity	When	Fee
Property re-valuation	When loan amount reaches 80% of original equity amount	£200 ¹
Legal fees incurred due to unforeseen requirements		Actual cost

¹The council will accept a recent (within 3 months) written professional market valuation from the applicant. In this case, the re-valuation fee would not be applied.

3.3 Deferred Payment Loan interest rate

This is the maximum interest rate permitted by Government, which is calculated as the market gilts rate plus 0.15%.

The market gilts rate can be found in the most recent Economic and Fiscal Outlook Report, listed under “Key Publications” on the [web site of the Office of Budgetary Responsibility](#). (See the “Determinants of the fiscal forecast” table).

Recent and current values for the maximum interest rate are:

From	To	Interest Rate
6 May 2019	30 Jun 2020	1.45%
1 Jul 2020	31 Dec 2020	1.05%
1 Jan 2021	30 Jun 2021	0.45%
1 Jul 2021	31 Dec 2021	0.75%
1 Jan 2022	30 Jun 2022	0.95%
1 Jul 2022	31 Dec 2022	1.55%
1 Jan 2023	30 Jun 2023	3.18%
1 Jul 2023	31 Dec 2023	3.43%
1 Jan 2024	30 Jun 2024	4.65%

3.3.1 Interest applied to the final invoice

When the deferred payment loan agreement comes to an end, we will issue a final invoice for the total amount owing.

Interest will be applied if the invoice remains outstanding after 6 months, at 4% above the Bank of England base rate.

3.4 Deputyships

Where it is necessary to arrange a Deputyship for someone, the council uses the Hampshire County Council Client Affairs Service.

Their administration fees are available [here](#) or by searching "Clients Affairs Service" on the Hampshire County Council web site.

Appendix A: NAFAO annual heating allowances for 2023/24

Household Type	Standard	N East / E Midlands	N West / W Midlands
Single person - Flat/Terrace	£2,761.73	£2,993.70	£3,344.04
Couple – Flat/Terrace	£3,643.68	£3,945.69	£4,407.21
Single person – Semi Detached	£2,933.32	£3,179.73	£3,551.87
Couples – Semi Detached	£3,872.45	£4,187.41	£4,677.83
Single – Detached	£3,568.76	£3,865.99	£4,325.05
Couples – Detached	£4,704.40	£5,097.22	£5,695.07

Example

Ms Clark needs extra heating because of her disability.

She lives with her partner in a flat. So we consider that a reasonable heating cost is £3,643.68 per year.

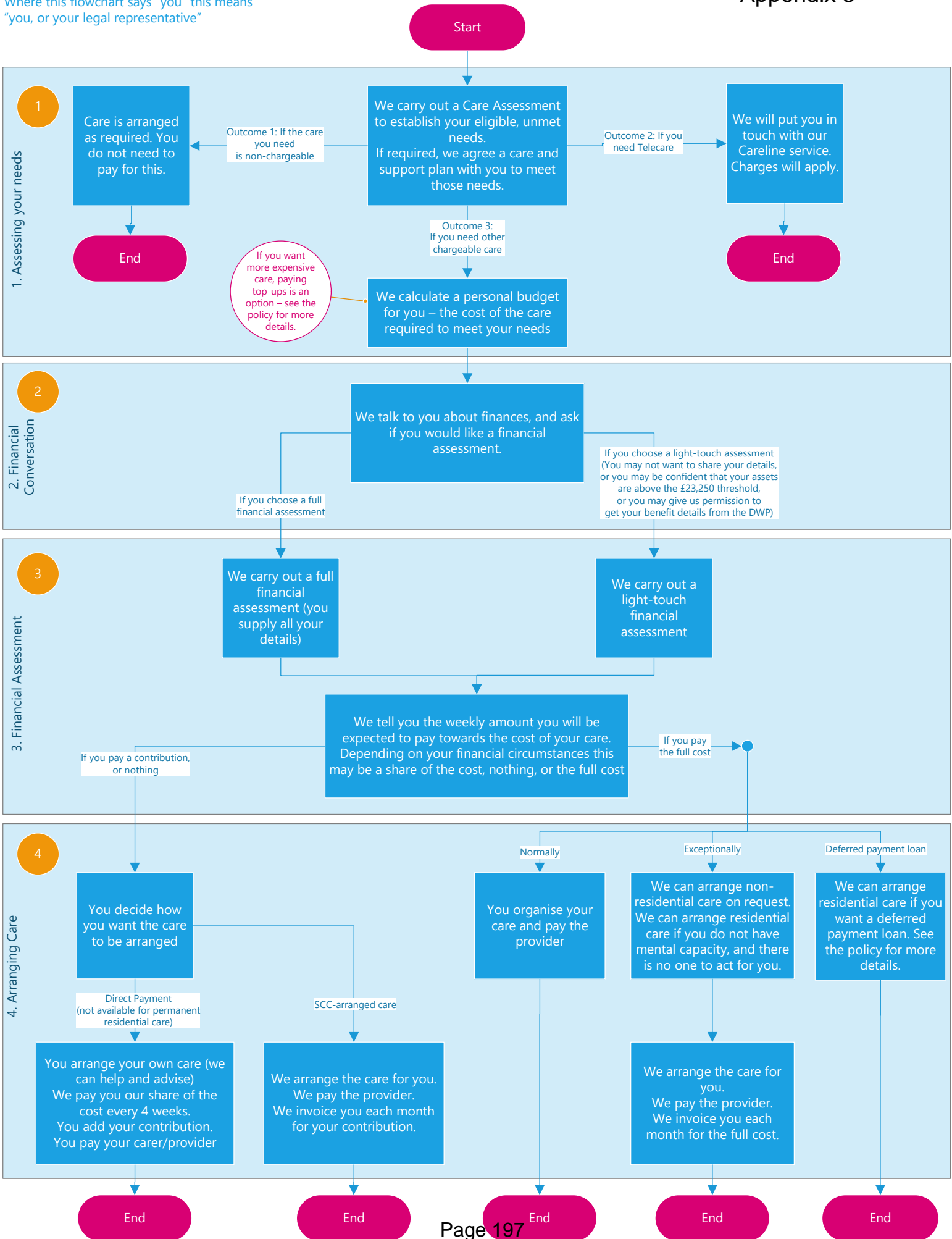
Their heating costs are £3,900 per year. This exceeds the normal cost by £256.32 per year

We would allow a DRE of half of £256.32 (because Ms Clark is one of a couple), spread over the year. This comes to £2.47 per week.

This would reduce the amount which Ms Clark is expected to pay towards the cost of her care (her contribution) by £2.47 per week.

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Where this flowchart says "you" this means "you, or your legal representative"



Adult Social Care: The Financial Journey

Step 1: Assessment and Support Plan

There are three possible outcomes:

Outcome 1: If the care you need is not chargeable, we arrange the care as required. You do not need to pay for this. See the Scope section of the Charging Policy for the types of care which are non-chargeable. The rest of the flowchart is not relevant if you only need non-chargeable care.

Outcome 2: If you need Telecare, we will put you in touch with our Careline service. Search the council web site for “Careline” to see their pricing.

Telecare charges are additional to other adult social care charges. However, if you have other adult social care arranged by SCC, you may be able to claim the Telecare cost as a disability-related expense. We will consider waiving charges for Telecare in exceptional hardship cases. The rest of the flowchart is not relevant if you only need Telecare.

Outcome 3: If you need chargeable care, we calculate a personal budget for you. This is the reasonable weekly cost of the care which is required to meet your needs. See section 3.1 of the policy for more information about personal budgets.

If you need a package of care which includes a mixture of health care and social care, the personal budget will only cover the social care. You will not be charged for the health care element.

If you want more expensive care than we consider you need, paying top-ups is an option – see section 3.2 of the Charging Policy for more information about top-ups.

Step Two: Financial Conversation

Your social worker will talk to you about finances, to see how likely you are to pay for the full cost of your care.

You will have to pay the full cost if you have financial assets above a threshold called the “Upper Capital Limit”, which is currently £23,250. What counts as an asset will vary depending on whether you need residential or non-residential care.

The online financial assessment is available for anyone to input their financial details and obtain an indicative contribution (the amount they are likely to pay towards the cost of their care).

At this point we ask if you would like a full financial assessment. There are four options.

Option 1: Full financial assessment

We ask you to supply your financial details (using the online financial assessment or a paper form) and we carry out a full, detailed assessment of your financial circumstances.

Option 2: Light-touch financial assessment

We carry out a quicker, simpler financial assessment to make sure you can afford to pay your charges. This is common for people with assets over the £23,250 threshold. We can also look up your DWP benefits data to save you providing it. (This requires your explicit consent).

Option 4: You are unable to provide consent to a financial assessment, in which case other steps are taken – see section 4.1 of the Charging Policy.

Step Three: Financial Assessment

We carry out the financial assessment. More details about how this is done, can be found in section 4 of the Charging Policy.

The rules of the financial assessment are different, depending on whether you need care at home, a temporary stay in a care home or you move into a care home permanently.

The financial assessment works out the amount you can afford to contribute towards the cost of your care. Depending on your financial circumstances this may be a share of the cost (known as a contribution), or nothing, or the full cost.

If you do not want to have a financial assessment, you will need to pay the full cost of your care.

Step Four: Arranging Care (people paying a contribution, or paying nothing)

We discuss with you, how you want the care to be arranged.

Option 1: Direct Payment

(This does not apply for permanent residential care).

You have the freedom to arrange your own care (we can help and advise). We pay you our share of the cost every 4 weeks. You add your contribution to this, and then pay your carer/provider. For more details about direct payments see section 5 of the Charging Policy.

Option 2: SCC-arranged care

We arrange the care for you, and we pay the provider. Then we invoice you each month for your contribution.

Step Four: Arranging care (people paying the full cost of the care)

Most self-funders choose to arrange their own care.

We can arrange non-residential care at your request. A one-off administration fee is charged for this. Then we invoice you each month for the full cost of the care.

Residential care will normally only be arranged if you are unable to arrange the care yourself and have no one to act for you. We invoice you each month for the full cost of the care. (Under these circumstances it is likely that the Court of Protection are in the process of appointing a Deputy to manage your affairs).

We will arrange residential care if you want a deferred payment loan. See section 8 of the Charging Policy for more details.

See section 6 of the Charging Policy for more details about full-cost-payers and administration fees.



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.

Name or Brief Description of Proposal	Updates to the ASC Charging Policy starting April 2024 Consultation version
Brief Service Profile (including number of customers)	
<p>The provision of Adult Social Care (ASC) is regulated by the Care Act 2014, which includes statutory guidelines covering councils’ charging options for certain types of care.</p> <p>Southampton City Council (SCC, or the council) has an ASC Charging Policy which sets out what charges the Council will raise when arranging to meet a person's care and support needs, or a carer’s support needs.</p> <p>Changes are being proposed to a number of aspects of the existing ASC Charging Policy, affecting different sub-groups of customers. These changes are described below.</p> <p>The Care Act requires that we do not charge anyone more than they can afford, and in applying the proposed changes to the policy, this principle does not change.</p> <p><u>Customer breakdown</u></p> <p>As of 17th July 23, the council has 2,654 customers with one or more current packages of care arranged by or funded by the council. Of these:</p> <ul style="list-style-type: none"> • 1,659 are in non-residential care (care outside a care home) • 704 are receiving long-term (permanent) residential care (in a care home) • 49 are receiving occasional short-term/respice residential care • 242 are direct payment customers – people who are arranging their own care which is partially or wholly funded by the council. 	

Customers all have a “primary support reason” indicating the main reason they need care and support. This breaks down as follows:

- | | |
|--|-----|
| • Learning Disability Support | 21% |
| • Mental Health Support | 13% |
| • Physical Support - Access and Mobility only | 5% |
| • Physical Support - Personal Care support | 49% |
| • Sensory Support - Support for Hearing Impairment | <1% |
| • Sensory Support - Support for Visual Impairment | <1% |
| • Social Support - Substance Misuse support | 1% |
| • Support with Memory and Cognition | 8% |
| • Other | 1% |

Of the 2,654 customers, approximately:

- 5% are paying the full cost of their care
- 71% are paying towards their care (the cost of the care or the maximum amount they can afford, whichever is lower)
- 12% are not paying anything towards their care because they have a very low income
- 11% are exempt from charging. (Of these, 87% are exempt due to receiving mental health care under section 117 of the Mental Health Act 1983).

The amount a person pays towards their care is decided by the type of care and their personal financial circumstances.

Summary of Impact and Issues

List of proposed changes

1. Improvements to the process for managing people’s disability-related expenses. (This does not apply to those paying the full cost of their care, or people in long-term residential care).
2. Changes to the way we charge for care which is cancelled. In many cases charges will stop. Where charges do not stop, we will explain why.
3. Explaining how charges get going when care starts. If there is a delay in obtaining a person’s financial data, we will explain how long we wait before we start charging the full cost.
4. Changing the method for calculating the cost of non-residential care, from an average rate to the actual cost. (Actual costs are already used for residential care charges).
5. Introducing charges for transport.
6. Increasing the administration charges for processing deferred payment loans. (This affects people paying the full cost of their care only).
7. Changing the “Minimum Income Guarantee” rate used for new customers aged

between 60 and state pension age. This brings us back into line with government guidance.

8. Improvements to the general structure and accessibility of the ASC Charging Policy document. This includes:

- simpler wording
- changing the order of information in the document so that it reflects the order of events for a new customer
- including more diagrams and examples
- including a glossary to explain terms which people might not know
- collecting all the rates and fees we use into one Rates Document.
- explaining how these rates and fees are updated each year.

Impact and issues

Change 1: Overhaul of the process for managing people's disability-related expenses

What is being proposed?

The process for assessing how much a person can afford to pay toward the cost of their care is:

- a) work out the person's income (the Care Act statutory guidance tells us which types of income are included and which are ignored)
- b) subtract an amount that represents what the person needs to live on. This is called the "Minimum Income Guarantee" and is set by the government annually. It varies by age, circumstances and level of need.
- c) the balance is "net disposable income" which we are entitled to ask the person to pay towards the cost of their care.

If a person receives non-residential care, and is in receipt of a disability benefit, they are entitled to ask the council to take into account any extra day-to-day living expenses they incur due to their disability. These are called disability-related expenses, or DREs. Once DREs are approved they reduce the amount a person is charged towards the cost of their care.

We are proposing to change the process for dealing with DRE applications, in a number of ways:

- a) The DREs would be assessed as part of the financial assessment. Currently, they are dealt with after the financial assessment is completed. This means that people's charges would take account of DREs from the outset. The online financial assessment would be amended to allow DREs to be recorded alongside other financial data. The indicative charges provided by that online system would be subject to a review of the DREs being claimed. Appeals against DRE decisions would follow the same process as appeals against financial assessment outcomes.

- b) The proposed policy and rates document explain more about the reasonable checks we would apply to DRE requests. This is done in the interests of transparency and to reduce the number of unrealistic requests we receive.
- c) The list of expenses considered in the draft policy has been shortened to remove those which are rarely used. However, there is always an “other” option for individual cases.
- d) The list of expenses in the draft policy has been enhanced to show which costs we typically accept, which costs are excluded and what evidence we need.
- e) We are proposing to use standard rates for DREs where possible. This ensures consistency and speeds up the decision-making process. To establish typical expenses for heating, food, laundry etc, we will use external sources including:
 - the Office for National Statistics
 - NAFAO (the National Association of Financial Assessment Officers). Annually updated NAFAO guidance is used by many councils to set the standard for DRE rates. This helps us to assess how much of a person’s expenses are above the typical level. NAFAO also recommend standard rates, for example the cost of purchasing and maintaining different types of specialist equipment.
- f) The draft policy explains on what basis the rates will change annually.

What would be the impact?

This change would apply to anyone who is paying a contribution towards the cost of their care, and is receiving care at home, or short stays in a care home.

On 4th May 2023, 378 people were claiming DREs. This is around 23% of our non-residential care customers. However, we know that 70% of non-residential customers are claiming a disability benefit. This suggests that the option to reduce charges by claiming DREs is under-used.

We hope that the overhaul of the DRE process will have a positive impact by:

- a) raising awareness of DREs. We want to ensure that everyone who might be eligible for DREs knows how to make a claim. This may help people who are adversely impacted by other changes being proposed in the new policy
- b) making it clear which kinds of expense are eligible, and how much we consider is reasonable. Customers can then assess for themselves what DREs they are likely to be granted
- c) demonstrating that all customers are treated fairly and consistently
- d) ensuring that DREs are built-in to the person’s charges from the outset, instead of charging them a higher amount and having to adjust this down after the DRE application is processed.

- e) allowing customers to see (via the online financial assessment) their likely charge, including their DREs, at a much earlier stage of the process.
- f) maintaining a route for individual cases to be considered outside of the stated rates and guidelines
- g) merging the DRE appeal process with the financial assessment appeal process so that all concerns can be addressed together.

Staff guidelines relating to DREs would also be overhauled to ensure that customers receive consistent and correct advice about DREs.

Change 2: Changing the way we charge for care which is cancelled

What is being proposed?

We only charge for cancelled care if we incur costs. Recent changes in our provider terms and conditions allow us to simplify the way this is explained in the policy, and provide clearer examples of when someone is likely to be charged. Key points are:

- a) We propose not to charge for care which is cancelled because people are unexpectedly admitted to hospital, if the care is:
 - home care
 - day care
 - supported living
 - miscellaneous services (for example, transport)

This is a change from the existing policy when people could be charged for up to 7 days.

- b) People who cancel their home care, day care or miscellaneous services for reasons other than an unexpected hospital stay, without giving 24 hours' notice to the provider, may still be charged for one day. This will only apply if we have to pay for the cost of staff who could not be re-allocated.
- c) People who are away from care settings which the council continues to pay for during their absence, would still be charged for their care. This is usually because we need to keep their facilities open, for example placements in care homes, residential educational placements and Shared Lives.

What would be the impact?

This proposed change affects all customers but is most relevant to people receiving home care. This is because home care visits are most likely to be extended, cut short or cancelled, and generate a lot of invoicing queries.

During October, November and December 2022, 106 people had 1381 home care visits cancelled due to short spells in hospital of up to a week. These visits were charged for in many cases. In future, we propose that they will not be.

We expect the impact to be positive because:

- a) Anyone being admitted unexpectedly to hospital could have peace of mind that they will not be charged for any non-residential care which they are missing.
- b) Non-residential customers would now understand that they need to give their provider 24 hours' notice, to avoid being charged when they cancel their own care.

Change 3: Clarifying the timing of charges when care first starts

What is being proposed?

In cases where council-arranged care is required, we aim to get the care in place as soon as possible. However, the financial assessment (which works out how much the person can afford to pay for their care) can take longer. It may be a few weeks after care started, before we establish how much the person will be charged.

For residential care, we can charge a temporary, minimum amount while the financial assessment is taking place. However, this is not possible for non-residential care.

The main reason for delays in the financial assessment process is that people fail to provide the data we need. Work is underway to improve the support provided to help people understand what is needed and engage with the process. However, if no data is provided, we eventually have to start charging the full cost of the care.

We are proposing changes to the policy to make it simpler and clearer how this works. The key points are:

- a) If the financial assessment data is provided within 8 weeks of the council requesting it, we would complete the financial assessment. We would then issue charges dating back to the start date of the care.
- b) If 8 weeks have passed since the financial assessment data was requested, and we have not received the data or heard from the person explaining the delay, we would issue charges at the full cost of the care, dating back to the start date of the care. (Previously we only started charging from a maximum of 8 weeks before the financial assessment data was requested).
- c) After we start charging at full cost, if the person sends in their financial data, we would carry out the financial assessment. If this concludes that the person can only afford to pay a contribution to the full cost, we would adjust the charges already issued, back to the start of care, to reflect the new contribution amount. (This ensures that we do not leave any full-cost charges in place once we have established that the person cannot afford to pay them).

What would be the impact?

We anticipate the impact of this change to be very small. Only a few customers are not financially assessed within 8 weeks of their care starting. This is usually because they have not provided the required information or explained the delay, even after several polite reminders have been issued.

In such cases, those customers would be issued with full cost charges, backdated to the start of their care. Previously charges would have been backdated by at most 8 weeks. However, there will be very few cases where this makes a material difference.

The more positive impact is that if a financial assessment is completed after we start charging at full cost, and shows that the customer cannot afford to pay the full cost, their charges will be corrected right back to the start of care. Previously, they would only have been corrected back by at most 8 weeks, potentially leaving some full cost invoices still to be paid.

How can we mitigate the impact?

We now have an online financial assessment which offers two benefits relating to this policy change:

- (i) Customers could get an indicative amount of their contribution very early on, so they would know what their charges are likely to be while they wait for the financial assessment to be finalised, and can budget accordingly, and
- (ii) Customers could submit their data and documents online which speeds up the financial assessment process considerably.

In addition, we plan to improve the level of support provided to people who seem to be unwilling or unable to take part in the financial assessment process. The FAB team and social workers will work together to provide help, guidance and reassurance, with the aim of reducing the number of people who are charged at full cost "by default" to as close to zero as possible.

Change 4: Changing the method for calculating the cost of non-residential care, from an average rate to the actual cost.

What is being proposed?

We are changing the way we define the cost of non-residential care. Currently, in any given week, the cost of care is calculated as the actual amount of care delivered, multiplied by an average rate.

From April 2024 we propose to use the actual cost, which is the amount we pay the provider (excluding any VAT). This will generally be higher than the current average rate.

The aim of this proposed change is to remove an anomaly, where non-residential customers who can afford to pay the full cost of their care, are having some of their care costs paid for by the council. This frees up funds which can be spent on providing care for

people who cannot afford to pay the full cost of their care.

What would be the impact?

Residential care customers would not be affected, because residential care has been charged using the actual cost for many years.

Most non-residential care customers would not be affected because they are either exempt for charging, or are paying a contribution towards the cost of their care (the maximum amount they can afford, worked out by the financial assessment).

There are two groups of non-residential care customers who would be affected:

Group 1: People who are expected to pay the full cost of their care but have still asked the council to arrange their care. (These people will have assets over £23,250 or have chosen not to have a financial assessment). This is approximately 6% of our non-residential care customers, around 80-100 people.

Group 2: People who are paying the cost of the care because the cost is less than their assessed contribution (the maximum amount they can afford to pay, worked out by the financial assessment). This is approximately 16% of our non-residential care customers, around 220 people.

A detailed analysis has been carried out to assess the impact of this change on these two groups.

The full-cost customers in Group 1 would see an increase in their charges averaging 28%, although the range of increases is wide both in terms of amount and percentage. People in this group can afford to pay the full cost of their care, however due to the average charging method we have used up to now, they have not been charged the true full cost. This proposed change will rectify the situation and free up council funds to spend on care for people who cannot afford to pay for it.

The customers in Group 2 would see an increase in their charges averaging 19%. These people are being charged less than the maximum they can afford, and in most cases even after the charges are increased, they would still be charged less than the maximum they can afford. The worst case, for about 30 people, is that the cost of their care would now exceed their assessed contribution amount (from the financial assessment), so they would be charged their contribution from now on.

Both groups would, going forwards, be affected by any change in the rates we pay providers.

How can the impact be mitigated?

We recognise that a sudden increase in charges (even within the range of what people can in theory afford to pay) may cause difficulty for some people. There are several ways the impact could be managed:

- a) Between now and 1st April 2024 we would review the care provisions for the

full-cost customers with the highest charges and the biggest increase in charges. We would check that the provision is proportionate and not more than they need. We would also encourage them to complete a financial assessment if there is any possibility that this will reduce their charges.

- b) Customers could ask to be moved to a cheaper provider if they wish
- c) Full cost customers could decide to arrange their own care if they wish
- d) Customers paying the cost of their care because it is less than their maximum contribution, could ask for a direct payment instead and arrange their own care
- e) Temporary payment plans could be considered, to help people smooth out the impact of a large increase in their charges.
- f) In exceptional cases the council could agree to waive the whole cost of care if necessary

The impact of exposing non-residential customers to changes in our provider payment rates, would be eased by explaining how we manage provider rates, and annual increases, in the policy. In the case of home care, providers can only increase their rates annually, but can (and do) reduce their rates mid-year to be more competitive.

Change 5: Introducing charges for transport.

What is being proposed?

Up to now, any transport services listed on people's support plans which have been arranged by the council, have been provided free of charge. We now propose to charge for transport at the actual cost. This would bring us into line with most other councils, where charging for transport is the norm. The most common use of transport is to take people to and from day care.

By asking people who can afford it, to pay for their transport, we would have more funds for other care to be provided to people who cannot afford to pay for it.

It should be noted that we are one of the very few councils who do not currently charge for transport.

What would be the impact?

People who only pay a contribution towards the cost of their care, or are exempt from charging, would not be affected by this change.

The people who would be affected, are in the same two groups as in change 4 above:

Group 1: People who are expected to pay the full cost of their care but have still asked the council to arrange their care. (These people will have assets over £23,250 or have chosen

not to have a financial assessment). This is approximately 6% of our non-residential care customers, around 80-100 people.

Group 2: People who are paying the cost of the care because the cost is less than their assessed contribution (the maximum amount they can afford to pay, worked out by the financial assessment). This is approximately 16% of our non-residential care customers, around 220 people.

The number of existing customers in these two groups is very small – less than 10 people. The main purpose of the proposed change is to ensure that we charge transport to new customers, so long as the total cost of their care is still within the range of what they can afford (according to the financial assessment).

How can we mitigate the impact?

Firstly, the support planning approach is being reviewed to ensure that we are consistent in the way we define the need for council-arranged transport. Many customers have other options.

Secondly, the way we commission transport services is also under review, to ensure that we can obtain services at a competitive rate.

Finally, customers may choose to make use of friends / family / free community transport options to avoid having to pay these charges.

Change 6: Increasing the administration charges for processing deferred payment loans

What is being proposed?

Deferred payment loans are an option for people who need to move into a care home permanently, and have assets over £23,250 which are all tied up in a property which they do not want to sell. They can apply for a deferred payment loan, and if approved, they will need to complete a deferred payment agreement. The council will pay for their care, having obtained a “first legal charge” on the property so that the council can recover the loan amount when the property is eventually sold.

Interest is charged at a small rate set by the government, and the Care Act 2014 permits the council to charge the customer for the administration costs of operating the loan.

We are proposing to increase the existing setup fee, introduce an annual fee and add other fees which will apply only when specific circumstances arise. In all cases these fees are simply covering our costs, and in all cases, they can be added to the loan if required.

We have taken note of other councils’ fees to ensure that our proposed fees are within a normal range and not excessive.

Specific changes being proposed are:

- a) The one-off setup fee of £730 is increased to £990. (This reflects a more systematic analysis of the workload and increases in staff hourly rates since

2019). An extra fee of £50 would be added if a discretionary meeting is required to discuss an applicant who does not meet the mandatory criteria (for example, if they already have a charge on the property).

- b) A new annual administration fee of £200, to cover the cost of regular maintenance work including producing statements.
- c) An extra fee of £200 for re-valuing the property when the loan amount reaches 80% of the original equity.
- d) Other variable legal fees charged as incurred, in rare cases
- e) All fixed fees will be listed in the rates document which accompanies the charging policy, and increased annually in line with latest costs
- f) Final invoice to attract interest of 4% over the base rate if not paid within 6 months of being issued

What would be the impact?

People affected by this change would be the very small number of full-cost, residential customers who choose to enter a deferred payment agreement in the future. (Existing deferred payment customers would not be affected).

Typically, we have less than 10 new people per year who would experience the new, higher set up fee as well as the annual fees in due course.

Currently, the average weekly cost of care for the existing deferred payment customers is £1008.37. Therefore, the new fees are small values compared with the annual cost of care.

In addition, customers have the option to defer payment of the fees by adding them to the loan.

Change 7: Changing the rate used for the “Minimum Income Guarantee” for new customers aged between 60 and state pension age.

What is being proposed?

When the financial assessment is carried out to assess how much someone can afford to pay for their non-residential care, a key element is the Minimum Income Guarantee, or MIG. This is the amount of a person’s weekly income, which they need to keep for day-to-day living costs. It is set annually by the government, and takes into account the person’s age and level of disability (based on the kind of benefits they are claiming).

The most generous MIG rate is reserved for people of state pension age and over. However, for many years the council has been using this rate for any customers aged 60 or over.

We propose that from April 24, any new customers, and any existing customers aged 59 and under, would not be allocated the highest MIG rate until they reach state pension

age, which will be at the age of 66 or 67. Instead they would be allocated the lower MIG rate for people aged 25+.

What would be the impact?

Existing customers aged 60+ would not be impacted – we would continue to use the higher rate MIG they have already been allocated.

New customers aged 60-66 (there were 32 of these in 2022-23), and existing customers who turn 60 (there were 19 in 2022/23), would simply wait longer than they would have done, before they are allocated the higher MIG rate. This means their charges would be higher than they would have been without the proposed change, but would still be affordable, according to the government-set MIG rates.

No individual person would see any reduction in their MIG rate or increase in charges because of this change.

The increased income raised by this change would help fund other care packages.

Change 8: Improvements to the general structure and accessibility of the ASC Charging Policy document

What is being proposed?

The charging policy is based on the Care Act 2014 regulations and statutory guidance, which means it can be challenging to read and understand.

The Council has suggested edits to the document, to make it more accessible, by:

- a) simplifying the wording
- b) changing the order of information in the document so that it reflects the order of events for a new customer
- c) including more diagrams and examples
- d) including a glossary to explain terms which some people might not know
- e) collecting all the rates and fees we use into one Rates Document
- f) explaining how these rates and fees are updated each year

What would be the impact?

All adult social care customers would be affected by the proposed changes. This includes people whose care is arranged by the council, people receiving a direct payment, and carers.

The intention is that by making the policy easier to read, customers have a better understanding of how we work out what they can afford to pay, and how we calculate the

amount on their invoices.

We would also produce an Easy-Read version of this description of the changes, to ensure that people with Learning Disabilities are not excluded from understanding how charging works.

Potential Positive Impacts

The new ASC Charging Policy should be easier for both customers and staff to understand.

The focus on disability-related expenses (change 1) should raise awareness of this option, for people who feel their charges are excessive or who have challenges with the cost of maintaining their independence, due to a disability.

Most ASC home care customers will see less charges when care is cancelled, particularly when the cause is an unexpected admission to hospital (See change 2).

The council will recover more of its care costs, from people who can afford to pay more (according to the government formula which assesses how much people can afford). This increases the funding available for other customers' care.

Responsible Service Manager	Paula Johnston, Head of Quality, Governance and Professional Development
Date	23-Aug-23
Approved by Senior Manager	
Date	

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	<p>In the Southampton population, the age range of adults is:</p> <p style="padding-left: 40px;">82% aged 18-64 18% aged 65 and over</p> <p>However, for adult social care customers:</p> <p style="padding-left: 40px;">44% aged 18-64 56% aged 65 and over</p> <p>Older people are therefore a very significant cohort to be considered.</p>	

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<p>While the age profile for non-residential care customers is very similar to this, residential care customers are mainly older (75% are aged 65 and over), while direct payment customers are mainly younger (75% are aged 18-64).</p> <p>The following age-related impacts have been considered, in relation to the proposed changes:</p> <p>Firstly, older people are more likely to be retired and unable to top up their incomes by going out to work. Therefore, any increase in charges can have a significant impact. However, this is compensated for by the fact that government allowances for living costs increase with age, with the highest Minimum Income Guarantee rate for non-residential care being £214.35 per week in 2023-24.</p> <p>Secondly, a proportion of older people may be unable to access the new charging policy and the consultation questionnaire, online.</p> <p>Thirdly, change 7 directly impacts new customers aged 60 to pension age. Their charges will be based on the use of the minimum income guarantee amount for adults below state pension age rather than the more generous MIG rate for people of state pension age, which up to now we have given to anyone over 60. Because this change will not be applied to existing customers, no-one will see an actual increase in charges.</p>	<p>Hard copies of the policy and the questionnaire will be available on request, and the initial letters sent to customers (in the post) will include a phone number and email address to use, for requesting hard copies.</p> <p>Customers who find their charges unaffordable can consider claiming disability-related expenses (DREs), or appealing the outcome of their financial assessment.</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
<p>Disability</p>	<p>60.4% of adult social care customers are claiming a disability benefit (disability living allowance, attendance allowance or personal independence payments).</p> <p>Breaking this down by care type, this figure is:</p> <ul style="list-style-type: none"> 95% for direct payment customers 70% for non-residential customers 37% for short term/respice residential care customers 27% for long-term residential care customers <p>The overhaul of the process for disability-related benefits (change 1) is therefore relevant to most of our customers and the general impacts have been covered above.</p> <p>Disabled people are most likely to require council-arranged transport and will therefore be affected by plans to start charging the cost of transport (see change 5). However, disabled customers who are only paying a contribution towards the cost of their care, will not be affected by this.</p>	<p>Many disabled customers claim a mobility component to their disability benefit which is intended to be used to help with the additional cost of transport.</p> <p>In addition, free and low-cost community transport services are available.</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Gender Reassignment	None of the changes proposed should have any impact on a person because of their gender reassignment status.	
Marriage and Civil Partnership	<p>When people are financially assessed, this is done by considering their personal financial circumstances in their own right. The only difference for people in a marriage or civil partnership is that:</p> <p>A) We assume each person gets a 50% share of any jointly assessed, means-tested benefit, for example Pension Credit.</p> <p>b) the partner has the option to share their financial details so that we can ensure they are not disadvantaged by the charges we expect the person to pay.</p> <p>When considering whether to take property into account during the financial assessment for someone moving into a care home permanently, the needs of any partner to have somewhere to live are considered.</p> <p>Beyond these points (which are not being changed), none of the changes proposed should have any impact on a person because of their marital status.</p>	
Pregnancy and Maternity	None of the changes proposed should have any impact on a person because of their pregnancy/maternity status.	
Race	<p>In the Southampton population, the ethnicity profile is:</p> <ul style="list-style-type: none"> • 11% Asian/Asian British • 3% Black / Black British 	

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<ul style="list-style-type: none"> • 3% Mixed • 81% White/White British • 2% Other <p>The profile for adult social care customers is:</p> <ul style="list-style-type: none"> • 4% Asian/British Asian • 2% Black / Black British • 2% Mixed • 89% White/White British • 3% Other/unknown <p>This suggests that some ethnicities are under-represented in the Adult Social Care customer base. The new Adult Social Care Strategy is seeking to address this by ensuring that we make our services accessible to all residents.</p> <p>None of the changes proposed should have any impact on a person because of their ethnicity.</p>	
Religion or Belief	<p>The breakdown of religion shows that of our 2,654 customers:</p> <ul style="list-style-type: none"> • 39% are Christian • 1% are Muslim • 1% are Sikh • 1% are Hindu • 3% state another religion • <1% are atheist • <1% are agnostic • 12% state “no religion” • 3.5% refused or could not say • 39% are unknown <p>None of the changes proposed should have any impact on a person because of their religion.</p>	
Sex	<p>In the Southampton population, 49% are female and 51% male.</p>	

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<p>Of our adult social care customers, 54% are female and 46% are male.</p> <p>The profile of direct payment and non-residential care customers is the same. However, people receiving short-term/respite residential are 59% female, 41% male. People in long-term residential care are 56% female, 44% male.</p> <p>None of the proposed changes should impact either sex more than the other.</p>	
Sexual Orientation	None of the changes proposed should have any impact on a person because of their sexual orientation.	
Community Safety	n/a	
Poverty	<p>The relative poverty of our customers has been assessed using the ONS Combined Index of Multiple Deprivation (IMD) 2019.</p> <p>The index indicates the level of deprivation in the local area someone lives in, based on multiple factors including income.</p> <p>This is the deprivation profile for Southampton residents overall – figures show the percentage of people living in the most deprived areas, then the slightly less deprived areas etc:</p> <ul style="list-style-type: none"> • Top 20% most deprived: 28% • Next 20%: 35% • Next 20%: 19% • Next 20%: 14% • 20% least deprived: 4% 	

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<p>The profile for adult social care customers is similar overall, except for people in residential care. This group has much lower numbers in the most deprived areas and more people in the least deprived areas.</p> <p>Another ONS measure, the Income Deprivation Affecting Older People Index (IDAOPI) was also checked. The results for the Southampton population were:</p> <ul style="list-style-type: none"> • Top 20% most deprived: 26% • Next 20%: 30% • Next 20%: 20% • Next 20%: 18% • 20% least deprived: 6% <p>Again, the pattern for our customers was similar, with the same exception for people in care homes.</p> <p>This difference between the IMD and IDAOPI profiles suggests that older people are overall slightly less deprived than the population as a whole.</p> <p>The amount we charge for care has a significant effect on people with low incomes. However, all the changes being proposed have been carefully considered to ensure that no one is required to pay more than they can afford. The government-set minimum income guarantee (for people living at home) and personal expenses allowance (for people in care homes) ensure that people are left with sufficient income to cover their reasonable day-to-day living costs.</p>	<p>Customers who consider that they are being charged more than they can afford, can:</p> <ul style="list-style-type: none"> • Claim disability-related expenses, to reduce their charges • Request an updated financial assessment, if their income/ assets/ expenses have changed • Appeal the outcome of their financial assessment • Request that charges are waived, in exceptional circumstances

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
<p>Health & Wellbeing</p>	<p>Ensuring customers’ health and wellbeing is at the core of adult social care practice.</p> <p>Change 1 (Improving information on disability-related expenses, and ensuring we apply these fairly) will support health and wellbeing.</p> <p>None of the proposed changes should impact adversely on anyone’s health and wellbeing.</p> <p>Customers who lack mental capacity to manage their financial affairs, which includes many of our Appointeeship customers, may require an Advocate to speak on their behalf during the consultation. An Advocacy service is available on request.</p>	<p>If discussion of charges and increases in charges causes anxiety, customers are urged to consider:</p> <ul style="list-style-type: none"> • Talking to their social worker • Seeking independent financial advice • Consulting useful web sites including those listed below. <p>Age UK website: Money and legal advice for seniors Age UK</p> <p>Independent Age</p> <p>Money Helper</p> <p>Society of Later Life Advisers - SOLLA</p> <p>Financing Later Life Care - Which?</p> <p>Getting financial advice - Citizens Advice</p>
<p>Care-Experienced</p>	<p>None of the proposed changes will target people with care experience, however we recognise that people in this group are more likely to be vulnerable and on a low income.</p> <p>During financial assessments, we already allocate 18–25-year-olds the more generous 25+ rate for the minimum income guarantee (leaving them with more income to spend on day-to-day living costs), and will continue to do so.</p>	
<p>Other Significant Impacts</p>	<p>No other significant impacts have been identified at this time following the consultation feedback.</p>	

Adult Social Care Charging Policy Consultation

Full results summary

Data, Intelligence & Insight Team – November 2023



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[Proposal 2 - Changes to the way we charge for care which is cancelled.](#)

[Proposal 3 - Explaining how charges get going when care starts.](#)

[Proposal 4 - Changing the method for calculating the cost of non-residential care, from an average rate to the actual cost.](#)

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[Overall draft policy](#)



Introduction and Methodology



Southampton City Council undertook public consultation on the proposed changes to the Adult Social Care Charging Policy.

- The consultation took place between **25/09/2023 – 05/11/2023**.
- The aim of this consultation was to:
 - Communicate clearly to stakeholders, residents, and the public the proposed Adult Social Care Charging Policy.
 - 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 objective 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. 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,¹ 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 Coughlan²)’, 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 Haringey³), 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.⁴

¹ 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

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

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

⁴ 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 an online questionnaire 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.
- Respondents could also write letters or emails to provide feedback on the proposals. Emails or letters from stakeholders that contained consultation feedback were collated and analysed as a part of the overall consultation.
- The consultation was promoted in the following ways by:
 - Consultation events with at community hubs, social care settings and online
 - Letters sent to all existing customers, all Adult Social Care providers and community agencies and partners
 - Leaflets posted to Communicare members
 - Leaflets distributed by the Stronger Communities Team and handed out at public engagement meetings
 - Printed posters in SCC Housing Offices and libraries
 - Digital posters on library PC screensavers and in SCC Housing Offices
 - Southampton City Council website
 - Social media posts (including Facebook, LinkedIn Twitter, Next Door)
 - Southampton City Council e-bulletins
- 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.



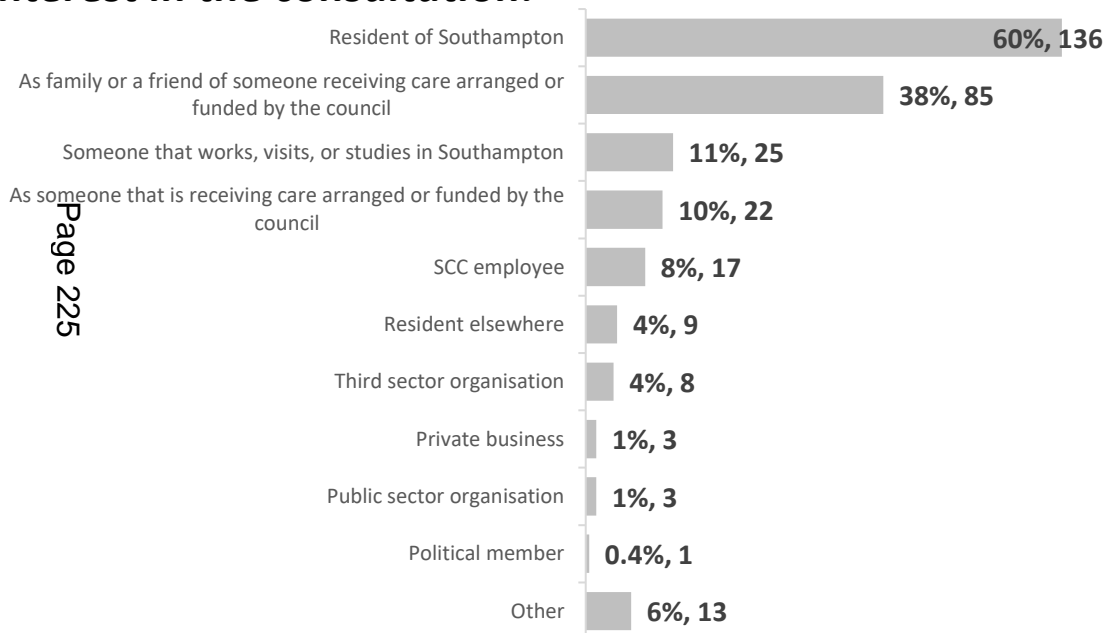
Who were the respondents?

Total respondents:

	Total number of responses
Questionnaire	227
Emails / letters	11
Total	238

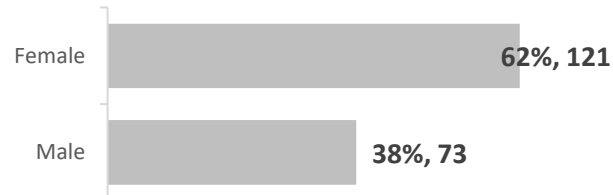
The following graphs are shown in respondent percentage and count.

Interest in the consultation:



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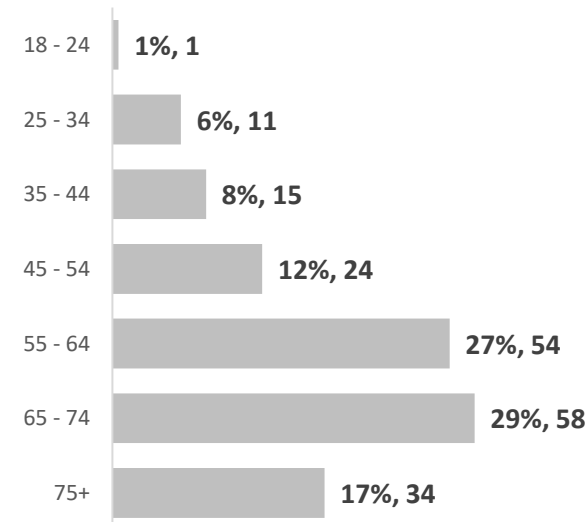
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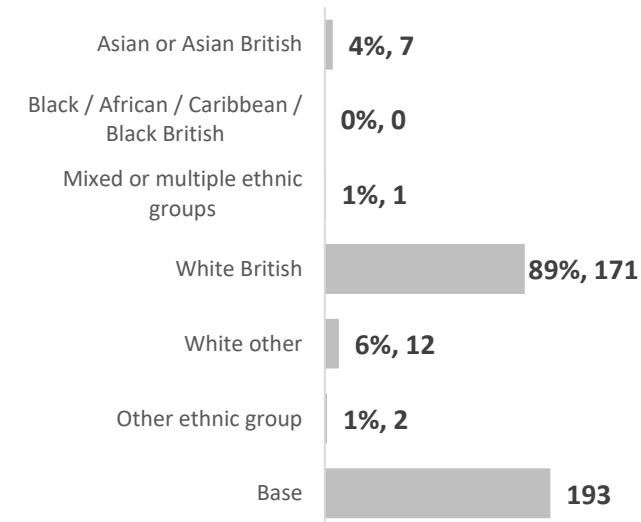
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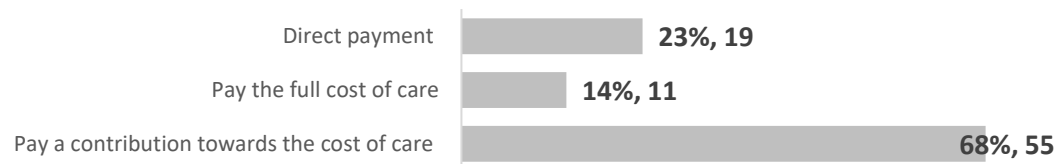
Age:



Ethnicity:



How care is funded:





Proposed changes



The questionnaire outlined the following background information:

The Adult Social Care (ASC) provided by Southampton City Council is regulated by the Care Act 2014. This includes guidelines on how we charge for certain types of care.

The council has an Adult Social Care Charging Policy which sets out the details of these charges when arranging to meet a person's care and support needs, or a carer's support needs.

The Care Act 2014 requires that we do not charge anyone more than they can afford. The proposed changes to the policy do not change this.

When describing the proposed changes, potential impacts are often related to how care is funded. We refer to the following groups in the proposals:

- Paying a contribution: People being invoiced monthly, for a contribution towards the cost of their care
- Paying the full cost: People being invoiced monthly for the full cost of their care
- Direct Payment: People receiving a direct payment every 4 weeks, and arranging their own care



The questionnaire outlined the following broad proposals:

We are proposing to make the following changes to the Adult Social Care Charging Policy:

1. Improvements to the process for managing people's disability-related expenses. (This does not apply those paying the full cost of their care, or people in long-term residential care).
2. Changes to the way we charge for care which is cancelled. In many cases charges will stop. Where charges do not stop, we will explain why.
3. Explaining how charges get going when care starts. If there is a delay in obtaining a person's financial data, we will explain how long we wait before we start charging the full cost.
4. Changing the method for calculating the cost of non-residential care, from an average rate to the actual cost. (Actual costs are already used for residential care charges).
5. Introducing charges for transport.
6. Increasing the administration charges for processing deferred payment loans. (This affects those paying the full cost of their care only).
7. Changing the "Minimum Income Guarantee" rate used for new customers aged between 60 and state pension age. This brings us back into line with government guidance.
8. Improvements to the general structure and accessibility of the ASC Charging Policy document. This includes:
 - simpler wording
 - changing the order of information in the document so that it reflects the order of events for a new customer
 - including more diagrams and examples
 - including a glossary to explain terms which people might not know
 - collecting all the rates and fees we use into one Rates Document.
 - explaining how these rates and fees are updated each year.



Key findings



Agreement levels with proposals

Question: To what extent do you agree or disagree with the following proposals?

Overall:

Proposal 1. Improvements to the process for managing people’s disability-related expenses

Proposal 2: Changes to the way we charge for care which is cancelled

Proposal 3: Explaining how charges get going when care starts

Proposal 4: Changing the method for calculating the cost of non-residential care, from an average rate to the actual cost

Proposal 5: Introducing charges for transport

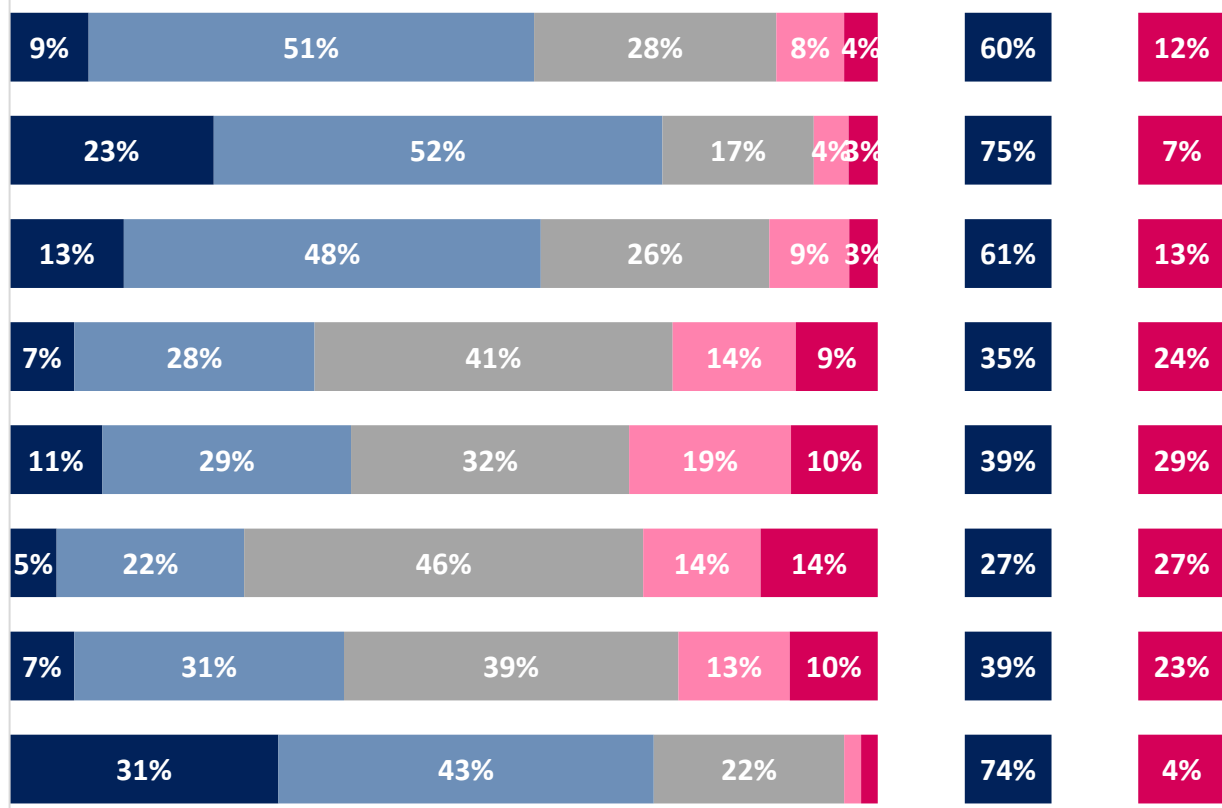
Proposal 6: Increasing the administration charges for processing deferred payment loans

Proposal 7: Changing the “Minimum Income Guarantee” rate used for new customers aged between 60 and state pension age

Proposal 8: Improvements to the general structure and accessibility of the ASC Charging Policy document

Strongly agree Agree Neither Disagree Strongly disagree

Agree total: Disagree total:



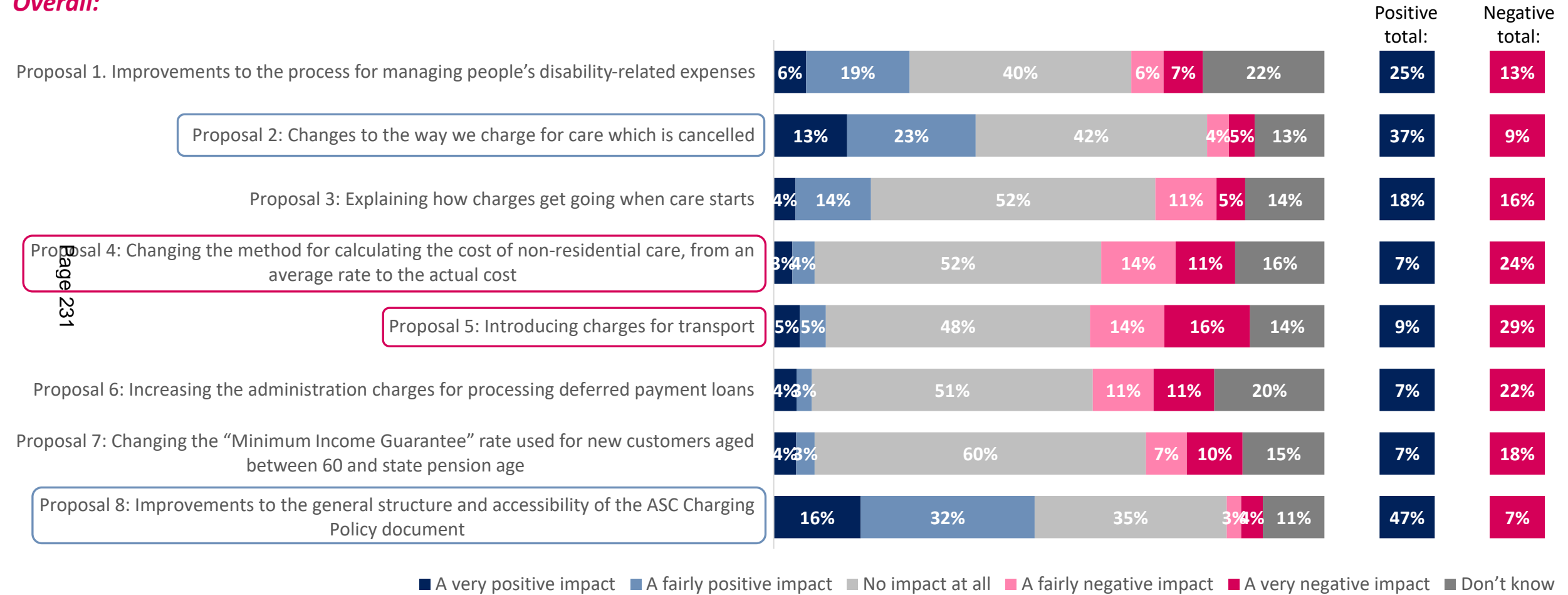
- Proposals with the **highest levels of agreement** was proposal 2 and 8. Proposals with **highest levels of disagreement** was proposal 5 and 6.
- Those who answered as a family, friend or someone who receives care arranged or funded by SCC agreed with the proposals to a similar amount as the average.



Impact of proposals

Question: If these proposals were to go ahead, what impact do you feel it would have on the following?

Overall:



- Almost half of respondents (47%) told us that improvements to the general structure and accessibility of the ASC Charging Policy document may have a positive impact.
- Around a quarter of respondents told us that changing the method for calculating the cost of non-residential care (24%) and introducing charges for transport (29%) may have a negative impact.



Proposal 1 – Improvements to the process for managing people’s disability-related expenses.



The questionnaire outlined the following information on proposal 1:

This will affect customers who pay a contribution and use Direct Payments. This will not affect customers who pay the full cost.

You can claim disability-related expenses (DREs) if you receive disability benefits and have extra living expenses due to your disability, which are not covered by the normal living allowance. DREs reduce what you pay towards your care.

We are now proposing to assess your DRE claim as part of your financial assessment, so you will get a decision more quickly.

The draft policy also explains more clearly what typical DREs look like and how we decide what is reasonable. Wherever possible we propose to base this on national data sets to make sure our decisions are fair and consistent.



The questionnaire outlined the following more detailed information on proposal 1, for those who wanted to read :

What is being proposed?

The process for assessing how much a person can afford to pay toward the cost of their care is:

- a) work out the person's income (the Care Act statutory guidance tells us which types of income are included and which are ignored)
- b) subtract an amount that represents what the person needs to live on. This is called the "Minimum Income Guarantee" and is set by the government annually. It varies by age, circumstances and level of need.
- c) the balance is "net disposable income" which we are entitled to ask the person to pay towards the cost of their care.

If a person receives non-residential care, and is in receipt of a disability benefit, they are entitled to ask the council to take into account any extra day-to-day living expenses they incur due to their disability. These are called disability-related expenses, or DREs. Once DREs are approved they reduce the amount a person is charged towards the cost of their care.

We are proposing to change the process for dealing with DRE applications in a number of ways:

- a) The DREs would be assessed as part of the financial assessment. Currently they are dealt with after the financial assessment is completed. Instead, this means that people's charges would take account of DREs from the outset. The online financial assessment would be amended to allow DREs to be recorded alongside other financial data. The indicative charges provided by that online system would be subject to a review of the DREs being claimed. Appeals against DRE decisions would follow the same process as appeals against financial assessment outcomes.
- b) The proposed policy and the rates document explain more about the reasonable checks we would apply to DRE requests. This is done in the interests of transparency and to reduce the number of unrealistic requests we receive.
- c) The list of expenses considered in the draft policy has been shortened to remove those which are rarely used. However, there is always an "other" option for individual cases.
- d) The list of expenses in the draft policy has been enhanced to show which costs we typically accept, which costs are excluded and what evidence we need.
- e) We are proposing to use standard rates for DREs where possible. This ensures consistency and speeds up the decision-making process. To establish typical expenses for heating, food, laundry etc, we will use external sources including:
 - the Office for National Statistics
 - NFAFO (the National Association of Financial Assessment Officers). Annually updated NFAFO guidance is used by many councils to set the standard for DRE rates. This helps us to assess how much of a person's expenses are above the typical level. NFAFO also recommend standard rates, for example the cost of purchasing and maintaining different types of specialist equipment.
- f) The draft policy explains on what basis the rates will change annually.



The questionnaire outlined the following more detailed information on proposal 1, for those who wanted to read :

What would be the impact?

This change would apply to anyone who is paying a contribution towards the cost of their care, and is receiving care at home, or short stays in a care home.

On 4th May 2023, 378 people were claiming DREs. This is around 23% of our non-residential care customers. However, we know that 70% of non-residential customers are claiming a disability benefit. This suggests that the option to reduce charges by claiming DREs is under-used.

We hope that the proposed overhaul of the DRE process would have a positive impact by:

- a) raising awareness of DREs. We want to ensure that everyone who might be eligible for DREs knows how to make a claim. This may help people who are adversely impacted by other changes being proposed in the new policy
- b) making it clear which kinds of expense are eligible, and how much we consider is reasonable. Customers can then assess for themselves what DREs they are likely to be granted
- c) demonstrating that all customers are treated fairly and consistently
- d) ensuring that DREs are built-in to the person's charges from the outset, instead of charging them a higher amount and having to adjust this down after the DRE application is processed.
- e) allowing customers to see (via the online financial assessment) their likely charge, including their DREs, at a much earlier stage of the process.
- f) maintaining a route for individual cases to be considered outside of the stated rates and guidelines
- g) merging the DRE appeal process with the financial assessment appeal process so that all concerns can be addressed together.

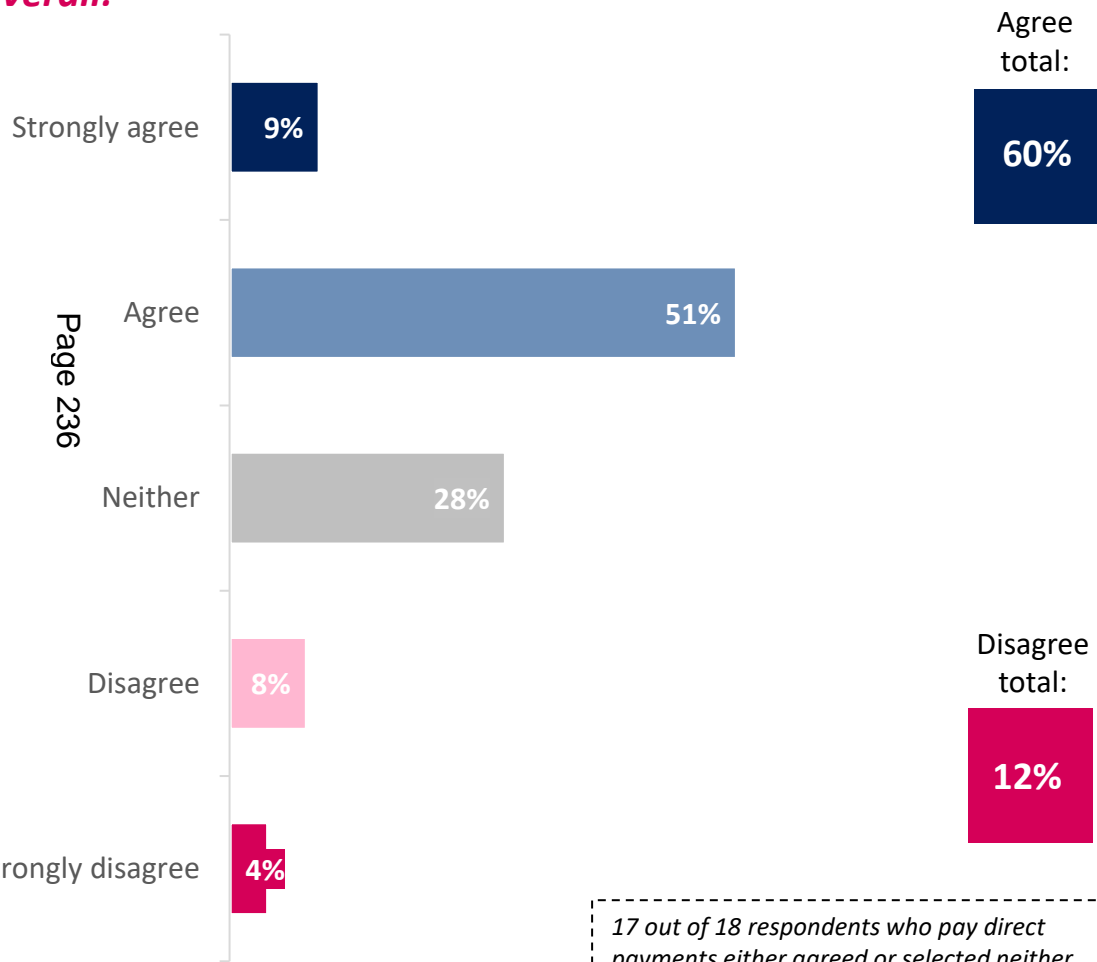
Staff guidelines relating to DREs would also be overhauled to ensure that customers receive consistent and correct advice about DREs.



Agreement and impact levels with proposal 1

Question: What extent do you agree or disagree with the proposed changes?

Overall:

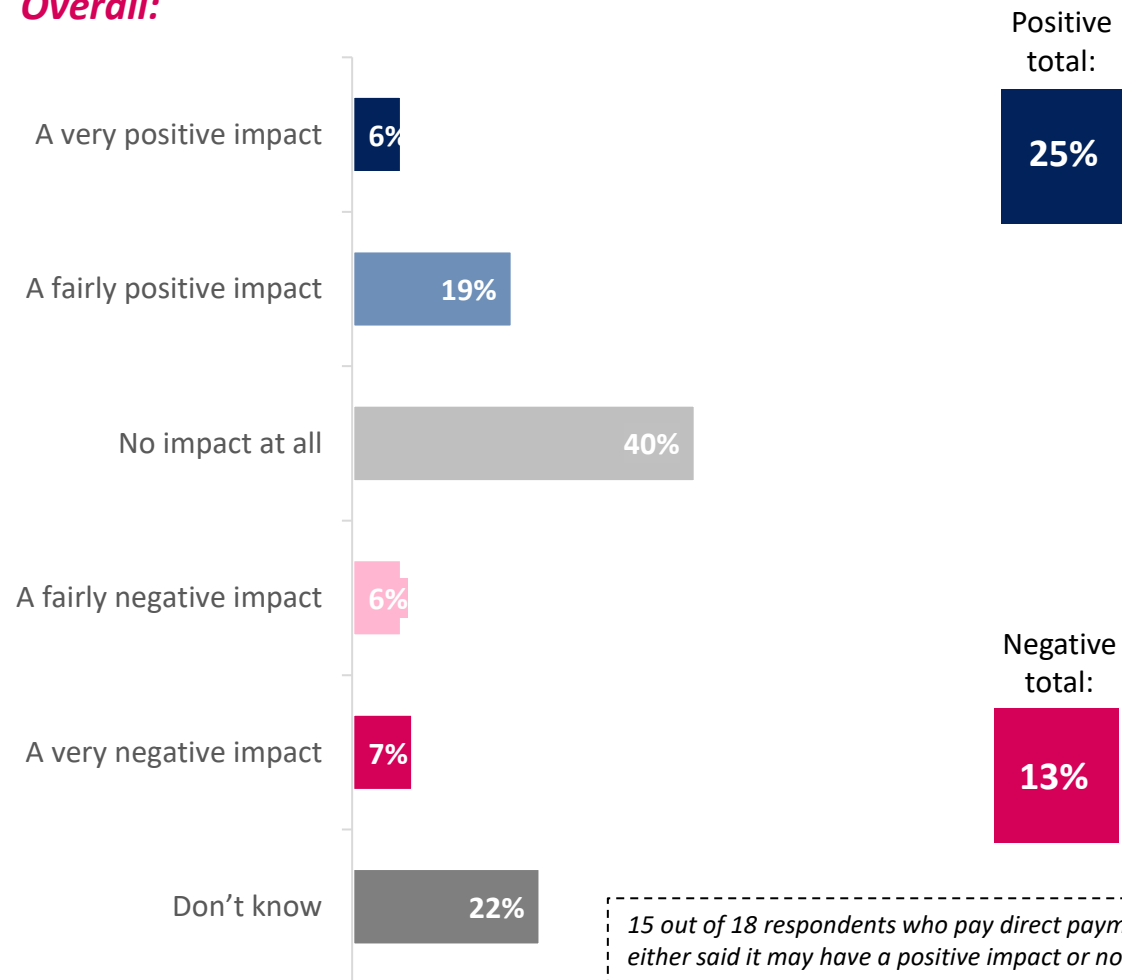


17 out of 18 respondents who pay direct payments either agreed or selected neither.

41 out of 46 respondents who pay a contribution either agreed or selected neither.

Question: What impact do you feel this may have on you or your family?

Overall:



15 out of 18 respondents who pay direct payments either said it may have a positive impact or no impact.

42 out of 46 respondents who pay a contribution either said it may have a positive impact or no impact.

Base respondents: 154

Base respondents: 154



Proposal 1 – Free text responses.

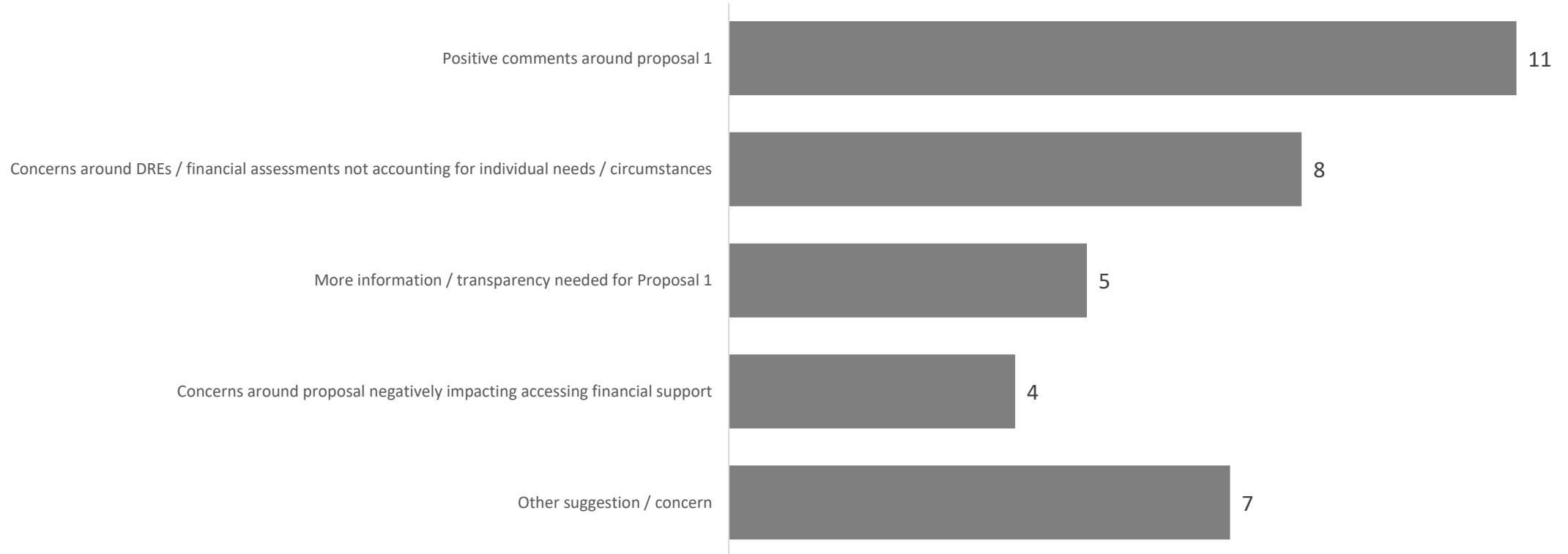
Within the questionnaire, respondents were given the opportunity to provide their own free text comments. Any email or letter responses were also analysed alongside free-text responses in the questionnaire.

The following graphs show the total number of respondents by each theme of comment.

These graphs are in respondent count, rather than percentage.

Comments, impacts, suggests or alternatives:

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Proposal 2 – Changes to the way we charge for care which is cancelled.



The questionnaire outlined the following information on proposal 2:

This will affect customers paying a contribution and those paying the full cost. This will not affect customers who use Direct Payment.

In the draft policy, we are proposing to clarify what happens if you need to cancel your care, for example if you go into hospital.

Currently, if you normally receive care at home and it has to be cancelled, you may continue to be charged. In the new draft policy, we propose you will not be charged.

We may carry on charging you for anything which the provider continues to charge us for. This is usually because they are holding your place open until you return.



The questionnaire outlined the following more detailed information on proposal 2, for those who wanted to read :

What is being proposed?

We only charge for cancelled care if we incur costs. Recent changes in our provider terms and conditions allow us to simplify the way this is explained in the draft policy, and provide clearer examples of when someone may likely be charged. Key points are:

- a) We propose not to charge for care which is cancelled because people are unexpectedly admitted to hospital, if the care is:
 - home care
 - day care
 - supported living
 - miscellaneous services (for example, transport)

This is a change from the existing policy when people could be charged for up to 7 days.

- b) People who cancel their home care, day care or miscellaneous services for reasons other than an unexpected hospital stay, without giving 24 hours' notice to the provider, may still be charged for one day. This will only apply if we have to pay for the cost of staff who could not be re-allocated.
- c) People who are away from care settings which the council continues to pay for during their absence, would still be charged for their care. This is usually because we need to keep their facilities open, for example placements in care homes, residential educational placements and Shared Lives.



The questionnaire outlined the following more detailed information on proposal 2, for those who wanted to read :

What would be the impact?

This proposed change affects all customers but is most relevant to people receiving home care. This is because home care visits are most likely to be extended, cut short or cancelled, and generate a lot of invoicing queries.

During October, November and December 2022, 106 people had 1381 home care visits cancelled due to short spells in hospital of up to a week. These visits were charged for in many cases. In future, we propose they will not be.

We expect the impact to be positive because:

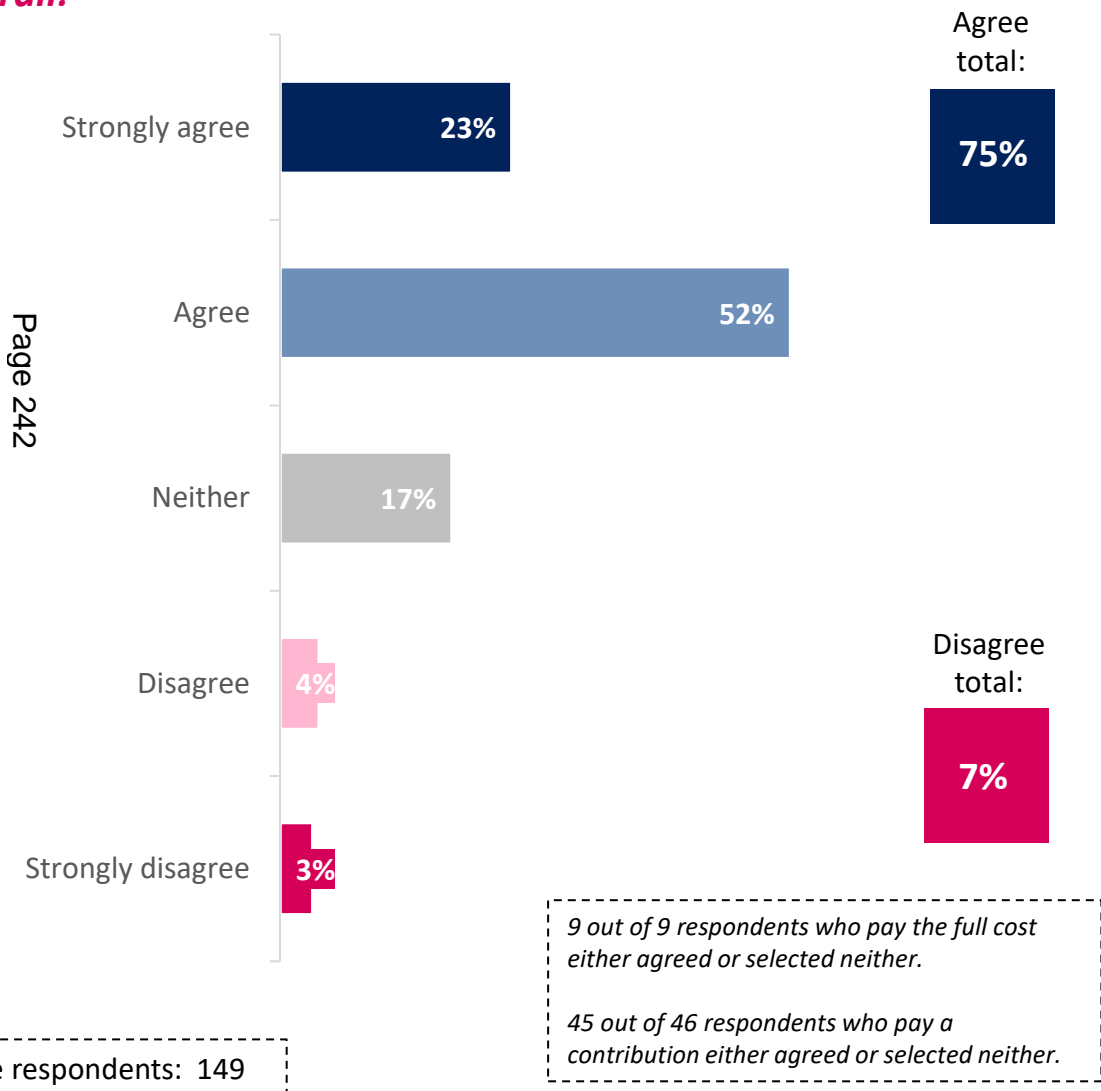
- a) Anyone being admitted unexpectedly to hospital could have peace of mind that they will not be charged for any non-residential care which they are missing.
- b) Non-residential customers would now understand that they need to give their provider 24 hours' notice, to avoid being charged when they cancel their own care.



Agreement and impact levels with proposal 2

Question: What extent do you agree or disagree with the proposed changes?

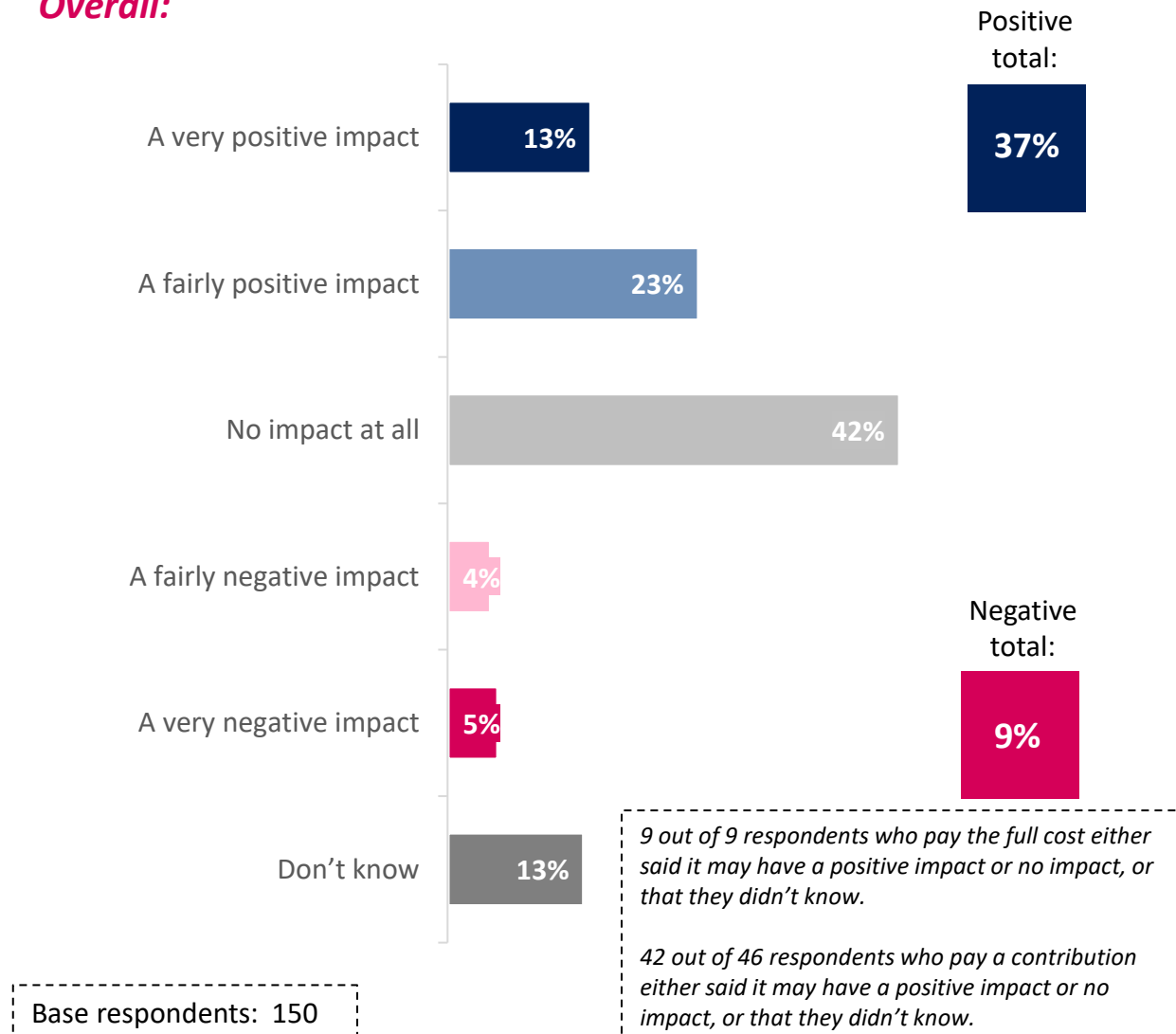
Overall:



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Question: What impact do you feel this may have on you or your family?

Overall:





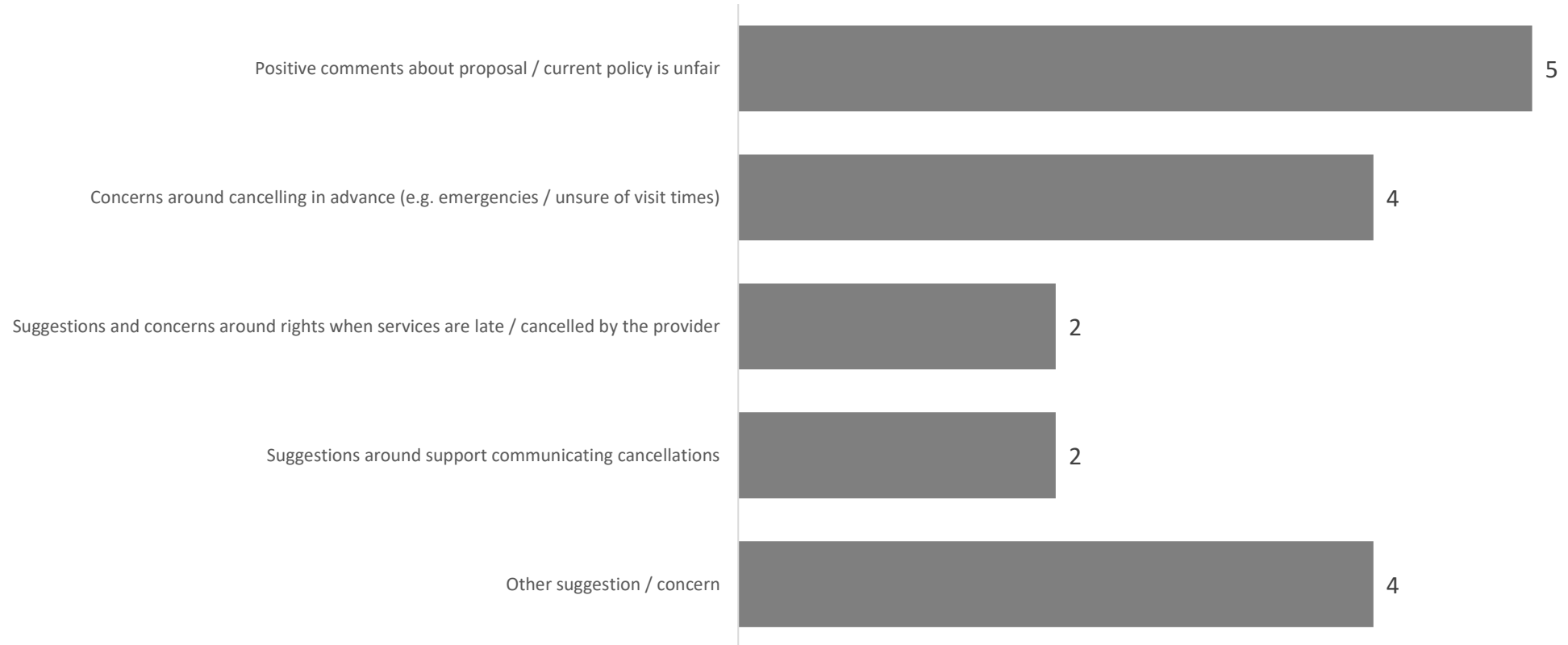
Proposal 2 – Free text responses.

Within the questionnaire, respondents were given the opportunity to provide their own free text comments. Any email or letter responses were also analysed alongside free-text responses in the questionnaire.

The following graphs show the total number of respondents by each theme of comment.

These graphs are in respondent count, rather than percentage.

Comments, impacts, suggests or alternatives:





Proposal 3 - Explaining how charges get going when care starts.



The questionnaire outlined the following information on proposal 3:

This will affect customers paying a contribution and those paying the full cost. This will not affect customers who use Direct Payment.

If you need care, we will try and arrange it as quickly as possible. If you need to pay anything towards the cost of your care, charges will apply from your care start date.

However, there may be a delay issuing these charges. In order to work out what you can afford to pay towards your care, we need to complete a financial assessment. This cannot start until you supply your financial information.

We have proposed changes to the policy to explain what we will do while we wait:

- For residential care we will continue to invoice you with a temporary charge and rectify this when the financial assessment is done.
- For non-residential care, we cannot issue an invoice until the financial assessment is done, so as now, you may receive a back-dated invoice.
- If after 8 weeks you have not sent us your financial information, and have not been in touch to explain the problem, we would issue full-cost invoices. These could be rectified later if you send in your financial information, and it becomes clear that you can only afford to pay a contribution towards your care.



The questionnaire outlined the following more detailed information on proposal 3, for those who wanted to read :

What is being proposed?

In cases where council-arranged care is required, we aim to get the care in place as soon as possible. However, the financial assessment (which works out how much the person can afford to pay for their care) can take longer. It may be a few weeks after care started before we establish how much the person will be charged.

For residential care, we can charge a temporary, minimum amount while the financial assessment is taking place. However, this is not possible for non-residential care.

The main reason for delays in the financial assessment process is that people fail to provide the data we need. Work is underway to improve the support provided to help people understand what is needed and engage with the process. However, if no data is provided, we eventually have to start charging the full cost of the care.

We are proposing changes to the policy to make it simpler and clearer how this works. The key points are:

- a) If the financial assessment data is provided within 8 weeks of the council requesting it, we would complete the financial assessment. We would then issue charges dating back to the start date of the care.
- b) If 8 weeks have passed since the financial assessment data was requested, and we have not received the data or heard from the person explaining the delay, we would issue charges at the full cost of the care, dating back to the start date of the care. (Previously we only started charging from a maximum of 8 weeks before the financial assessment data was requested).
- c) After we start charging at full cost, if the person sends in their financial data, we would carry out the financial assessment. If this concludes that the person can only afford to pay a contribution to the full cost, we would adjust the charges already issued, back to the start of care, to reflect the new contribution amount. (This ensures that we do not leave any full-cost charges in place once we have established that the person cannot afford to pay them).



The questionnaire outlined the following more detailed information on proposal 3, for those who wanted to read :

What would be the impact?

We anticipate the impact of this change to be very small. Only a few customers are not financially assessed within 8 weeks of their care starting. This is usually because they have not provided the required information or explained the delay, even after several polite reminders have been issued.

In such cases, those customers would be issued with full cost charges, backdated to the start of their care. Previously charges would have been backdated by at most 8 weeks. However, there would be very few cases where this makes a material difference.

The more positive impact is that if a financial assessment is completed after we start charging at full cost, and shows that the customer cannot afford to pay the full cost, their charges will be corrected right back to the start of care. Previously, they would only have been corrected back by at most 8 weeks, potentially leaving some full cost invoices still to be paid.

How can we mitigate the impact?

We now have an online financial assessment which offers two benefits relating to this policy change:

- (i) Customers could get an indicative amount of their contribution very early on, so they would know what their charges are likely to be while they wait for the financial assessment to be finalised, and can budget accordingly, and
- (ii) Customers could submit their data and documents online which speeds up the financial assessment process considerably.

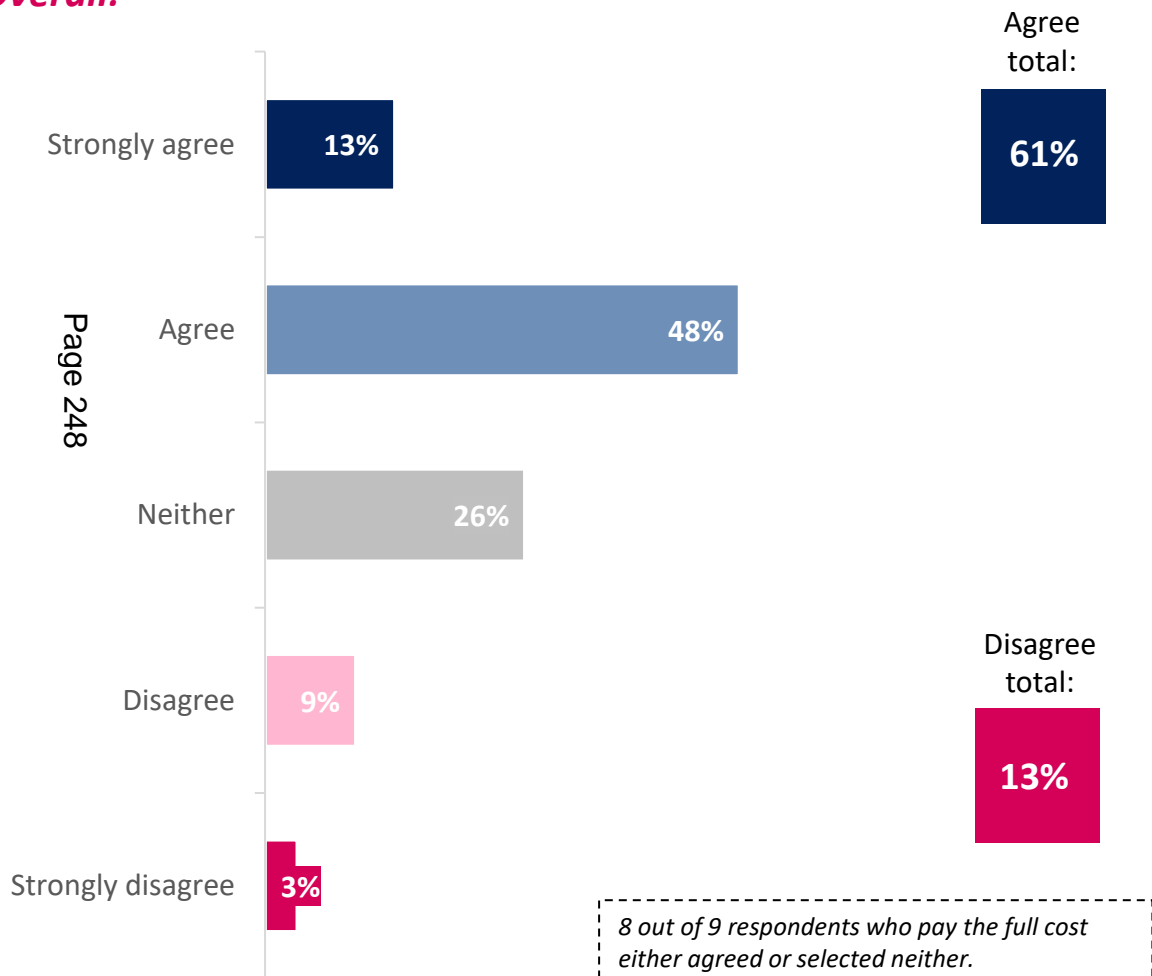
In addition, we plan to improve the level of support provided to people who seem to be unwilling or unable to take part in the financial assessment process. The FAB team and social workers will work together to provide help, guidance and reassurance, with the aim of reducing the number of people who are charged at full cost “by default” to as close to zero as possible.



Agreement and impact levels with proposal 3

Question: What extent do you agree or disagree with the proposed changes?

Overall:



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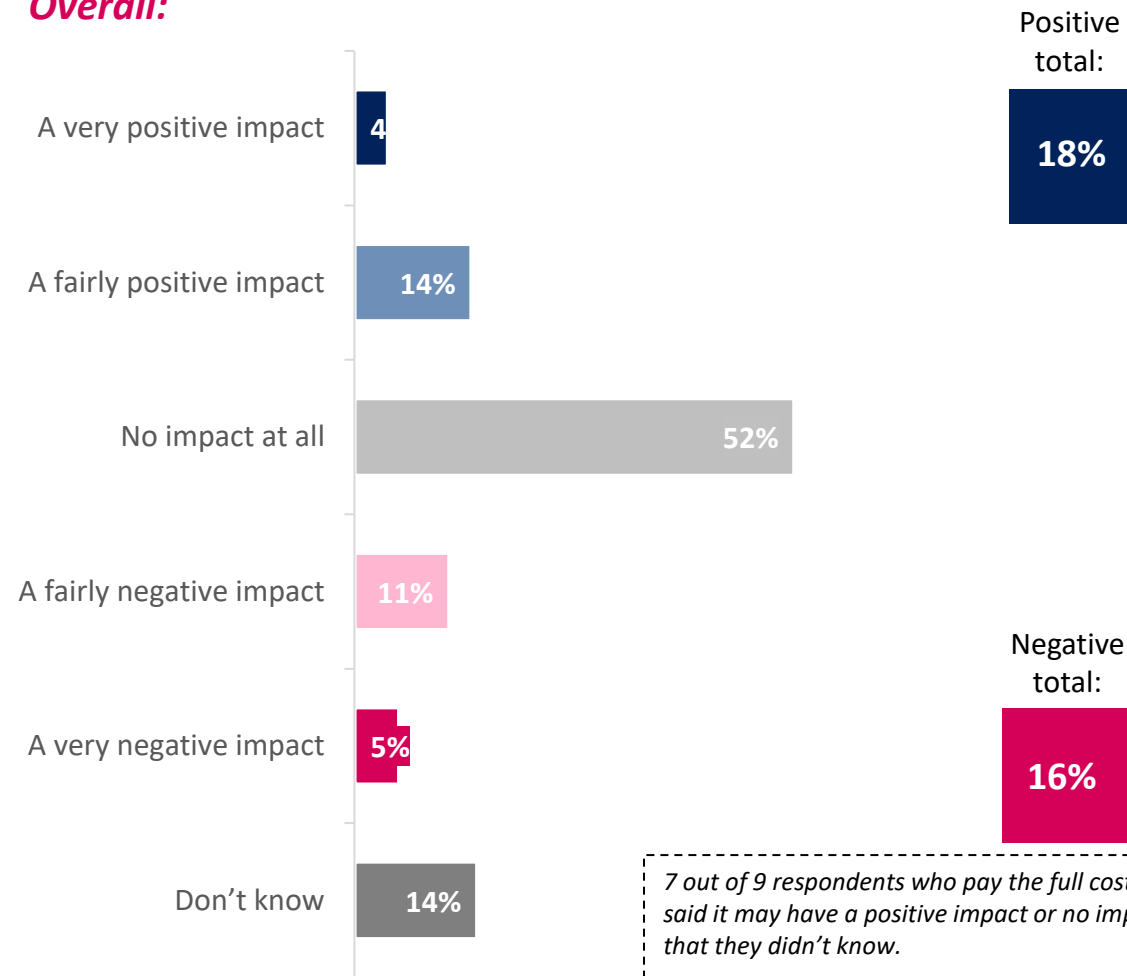
8 out of 9 respondents who pay the full cost either agreed or selected neither.

43 out of 45 respondents who pay a contribution either agreed or selected neither.

Base respondents: 152

Question: What impact do you feel this may have on you or your family?

Overall:



7 out of 9 respondents who pay the full cost either said it may have a positive impact or no impact, or that they didn't know.

41 out of 46 respondents who pay a contribution either said it may have a positive impact or no impact, or that they didn't know.

Base respondents: 153



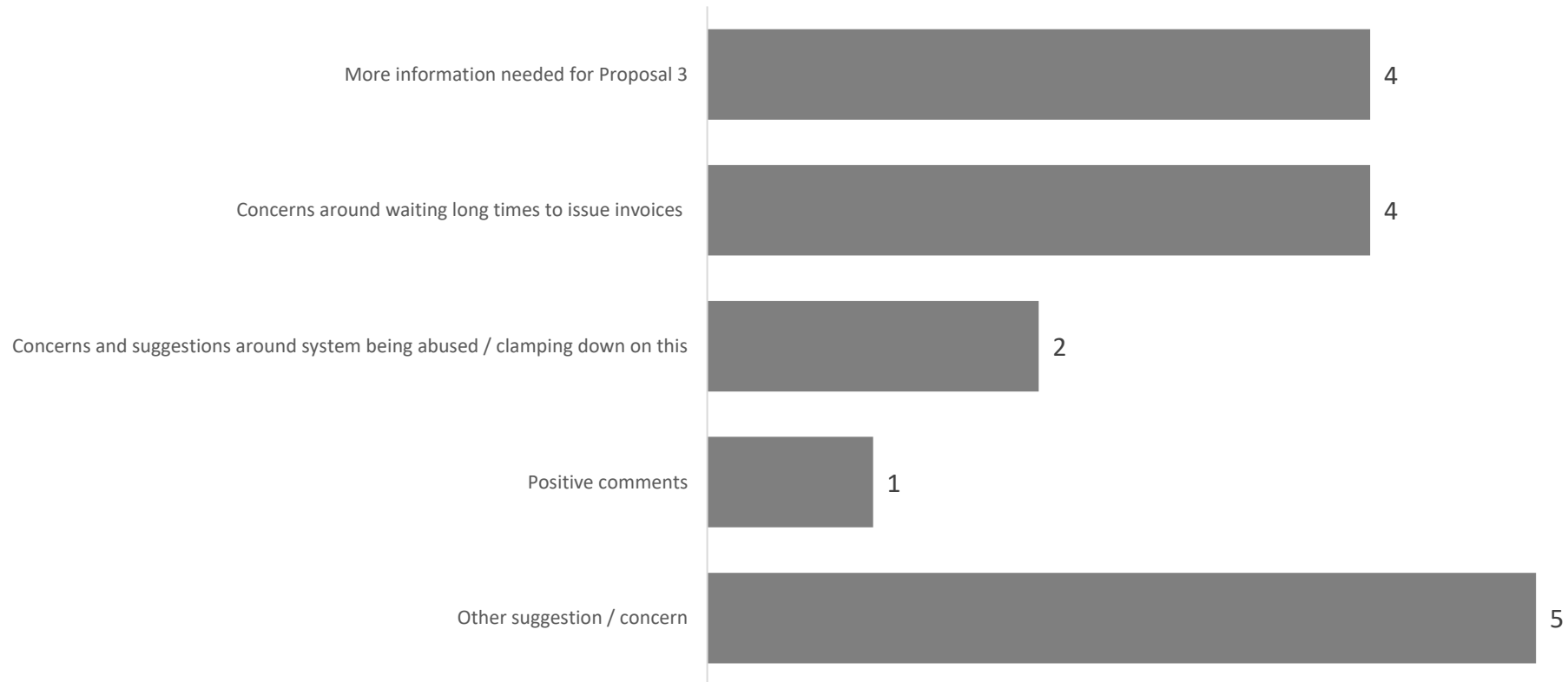
Proposal 3 – Free text responses.

Within the questionnaire, respondents were given the opportunity to provide their own free text comments. Any email or letter responses were also analysed alongside free-text responses in the questionnaire.

The following graphs show the total number of respondents by each theme of comment.

These graphs are in respondent count, rather than percentage.

Comments, impacts, suggests or alternatives:





**Proposal 4 - Changing the method for calculating the cost of non-residential care,
from an average rate to the actual cost.**



The questionnaire outlined the following information on proposal 4:

This will affect customers who pay the full cost. This will not affect customers who pay a contribution or those using Direct Payment.

This proposed change applies to you if you are not in a care home, and either:

- a) You have been assessed as able to afford to pay the full cost of your care, or
- b) You are paying the full cost of your care because it is less than the amount we have assessed that you can afford to pay. This can happen with very small packages of care.

Up to now we have worked out the cost of your care using an average cost.

From April 2024 we propose to pass on the actual cost to you – this is the amount we pay the provider (excluding any VAT).

Some people's charges may go up as a result. But no-one would be charged more than they can afford.



The questionnaire outlined the following more detailed information on proposal 4, for those who wanted to read :

What is being proposed?

We are changing the way we define the cost of non-residential care. Currently, in any given week, the cost of care is calculated as the actual amount of care delivered, multiplied by an average rate.

From April 2024 we propose to use the actual cost, which is the amount we pay the provider (excluding any VAT). This is generally higher than the current average rate.

The aim of this proposed change is to remove an anomaly, where non-residential customers who can afford to pay the full cost of their care, are having some of their care costs paid for by the council. This would free up funds which can be spent on providing care for people who cannot afford to pay the full cost of their care.



The questionnaire outlined the following more detailed information on proposal 4, for those who wanted to read :

What would be the impact?

Residential care customers would not be affected, because residential care has been charged using the actual cost for many years.

Most non-residential care customers would not be affected because they are either exempt for charging, or are paying a contribution towards the cost of their care (the maximum amount they can afford, worked out by the financial assessment).

There are two groups of non-residential care customers who would be affected:

Group 1: People who are expected to pay the full cost of their care but have still asked the council to arrange their care. (These people will have assets over £23,250 or have chosen not to have a financial assessment). This is approximately 6% of our non-residential care customers, around 80-100 people.

Group 2: People who are paying the cost of the care because the cost is less than their assessed contribution (the maximum amount they can afford to pay, worked out by the financial assessment). This is approximately 16% of our non-residential care customers, around 220 people.

A detailed analysis has been carried out to assess the impact of this change on these two groups.

The full-cost customers in Group 1 would see an increase in their charges averaging 28%, although the range of increases is wide both in terms of amount and percentage. People in this group can afford to pay the full cost of their care, however due to the average charging method we have used up to now, they have not been charged the true full cost. This proposed change would rectify the situation and free up council funds to spend on care for people who cannot afford to pay for it.

The customers in Group 2 would see an increase in their charges averaging 19%. These people are being charged less than the maximum they can afford, and in most cases even after the charges are increased, they will still be charged less than the maximum they can afford. The worst case, for about 30 people, is that the cost of their care will now exceed their assessed contribution amount (from the financial assessment), so they would be charged their contribution from now on.

Both groups would, going forwards, be affected by any change in the rates we pay providers.



The questionnaire outlined the following more detailed information on proposal 4, for those who wanted to read :

How can the impact be mitigated?

We recognise that any sudden increase in charges (even within the range of what people can in theory afford to pay) may cause difficulty for some people. There are several ways the impact could be managed:

- a) Between now and 1st April 2024 we would review the care provisions for the full-cost customers with the highest charges and the biggest increase in charges. We would check that the provision is proportionate and not more than they need. We would also encourage them to complete a financial assessment if there is any possibility that this will reduce their charges.
- b) Customers could ask to be moved to a cheaper provider if they wish
- c) Full cost customers could decide to arrange their own care if they wish
- d) Customers paying the cost of their care because it is less than their maximum contribution, could ask for a direct payment instead and arrange their own care
- e) Temporary payment plans could be considered, to help people smooth out the impact of a large increase in their charges.
- f) In exceptional cases the council could agree to waive the whole cost of care if necessary

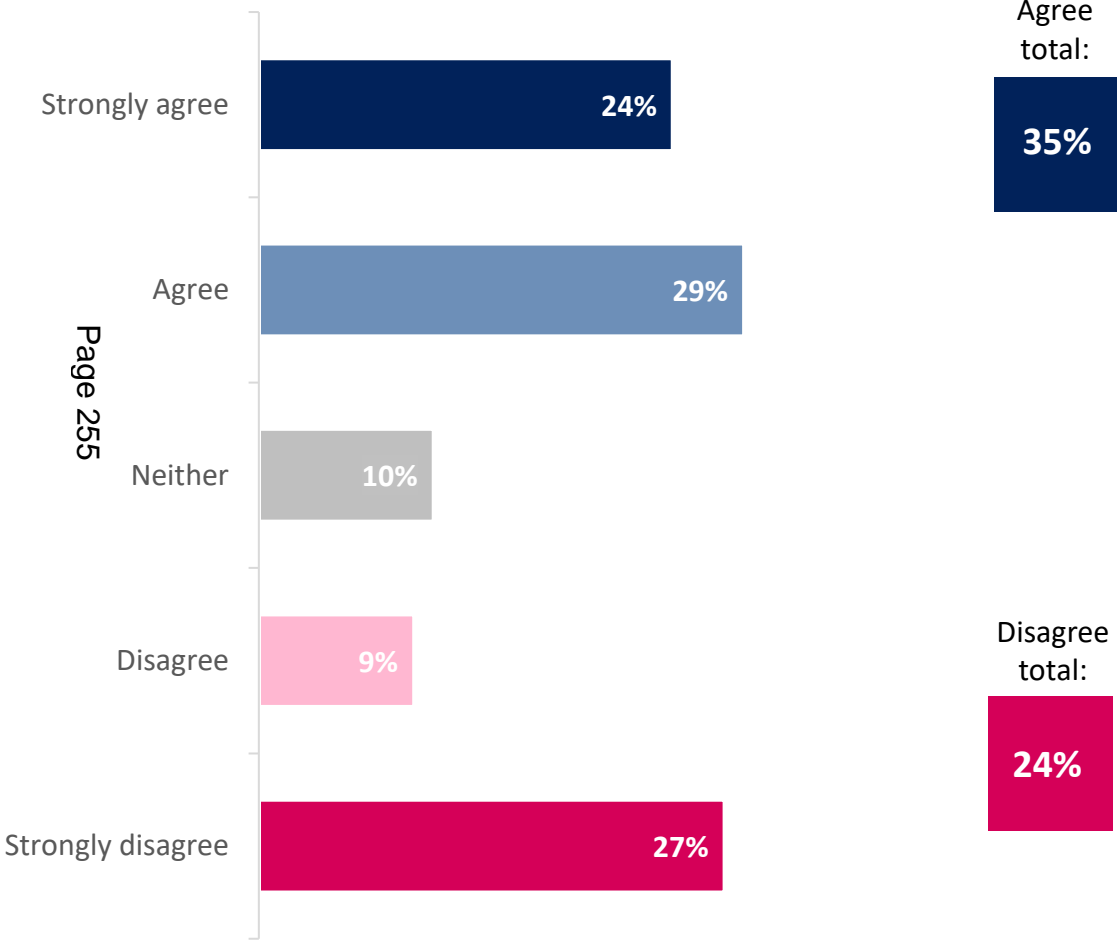
The impact of exposing non-residential customers to changes in our provider payment rates, would be eased by explaining how we manage provider rates, and annual increases, in the policy. In the case of home care, providers can only increase their rates annually, but can (and do) reduce their rates mid-year to be more competitive.



Agreement and impact levels with proposal 4

Question: What extent do you agree or disagree with the proposed changes?

Overall:



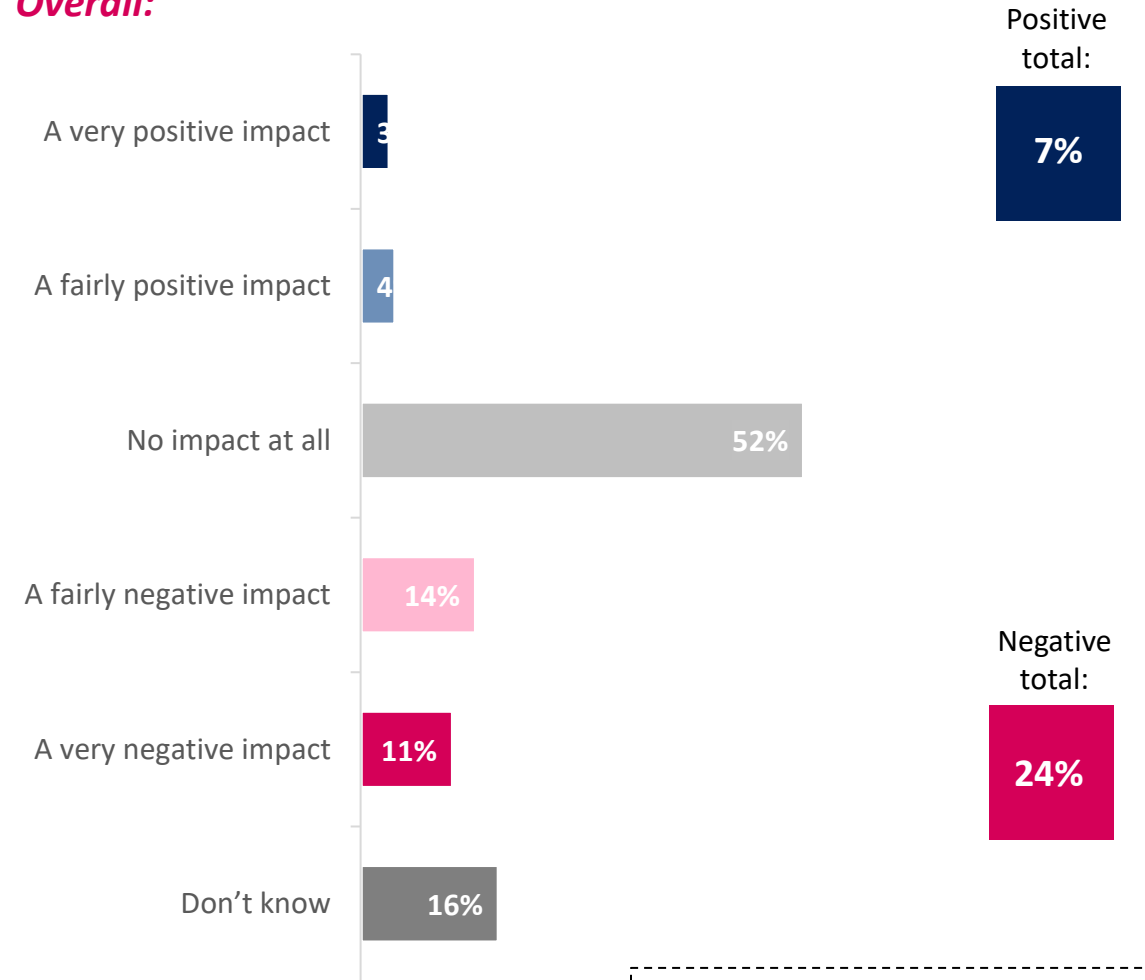
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7 out of 9 respondents who pay the full cost either agreed or selected neither.

Base respondents: 148

Question: What impact do you feel this may have on you or your family?

Overall:



Base respondents: 148

5 out of 9 respondents who pay the full cost either said it may have a positive impact or no impact, or that they didn't know.



Proposal 4 – Free text responses.

Within the questionnaire, respondents were given the opportunity to provide their own free text comments. Any email or letter responses were also analysed alongside free-text responses in the questionnaire.

The following graphs show the total number of respondents by each theme of comment.

These graphs are in respondent count, rather than percentage.

Comments, impacts, suggests or alternatives:





Proposal 5 – Introducing charges for transport



The questionnaire outlined the following information on proposal 5:

This will affect customers who pay the full cost. This will not affect customers who pay a contribution or those using Direct Payment.

Up to now, if we have arranged transport as part of packages of care, we have not charged for it at all. This is unusual – most councils charge for transport.

From April 2024, we propose to start charging for the cost of transport if we arrange it for you.



The questionnaire outlined the following more detailed information on proposal 5, for those who wanted to read :

What is being proposed?

Up to now, any transport services listed on people's support plans which have been arranged by the council, have been provided free of charge. We now propose to charge for transport at the actual cost. This would bring us into line with most other councils, where charging for transport is the norm. The most common use of transport is to take people to and from day care.

By asking people who can afford it, to pay for their transport, we have more funds for other care to be provided to people who cannot afford to pay for it.

It should be noted that we are one of the very few councils who do not currently charge for transport.



The questionnaire outlined the following more detailed information on proposal 5, for those who wanted to read :

What would be the impact?

People who only pay a contribution towards the cost of their care, or are exempt from charging, would not be affected by this change.

The people who would be affected, are in the same two groups as in change 4 above:

Group 1: People who are expected to pay the full cost of their care but have still asked the council to arrange their care. (These people will have assets over £23,250 or have chosen not to have a financial assessment). This is approximately 6% of our non-residential care customers, around 80-100 people.

Group 2: People who are paying the cost of the care because the cost is less than their assessed contribution (the maximum amount they can afford to pay, worked out by the financial assessment). This is approximately 16% of our non-residential care customers, around 220 people.

The number of existing transport customers in these two groups is very small – less than 10 people. The main purpose of the proposed change is to ensure that we charge transport to new customers, so long as the total cost of their care is still within the range of what they can afford (according to the financial assessment).

How can we mitigate the impact?

Firstly, the support planning approach is being reviewed to ensure that we are consistent in the way we define the need for council-arranged transport. Many customers have other options.

Secondly, the way we commission transport services is also under review, to ensure that we can obtain services at a competitive rate.

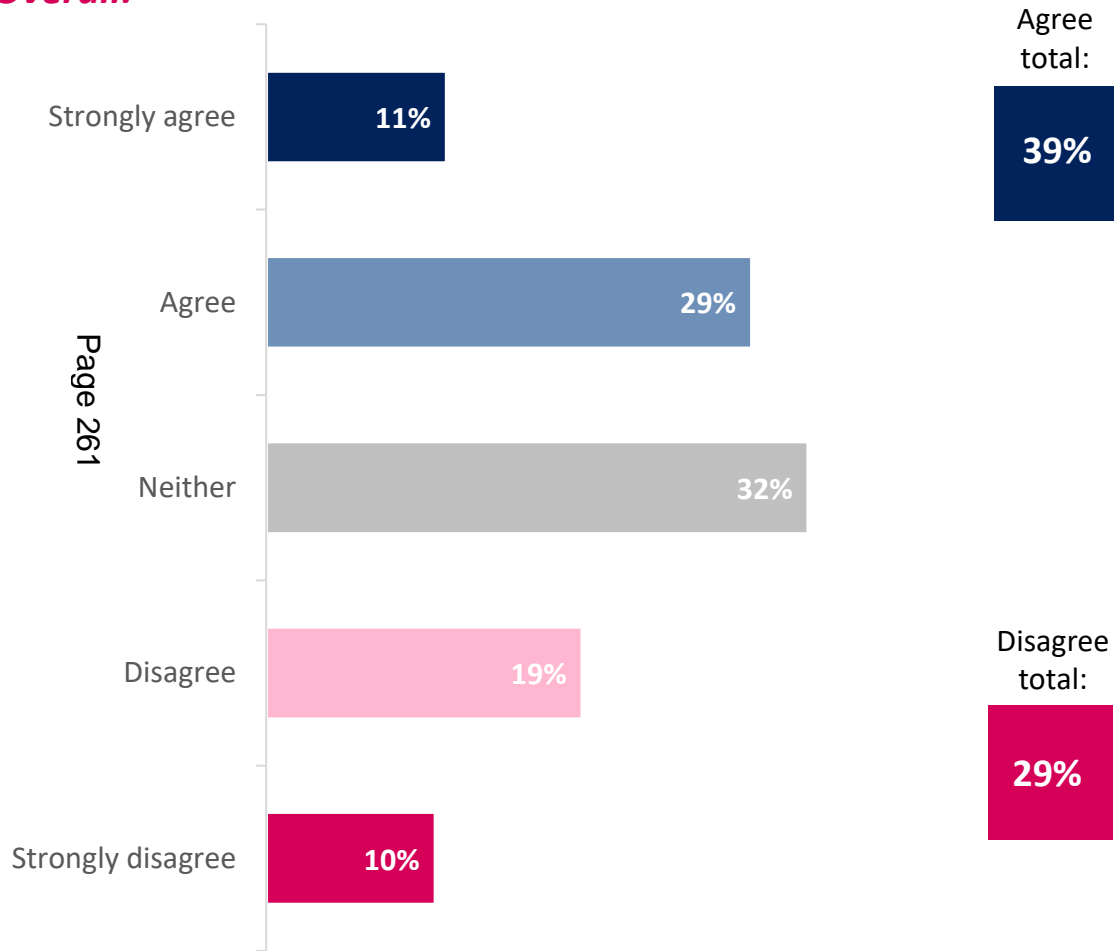
Finally, customers may choose to make use of friends / family / free community transport options to avoid having to pay these charges.



Agreement and impact levels with proposal 5

Question: What extent do you agree or disagree with the proposed changes?

Overall:



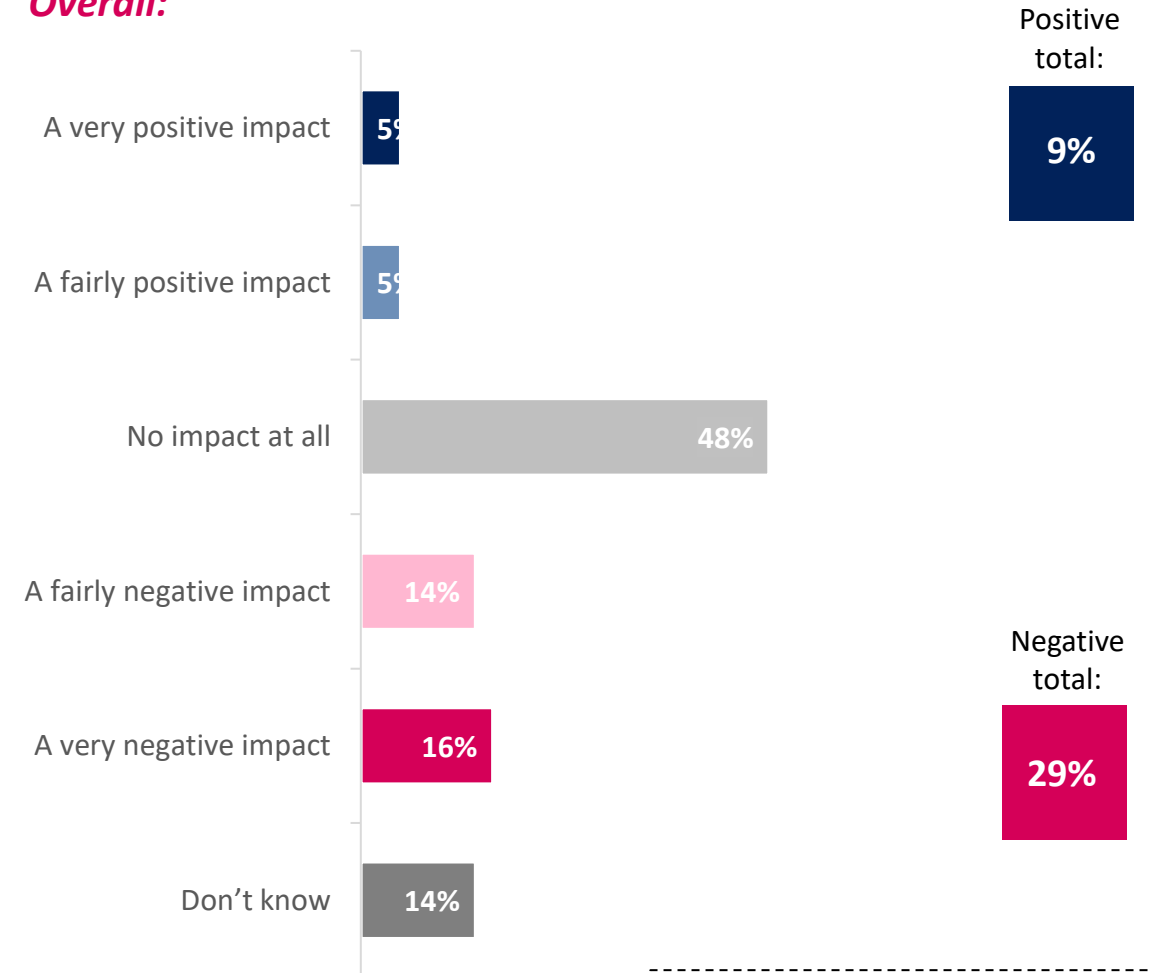
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Base respondents: 150

5 out of 9 respondents who pay the full cost either agreed or selected neither.

Question: What impact do you feel this may have on you or your family?

Overall:



Base respondents: 148

3 out of 9 respondents who pay the full cost either said it may have a positive impact or no impact, or that they didn't know.



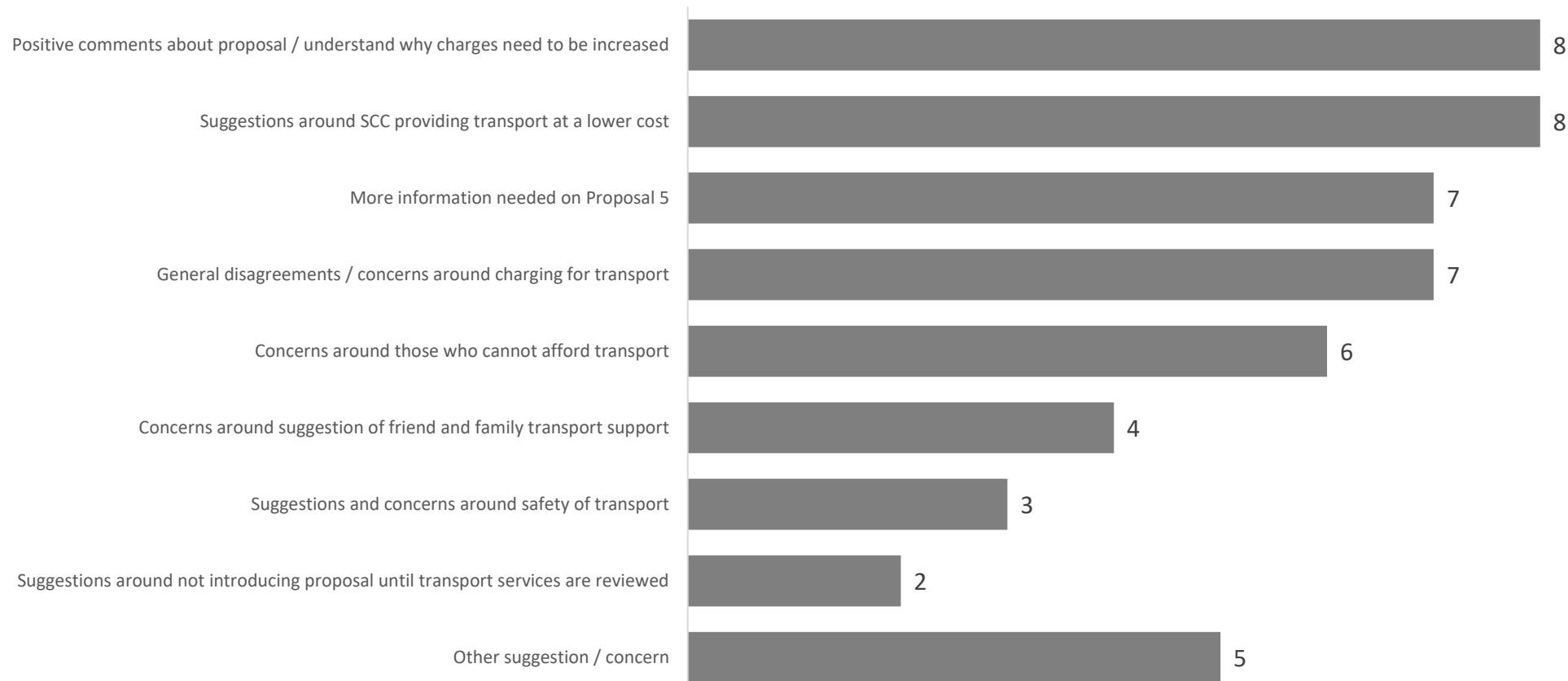
Proposal 5 – Free text responses.

Within the questionnaire, respondents were given the opportunity to provide their own free text comments. Any email or letter responses were also analysed alongside free-text responses in the questionnaire.

The following graphs show the total number of respondents by each theme of comment.

These graphs are in respondent count, rather than percentage.

Comments, impacts, suggests or alternatives:





Proposal 6 - Increasing the administration charges for processing deferred payment loans



The questionnaire outlined the following information on proposal 6:

This will affect customers who pay the full cost. This will not affect customers who pay a contribution or those using Direct Payment.

This proposed change would only apply to you if you enter into a deferred payment loan agreement with the council from April 2024 onwards. Deferred payment loans are an option for people who need to move into a care home permanently, and have assets over £23,250 which are all tied up in a property which they do not want to sell. Deferred payment loans are only suitable for a very small number of people.

We charge administration fees to cover the cost of setting up and operating the deferred payment loan agreement. We are proposing to increase these fees for new deferred payment loan customers from April 2024.



The questionnaire outlined the following more detailed information on proposal 6, for those who wanted to read :

What is being proposed?

Deferred payment loans are an option for people who need to move into a care home permanently, and have assets over £23,250 which are all tied up in a property which they do not want to sell. They can apply for a deferred payment loan, and if approved, they will need to complete a deferred payment agreement. The council will pay for their care, having obtained a “first legal charge” on the property so that the council can recover the loan amount when the property is eventually sold.

Interest is charged at a small rate set by the government, and the Care Act 2014 permits the council to charge the customer for the administration costs of operating the loan.

We are proposing to increase the existing setup fee, introduce an annual fee and add other fees which will apply only when specific circumstances arise. In all cases these fees are simply covering our costs, and in all cases, they can be added to the loan if required.

We have taken note of other councils’ fees to ensure that our proposed fees are within a normal range and not excessive.

Specific changes being proposed are:

- a) The one-off setup fee of £730 is increased to £990. (This reflects a more systematic analysis of the workload and increases in staff hourly rates since 2019). An extra fee of £50 would be added if a discretionary meeting is required to discuss an applicant who does not meet the mandatory criteria (for example, if they already have a charge on the property).
- b) A new annual administration fee of £200, to cover the cost of regular maintenance work including producing statements.
- c) An extra fee of £200 for re-valuing the property when the loan amount reaches 80% of the original equity.
- d) Other variable legal fees charged as incurred, in rare cases
- e) All fixed fees would be listed in the rates document which accompanies the charging policy, and increased annually in line with latest costs
- f) Final invoice to attract interest of 4% over the base rate if not paid within 6 months of being issued



The questionnaire outlined the following more detailed information on proposal 6, for those who wanted to read :

What would be the impact?

People affected by this change would be the very small number of full-cost, residential customers who choose to enter a deferred payment agreement in the future. (Existing deferred payment customers would not be affected).

Typically, we have less than 10 new people per year who would experience the new, higher set up fee as well as the annual fees in due course.

Currently, the average weekly cost of care for the existing customers is £1008.37. Therefore, the new proposed fees, are small values compared with the annual cost of care.

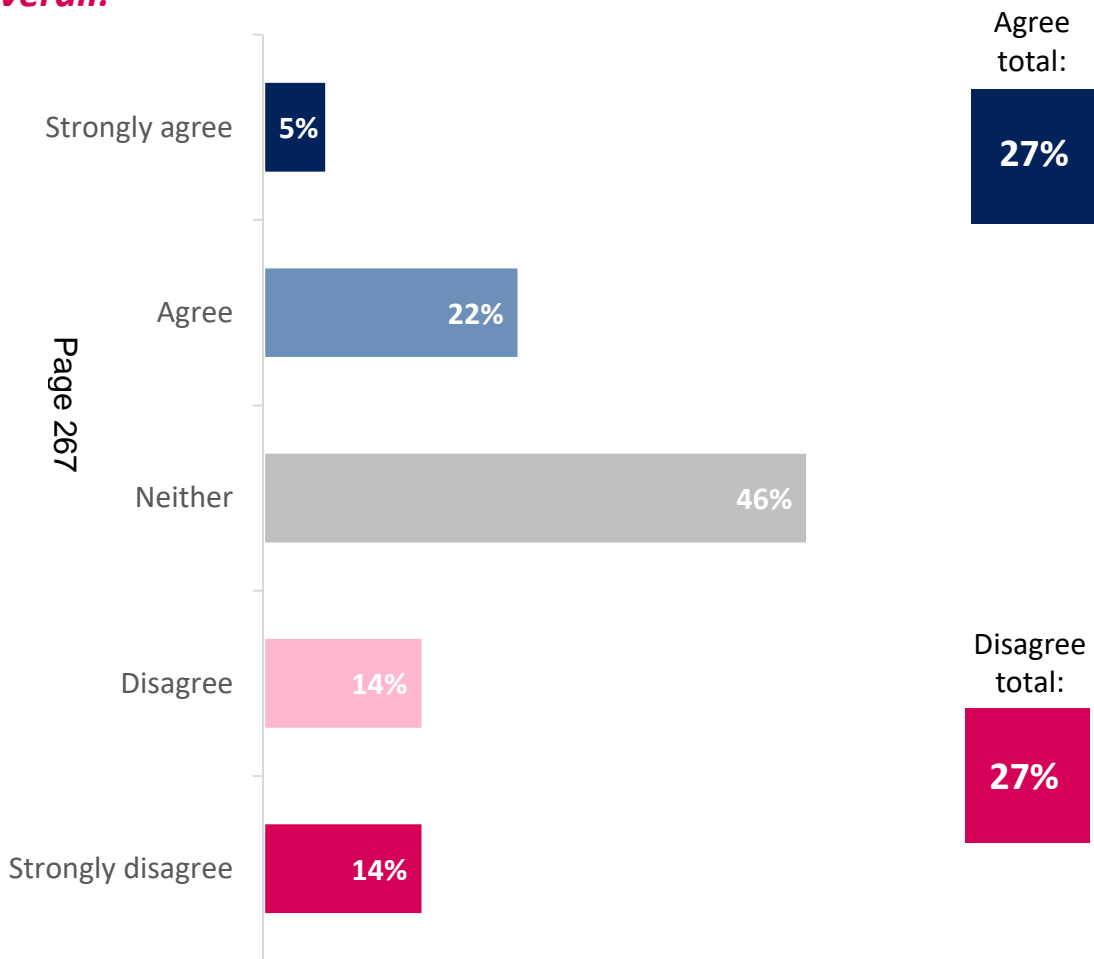
In addition, customers have the option to defer payment of the fees by adding them to the loan.



Agreement and impact levels with proposal 6

Question: What extent do you agree or disagree with the proposed changes?

Overall:

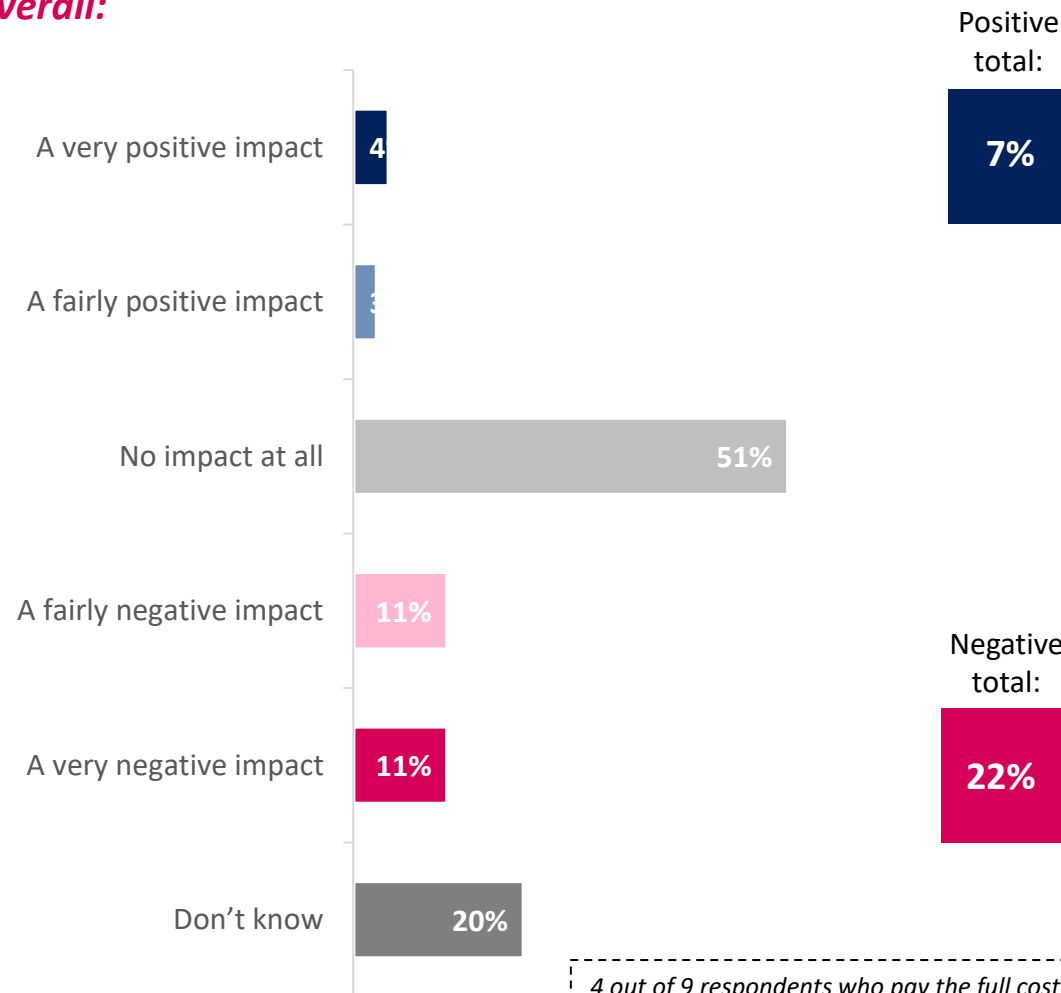


5 out of 9 respondents who the full cost either agreed or selected neither.

Base respondents: 148

Question: What impact do you feel this may have on you or your family?

Overall:



4 out of 9 respondents who pay the full cost either said it may have a positive impact or no impact, or that they didn't know.

Base respondents: 145



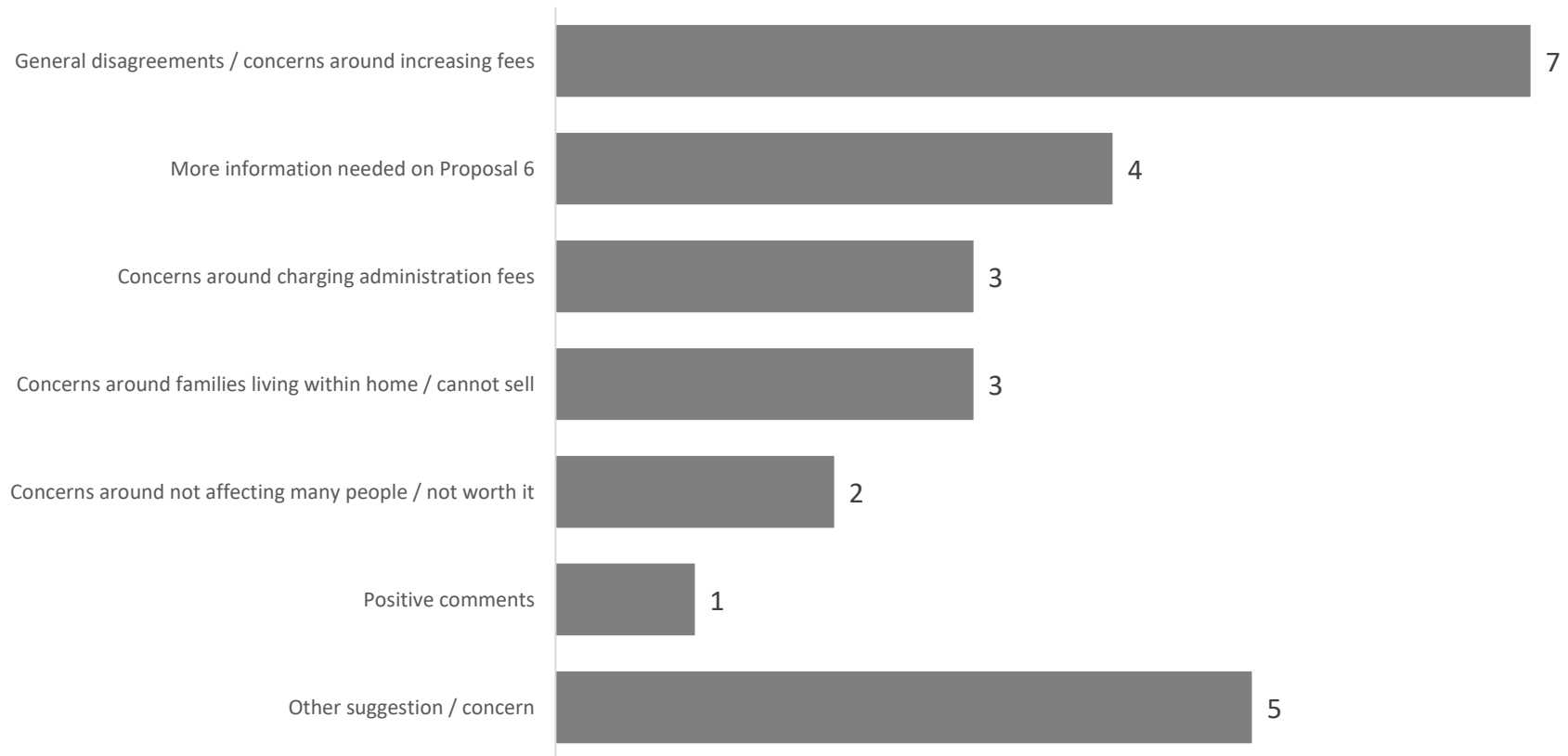
Proposal 6 – Free text responses.

Within the questionnaire, respondents were given the opportunity to provide their own free text comments. Any email or letter responses were also analysed alongside free-text responses in the questionnaire.

The following graphs show the total number of respondents by each theme of comment.

These graphs are in respondent count, rather than percentage.

Comments, impacts, suggests or alternatives:





Proposal 7 - Changing the “Minimum Income Guarantee” rate used for new customers aged between 60 and state pension age.



The questionnaire outlined the following information on proposal 7:

This will affect customers who pay a contribution and use Direct Payment. This will not affect customers who pay the full cost.

This proposed change would not apply to you if:

- a) You are in a care home, or
- b) You are aged 60 and over, and were financially assessed by Southampton City Council before April 2024

We carry out a financial assessment to work out what you can afford to pay towards the cost of your care. As part of that process, we have to make sure that you are left with a specific amount of money to cover your day-to-day living costs. This amount is set by the government and is called a “Minimum Income Guarantee” or MIG.

The MIG amount varies depending on your age group and the kind of benefits you receive. The highest MIG amount is for people of state pension age and over.

Up to now we have given the highest MIG amount to anyone aged 60 or over. From April 2024, we propose to revert to the normal age threshold. This means we would not apply the highest MIG amount until someone reaches state pension age, usually at the age of 66 or 67.



The questionnaire outlined the following more detailed information on proposal 7, for those who wanted to read :

What is being proposed?

When the financial assessment is carried out to assess how much someone can afford to pay for their non-residential care, a key element is the Minimum Income Guarantee, or MIG. This is the amount of a person's weekly income, which they need to keep for day-to-day living costs. It is set annually by the government, and takes into account the person's age and level of disability (based on the kind of benefits they are claiming).

The most generous MIG rate is reserved for people of state pension age and over. However, for many years the council has been using this rate for any customers aged 60 or over.

We propose that from April 2024, any new customers, and any existing customers aged 59 and under, would not be allocated the highest MIG rate until they reach state pension age, which will be at the age of 66 or 67. Instead they would be allocated the lower MIG rate for people aged 25+.

What would be the impact?

Existing customers aged 60+ would not be impacted – we would continue to use the higher rate MIG they have already been allocated.

New customers aged 60-66 (there were 32 of these in 2022-23), and existing customers who turn 60 (there were 19 in 2022/23), would simply wait longer before they are allocated the higher MIG rate. This means their charges would be higher than they would have been without the proposed change, but would still be affordable, according to the government-set MIG rates.

No individual person would see any reduction in their MIG rate or increase in charges because of this proposed change.

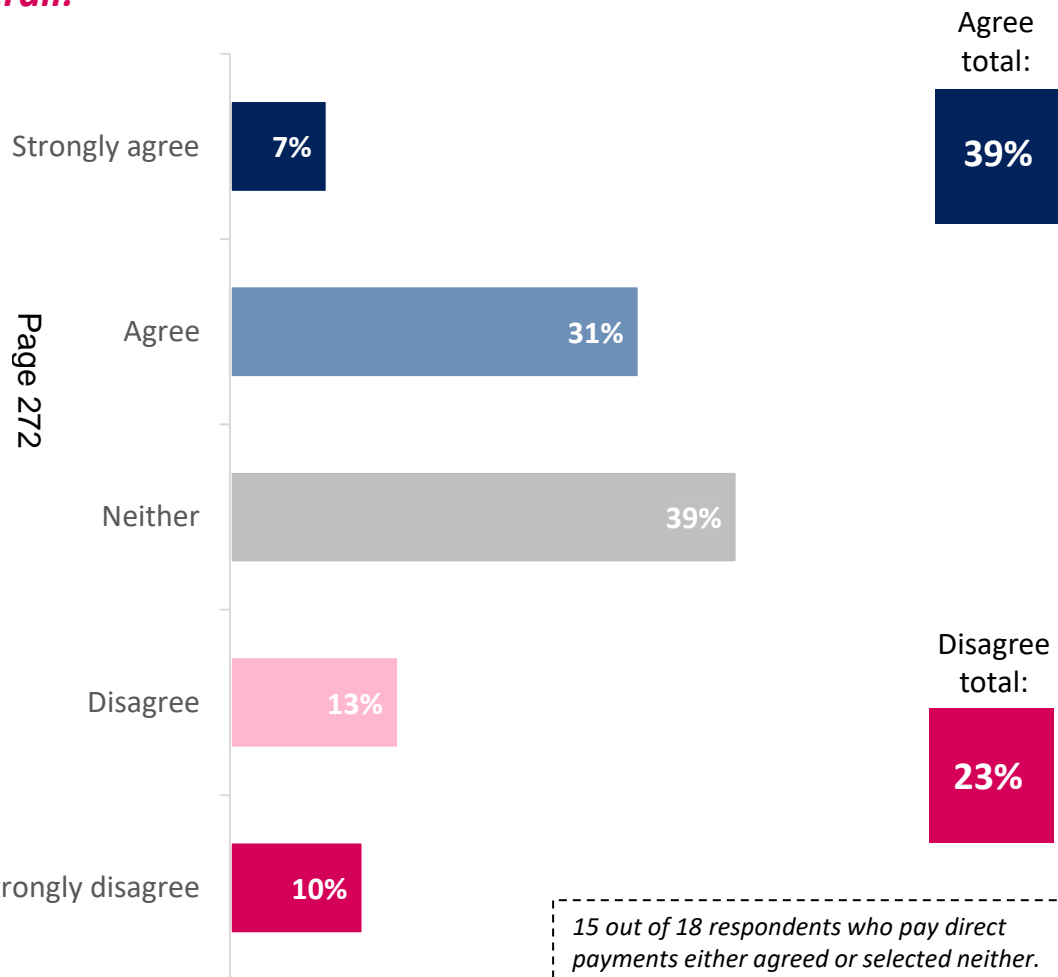
The increased income raised by this proposed change would help fund other care packages.



Agreement and impact levels with proposal 7

Question: What extent do you agree or disagree with the proposed changes?

Overall:

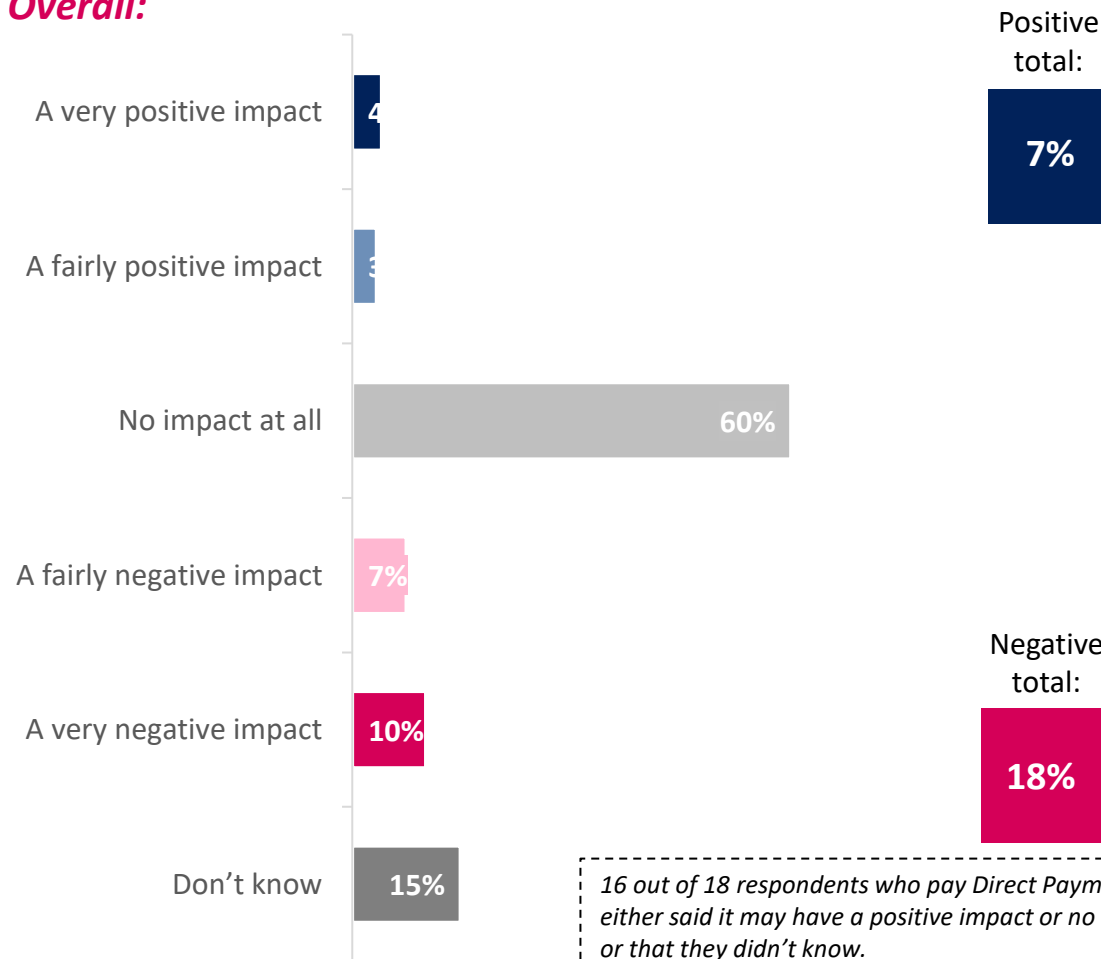


15 out of 18 respondents who pay direct payments either agreed or selected neither.

35 out of 43 respondents who pay a contribution either agreed or selected neither.

Question: What impact do you feel this may have on you or your family?

Overall:



16 out of 18 respondents who pay Direct Payments either said it may have a positive impact or no impact, or that they didn't know.

33 out of 42 respondents who pay a contribution either said it may have a positive impact or no impact, or that they didn't know.



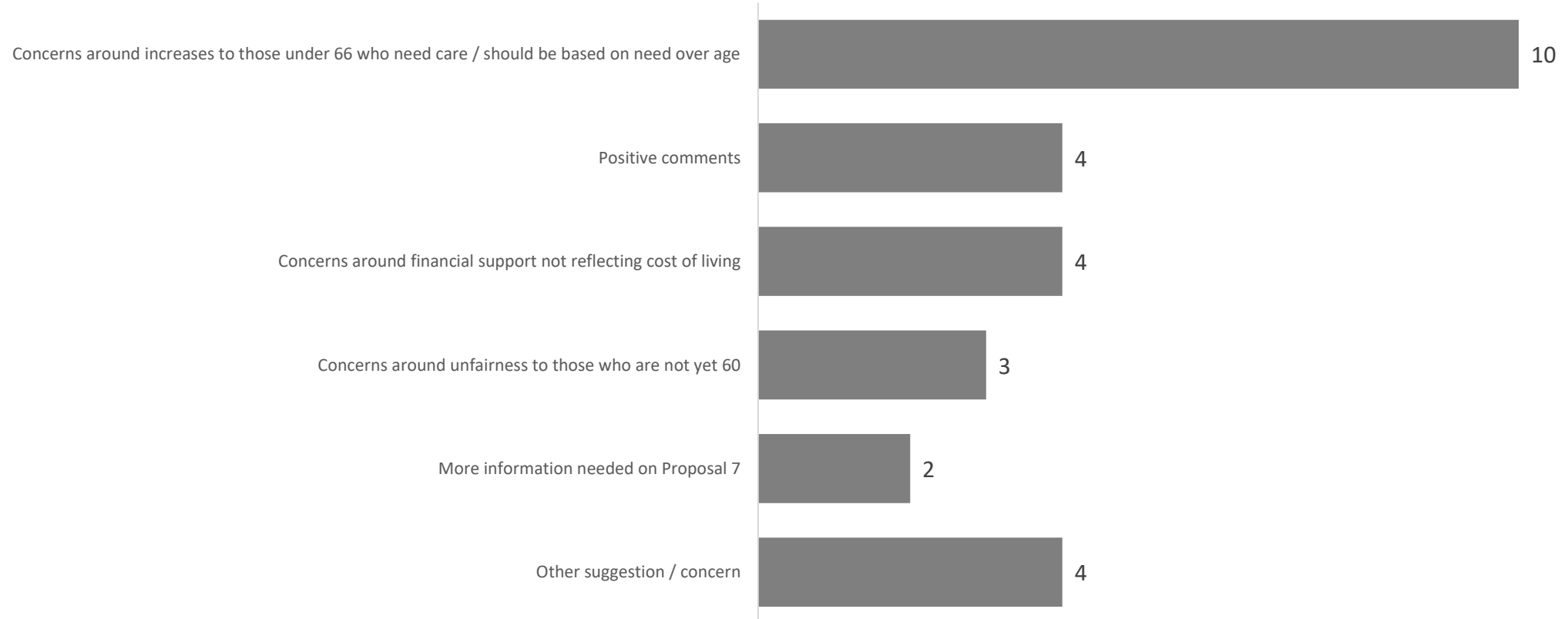
Proposal 7 – Free text responses.

Within the questionnaire, respondents were given the opportunity to provide their own free text comments. Any email or letter responses were also analysed alongside free-text responses in the questionnaire.

The following graphs show the total number of respondents by each theme of comment.

These graphs are in respondent count, rather than percentage.

Comments, impacts, suggests or alternatives:





Proposal 8 - Improvements to the general structure and accessibility of the ASC Charging Policy document



The questionnaire outlined the following information on proposal 8:

This will affect customers paying a contribution, those paying the full cost and those using Direct Payment.

We have suggested edits to the ASC Charging Policy to make it easier to read and understand. By making the policy easier to read, we hope that customers have a better understanding of how we work out what they can afford to pay, and how we calculate the amount on their invoices.



The questionnaire outlined the following more detailed information on proposal 8, for those who wanted to read:

What is being proposed?

The charging policy is based on the Care Act 2014 regulations and statutory guidance, which means it can be challenging to read and understand.

The Council has suggested edits to the document to make it more accessible by:

- a) simplifying the wording
- b) changing the order of information in the document so that it reflects the order of events for a new customer
- c) including more diagrams and examples
- d) including a glossary to explain terms which some people might not know
- e) collecting all the rates and fees we use into one Rates Document.
- f) explaining how these rates and fees are updated each year.

What would be the impact?

All adult social care customers are affected by the proposed changes. This includes people whose care is arranged by the council, people receiving a direct payment, and carers.

The intention is that by making the policy easier to read, customers have a better understanding of how we work out what they can afford to pay, and how we calculate the amount on their invoices.

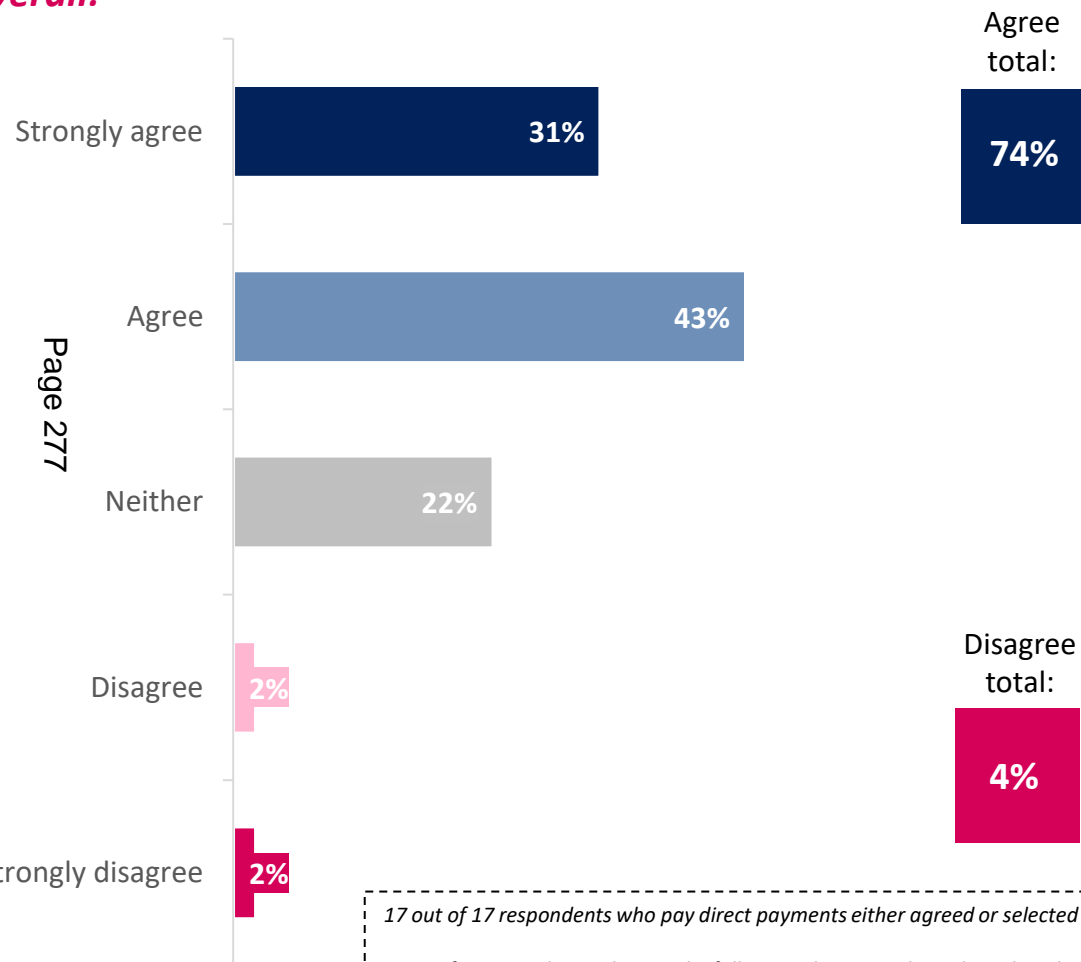
We would also produce an Easy-Read version of this description of the changes, to ensure that people with Learning Disabilities are not excluded from understanding how charging works.



Agreement and impact levels with proposal 8

Question: What extent do you agree or disagree with the proposed changes?

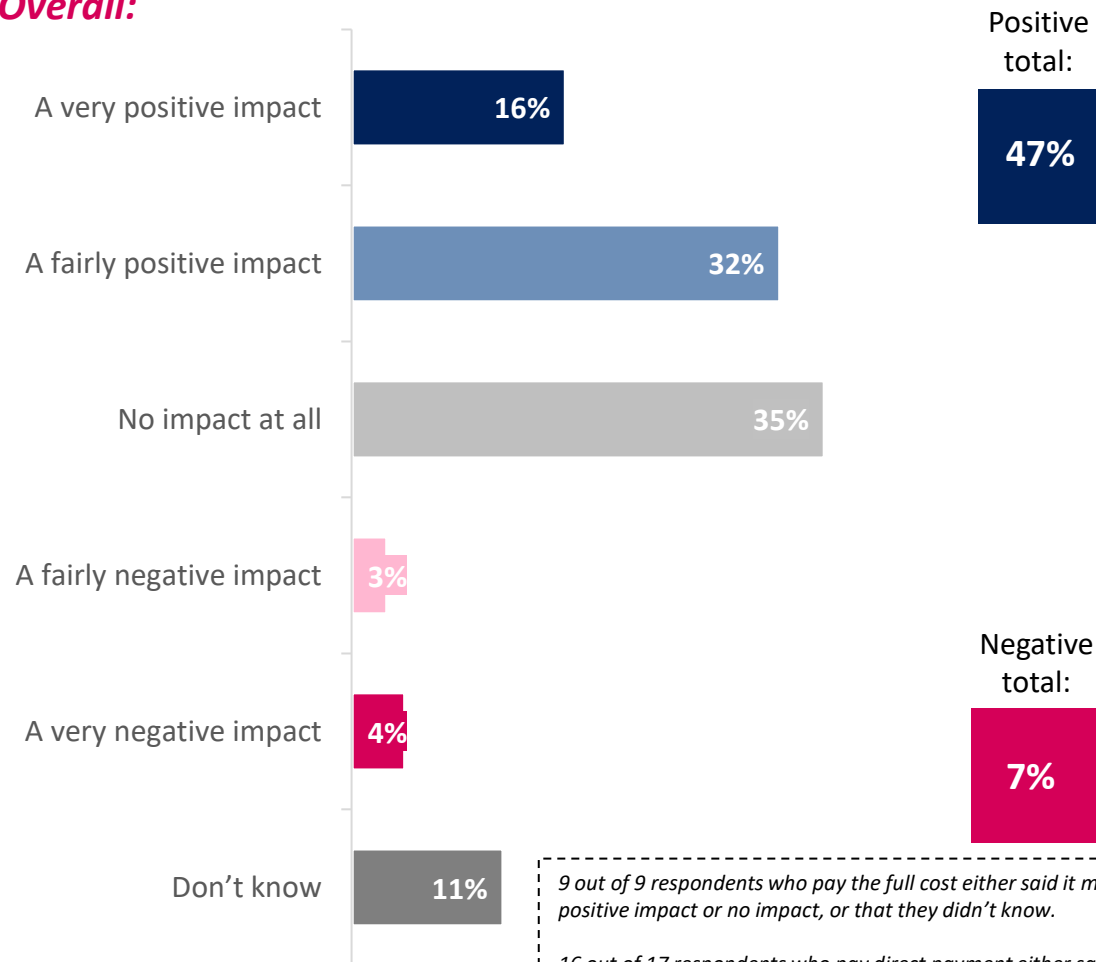
Overall:



17 out of 17 respondents who pay direct payments either agreed or selected neither.
 9 out of 9 respondents who pay the full cost either agreed or selected neither.
 44 out of 45 respondents who pay a contribution either agreed or selected neither.

Question: What impact do you feel this may have on you or your family?

Overall:



9 out of 9 respondents who pay the full cost either said it may have a positive impact or no impact, or that they didn't know.
 16 out of 17 respondents who pay direct payment either said it may have a positive impact or no impact, or that they didn't know.
 44 out of 45 respondents who pay a contribution either said it may have a positive impact or no impact, or that they didn't know.

Page 277

Base respondents: 155

Base respondents: 152



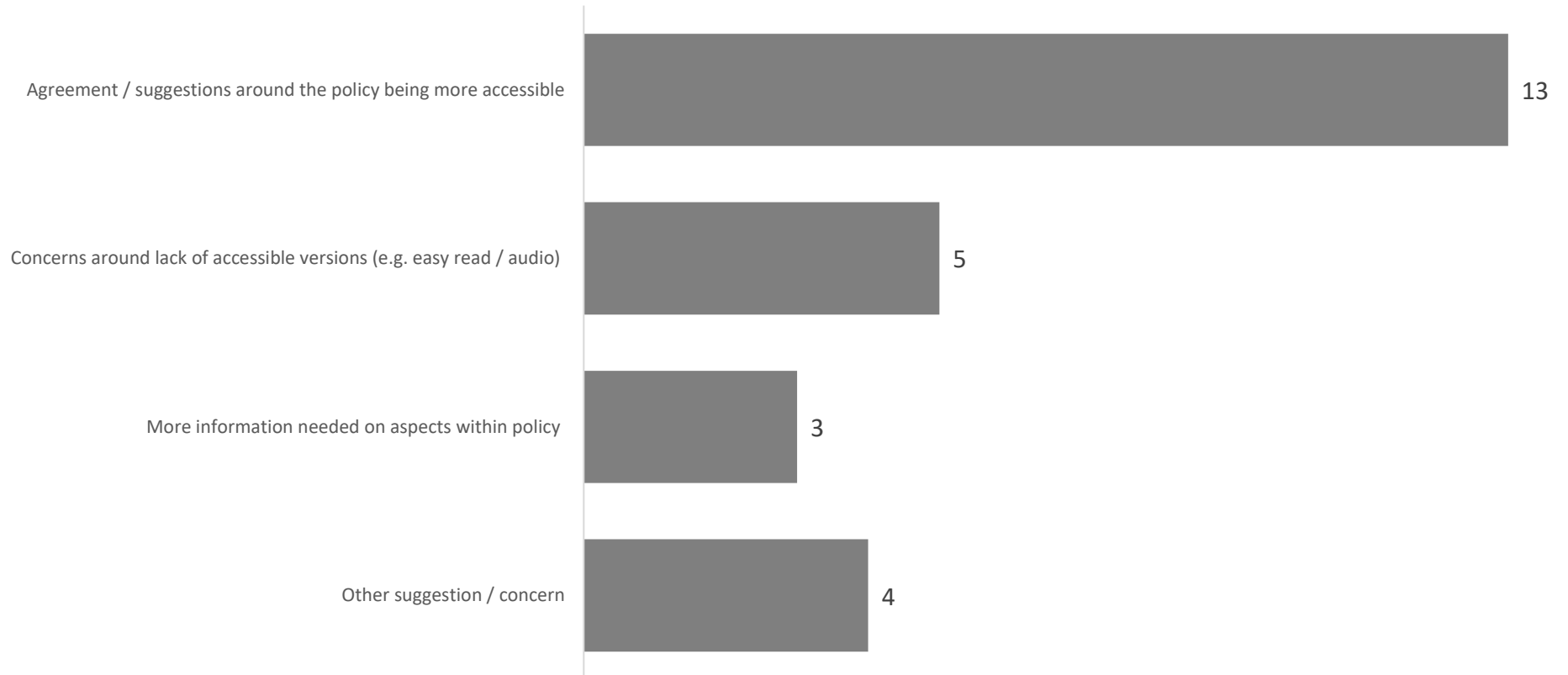
Proposal 8 – Free text responses.

Within the questionnaire, respondents were given the opportunity to provide their own free text comments. Any email or letter responses were also analysed alongside free-text responses in the questionnaire.

The following graphs show the total number of respondents by each theme of comment.

These graphs are in respondent count, rather than percentage.

Comments, impacts, suggests or alternatives:





Overall draft policy



Overall Draft Policy

Have you read the proposed draft policy?

25% Yes, all of it

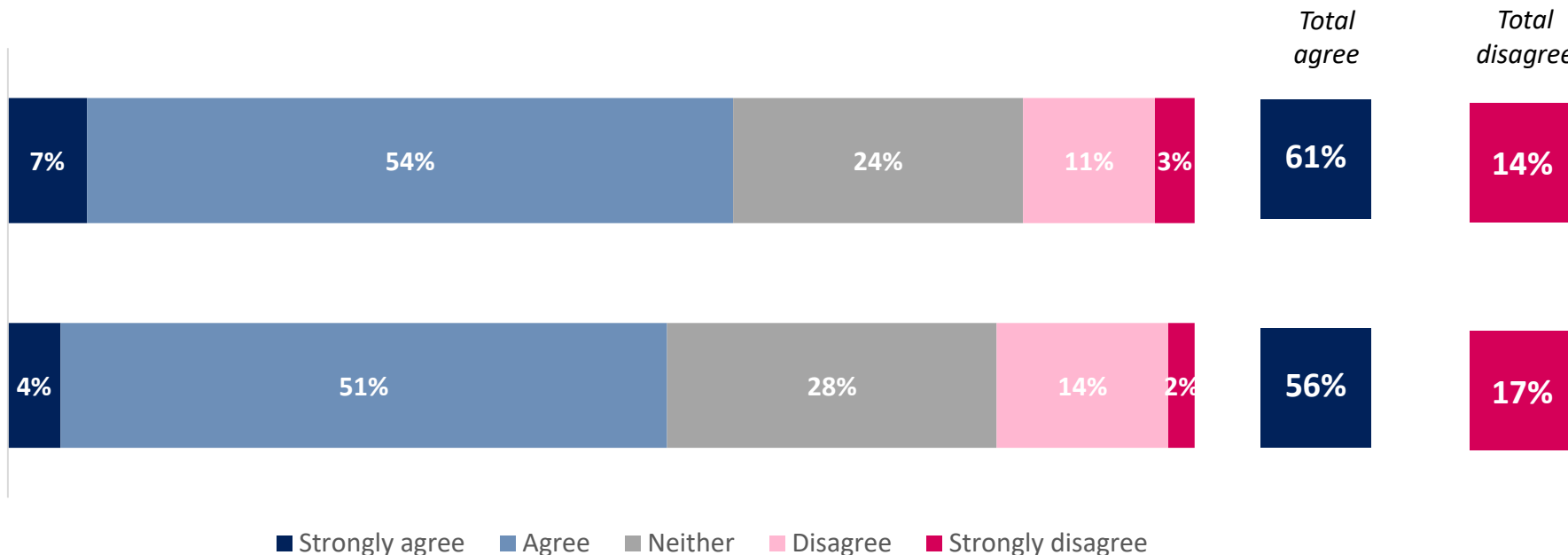
45% Yes, some of it

30% No

If you have read the proposed policy, to what extent do you agree or disagree with the following statements?

Page 280

The draft policy is easy to understand



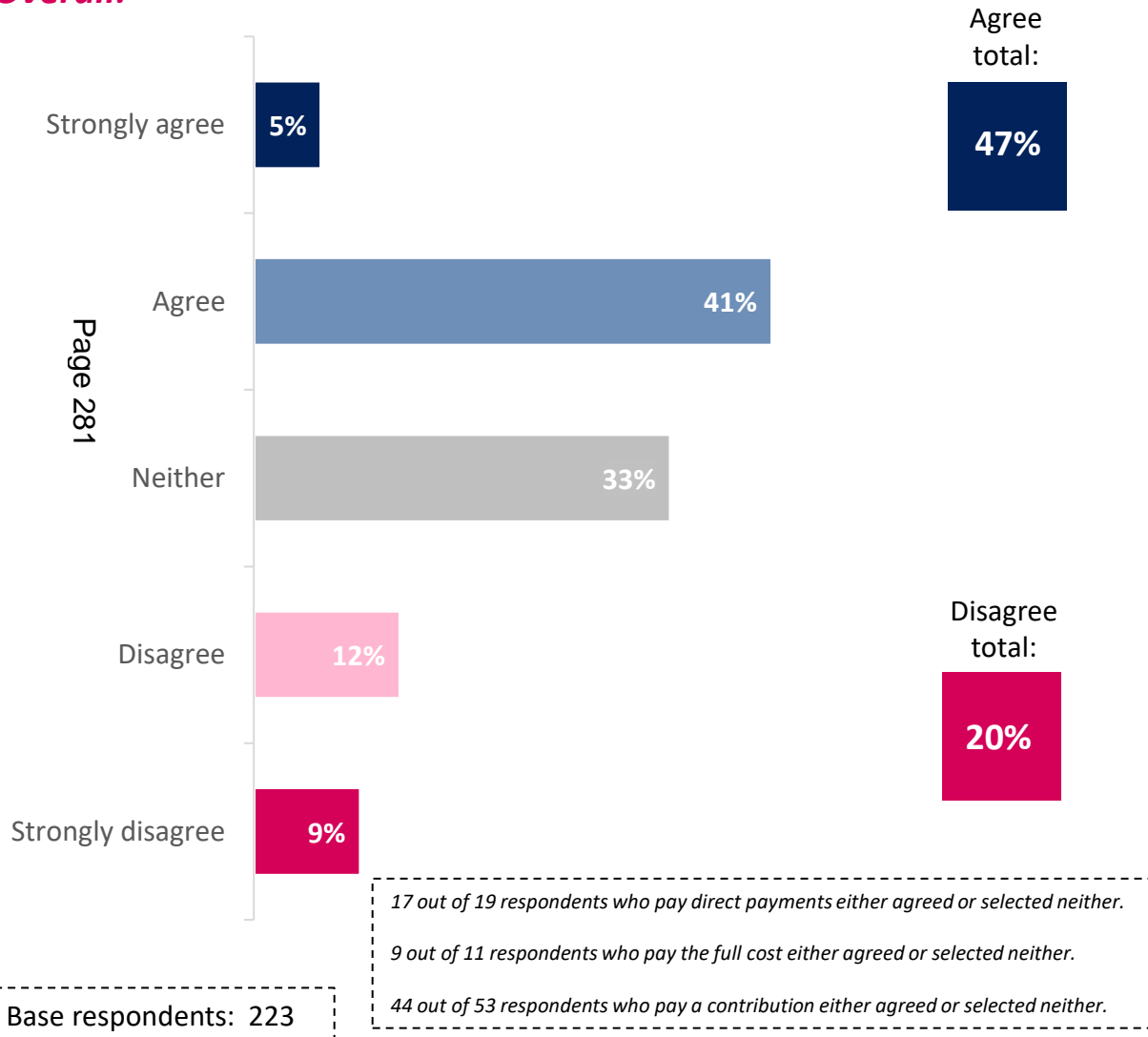
Strongly agree Agree Neither Disagree Strongly disagree



Agreement and impact levels with proposed changes

Question: What extent do you agree or disagree with the proposed changes?

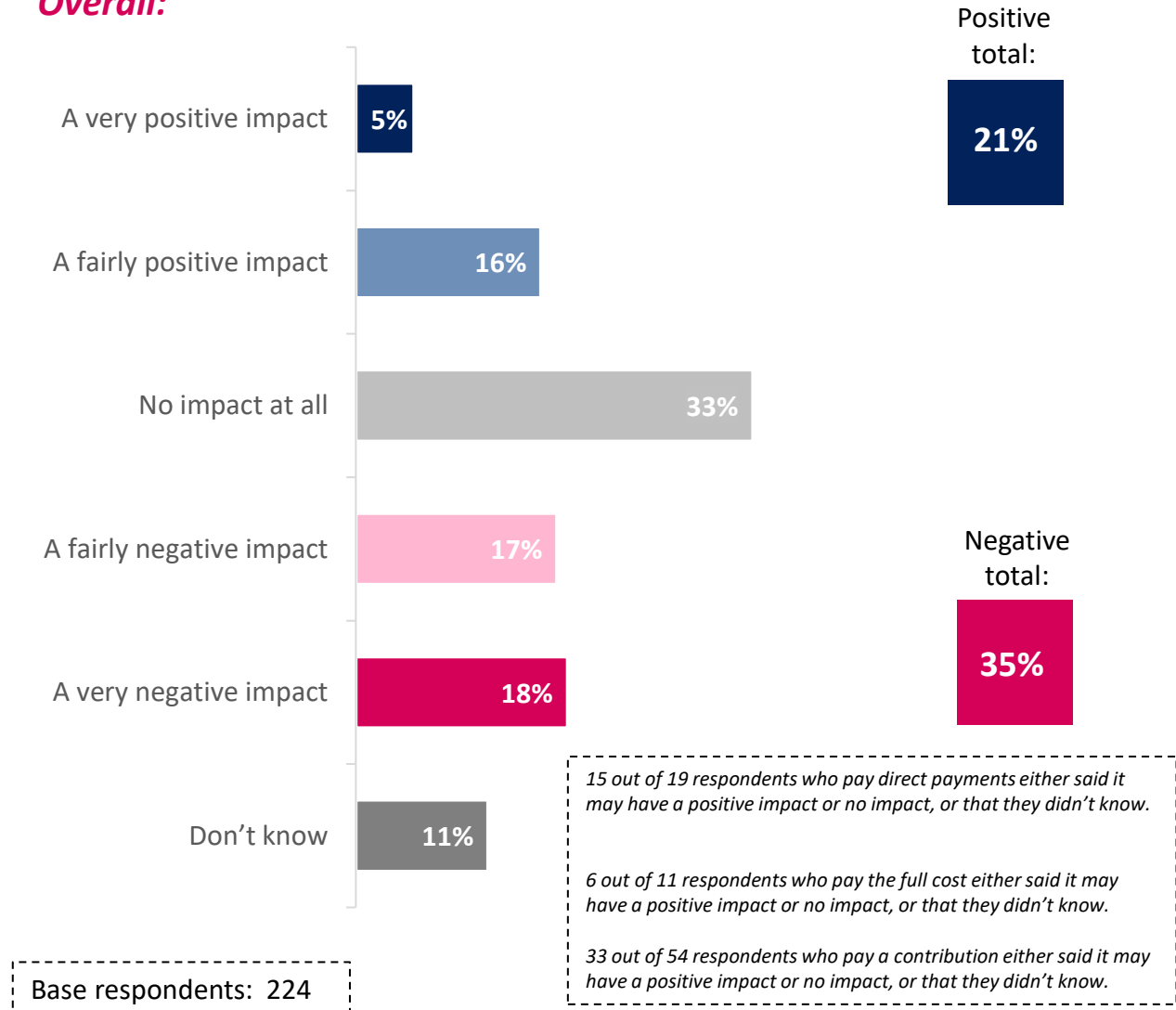
Overall:



Page 281

Question: If the draft policy was to be implemented, what impact do you feel this may have on you or your family?

Overall:



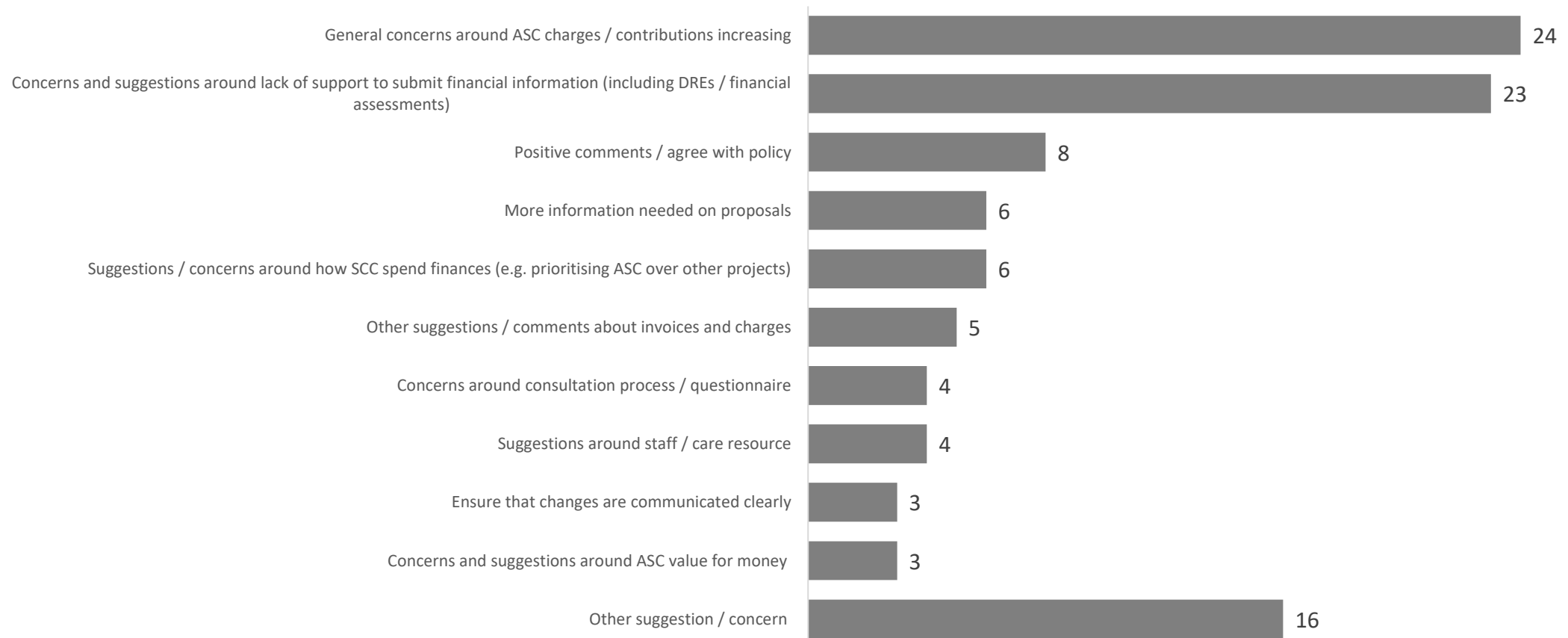


Within the questionnaire, respondents were given the opportunity to provide their own free text comments. Any email or letter responses were also analysed alongside free-text responses in the questionnaire.

The following graphs show the total number of respondents by each theme of comment.

These graphs are in respondent count, rather than percentage.

Comments, impacts, suggests or alternatives:





Adult Social Care Charging Policy Consultation

Consideration of Feedback

December 2023

Contents

Feedback review process

Response to overall feedback

Response to feedback on individual proposals

Copy of “overall” sections from consultation report for reference

Feedback review process

Response to overall feedback

Feedback review process

The consultation feedback was reviewed over two meetings on 28th Nov 23 and 4th Dec 23, with:

- Paula Johnston, Head of Quality, Governance and Professional Development for Adult Social Care
- Claire Elton, Solicitor
- Clare Bull, Senior Policy and Strategy Officer
- Sandra Littler, Project Manager

Documents reviewed were:

- Consultation Report
- Consultation report in the form of a considerations table to support the discussion
- Copy of individual feedback comments

Response to overall feedback

Overall feedback was captured from the responses to the consultation questions asking about the changes as a whole, and the conversations held during face-to-face engagement meetings. The following trends were identified:

- The quantitative questionnaire responses to the policy overall were mixed, but favourable on balance (see the extracts from the consultation report at the end).
- Individual comments showed that many people were dissatisfied with having to pay for their care at all.
- Many people expressed the view that benefits and allowance rates were too low, and the amount they are left with for day-to-day living expenses is inadequate for a good quality of life. Unfortunately, we are not in a position to alter government policy or the level of benefits and allowances. However, we have a duty to review a person's financial assessment if we believe that a lack of funds is having an adverse effect on their welfare or safety.
- People requested better support with the financial assessment process, particularly face-to-face support. We are already reviewing both staff training and the financial assessment process, to ensure that more support is provided in a range of formats. All parties benefit from having the financial assessment done promptly and accurately so that the correct charges are issued from the outset.
- It was common for comments to indicate a misunderstanding of the proposed changes. Charging is necessarily a complex subject, but we have substantially revised the proposed policy to make it easier to read. We will also be overhauling our other financial information and guidance with the aim of making it simpler and clearer.
- **In general, the feedback will influence the way we implement and communicate the proposed policy changes, but does not suggest that either the proposed policy changes or our equality and safety impact assessment need to be revised.**

Response to feedback on individual proposals

Proposal 1: Improvements to the process of managing people's disability related expenses

- In total, 60% of respondents agreed with proposal 1, with 12% disagreeing.
- 25% of respondents also told us that proposal 1 may have a positive impact, with 13% selecting negative.
- Where concerns were raised in the feedback, the new policy already addresses these. It lays out the typical disability related expenses with typical costs and evidence requirements, while also stating that individual circumstances will still be taken into account.
- Concerns about the time taken to assess claims for disability related expenses are being addressed by improving staff training.
- We are confident that once the disability related expenses are built into the financial assessment (both the online version and the paper form), the process will immediately be clearer.
- We do not propose to amend the proposed policy as a result of this feedback.

Proposal 2: Changes to the way we charge for care which is cancelled

- In total, 75% of respondents agreed with proposal 2, with 7% disagreeing.
- 37% of respondents also told us that proposal 2 may have a positive impact, with 9% selecting negative.
- Narrative feedback showed that people welcome this change.
- There were some unfounded concerns about giving notice in an emergency. The policy already states that this is not expected and people will not be charged for cancelled care under these circumstances.
- We do not propose to amend the proposed policy as a result of this feedback.

Proposal 3: Explaining how charges get going when care starts

- In total, 61% of respondents agreed with proposal 3, with 13% disagreeing.
- 18% of respondents also told us that proposal 3 may have a positive impact, with 16% selecting negative.
- There were some concerns about how long financial assessments have taken. However, the process has improved significantly since we introduced the online financial assessment tool for those that choose to supply their data that way. (A paper form is still available).
- The proposed policy already explains why there may be a delay between the start of care and the first invoice for non-residential care. This is common to all Local Authorities.
- Our implementation plan includes better telephone and face-to-face support for people completing financial assessments, in order to minimise the number of cases where people are charged the full cost “by default”.
- We do not propose to amend the proposed policy as a result of this feedback.

Proposal 4: Charging for non-residential care at the actual cost, instead of an average rate

- In total, 35% of respondents agreed with proposal 4, with 24% disagreeing.
- 7% of respondents also told us that proposal 4 may have a positive impact, with 24% selecting negative.
- Most people receiving non-residential care will not be affected by this proposal, but feedback comments suggest that some people misunderstood this.
- Although a minority of people will see higher charges, nobody will be charged more than they can afford to pay, based on their financial assessment.
- People who are likely to see a significant increase will be informed in advance, and will be reminded that they should let us know of any change in their financial circumstances to ensure that their financial assessment is up to date.
- There was a lot of concern about affordability, the cost of living, and the adequacy of benefit payments. We will continue to assess each person's financial situation on an individual basis, and in particular we will encourage more people to claim disability related expenses wherever possible to ensure they have enough to live on.
- We do not propose to amend the proposed policy as a result of this feedback.

Proposal 5: Introducing charges for transport

- In total, 39% of respondents agreed with proposal 5, with 29% disagreeing.
- 9% of respondents also told us that proposal 5 may have a positive impact, with 29% selecting negative.
- The feedback was similar in nature to proposal 4 above. Again, comments indicate that some people did not realise that only a small number of people would be affected, and that nobody would be charged more than they can afford to pay, based on their financial assessment.
- People who are likely to see a significant increase will be informed in advance, and will be reminded that they should let us know of any change in their financial circumstances to ensure that their financial assessment is up to date.
- We are working with staff to improve the quality and scope of our Care And Support Plans to ensure that all care being provided to meet eligible needs (including transport) is correctly documented. This will ensure that support plans set up the evidence for disability related expenses when they are applicable.
- In addition, we will be reviewing the cost-effectiveness of our transport provision. This was questioned by a number of respondents.
- We do not propose to amend the proposed policy as a result of this feedback.

Proposal 6: Increasing the administration charges for processing deferred payment loans

- In total, 27% of respondents agreed with proposal 6, with 27% disagreeing.
- 7% of respondents also told us that proposal 6 may have a positive impact, with 22% selecting negative.
- There was a lot of concern about administration fees as a concept, despite the fact that only a very small number of people would be affected by this proposal.
- The proposed policy already explains the rare circumstances under which deferred payment loans are offered, and the justification for charging fees to cover the costs we incur.
- Administration fees will only apply to people who have been assessed as able to pay the full cost of their care. In addition, the fees can be added to the loan so do not have to be paid out of the person's weekly income.
- We do not propose to amend the proposed policy as a result of this feedback.

Proposal 7: Changing the minimum income guarantee rate for new customers aged 60 to state pension age

- In total, 39% of respondents agreed with proposal 7, with 23% disagreeing.
- 7% of respondents also told us that proposal 7 may have a positive impact, with 18% selecting negative.
- Concerns were expressed about affordability. We understand these concerns, however we are proposing to work in line with government guidelines on the minimum income guarantee. The proposal brings SCC's policy into line with most other local authorities.
- Contrary to some people's comments, nobody's income will reduce as a result of this proposal because it will only apply to new customers or people who are currently under 60.
- We do not propose to amend the proposed policy as a result of this feedback.

Proposal 8: Improvements to the structure and accessibility of the ASC Charging Policy document

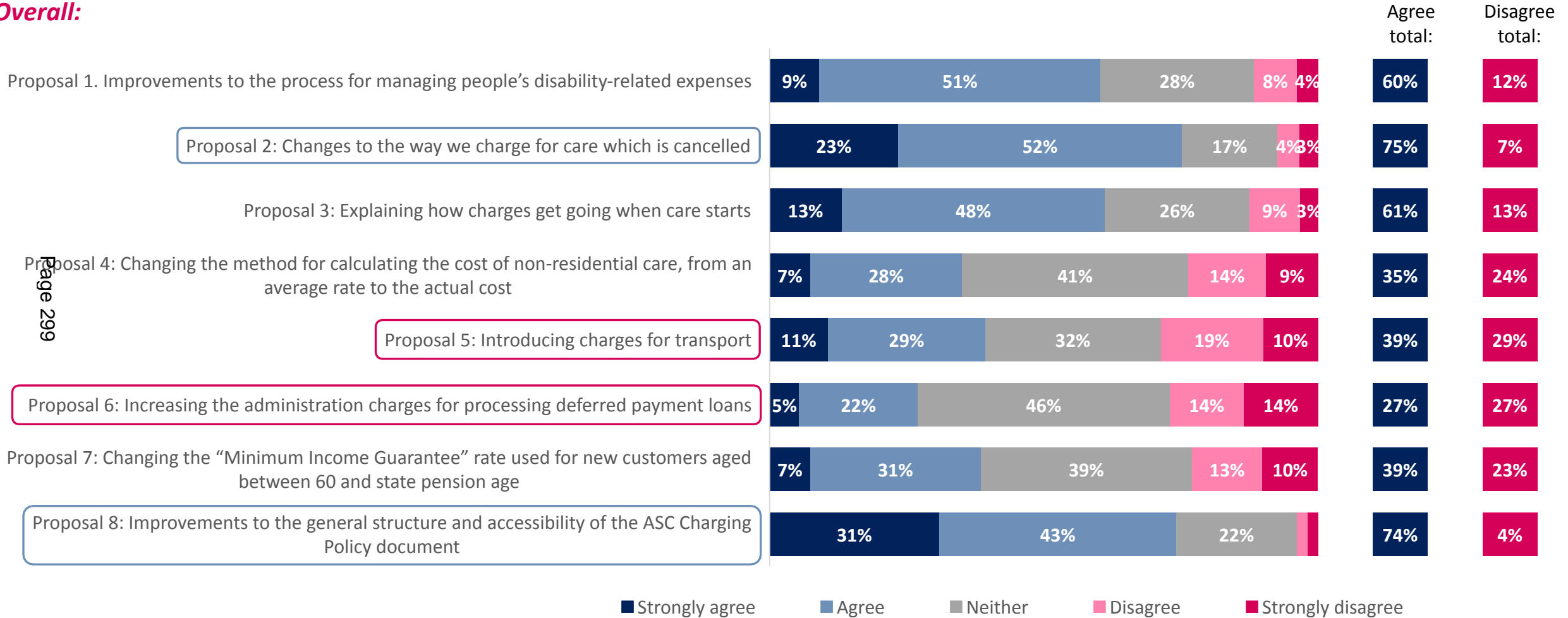
- In total, 74% of respondents agreed with proposal 8, with 4% disagreeing.
- 47% of respondents also told us that proposal 8 may have a positive impact, with 7% selecting negative.
- Feedback was generally positive. People gave useful suggestions on better formats for our information and guidance, and this will be taken into account as we review and overhaul all the guidance.
- The carer voice came across strongly in the feedback. Carers want to understand the charging process better and want access to better quality information. This will be taken into account in our new guidance and we will consult further with carers as the guidance is developed.
- We do not propose to amend the proposed policy as a result of this feedback.

Extracts from Consultation Report

Agreement levels with proposals

Question: To what extent do you agree or disagree with the following proposals?

Overall:



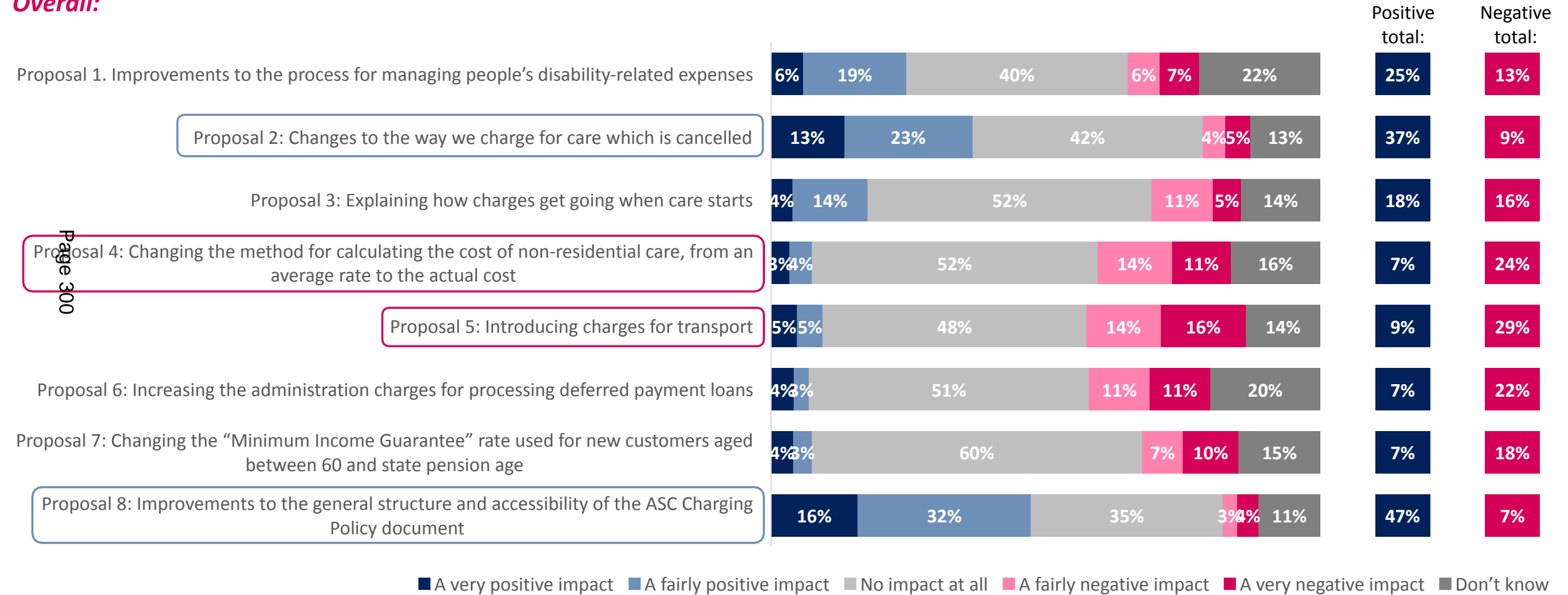
Page 299

Proposals with the **highest levels of agreement** was proposal 2 and 8. Proposals with **highest levels of disagreement** was proposal 5 and 6.
 Those who answered as a family, friend or someone who receives care arranged or funded by SCC agreed with the proposals to a similar amount as the average.

Impact of proposals

Question: If these proposals were to go ahead, what impact do you feel it would have on the following?

Overall:



Page 300

- Almost half of respondents (47%) told us that improvements to the general structure and accessibility of the ASC Charging Policy document may have a positive impact.
- Around a quarter of respondents told us that changing the method for calculating the cost of non-residential care (24%) and introducing charges for transport (29%) may have a negative impact.

Overall Draft Policy

Have you read the proposed draft policy?

25% Yes, all of it

45% Yes, some of it

30% No

If you have read the proposed policy, to what extent do you agree or disagree with the following statements?

Page 301

The draft policy is easy to understand



Total agree

61%

Total disagree

14%

The draft policy provides sufficient information



56%

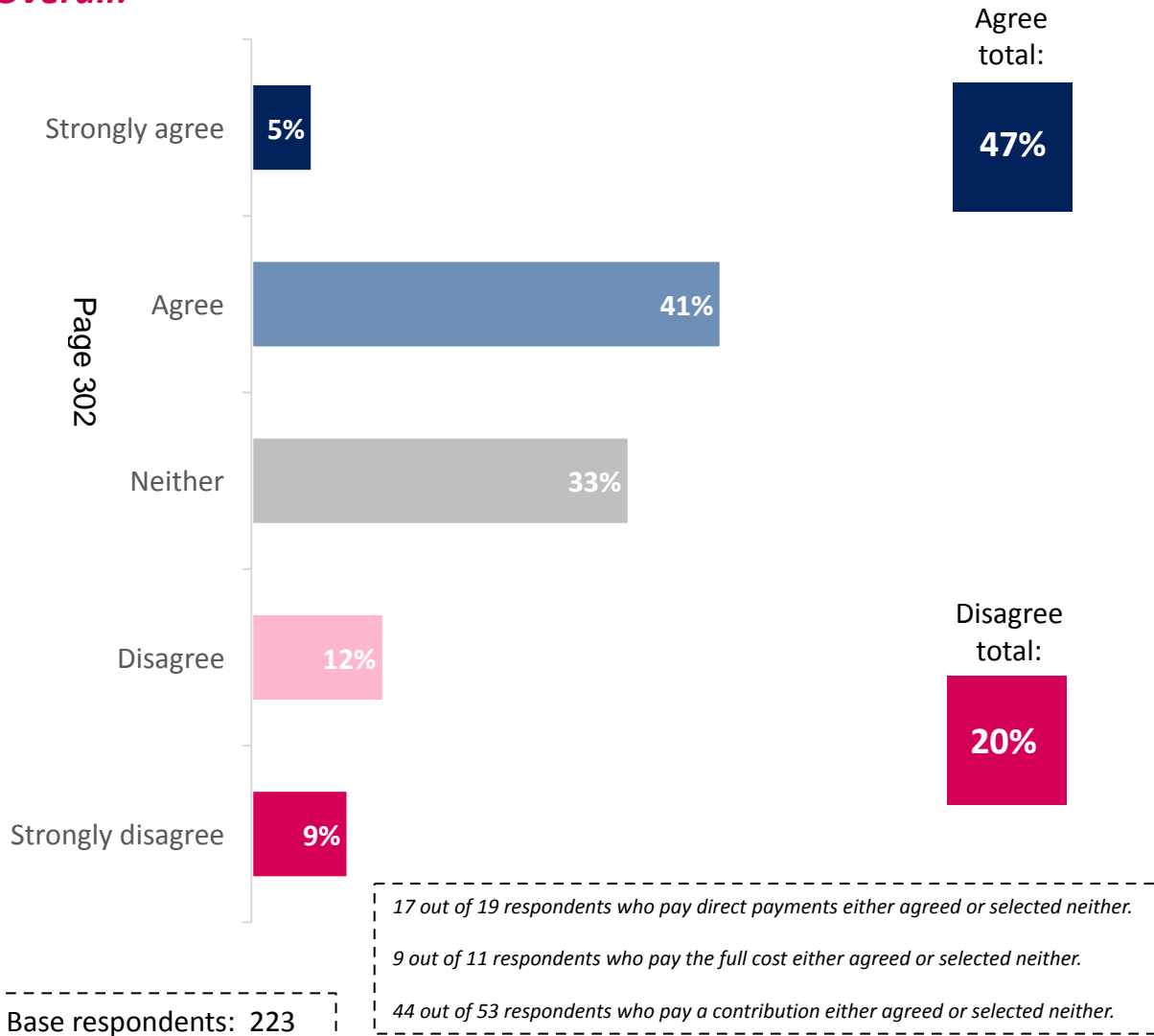
17%

Strongly agree Agree Neither Disagree Strongly disagree

Agreement and impact levels with proposed changes

Question: What extent do you agree or disagree with the proposed changes?

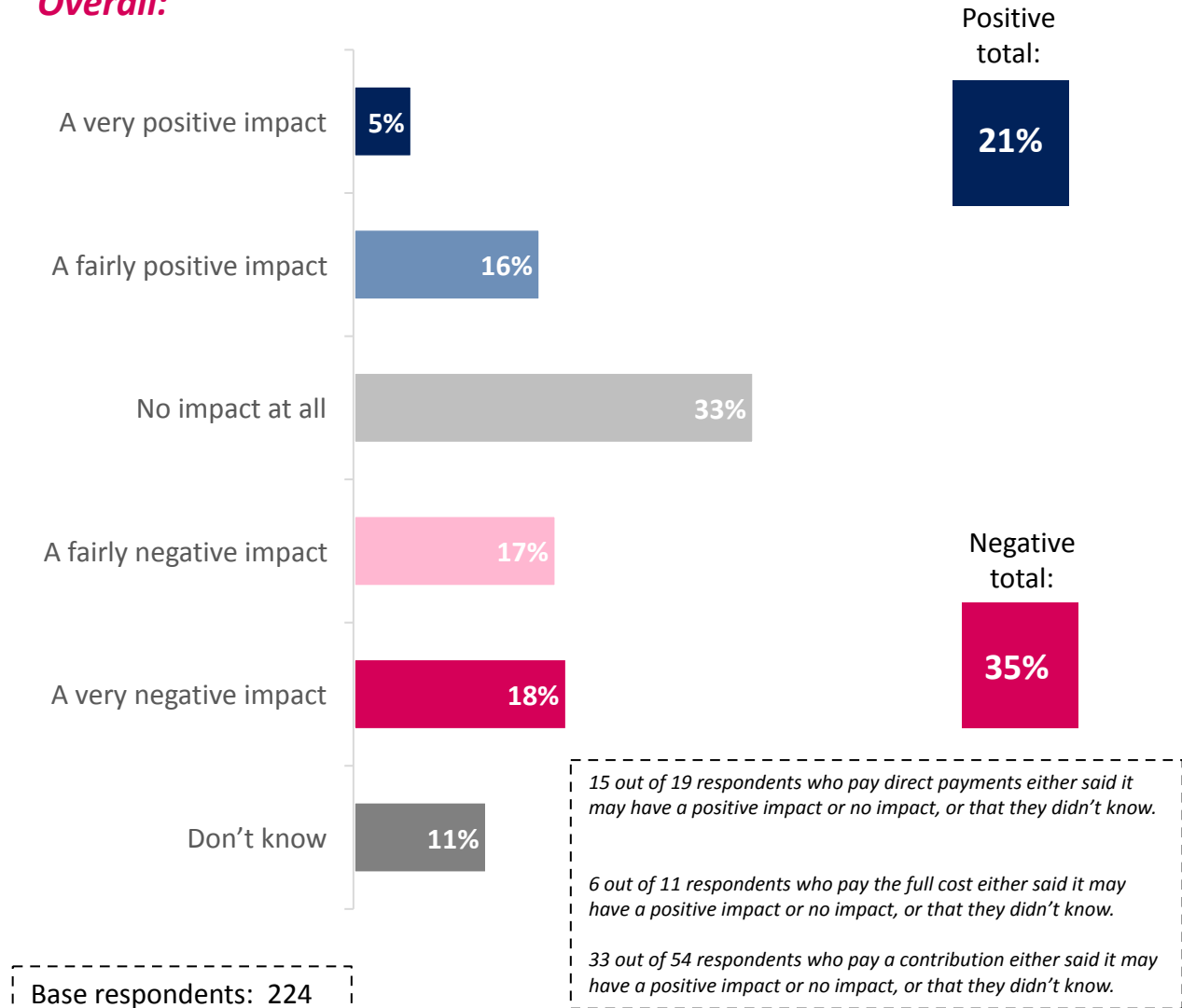
Overall:



Page 302

Question: If the draft policy was to be implemented, what impact do you feel this may have on you or your family?

Overall:



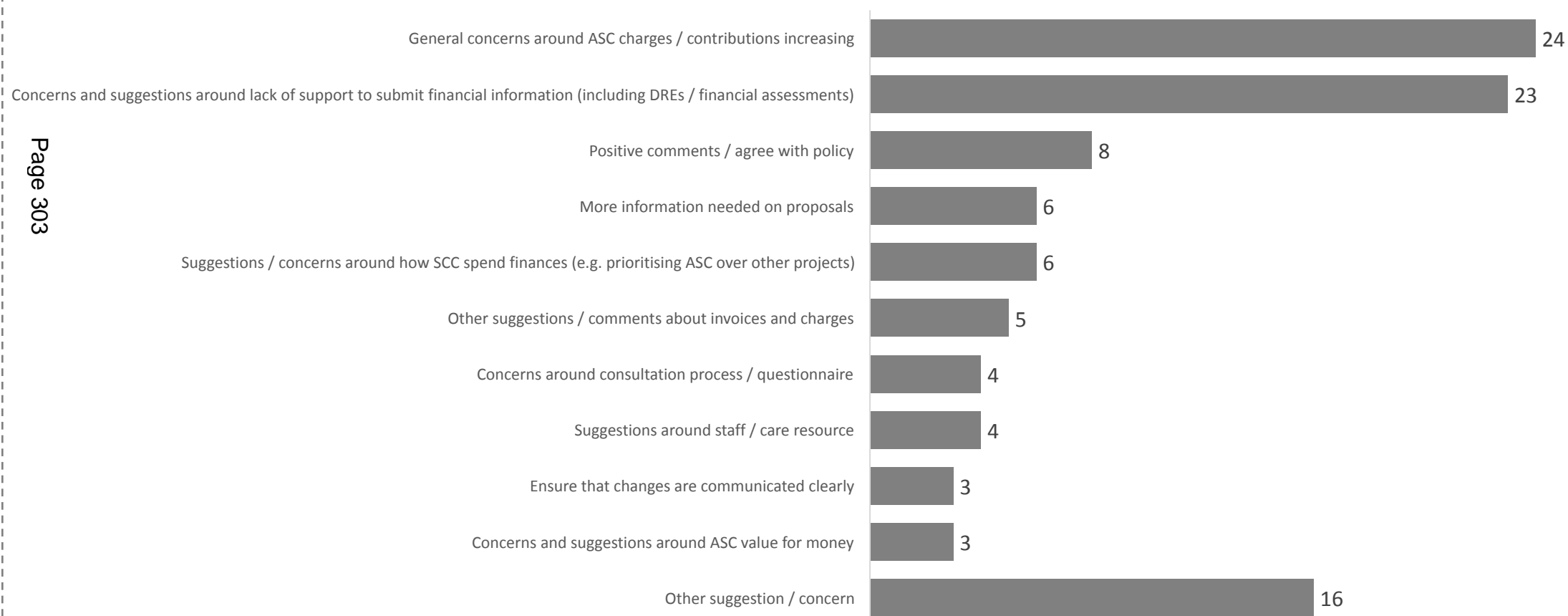
Overall draft policy – Free text responses.

Within the questionnaire, respondents were given the opportunity to provide their own free text comments. Any email or letter responses were also analysed alongside free-text responses in the questionnaire.

The following graphs show the total number of respondents by each theme of comment.

These graphs are in respondent count, rather than percentage.

Comments, impacts, suggests or alternatives:



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Agenda Item 8

DECISION-MAKER:	Cabinet
SUBJECT:	Admissions Arrangements for Community and Voluntary Controlled Schools 2025-26
DATE OF DECISION:	6 FEBRUARY 2024
REPORT OF:	CABINET MEMBER FOR CHILDREN AND LEARNING

<u>CONTACT DETAILS</u>			
Executive Director	Title	Executive Director Wellbeing (Children & Learning)	
	Name:	Robert Henderson	Tel: 023 8083 4899
	E-mail	Robert.henderson@southampton.gov.uk	
Author:	Title	Admissions and School Place Planning Manager	
	Name:	Zoe Snow	Tel: 023 8083 2713
	E-mail	Zoe.snow@southampton.gov.uk	

STATEMENT OF CONFIDENTIALITY

N/A

BRIEF SUMMARY

All schools must have an admissions policy which lays out criteria for how they will decide which children secure places if more children apply than the school has spaces available for. Southampton City Council is the admissions authority for the Community and Voluntary Controlled schools in the city.

For 2025 admissions, the Council are proposing to add in the additional oversubscription criterion of 'children of staff', to bring this policy in line with others in the city also being consulted on. As such, a statutory public consultation must take place for a minimum of 6 weeks and is occurring from 15 December 2023 – 26 January 2024. The proposed policies have been shared with all local admission authorities, all schools, diocesan boards, other LA's and is available to view on the Council website.

RECOMMENDATIONS:

	(i)	To approve the Admissions Policies, the Published Admission Numbers (PANs) and the Supplementary Information Form (SIF) for Community and Voluntary Controlled schools and the schemes for coordinating Infant-Primary, Junior and Secondary admissions for the school year 2025-26 as set out in appendices 1 to 5.
	(ii)	To authorise the Executive Director - Wellbeing, Children and Learning to take any action necessary to give effect to the admissions policies and to make any changes necessary to the admissions policies where required to give effect to any Acts, Regulations or revised Schools Admissions or School Admissions Appeals Codes or binding Schools Adjudicator, Court or Ombudsman decisions whenever they arise.

REASONS FOR REPORT RECOMMENDATIONS

1.	As a requirement of the Admissions Code 2021, all admission authorities must determine their admission arrangements by 28th February of the determination year. For 2025 entry, the determination year is 2024.
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED	
2..	To take no action. Rejected as would leave Southampton City Council remiss in its statutory duties.
DETAIL (Including consultation carried out)	
3.	<p>The principles of Southampton’s Admission Policies are well established. They seek to fulfil the requirement to be “fair, clear and objective” (School Admissions Code 2021). The proposed policies seek to make this process as transparent as possible. In particular they enable the Local Authority, Schools, and parents:</p> <p>a) To protect the rights of vulnerable children.</p> <p>b) To meet significant medical or psychological needs of individual children.</p> <p>c) To develop, strengthen and support immediate family ties.</p> <p>d) To develop and strengthen links between designated feeder and receiver schools.</p> <p>To have access to reasonable, clear, objective, procedurally fair criteria that avoid ambiguity in the interpretation of the policy.</p>
4.	Apart from required changes of dates and wording changes for clarity, there are no material changes to the coordinated schemes for Infant-Primary or Secondary transfers, nor to the Supplementary Information Form (SIF).
5.	<p>The 2025-2026 Admissions policy proposes changes to that of the 2025-26 policy. Those changes are:</p> <ul style="list-style-type: none"> - The addition of an oversubscription criteria for ‘children of staff’, in line with the parameters of the Admissions Code 2021 that states eligibility only for staff employed by the relevant school for 2 or more years or to fill a vacant position due to a demonstrable skills shortage. <p>Such ‘children of staff’ categories are in use at many other local schools and, while admission under this category is very rare, Southampton City Council seek to adopt this both for consistency between schools and in recognition of the recruitment and retention situation in education nationally.</p>
6.	We would also like to draw attention to the simultaneous consultations being held by schools in the Bridge Education Trust, the Aspire Community Trust, HISP Multi-Academy Trust, the REACH Cooperative Trust, Southampton Cooperative Learning Trust, Freemantle CE Academy, St Patrick’s Catholic Primary School and Saint George Catholic College. While not all schools listed are adopting the same policy, the proposed consultations will result in greater consistency among community, Voluntary Controlled, Voluntary Aided, foundation trust and academy schools throughout the city to aid parental understanding of the admissions process.
7.	A full public consultation has been held from 15 December 2023 – 26 January 2024. This has been published on the SCC website and circulated to all local and border schools, neighbouring local authorities and local Diocese.
RESOURCE IMPLICATIONS	

<u>Capital/Revenue</u>	
8.	There are no additional revenue costs arising directly from the approval of the admission policies for the school year 2025-26.
<u>Property/Other</u>	
9.	N/A
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
10.	The Education Acts, Regulations made pursuant to them and the School Admissions Code (2021) require Local Authorities to formulate coordinated schemes for dealing with applications to Infant-Primary, Junior and Secondary schools at the relevant age of transfer. Such schemes also include admission to schools where the Local Authority is not the Admission Authority i.e. Voluntary Aided, Foundation, Free Schools and Academies. The schemes must ensure that every parent is notified of one offer of a school place on the same day. A National Offer date of 1 March, or first working day thereafter, has been set for Secondary admissions and a National Offer date of 16 April, or first working day thereafter, for Primary sector admissions. The regulations also set National closing dates for applications of 31 October in the offer year for Secondary applications and 15 January in the offer year for Primary sector applications.
<u>Other Legal Implications:</u>	
11.	Admission Arrangements must be fully compliant with the Human Rights Act 1998 and the Equalities Act 2010. The Council's proposed Admission Arrangements meet the legislative requirements.
RISK MANAGEMENT IMPLICATIONS	
12.	The recommendation to agree these arrangements presents no financial risk. The proposals anticipate no changes to the current financial envelope.
13.	The recommendation presents no risks to the current service delivery.
POLICY FRAMEWORK IMPLICATIONS	
14.	None.

KEY DECISION?	Yes
WARDS/COMMUNITIES AFFECTED:	All
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	SCC Inf-Primary Admissions Policy 2025-26
2.	SCC Secondary Admissions Policy 2025-26
3.	SCC Supplementary Information Form
4.	SCC Infant-Primary Coordinated Scheme
5.	SCC Junior Coordinated Scheme
6.	SCC Secondary Coordinated Scheme

Documents In Members' Rooms

1.	N/A	
Equality Impact Assessment		
Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out.		No
Data Protection Impact Assessment		
Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out.		No
Other Background Documents		
Other Background documents available for inspection at:		
Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)	
1.	N/A	

Southampton City Council

Admission Policy for Community and Voluntary Controlled Infant and Primary Schools for 2025/26

Southampton City Council is the admission authority for all Community and Voluntary Controlled Infant and Primary schools in the city. As required in the School Admissions Code the authority will consider all on-time preferences at the same time for September 2025 admissions.

Parents may express up to three (3) preferences, listing them in the order in which they would accept them. All preferences will be considered and where more than one school could be offered, the parents will be offered a place for their child at the higher ranked of the schools on their application.

The Infant and Primary Schools covered by this policy are listed below, with their Published Admission Number (PAN). This is the number of children the school will admit in September 2025*.

School	Year R PAN
Bitterne C of E (VC) Primary School**	60
Bitterne Park Primary School	90
Mansel Park Primary School	60
Mason Moor Primary School	30
Sinclair Primary and Nursery School	30
St Mark's CE All-Through School**	60
St Mary's CofE (VC) Primary School**	60
Valentine Primary School	90

*At the time of publication, the schools listed above were using the SCC Admissions Policy and appropriate PAN. Please note that this list is subject to change. The Council website has the most up to date information on school status (academisation etc.) and amendments to PANs that may have taken place in accordance with admissions legislation or school organisation decisions since publication.

** Church of England voluntary controlled schools who admit on denominational grounds (Category 7 of the oversubscription criteria). This criteria does not apply to the other schools listed who are community schools.

Children with Education, Health and Care Plans (EHCP) that name a school

Children with Education, Health and Care Plans (EHCPs) that name a school must be admitted to that school under the Education Act 1996 and with regard to the SEND Code of Practice. These children will be admitted to the named school, even if it is full, and are therefore outside the normal admission arrangements. As required by the Admissions Code, these children will count as part of the Published Admission Number (PAN) for the school.

Oversubscription criteria

Applications submitted by 15 January 2025 will be dealt with first. If the number of applications submitted by 15 January 2025 is greater than the PAN for a school, admissions to the school will be decided according to the following priorities:

1. Children who are currently, or have previously been in care (Looked After and Previously Looked After Children) as defined by the Admissions Code 2021
2. Children subject to a Child Protection Plan or deemed to be vulnerable by a senior officer with responsibility for safeguarding in Southampton City Council
3. Children who have a sibling on the roll of the school that will continue to attend that school for the following year
4. Children whose parents have satisfied the Local Authority that their child has a significant medical or psychological condition which means they must attend the preferred school rather than any other
5. Children who qualify for the Service Premium, as the child of a member of the Armed Forces
6. Children who live within the school's designated catchment area
7. Children whose parents are applying for their child to attend a Church of England voluntary controlled school on denominational grounds** (Applying only to Voluntary Controlled schools listed above)
8. Children whose parents are employed at the school they are applying for, as defined below
9. Children who live closest to the school

Should a school be oversubscribed from within any of the criteria, then distance, as defined by this policy, will be used to prioritise applications within these categories. Should there be two or more identical distances requiring prioritisation, this will be done by casting lots. Lots will be drawn by the Divisional Head of Education and Learning at Southampton City Council.

Late Applications

The closing date for applications is 15 January 2025. Applications received after that date will be late applications and will be dealt with after all on-time applicants have been offered a school place. If a school has places available after admitting all on-time applications, late applications will be considered in accordance with the priorities set out above.

Waiting Lists

If a place cannot be offered at a higher ranked Community or Voluntary Controlled school, unsuccessful applicants will automatically be placed on the waiting list for the school. If places become available, children on the waiting list will automatically be offered them according to the priorities set out above and any previous offer of a school place will be withdrawn.

The length of time on the waiting list cannot be taken into account. Unsuccessful late applications will be treated in the same way as unsuccessful on time applications and placed on the waiting list according to the priorities set out above. This means that waiting lists will be re-ranked after every new expression of preference.

Waiting lists will be held until 31 July 2026. Any parent wishing to remain on the waiting lists after this date will need to make a new in-year application to the school.

Unplaced Children

Any child who remains unplaced after their application has been processed, because they could not be offered a place at any school requested, will be offered a place at their catchment school if there is one and if places are still available. If there are no places available at their catchment school, they will be allocated a place at the nearest school to their home address with places available.

In-Year Admission

Admissions mid-year for any year group will be dealt with in accordance with this policy.

Definitions

Previously/Looked After Child: Looked After Children are Children who are in the care of local authorities as defined by Section 22 of the Children Act 1989. In relation to school admissions legislation a 'looked after child' is a child in public care at the time of application to a school. A Previously Looked After Child, as defined by the Admissions Code, is one who was: looked after, but ceased to be so because they were adopted (or became subject to a child arrangements order or special guardianship order), including those children who appear (to the admission authority) to have been in state care outside of England and ceased to be in state care as a result of being adopted.

Sibling: This includes children living as siblings in the same family unit. In the case of applications for places at infant schools a sibling at the linked junior school will count as a sibling at the infant school. A sibling is defined as a brother or sister including half, step, foster or adoptive brother or sister, living within the same family unit at the same address for the entirety or majority of the school week.

Catchment Area: A "designated catchment area" for a school is the area set out in the definitive catchment area map for each school. This map is held by Southampton City Council, Civic Centre, Southampton SO14 7LY. A schedule of addresses, to be read in conjunction with the map, is also kept by the Council. Parents wishing to know if their address is in a particular catchment area can contact the Admissions Team, or log on to the council website www.southampton.gov.uk, click on "My Southampton", follow the links, and enter their postcode.

Service Premium: A child will qualify for the Service Premium if their circumstances satisfy any of the following:

- one of their parents is serving in the regular armed forces (including pupils with a parent

- who is on full commitment as part of the full time reserve)
- one of their parents died whilst serving in the armed forces and the pupil receives a pension under the Armed Forces Compensation Scheme or the War Pensions Scheme

Proof of this criteria may be provided in a letter from the service parent's commanding officer, confirming employment, or evidence of the receipt of a service pension.

Denominational Grounds: Evidence of parent/carer's regular church attendance at services held by the Church of England or other Christian fellowship must be certified by the vicar or someone else of authority in the church, using the Local Authority's Supplementary Information Form (SIF) which can be found on the council website, alongside this policy.

'Regular' is defined as 'attending worship services at a Church of England church or local ecumenical partnership at least twice a month for the previous two years before the deadline for admissions set by Southampton City Council.'

'Christian fellowship' is defined as 'a worshipping fellowship who confess the Lord Jesus Christ as God and Saviour according to the Bible and therefore seek to fulfil together their common calling to the glory of the one God, Father, Son and Holy Spirit; who are members or participant observers of the World Council of Churches of the World Evangelical Alliance.'

Children of Parents Employed at the School: In line with the requirements of the School Admissions Code 2021, a child can be prioritised in the oversubscription criteria for a school if the parent:

- Has been employed at the school for two or more years from the time of application
- Has been employed to fill a position for which there is a demonstrable skills shortage

Distance: Distances are measured based on the shortest walking distance using public roads and footpaths. Distances are measured from home to school for all children. These are calculated using a computerised mapping system that uses data supplied by Ordnance Survey. Distances are measured from the point designated in the system as the home address to the point designated in the system as the mid-point of the nearest open pedestrian gate to the school, using public roads and footpaths considered safe for children to traverse.

Entry into Year R

The offer made to parents for reception class on the initial offer date is of a full-time place from the start of term after 1 September 2025. Schools normally wish to stagger entry into school from that date and arrange for some initial part time attendance to ensure a smooth transition from pre-school / home into school.

Flexibilities exist for those parents who do not feel that their child is ready to start school in the September following their fourth birthday. It is possible for them to access:

- Part-time admission to the allocated school from the September following their child's fourth birthday. This should be discussed with the headteacher of the allocated school.

- Defer their child's entry until later in the school year but not beyond the point at which they reach Compulsory School Age, and not beyond the beginning of the final term of the school year. This should be discussed with the headteacher of the allocated school.
- Defer their child's entry until the September following their fifth birthday. Parents must make an in-year application and the pupil would start in Year 1.

Parents of summer-born children, that is children born between 1 April and 31 August, may, in addition, choose to send their child to school in the September following their 5th birthday and may request that their child is admitted out of their normal age group to Reception Year rather than Year 1. Any parent wishing to request for their summer-born child to start school outside their normal age group should submit this via the online form available on the Southampton City Council website.

For all requests it is vital to understand that at each transition (starting reception, moving from infant to junior, primary to secondary, secondary to college) the decision whether to maintain the placement in a younger or older year group must be made by the admission authority for the school. As such, there is no guarantee that it will continue throughout the child's education and a new parental request must be made before each transition. As a general rule, requests should only be made once per phase transfer, unless there has been a significant change in circumstances.

One admission authority cannot be required to honour a decision made by another admission authority on education out of normal age group.

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Southampton City Council

Admission Policy for Community and Voluntary Controlled Secondary Schools for 2025/26

Southampton City Council is the admission authority for all Community and Voluntary Controlled Secondary schools in the city. As required in the School Admissions Code the authority will consider all on-time preferences at the same time for September 2025 admissions.

Parents may express up to three (3) preferences, listing them in the order in which they would accept them. All preferences will be considered and where more than one school could be offered, the parents will be offered a place for their child at the higher ranked of the schools on their application.

The Secondary schools covered by this policy are listed below, with their Published Admission Number (PAN). This is the number of children the school will admit in September 2025.*

School	Year 7 PAN
St Mark's CofE School	180**

*At the time of publication, the schools listed above were using the SCC Admissions Policy and appropriate PAN. Please note that this list is subject to change. The Council website has the most up to date information on school status (academisation etc.) and amendments to PANs that may have taken place in accordance with admissions legislation or school organisation decisions since publication.

** As an All-Through School, St Mark's CofE will operate a Year 7 intake of 180 consisting of 60 pupils naturally moving up from the school's Year 6 cohort and a further 120 pupils admitted directly into Year 7 through the secondary phase transfer process.

Children with Education, Health and Care Plans (EHCP) that name a school

Children with Education, Health and Care Plans (EHCPs) that name a school must be admitted to that school under the Education Act 1996 and with regard to the SEND Code of Practice. These children will be admitted to the named school, even if it is full, and are therefore outside the normal admission arrangements. As required by the Admissions Code, these children will count as part of the Published Admission Number (PAN) for the school.

Oversubscription criteria

Applications submitted by 31 October 2024 will be dealt with first. If the number of applications submitted by 31 October 2024 is greater than the PAN for a school, admissions to the school will be decided according to the following priorities:

1. Children who are currently, or have previously been in care (Looked After and Previously Looked After Children)
2. Children subject to a Child Protection Plan or deemed to be vulnerable by a senior officer

with responsibility for safeguarding in Southampton City Council



3. Children who have a sibling on the roll of the school that will continue to attend that school for the following year
4. Children whose parents have satisfied the Local Authority that their child has a significant medical or psychological condition which means they must attend the preferred school rather than any other
5. Children who qualify for the Service Premium, as the child of a member of the Armed Forces
6. Children whose parents are applying for their child to attend a Church of England voluntary controlled school on denominational grounds
7. Children whose parents are employed at the school they are applying for, as defined below
8. Children who live closest to the school

Should a school be oversubscribed from within any of the criteria, then distance, as defined by this policy, will be used to prioritise applications within these categories. Should there be two or more identical distances requiring prioritisation, this will be done by casting lots. Lots will be drawn by the Divisional Head of Education and Learning at Southampton City Council.

Late Applications

The closing date for applications is 31 October 2024. Applications received after that date will be late applications and will be dealt with after all on-time applicants have been offered a school place. If a school has places available after admitting all on-time applications, late applications will be considered in accordance with the priorities set out above.

Waiting Lists

If a place cannot be offered at a higher ranked Community or Voluntary Controlled school, unsuccessful applicants will automatically be placed on the waiting list for the school. If places become available, children on the waiting list will automatically be offered them according to the priorities set out above and any previous offer of a school place will be withdrawn.

The length of time on the waiting list cannot be taken into account. Unsuccessful late applications will be treated in the same way as unsuccessful on-time applications and placed on the waiting list according to the priorities set out above. This means that waiting lists will be re-ranked after every new expression of preference.

Waiting lists will be held until 31 July 2026. Any parent wishing to remain on the waiting lists after this date will need to make a new in-year application to the school.

Unplaced Children

Any child who remains unplaced after their application has been processed, either because they could not be offered a place at any school requested or an application has not been made for them

by a parent or carer, will be offered a place at the nearest school to their home address, with places available.

In-Year Admission

Admissions mid-year for any year group will be dealt with in accordance with this policy.

Definitions

Previously/Looked After Child: Looked After Children are Children who are in the care of local authorities as defined by Section 22 of the Children Act 1989. In relation to school admissions legislation a 'looked after child' is a child in public care at the time of application to a school. A Previously Looked After Child, as defined by the Admissions Code, is one who was: looked after, but ceased to be so because they were adopted (or became subject to a child arrangements order or special guardianship order), including those children who appear (to the admission authority) to have been in state care outside of England and ceased to be in state care as a result of being adopted.

Sibling: This includes children living as siblings in the same family unit. In the case of applications for places at infant schools a sibling at the linked junior school will count as a sibling at the infant school. A sibling is defined as a brother or sister including half, step, foster or adoptive brother or sister, living within the same family unit at the same address for the entirety or majority of the school week.

Service Premium: A child will qualify for the Service Premium if their circumstances satisfy any of the following:

- one of their parents is serving in the regular armed forces (including pupils with a parent who is on full commitment as part of the full time reserve)
- one of their parents died whilst serving in the armed forces and the pupil receives a pension under the Armed Forces Compensation Scheme or the War Pensions Scheme

Proof of this criteria may be provided in a letter from the service parent's commanding officer, confirming employment, or evidence of the receipt of a service pension.

Denominational Grounds: Evidence of regular church attendance at services held by the Church of England or a local ecumenical partnership must be certified by the vicar or someone else of authority in the church, using the Local Authority's Supplementary Information Form (SIF) which can be found on the council website, alongside this policy.

"Regular" is defined as "attending worship services at a Church of England church or local ecumenical partnership at least twice a month for the previous two years before the deadline for admissions set by Southampton City Council."

'Christian fellowship' is defined as 'a worshipping fellowship who confess the Lord Jesus Christ as God and Saviour according to the Bible and therefore seek to fulfil together their common calling to the glory of the one God, Father, Son and Holy Spirit; who are members or participant observers of the World Council of Churches of the World Evangelical Alliance.'

Children of Parents Employed at the School: In line with the requirements of the School Admissions Code 2021, a child can be prioritised in the oversubscription criteria for a school if the parent:

- Has been employed at the school for two or more years from the time of application
- Has been employed to fill a position for which there is a demonstrable skills shortage

Distance: Distances are measured based on the shortest walking distance using public roads and footpaths. Distances are measured from home to school for all children. These are calculated using a computerised mapping system that uses data supplied by Ordnance Survey. Distances are measured from the point designated in the system as the home address to the point designated in the system as the mid-point of the nearest open pedestrian gate to the school, using public roads and footpaths considered safe for children to traverse.

Admission of Children Outside of the Normal Age Group

Parents may request that their child is admitted outside their normal age group, for example, if the child is gifted or talented or has experienced problems such as ill health, or they are summer born and were admitted to Year R outside the normal age group. All requests will be considered on their merits by Southampton City Council taking account of the parent's view and the views of the headteacher.

Parents of summer-born children for whom education outside normal age group was previously agreed will be required to make a new request for entry into secondary school. This should be done as if the child is placed in their correct year group. For example, a child who has been held back a year (decelerated) should be making a new request when the child is in Year 5.

Before making such a request, parents are strongly advised to read the 'Guidance on the education of children outside normal age group' document available on the Southampton City Council website, which explains the procedures that need to be followed.

For all requests it is vital to understand that at each transition (starting reception, moving from infant to junior, primary to secondary, secondary to college) the decision whether to maintain the placement in a younger or older year group must be made by the admission authority for the school. As such, there is no guarantee that it will continue throughout the child's education and a new parental request must be made before each transition. As a general rule, requests should only be made once per phase transfer, unless there has been a significant change in circumstances.

One admission authority cannot be required to honour a decision made by another admission authority on education out of normal age group.

SUPPLEMENTARY INFORMATION FORM

Only to be used for applications for Voluntary Controlled Schools maintained by Southampton City Council where parents are applying for their child to attend a Church of England voluntary controlled school on denominational grounds.

The purpose of this Supplementary Information Form is to verify the active membership of the Church of England of one or both parents. Active membership is defined as attending worship at a Church of England church at least twice a month for the previous two years before the deadline for admissions set by Southampton City Council.

Child's Name:	
Child's Date of Birth:	
Child's Address:	
Voluntary Controlled School(s) being applied for on denominational grounds:	
Voluntary Controlled School(s) being applied for on denominational grounds:	
Voluntary Controlled School(s) being applied for on denominational grounds:	
Church at which parent(s) have active membership:	
By signing the below, the parent(s) confirm that they are active members of the Church of England place of worship named above and would like their child's application for the Voluntary Controlled schools named considered under denominational grounds.	
Parent 1 Signature:	
Parent 1 Name (Print):	
Date:	
Parent 2 Signature (if applicable):	
Parent 2 Name (Print):	
Date:	
By signing the below, the designated church official is confirming the active membership of one or both parents named above at the named place of worship	
Church Official Signature:	
Church Official Name:	
Church Official Role:	
Church Official Email or Telephone:	

You must complete this form and return it to Southampton City Council by 15th January. If you do not submit this form in time, your application cannot be considered under the faith criterion.

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Southampton City Council

Coordinated Scheme for Entry into Reception Year at Infant and Primary Schools for the 2025/26 Academic Year

This scheme details the coordinated admission arrangements for Reception Year entry into infant and primary schools in Southampton in September 2025, in accordance with the School Admissions (Co-ordination of Admission Arrangements) (England) Regulations 2008 and the School Admissions Code (2021).

This scheme details the mechanisms for the process of 'mainround' admission into Reception Year, including the process of application, offering of school places and the provision for late applications. It is enacted to ensure that all on-time applicants receive an offer of one school place on the National Offer Day of 16th April 2025.

The scheme incorporates all state-funded schools within the Southampton City Council boundary, including foundation/trust schools and academies who may be their own admission authorities.

This scheme has been separated into the following sections:

1. Data Capture
2. Application Process
3. Closing Date
4. Processing of On-Time Applications
5. Outcome of Applications
6. Data to Schools
7. Late Applications

1. Data Capture

In July 2024, the Admissions Team at Southampton City Council will compile a list of children who will be eligible for a school place in September 2025. This will be completed by identifying those children who are registered at Early Years settings across the city and expanded by data from the Southampton City Primary Care Trust (SCPCT).

While applying for a school place and seeking information on this process is ultimately the responsibility of parents and carers, Southampton City Council recognise that this can be a complex process, especially for first-time parents, and seek to support wherever possible. To that end, between July and October 2024, the Admissions Team will send out information to all families identified in the data capture to inform them of the school application process, as well as working with Early Years settings and schools to offer opportunities for support.

2. Application Process

Individual school admissions policies will be published on the schools' websites from 15th March 2024. A composite prospectus, compiling the policies of all schools within the

Southampton City Council boundary will be published on the Council website no later than 12th September 2024. A hard copy of this composite prospectus is available upon request.

Parents must apply for a school place via the Local Authority for the area where they live, even if they wish to apply for schools within another Local Authority (i.e. Southampton City Council residents must apply to Southampton City Council, even if they are applying to schools within the Hampshire County Council boundary).

Applications are made, with limited exception, online via the Southampton City Council Citizen's Portal. Parents must register an account to use the system. The Citizen's Portal is provided by Capita PLC and any system downtime for maintenance is outside of the control of Southampton City Council but will naturally avoid closing and offer dates.

Online applications for Reception places will open on 2nd September 2024.

3. Closing Date

The national closing date for Reception Year applications is 15th January 2025. Applications can be submitted until 23:59 on this date.

4. Processing of On-Time Applications

As per the requirements of the School Admissions Code 2021, Southampton City Council operates an 'equal preference' system, meaning that all preferences expressed on an application are treated as applications to those schools and processed at the same time.

If an application cites a preference for an own admission authority school that completes its own ranking, this information will be sent to the school by 22nd February 2025 so that this ranking can be completed.

Rank lists from own admission authority schools will be returned to Southampton City Council by 12th March 2025.

All applications will be validated by either the own-ranking schools or Southampton City Council to ensure that all information relevant to ranking applications is correct and appropriately recorded.

When all applications are ranked for schools, offers will be determined. In the event that an applicant is eligible for more than one school place, the place will be offered to the higher preference cited in the application.

If an applicant is not eligible for a place at any of their preference schools, they will be allocated a place at their catchment school or, should this school be full, at the nearest school to their home address with available places. This distance will be determined using the method outlined in the admissions policy of the relevant school.

5. Outcome of Applications

All on-time applicants will be notified of the outcome of their application on 16th April 2025. This will either be by a notification via the Citizen’s Portal or in writing (either in hard copy or via email).

Parents/carers will be asked to formally accept or refuse the offer made to them. If a parent/carer refuses the offer made to them, the Admissions Team will seek to clarify how the child will be otherwise educated.

If a school place is offered anywhere other than at the first preference school, the parent/carers will have the right to appeal the refusal of a place. Information about this process will accompany the offer letter.

6. Data to Schools

Lists of allocated pupils will be provided to schools on 16th April 2025. Further updated lists will be provided regularly between this date and September 2025 as changes are made to the allocation lists.

7. Late Applications

All applications received after 23:59 on 15th January 2025 will be considered late applications and will not be processed until after the on-time applications.

Late applications are made, with limited exception, via a form on the Southampton City Council website.

Offers will be made to late applicants on a rolling basis after 16th April 2025.

Scheme Timeline:

July 2024	The Admissions Team will compile a list of pupils eligible for a Reception place in September 2023.
July-October 2024	Information will be sent to parent/carers of the above.
2 September 2024	Online applications open.
15 January 2025	Closing date for applications.
22 February 2025	Applications sent to own admission authority schools completing their own rankings and other Local Authorities.
12 March 2025	Own-ranking schools return their rank lists to the Local Authority.
16 April 2025	National Offer Day.

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Southampton City Council

Coordinated Scheme for Entry into Year 3 at Junior Schools for the 2025/26 Academic Year

This scheme details the coordinated admission arrangements for Year 3 entry into junior schools in Southampton in September 2025, in accordance with the School Admissions (Co-ordination of Admission Arrangements) (England) Regulations 2008 and the School Admissions Code (2021).

This scheme details the mechanisms for the process of ‘mainround’ admission into Year 3, including the process of application, offering of school places and the provision for late applications. It is enacted to ensure that all on-time applicants receive an offer of one school place on the National Offer Day of 16th April 2025.

The scheme incorporates all state-funded schools within the Southampton City Council boundary, including foundation/trust schools and academies who may be their own admission authorities.

This scheme has been separated into the following sections:

1. Data Capture
2. Application Process
3. Closing Date
4. Processing of On-Time Applications
5. Outcome of Applications
6. Data to Schools
7. Late Applications

1. Data Capture

In July 2024, the Admissions Team at Southampton City Council will compile a list of resident children who are in Year 1 and attending Infant Schools either within the Southampton City Council boundary or neighbouring authorities.

While applying for a school place and seeking information on this process is ultimately the responsibility of parents and carers, Southampton City Council recognise that this can be a complex process, especially for first-time parents, and seek to support wherever possible. To that end, between July and October 2024, the Admissions Team will send out information to all families identified in the data capture to inform them of the school application process, as well as working with schools to offer opportunities for support.

2. Application Process

Individual school admissions policies will be published on the schools’ websites from 15th March 2024. A composite prospectus, compiling the policies of all schools within the Southampton City Council boundary will be published on the Council website no later than 12th September 2024. A hard copy of this composite prospectus is available upon request.

Parents must apply for a school place via the Local Authority for the area where they live, even if they wish to apply for schools within another Local Authority (i.e. Southampton City Council residents must apply to Southampton City Council, even if they are applying to schools within the Hampshire County Council boundary).

Applications are made, with limited exception, online via the Southampton City Council Citizen's Portal. Parents must register an account to use the system. The Citizen's Portal is provided by Capita PLC and any system downtime for maintenance is outside of the control of Southampton City Council but will naturally avoid closing and offer dates.

Online applications for Year 3 places will open on 4th September 2024.

3. Closing Date

The national closing date for Year 3 applications is 15th January 2025. Applications can be submitted until 23:59 on this date.

4. Processing of On-Time Applications

As per the requirements of the School Admissions Code 2021, Southampton City Council operates an 'equal preference' system, meaning that all preferences expressed on an application are treated as applications to those schools and processed at the same time.

If an application cites a preference for an own admission authority school that completes its own ranking, this information will be sent to the school by 22nd February 2025 so that this ranking can be completed.

Rank lists from own admission authority schools will be returned to Southampton City Council by 12th March 2025.

All applications will be validated by either the own-ranking schools or Southampton City Council to ensure that all information relevant to ranking applications is correct and appropriately recorded.

When all applications are ranked for schools, offers will be determined. In the event that an applicant is eligible for more than one school place, the place will be offered to the higher preference cited in the application.

If an applicant is not eligible for a place at any of their preference schools, they will be allocated a place at their catchment school or, should this school be full, at the nearest school to their home address with available places. This distance will be determined using the method outlined in the admissions policy of the relevant school.

5. Outcome of Applications

All on-time applicants will be notified of the outcome of their application on 16th April 2025. This will either be by a notification via the Citizen’s Portal or in writing (either in hard copy or via email).

Parents/carers will be asked to formally accept or refuse the offer made to them. If a parent/carer refuses the offer made to them, the Admissions Team will seek to clarify how the child will be otherwise educated.

If a school place is offered anywhere other than at the first preference school, the parent/carers will have the right to appeal the refusal of a place. Information about this process will accompany the offer letter.

6. Data to Schools

Lists of allocated pupils will be provided to schools on 16th April 2025. Further updated lists will be provided regularly between this date and September 2024 as changes are made to the allocation lists.

7. Late Applications

All applications received after 23:59 on 15th January 2025 will be considered late applications and will not be processed until after the on-time applications.

Late applications are made, with limited exception, via a form on the Southampton City Council website.

Offers will be made to late applicants on a rolling basis after 16th April 2025.

Scheme Timeline:

July 2024	The Admissions Team will compile a list of pupils eligible for a Year 3 Junior School place in September 2024.
July-October 2024	Information will be sent to parent/carers of the above.
4 September 2024	Online applications open.
15 January 2025	Closing date for applications.
22 February 2025	Applications sent to own admission authority schools completing their own rankings and other Local Authorities.
12 March 2025	Own-ranking schools return their rank lists to the Local Authority.
16 April 2025	National Offer Day.

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Southampton City Council

Coordinated Scheme for Entry into Year 7 at Secondary Schools for the 2025/26 Academic Year

This scheme details the coordinated admission arrangements for Year 7 entry into secondary schools in Southampton in September 2024, in accordance with the School Admissions (Co-ordination of Admission Arrangements) (England) Regulations 2008 and the School Admissions Code (2021).

This scheme details the mechanisms for the process of ‘mainround’ admission into Year 7, including the process of application, offering of school places and the provision for late applications. It is enacted to ensure that all on-time applicants receive an offer of one school place on the National Offer Day of 1st March 2025.

The scheme incorporates all state-funded schools within the Southampton City Council boundary, including foundation/trust schools and academies who may be their own admission authorities.

This scheme has been separated into the following sections:

1. Data Capture
2. Application Process
3. Closing Date
4. Processing of On-Time Applications
5. Outcome of Applications
6. Data to Schools
7. Late Applications

1. Data Capture

In July 2024, the Admissions Team at Southampton City Council will compile a list of resident children who are in Year 5 and attending Infant Schools either within the Southampton City Council boundary or neighbouring authorities.

While applying for a school place and seeking information on this process is ultimately the responsibility of parents and carers, Southampton City Council recognise that this can be a complex process, especially for first-time parents, and seek to support wherever possible. To that end, between July and October 2024, the Admissions Team will send out information to all families identified in the data capture to inform them of the school application process, as well as working with schools to offer opportunities for support.

2. Application Process

Individual school admissions policies will be published on the schools’ websites from 15th March 2024. A composite prospectus, compiling the policies of all schools within the Southampton City Council boundary will be published on the Council website no later than 12th September 2024. A hard copy of this composite prospectus is available upon request.

Parents must apply for a school place via the Local Authority for the area where they live, even if they wish to apply for schools within another Local Authority (i.e. Southampton City Council residents must apply to Southampton City Council, even if they are applying to schools within the Hampshire County Council boundary).

Applications are made, with limited exception, online via the Southampton City Council Citizen's Portal. Parents must register an account to use the system. The Citizen's Portal is provided by Capita PLC and any system downtime for maintenance is outside of the control of Southampton City Council but will naturally avoid closing and offer dates.

Online applications for Year 7 places will open on 2nd September 2024.

3. Closing Date

The national closing date for Year 7 applications is 31st October 2024. Applications can be submitted until 23:59 on this date.

4. Processing of On-Time Applications

As per the requirements of the School Admissions Code 2021, Southampton City Council operates an 'equal preference' system, meaning that all preferences expressed on an application are treated as applications to those schools and processed at the same time.

If an application cites a preference for an own admission authority school that completes its own ranking, this information will be sent to the school by 19th November 2023 so that this ranking can be completed.

Rank lists from own admission authority schools will be returned to Southampton City Council by 10th January 2025.

All applications will be validated by either the own-ranking schools or Southampton City Council to ensure that all information relevant to ranking applications is correct and appropriately recorded.

When all applications are ranked for schools, offers will be determined. In the event that an applicant is eligible for more than one school place, the place will be offered to the higher preference cited in the application.

If an applicant is not eligible for a place at any of their preference schools, they will be allocated a place at their catchment school or, should this school be full, at the nearest school to their home address with available places. This distance will be determined using the method outlined in the admissions policy of the relevant school.

5. Outcome of Applications

All on-time applicants will be notified of the outcome of their application on 3rd March 2025. This will either be by a notification via the Citizen’s Portal or in writing (either in hard copy or via email).

Parents/carers will be asked to formally accept or refuse the offer made to them. If a parent/carer refuses the offer made to them, the Admissions Team will seek to clarify how the child will be otherwise educated.

If a school place is offered anywhere other than at the first preference school, the parent/carers will have the right to appeal the refusal of a place. Information about this process will accompany the offer letter.

6. Data to Schools

Lists of allocated pupils will be provided to schools on 3rd March 2025. Further updated lists will be provided regularly between this date and September 2025 as changes are made to the allocation lists.

7. Late Applications

All applications received after 23:59 on 31st October 2024 will be considered late applications and will not be processed until after the on-time applications.

Late applications are made, with limited exception, via a form on the Southampton City Council website.

Offers will be made to late applicants on the following basis:

Application Received Between:	Offer Made:
1 November – 31 December 2024	W/c 3 March 2025
1 January – 28 February 2025	W/c 17 March 2025
1 March – 31 March 2025	W/c 14 April 2025
1 April – 30 April 2025	W/c 12 May 2025
1 May – 31 May 2025	W/c 16 June 2025
1 June – 30 June 2025	W/c 7 July 2025
1 July – 14 July 2025	W/c 21 July 2025
15 July – 31 July 2025	W/c 11 August 2025
1 August – 11 August 2025	W/c 18 August 2025
12 August – 18 August 2025	W/c 25 August 2025
19 August – 31 August 2025	W/c 1 September 2025
From 1 September onwards	Managed as per In-Year Timescales

Scheme Timeline:

July 2024	The Admissions Team will compile a list of pupils eligible for a Year 7 Secondary School place in September 2025.
July-October 2024	Information will be sent to parent/carers of the above.
4 September 2024	Online applications open.
31 October 2024	Closing date for applications.
19 November 2024	Applications sent to own admission authority schools completing their own rankings and other Local Authorities.
10 January 2025	Own-ranking schools return their rank lists to the Local Authority.
3 March 2025	National Offer Day.

DECISION-MAKER:	Cabinet
SUBJECT:	Outdoor Sports Centre Improvement Programme
DATE OF DECISION:	6th February 2024
REPORT OF:	Councillor Kataria Cabinet Member for Communities and Leisure

<u>CONTACT DETAILS</u>			
Executive Director	Title	Exec. Director for Place	
	Name:	Adam Wilkinson	Tel: 023 8254 5853
	E-mail	adam.wilkinson@southampton.gov.uk	
Author:	Title	Project Manager	
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STATEMENT OF CONFIDENTIALITY	
<p>Appendix 2 contains information deemed to be exempt from general publication based on Category 3 (information relating to the financial or business affairs of any particular person (including the Authority holding the information)) of paragraph 10.4 of the Council's Access to Information Procedure Rules. In applying the public interest test this information has been deemed exempt from the publication due to confidential sensitivity. It is not considered to be in the public interest to disclose this information as it would reveal information which would put the Council at a commercial disadvantage.</p>	
BRIEF SUMMARY	
<p>The purpose of this report is to seek Cabinet approval of the Outdoor Sports Centre (OSC) scheme as described in this report (Appendix 1) and to provide delegated powers to the Executive Director for Place following consultation with the Cabinet Member for Communities and Leisure, Executive Director or Corporate Services (S151 Officer) and Head of Corporate Estate and Assets to approve the final details of the scheme. Members are also asked to note the project background and the latest status update and to note and agree the proposed way forward and the outline timescales.</p>	
RECOMMENDATIONS:	
	(i) To approve the updated scheme design as outlined in Appendix 1.
	(ii) To approve that the Executive Director for Place following consultation with the Cabinet Member for Communities and Leisure is given delegated powers to make any further amendments to the scheme.
	(iii) Approval to delegate authority to the Head of Corporate Estate and Assets to authorise variations within the project budget envelope during design and construction periods as needed.

	(iv)	Approval to delegate authority to the Head of Corporate Estate and Assets to authorise submission of any further necessary planning applications for the scheme following consultation with the Cabinet Member for Communities and Leisure.
	(v)	Approval to delegate authority to the Head of Corporate Estate and Assets to authorise placement of any statutory orders to enable the project to progress in line with the project programme operating within the approved budget.
	(vi)	Approval to delegate authority to the Head of Corporate Estate and Assets to carry out actions necessary to enable decisions required for the delivery to the project timescales and budget.
	(vii)	To note that spend approval will form part of the Capital Programme budget paper planned to be reported to Council on 21 st February 2024.

REASONS FOR REPORT RECOMMENDATIONS

1.	<p>The purpose of this report is to seek approval to implement the Outdoor Sports Centre scheme design in line with Appendix 1. Appendix 1 represents a revised design to that which was presented for public consultation, the planning application and approved by Cabinet on the 7th February 2022. The designs and facility mix which were included in the planning application were informed by the consultation process in autumn 2021. The process resulted in a wide range of general feedback which has continued to be useful as design has developed, along with specific ongoing consultation with clubs. The proposed changes from the planning permission now proposed do not diverge significantly from the original Masterplan of facilities proposed in the public consultation. Included within Appendix 1 are the outline changes to the design since the last approval. This scheme has been designed to RIBA stage 3 and is now able to progress to the next stage of detailed design. This scheme has secured £20m in external funding from the Levelling Up Fund (LUF) and £4m from the Football Foundation towards the scheme, totalling £30.085m. This report sets out the programme for delivery of the project. There has been ongoing engagement with relevant national governing bodies and local sporting organisation during the scheme's development.</p>
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ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

2.	<p><u>Option 1 No action/Stop project</u> – The condition of the OSC will continue to deteriorate and the external funding options currently available to Southampton City Council (SCC) are unlikely to be available in the future. All the benefits of improved facilities in terms of numbers of people participating and the health and social benefits associated would not be realised. There would also be negative revenue implications resulting from a reduction in use and maintenance cost increases which are likely to be reflected at retender stage for the leisure management contract. Furthermore, there is a risk that the Council would suffer reputational damage from grant awarding organisations if the existing funding opportunities were not progressed and accepted.</p>
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3.	<p><u>Option 2 Minimal action (continue to undertake minor repairs in line with the existing leisure management contractor's contractual obligations)</u> – The approach to the OSC over the past 20 years has been to undertake minor repairs combined with a reliance on lifecycle fund expenditure by the Council's current leisure management contractor, Places for People Ltd (PfP), in line with their contractual obligations. This option would not take advantage of the external funding that has been secured. This would have a significant implication on the opportunity for increasing participation and there would also be revenue implications with reduction in use and maintenance cost increases which is likely to be reflected at retender stage for a future leisure management contract. Furthermore, there is a risk that the Council would suffer reputational damage from the grant award organisations if the funding opportunities were not progressed and accepted.</p>
4.	<p><u>Option 3 Progress design based upon LUF Funding only and decline Football Foundation Grant</u> – This approach will result in the loss of the Artificial Grass football pitches and associated facilities that are also receiving funding from this grant including upgrades to the parking and hub building. This would have a significant implication on the opportunity for increasing participation together with the potential for revenue generation opportunity that this project creates. There is risk of not delivering to the LUF obligations and could result in the risk of the grant being reduced. The project would also not meet the aspirations outlined in the public consultation.</p>
DETAIL (Including consultation carried out)	
5.	<p>The need to invest in improvements at the OSC has been recognised for a number of years. Following a feasibility study funded jointly by the Council and the Football Foundation, a Draft Masterplan of Improvements was agreed by stakeholders, to include the following:</p> <ul style="list-style-type: none"> • New 'hub' offering changing facilities, gym, café and three new indoor tennis and netball courts. • New artificial grass football pitches. • Improvements to the hockey pitches. • Improvements to the snow sports centre including a new ski lodge. • Transformational use of the north of the site with a new 'family zone' providing an outdoor gym, skatepark, children's play area and more. • New enlarged grandstand and clubhouse for events and officials at the athletics track. • Changes and improvements to cricket pitches. • Improvements to cycling provision across the site. • New additional car parking. • General improvements throughout the site (e.g., paths, seating, lighting, environmental suggestions).

6.	<p>An extensive 12-week public consultation process was concluded on 31st October 2021. The consultation was based on the Draft Masterplan of Improvements, this followed previous consultations and ongoing dialogue with stakeholders and key clubs and potential funding partners. To summarise the Draft Masterplan of Improvements, that formed the content of the Public Consultation the level of support for each of the key areas was as follows:</p> <table border="1" data-bbox="550 465 1300 985"> <thead> <tr> <th></th> <th>Agree / strongly agree</th> <th>Disagree / strongly disagree</th> </tr> </thead> <tbody> <tr> <td>OSC Overall</td> <td>93%</td> <td>3%</td> </tr> <tr> <td>Site improvements</td> <td>96%</td> <td>1%</td> </tr> <tr> <td>The new 'Hub'</td> <td>95%</td> <td>3%</td> </tr> <tr> <td>Family Zone</td> <td>93%</td> <td>3%</td> </tr> <tr> <td>New snow sports facilities</td> <td>92%</td> <td>3%</td> </tr> <tr> <td>Athletics</td> <td>91%</td> <td>3%</td> </tr> <tr> <td>Cycling provision</td> <td>91%</td> <td>3%</td> </tr> <tr> <td>The tennis and netball court</td> <td>90%</td> <td>5%</td> </tr> <tr> <td>The hockey pitches</td> <td>88%</td> <td>3%</td> </tr> <tr> <td>The football pitches</td> <td>79%</td> <td>12%</td> </tr> <tr> <td>Car parking</td> <td>78%</td> <td>11%</td> </tr> <tr> <td>Cricket provision</td> <td>72%</td> <td>10%</td> </tr> </tbody> </table>		Agree / strongly agree	Disagree / strongly disagree	OSC Overall	93%	3%	Site improvements	96%	1%	The new 'Hub'	95%	3%	Family Zone	93%	3%	New snow sports facilities	92%	3%	Athletics	91%	3%	Cycling provision	91%	3%	The tennis and netball court	90%	5%	The hockey pitches	88%	3%	The football pitches	79%	12%	Car parking	78%	11%	Cricket provision	72%	10%
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7.	<p>The main message throughout the consultation was positive, with all proposals agreed upon by a high proportion of respondents. Overall support for the project through the consultation was very high - 97% of respondents agreed that they would like to see improvements at the OSC and 93% agreed with the proposals put forward overall. Having a high number of responses to the consultation (2,545 total) also highlighted the level of public interest in the project.</p>																																							
8.	<p>On the 7th February 2022, Cabinet approved the consultation and the proposed scope of works. This scope of works was developed and submitted as part of the planning application. The scheme received planning approval on the 7th August 2023. An outline of the scheme which was approved is included in Appendix 1.</p>																																							
9.	<p>Following entering into the Pre-construction Service Agreement and repricing of the successful planning approved scheme, it was identified that the scope of works was forecast to cost more than the budget available, see Appendix 2. The increase costs have originated from market fluctuations across the construction industry and at this design stage there are allowances for the risk of continual increases. Furthermore, there have been additional items as part of the planning process which were not envisaged at the time of costing prior to submission for example, additional ducting to all car parking spaces to future proof the site, increase substation costs and Section 106 contribution (£1.3m).</p>																																							
10.	<p>To address this forecast cost position the Project Team embarked on a value engineering (VE) exercise with the aim of bringing the scheme back within the budget, whilst maintaining scope.</p>																																							

	<p>The most significant VE changes include hub building efficiency resulting in building size reduction, reduction of number of cover courts, change to alpine lodge design, relocation of the learner slope and changes to material selection. Further detail is included in Appendix 1. The implications of omission of 1no. covered court have been the subject of ongoing engagement with relevant stakeholders.</p> <p>At the end of RIBA Stage 3 the project is currently estimated to be £1.17m over the budget allowance based upon area cost rates. The Project Team need to progress the next design stage (RIBA Stage 4 Technical design), market engagement and tendering exercise (detailed costing) on an approved design including developed design specification to address this position. VE savings/scope reductions have been identified should further savings be required at the end of the tender period, to ensure the project stays within budget. These are outlined in Appendix 2 and also included are options which have been explored and discounted at this stage.</p>
11.	<p>There has been engagement with the Planning Officer, Urban Designer and other Planning Consultees to develop the VE proposals. The planning requirements are being developed and the nature of the application will be determined on the basis of the finalised design and agreement with the Planning Officer prior to submission. This could result in a planning consultation process; however, this has been agreed as only limited to the areas of the scheme that have been adjusted and not the full scheme for example the hub building and alpine building. The Project Team have endeavoured to mitigate planning risks by extensive engagement through the VE development process. The Project Team are still able to progress with discharging the pre-commencement conditions whilst the next design stage is being undertaken. Certain elements of the scope can be progressed, e.g., the Artificial grass pitches and the hockey lighting improvements can still be progressed as two examples.</p>
12.	<p>The option recommended is to progress with the full VE scheme as outlined in Appendix 1 to allow the design process to be completed and tendering to allow a contract sum to be provided. The Project Team has progressed with engagement of key stakeholders and associated planning applications. The Project Team have worked with key all key stakeholders including local sporting clubs and national governing bodies for each of the sports for acceptance to the proposals to develop design in line with the financial challenges.</p>
13.	<p>TIMESCALES:</p> <p>The project has successfully delivered the Phase 1 element of the OSC project – the Bike Park. The operation of the Bike Park has been reintegrated into the existing leisure management contract with PfP (subcontracted to Active Nation). The upgraded bike park works included re-designed routes for differing skills levels to allow for cycling progression and development. The improvements to the bike park have been popular and it is well used facility.</p>

14.	<p>If the Council is to benefit from the opportunity of funding from the Football Foundation and LUF, then there is a need to move forward with a programme at pace. The programme requires timely approvals and sign off process. The milestones of the project are outlined below:</p> <ul style="list-style-type: none"> • Feb 2024 <ul style="list-style-type: none"> ○ Cabinet scheme approval ○ Council spend approval as part of the budget papers • March 2024 <ul style="list-style-type: none"> ○ Submission of the family zone and design changes planning application • Summer/autumn 2024 <ul style="list-style-type: none"> ○ Conclusion of the PCSA period, RIBA Stage 4 design and main contract execution. ○ Commence main works on site. • Spring/Winter2025 <ul style="list-style-type: none"> ○ Completion with the start of a phased handover.
15.	<p>The programme has been affected by the LUF announcement delay and subsequent detailed enquires required by Department of Levelling Up, Housing and Communities (DLUHC) and confirmation of the successful application to enable the project to progress with Contractor engagement. In addition, the VE process has taken time to develop and agree design and solutions ensuring that all key stakeholders are involved.</p>
16.	<p>The OSC is operated under the terms of the Council’s main leisure contract with PfP and an associated lease and sub-lease to Active Nation. The Council will need to put in place a formal licence agreement with PfP and Active Nation to access areas within the boundaries of the OSC in order to undertake the works. Assuming that the improvement plan proceeds, the terms of the leisure contract with PfP are being renegotiated and agreed in order to take account of the disruption through the works phases and the financial and operational impact of the new facilities. This work is being led by the Council’s Supplier Management Services.</p>
17.	<p>A communication strategy document has been developed for the project. There has been regular and extensive engagement with Users and Clubs based at the Outdoor Sports Centre and the Operator on both design development and project progress. Once the scheme approval and financial approval is achieved, it is proposed to convene more formally an Outdoor Sports Centre User Group. This initially can be facilitated by the project team, and it is proposed that this becomes an overarching Group of key Clubs at OSC, which supports (and delivers) an Outdoor Sports Centre Development Plan. This will assist in maximising the impact and outcomes from the project and provide ongoing consultation with the operator. This Group will also be a requirement of the funding from the Football Foundation and inform ongoing reporting to LUF once the project is delivered. In tandem, during the project, progress updates will be delivered, including regular bulletins</p>

	for broader users, and once progressing on site, updates on the project will be via Morgan Sindall and a project microsite. It is proposed to commence these initiatives following Council approval in February 2024.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
18.	In terms of overall project spend, the spend profile for the project identifies a larger portion of LUF spend earlier in the project in order to achieve spend requirements as set out in the LUF memorandum of understanding (MOU) document. This has been discussed with LUF and has been included in Monitoring and Reporting returns to the DLUHC. To note, LUF expect spend of full £20.00m by March 2025, therefore approval to progress the design into Stage 4 is essential.
19.	The project has approval to spend £3.18M to enter into the pre-construction services agreement (PCSA) and complete planning approval; approved as part of February 2023 budget report. The project will be seeking approval of the remaining balance of £26.97M in the February/March 2024 Council budget paper. To date, £2.3m of LUF funding has been received and the remaining funding will be received based upon project progress and spend.
20.	The additional £60,000 grant from LUF has been given for accelerating the programme and it is planned to use this sum for the fees associated with the value engineering exercise to keep the project progressing.
21.	The project is part funded by grants and contributions from funding partners. Commitments from funding partners are conditional upon the Council's commitment to the delivery of the project. These commitments have been incorporated into the draft Business Case.
22.	The nature of the redevelopment of the OSC site will require facilities to be closed for periods. The phasing strategy has been developed with engagement with PfP and their subcontractor Active Nation) to minimise disruption and revenue costs where possible. PfP and Active Nation have a duty to mitigate the costs relating to the closure of facilities with reductions in energy consumption and associated costs etc. Under the terms of the leisure management contract, PfP will be entitled to financial compensation resulting from closure/restriction of usage of facilities for periods of time and may result in revenue pressures on the Council to cover these costs. The revenue implications owing to the closures and benefits due to the improvements are estimated and are included in the draft Business Case. Revenue implications are being worked through and will be reported to Council as part of the 2024 budget paper.
23.	As a result of the redevelopment of the OSC, as well as significant income increases, there will be additional operational and maintenance responsibilities. Subject to the agreement of a 3-year extension to the existing leisure management contract under broadly existing terms, the operation of the OSC is due to be retendered sometime during 2027 and 2028, and the costs arising from the retender are currently unknown. Furthermore, the maintenance of the facilities will increase owing to enhancement of the facilities. The intention is that the additional costs will be offset by the additional income and will have a positive impact on the council's revenue position.

<u>Property/Other</u>	
24.	All of the properties at the OSC are owned by the Council. The leisure management contract, which includes repairs and maintenance responsibilities, has been in place since 2010 and is due to conclude in 2025, with provision for an extension to August 2028, subject to the Council reaching acceptable commercial agreement with PfP. Grounds maintenance activities are undertaken by the Council and will continue to be so following redevelopment. It is proposed to dispose of the 'White House' which falls within the lease area of the leisure management Contract to assist with the cost of the scheme.
25.	The project management is being provided by consultants working within the Corporate Estates and Assets Division of the Council.
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
26.	The statutory power for undertaking the works that are the subject of the report i.e., the Council has various statutory powers under the various Public Health Acts 1875-1890, Public Health Act 1890-1961 and Local Government Acts 1972-1976 to both provide and maintain public recreation facilities. Furthermore, subject to certain prohibitions which are not applicable here, section 1(1) of the Localism Act 2011 gives local authorities the power to do anything that individuals may do.
27.	The LUF MOU has been signed and reporting to DLUHC has been ongoing throughout the project to date. The Football Foundation grant terms and conditions are being reviewed by the Council's legal and key departments across SCC, and amendments have been proposed to the Football Foundation for acceptance.
<u>Other Legal Implications:</u>	
28.	A draft ESIA document has been prepared as part of the project governance and will continue to be updated as the project develops. The current version is attached as Appendix 3.
RISK MANAGEMENT IMPLICATIONS	
29.	There is a risk that the project does not receive scheme and/or budget approval to spend the requirements from LUF and programme cannot be achieved in line with MOU requirements. Additionally, further draw down on the LUF funding is based upon project progress and anticipated progress. If the scheme was aborted, this would result in costs to date of c£2M, being charged to revenue, which is unbudgeted for.
30.	There is a risk if the scheme does not progress the Stage 4 design, the £4m of Football Foundation funding will be lost. Furthermore, if the Football Foundation funding is not accepted by the Council, £4m of funding will not be taken forward and will impact of the final scheme and revenue generation opportunities. The Council needs to ensure that all stages of this project are supported/delivered to provide confidence to the funding partners.
31.	In the past 24 months the impacts of several issues have been severe on the construction market. Cost increases vary across trades and materials, primarily due to a lack of availability caused by global supply problems as

	a result of COVID-19, BREXIT and geo-political issues. As a result, there is a risk that prices may continue to increase and/or fluctuate in excess of estimates if approval is not provided. Furthermore, the successful contractor for the construction period may be unable to fix prices for items with long lead in times. The cost forecasts and the programme can be developed further with the continuing engagement of the Design Team and contractors under respective PCSAs.
32.	The design has had to be amended owing the previous scheme being unaffordable within the budget, therefore there is a risk that the amended design proposals are not accepted by Cabinet and the project is not enabled to progress into Stage 4. The risk is that the scheme will not be delivered on time and to budget.
33.	The new design proposals will require applications to Planning. The extent of the applications i.e., Minor amendment will only be applicable to the updated aspects of the scheme, there will be a ringfenced statutory consultation process. To avoid programme implications, it is envisaged Planning matters will continue alongside the Stage 4 technical design during this period. The risk is that if the Stage 4 design is not progressed concurrently to the planning application there will be significant programme delays and impact on the requirement of the LUF MOU contract.
34.	There is a risk that should the OSC improvements not be progressed, public perception and commitment to the delivery of the wider OSC improvements could cause reputational damage.
35.	There is a risk that further savings will be required to be taken to reduce the scope of the project to delivery within the budget. These options are listed in Appendix 2.
36.	The project has a detailed risk register which is kept regularly updated and reviewed. In this register we are tracking current risks surrounding the ground conditions and we are awaiting survey results; however, risks will remain until all ground works are completed. Furthermore, we are tracking a risk with the substation delivery to site, and we are working with the supplier and awaiting approval of the scheme prior to placement of orders. The project team have secured the offsite improvements required via Scottish Southern Electric.
POLICY FRAMEWORK IMPLICATIONS	
37.	The delivery of the improvement is based on the Council's Corporate Plan 2022-2030 addressing strong Foundations for Life. In addition, there are documents that are not yet approved as policy which are relevant which includes the Playing Pitch Strategy and the current Strategic Options Planning Model work with Sport England will contribute to strategic direction for Southampton City.
38.	The Project also supports the Corporate Plan 2022-203 SCC's own Green City Plan 2030 Strategy, Transport 'Connected Southampton Implementation Plan 2022-2025', Transport 'Connected Southampton 2040 Strategy' and Cycling Strategy 2017-2027. In addition, supports the Southampton Health and Wellbeing Strategy (2017-2025), legacy from 2022 UEFA Women's European Football Championships and key

	outcomes to provide inclusive access to sport and recreational activities across the City.
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KEY DECISION?	Yes/No
WARDS/COMMUNITIES AFFECTED:	Coxford and Bassett
<u>SUPPORTING DOCUMENTATION</u> As listed below:	
Appendices	
1.	OSC – Updated Scheme Information
2.	OSC – Financial Breakdown (Commercially Confidential)
3.	OSC – Equality and Safety Impact Assessment (ESIA)

Documents In Members' Rooms

1.	
2.	

Equality Impact Assessment

Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out. Appendix 2	Yes/No
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Data Protection Impact Assessment

Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out. A DPIA was carried out as part of the WT Partnership engagement	Yes/No
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Other Background Documents

Other Background documents available for inspection at:

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	
2.	

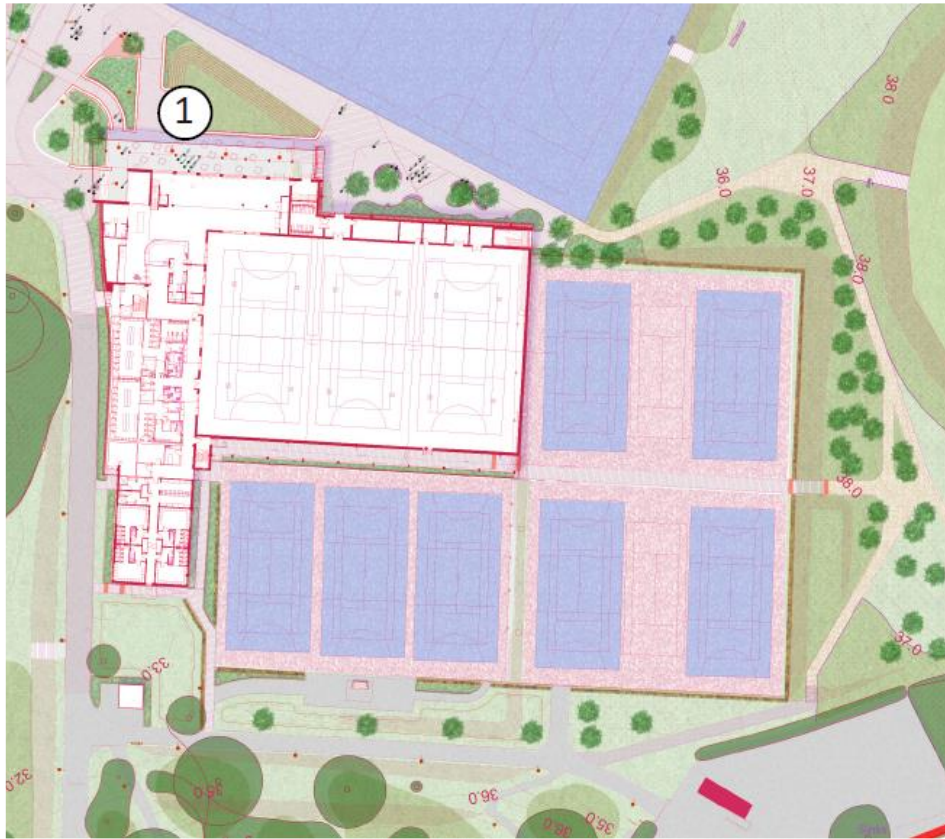
OUTDOOR SPORTS CENTRE PROPOSED SCHEME:

1. The below provides an overview of the scheme as the current stage of design (RIBA Stage 3) following value engineering (VE). There has been substantial engagement with Stakeholders (for example the Planning Officer and the Council's Urban Design Manager) and the Project Sponsor to develop the design. There is more technical design (RIBA Stage 4) to be progressed and the below provides an overview of the scheme following value engineering to maintain the scope as consulted on in 2021. Following Stage 4 design will be construction. Furthermore, we have been discussing the next steps in terms of planning submissions with the Planning Officer.
2. The below provides the initial planning approved design information as approved on the 7th August 2023 and the changes to the VE design which are to be submitted under a Minor Material Amendment. The family zone will require a full planning application as this area was not included in detail within the application that was approved as noted above.

2.1 Hub Building

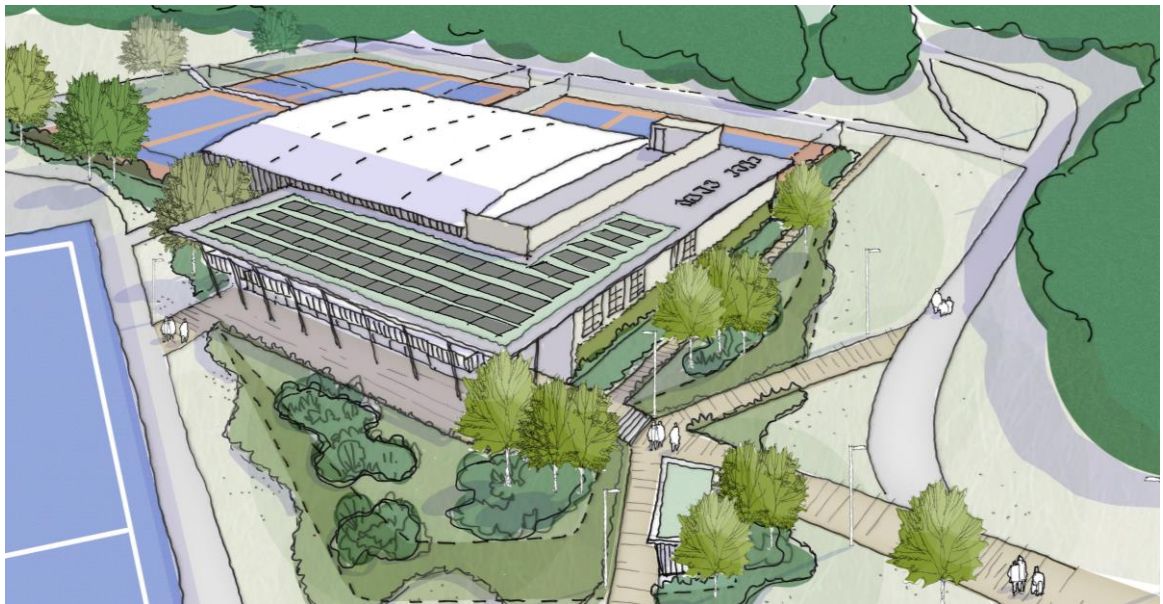
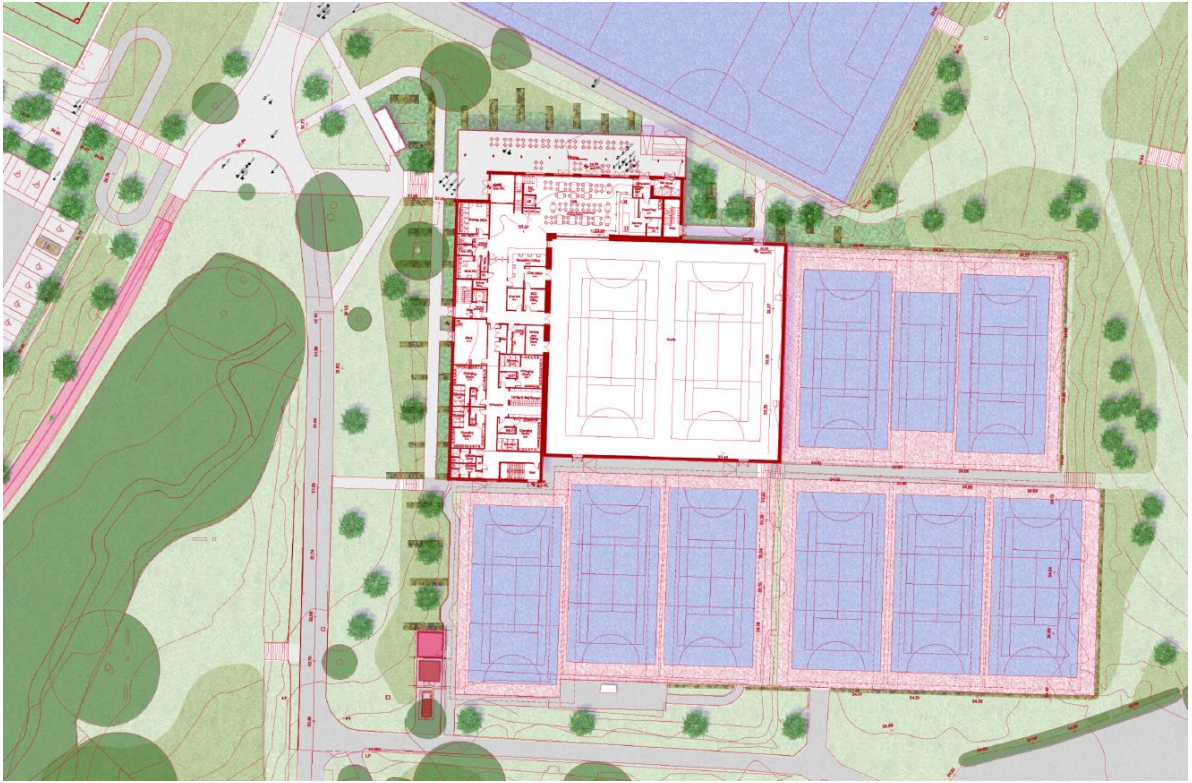
Planning approved:





Updated Design for approval:





Summary of key changes to the Hub from Planning:

- Reduction in overall footprint by simplification of internal layout, removal of health and wellbeing rooms, removal of function room on first floor.
- Village change moved to the first floor allowing single storey element to be removed.
- Simplification of external material palette.
- Simplification of external structure – curved wall and raked entrance canopy removed.
- Unheated storage areas will be provided externally to the building.
- Tennis hall reduced from three covered courts to two covered courts.
- Tennis hall roof structure changed to alternative structural solution as consulted with the Lawn Tennis Association.
- Hub pushed eastwards to avoid current substation location, reduce cut and fill requirements and remove more of the building from the floodplain. Remove the need for temporary office space for the Operator during the works.
- Reduction in the extent of PV array owing to smaller roof area and change of court covering.

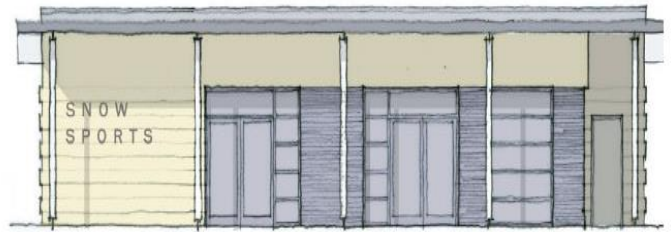
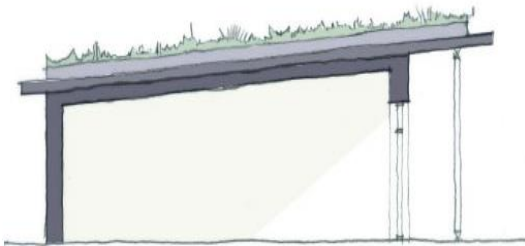
2.2 Alpine Centre

Planning approved:



Updated Design for approval:

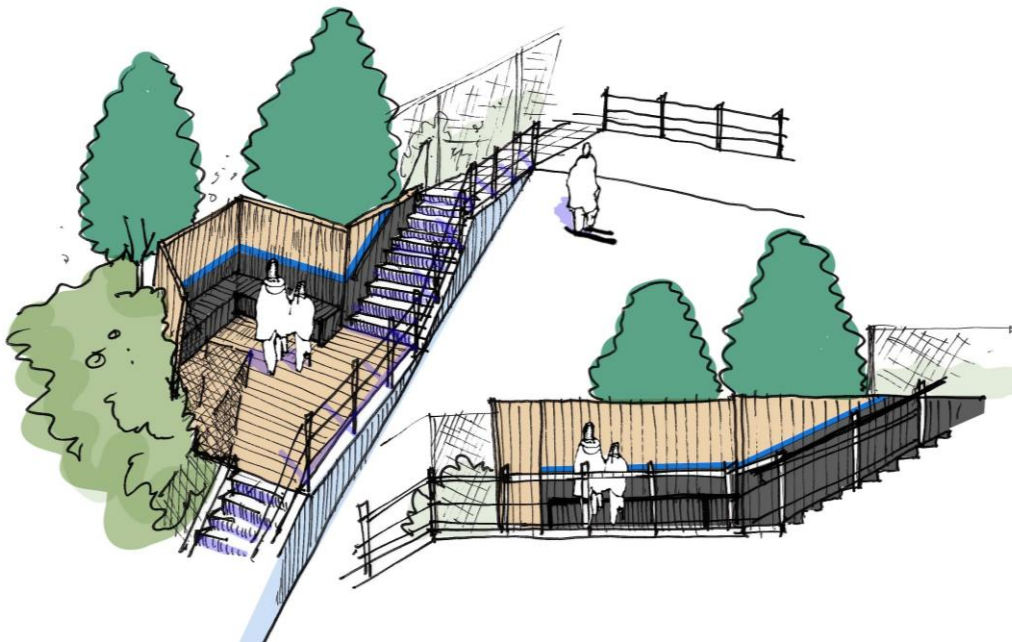




2.2.1 Alpine updated spectator areas for approval:



Area A



Area B



Area C is the existing viewing area which is proposed to have minor refurbishments and the party room will remain as per the current offering.

Summary of key changes to the Alpine area from Planning:

- Ski lodge reduced to single storey which removes two party rooms and storage. Party rooms to remain in current location.
- Ski lodge shifted away from the hill to reduce the extensive retaining walls required with the previous design.
- Learner slope moved to in front of the lodge rather than behind. Significant decrease in the number of lost trees and the amount of retaining works to construct the ski lodge in the location shown on the planning drawings.
- Simplification of material palette on lodge.
- Change to lift and surface specification in line with Snowsports England.
- Increase in proposed viewing areas.
- Omission of PV to roof as now a single storey solution.
- Green roof in revised design.

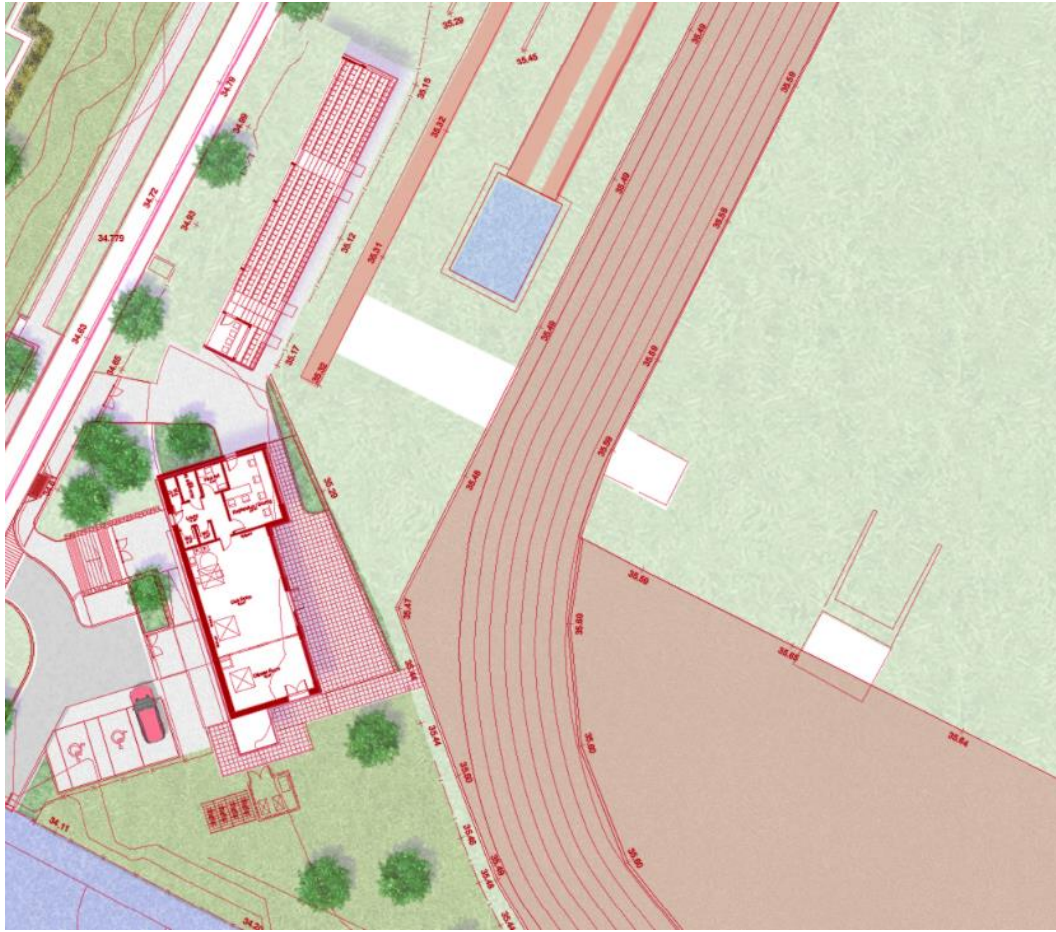
2.3 Athletics Building

Planning approved:



Updated Design for approval:





To note the proposed colour of the grandstand is to be determined in the next design stage.

Example of building design:



Summary of key changes to the Athletics area from Planning:

- Simplification of material palette on pavilion.
- Reduction in building size.
- Officials box in grandstand removed.
- Green roof in revised design.

2.4 Family Zone

The family zone design is being developed in consultation with key stakeholders both within and outside of the Council. The family zone was not included in the full planning application as the design is being developed. The below sets out the information included in the public consultation documentation.



1. Outdoor gym equipment (available for casual use).
2. Skateboard area.
3. Cycling pump track.
4. Learn-to-ride cycling track.
5. Splash pad.
6. 'Family zone' pavilion.
7. Children's play area (replacing one small grass football pitch).

The new pavilion will benefit from:

- Bicycle maintenance, store and electric charging.
- Tea/coffee servery.
- Toilets including baby changing facilities.
- External store for the athletics track.

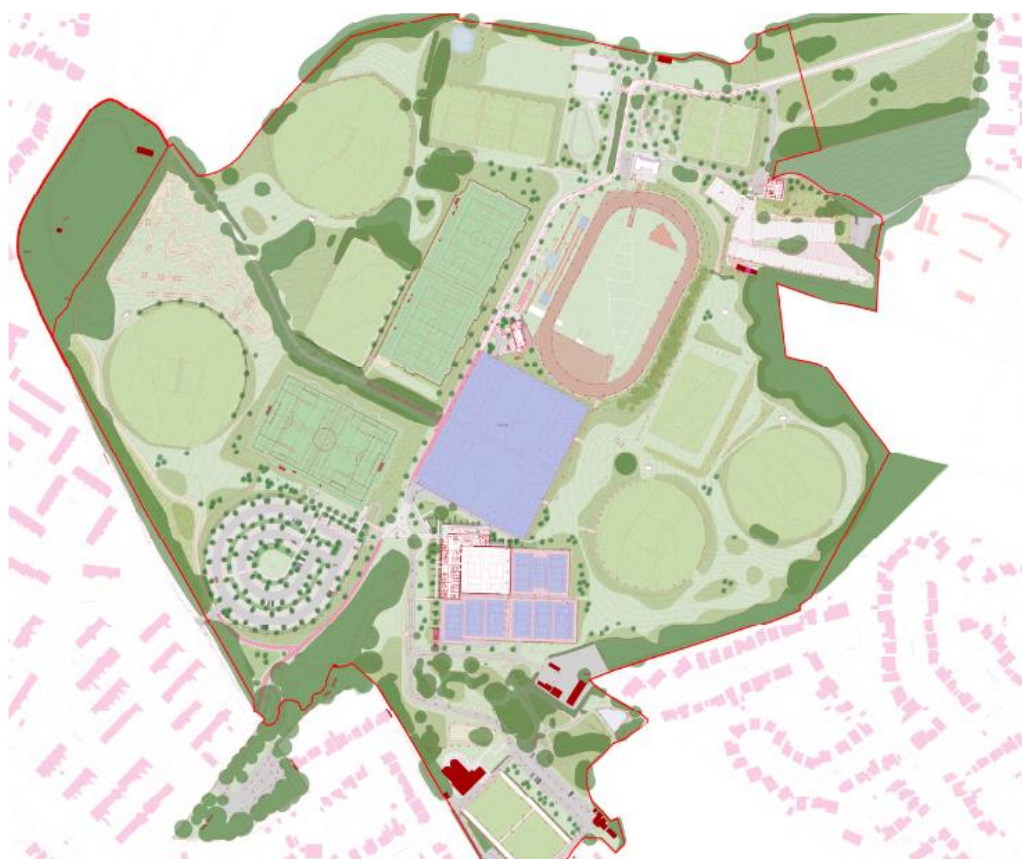
Design update:

The design detail is still being reviewed and the final details will be included in the planning application where there will be a further opportunity for consultation.

A family zone pavilion building was proposed, however is proposed to be omitted from the original masterplan and the existing Block 2 will be refurbished for example, new WC's. The ability for a 'pop up' style ice cream/coffee offer will be provided to fulfil the consultation noted above.

There are amendments being progressed to the pump track, skate park solution and play park layout in line with the budget allowance.

2.5 Site Wide Works



Summary of key changes to the site wide works area from Planning:

- Reduction in external works costs around each building to soft landscaping.
- Simplification of material palette.
- Perimeter trail improvements to key areas only.
- Improved drainage through heavy duty maintenance to being carried out on the 4 remaining cricket pitches.

2.6 Further Cost Saving Options

The below sets out options for further scope reductions to address the current cost position at the end of RIBA Stage 3 as noted in the report. The implications of the savings if they were to be progressed are included below. These will only be considered if design and tender returns are unable bring the project within budget. Further options have been considered, for example full omission of the covered courts; however, these options have been discounted at this time.

Options	Implications
Reduce to 1no. covered court	The VE updated scheme has reduced the no. of covered courts to 3 to 2no owing to change in position of the building. Reducing further from 2 to 1 or omission all together will have a revenue generation impact owing to limitations on bookings. England Netball and Southampton Netball league have been consulted throughout the VE process.
Reduce car parking spaces to 225no. spaces	This will have an impact on revenue generation if parking charges are introduced. Furthermore, may impact on the Football Foundation funding as this based upon the original car parking spaces numbers.
No works to slope 3 and keep existing covering	This will maintain the facility offer however, could impact on maintenance requirements in the long term and will need to be replaced in due course.

2.7 Stakeholders

Below is a list of the stakeholders who have been engaged:

National Governing Bodies of Sport

- Football Foundation
- British Cycling
- Hampshire Football Association
- England Athletics
- LTA
- England Hockey
- England Cricket Board
- England Netball
- Snowsports England
- Skateboard England

Main Sports Clubs:

- Sotonia Cycling Club
- Southampton Bike Park
- Southampton Athletics Club
- Southampton Hockey Club
- Southampton Netball League
- Southbrook FC
- Local Southampton football and sports clubs

Council:

- Cabinet Member for Communities and Leisure
- Executive Director for Public Health
- Head of Corporate Estate and Assets
- Leisure Services Officer
- Planning Officer
- Urban Design Manager
- Arboricultural Officer
- Sustainability Officer
- City Services and Landscape Development Officers
- Commercial and Service Development Officer for City Services
- Natural Environment Officer
- Flood Risk Management Officer
- Cycling Development Officer

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Document is Confidential

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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.

Name or Brief Description of Proposal	Southampton Outdoor Sports Centre Pre-Construction Services Agreements, Technical design and Construction Draft Masterplan of Improvements – <i>DRAFT ESIA</i>
Brief Service Profile (including number of customers)	
<p>The 150acre Outdoor Sports Centre (OSC) is often described as a “green lung” in the west of the city and attracts a variety of sports clubs and recreational users ranging from dog walkers to informal joggers. The site is managed on behalf of SCC until 2025 by Active Nation, under a sub-contract from Places Leisure, via a service specification. It is estimated the number of visits to the site is around 200,000 per annum.</p> <p>Since the OSC opened in 1938, a number of changes, improvements and modifications have been made. It was recognised recently that there was considerable interest in establishing a future vision for the OSC by developing key areas for improvement to enhance and widen its offer for both competitive sports and leisure users. Over recent years, a number of community engagement activities have taken place to inform a Draft Masterplan of Improvements. As a result, there has been several opportunities for the public to participate in the planning of the improvements and to be able to refine and improvement the content of the scheme.</p> <p>In November 2013, this engagement provided valuable feedback where key themes and ideas came to light. This included:</p> <ul style="list-style-type: none"> • Development of a Hub building and sports facilities to include changing and toilet provision, meeting rooms, café/refreshment provision plus indoor sports provision. • Creation of Physical Activity Opportunities to include running/jogging route, cycling circuit, outdoor gym. • Infrastructure Improvements: increase and improve car park provision, improve lighting on access routes or footpaths within the site. 	

- Open Space: develop the existing woodland walks, consider options for recreational activities e.g. wheeled sports park.

The resulting Draft Masterplan of Improvements covered key topics including car parking, recreational activities, sports facilities, and the ski centre. In 2015, this improvement plan along with a proposed vision for the OSC went through a 12-week public consultation where local residents, sports clubs and organisations, Friends of Southampton Sports Centre (FOSSC) and a wider audience could review and comment on the proposals. With over 1,200 responses, 89% of respondents agreed with the suggested priority areas for improvement with a large majority, who currently use the OSC once a month or less, stating that they would use the facility more if improvements were made.

In 2017-18, feasibility work was extended to include further elements of the scheme including a detailed evaluation of the football elements and a new 'Hub' building. This work generated a list of recommendations which were then incorporated into the Draft Masterplan of Improvements and there was further engagement and consultation which followed.

An extensive 12-week public consultation process was concluded on 31st October 2021. The consultation was based on the Draft Masterplan of Improvements, this follows previous consultations and ongoing dialogue with stakeholders and key clubs and potential funding partners. To summarise the Draft Masterplan of Improvements, that formed the content of the Public Consultation the level of support for each of the key areas is as follows:

	Agree / strongly agree	Disagree / strongly disagree
OSC Overall	93%	3%
Site improvements	96%	1%
The new 'Hub'	95%	3%
Family Zone	93%	3%
New snow sports facilities	92%	3%
Athletics	91%	3%
Cycling provision	91%	3%
The tennis and netball court	90%	5%
The hockey pitches	88%	3%
The football pitches	79%	12%
Car parking	78%	11%
Cricket provision	72%	10%

The main message throughout the consultation is positive, with all proposals agreed upon by a high proportion of respondents. Overall support for the project is very high - 97% of respondents agreed that they would like to see improvements at the OSC and 93% agreed with the proposals put forward overall. Having a high number of responses to the consultation (2545 total) also highlights the level of public interest in the project.

The outcomes of the Draft Masterplan, if delivered, range from health outcomes, opportunities to tackle inequalities, provisions for target groups such as women and girls and support city wide initiatives such as Active Travel and the Green City Charter.

In particular, the Southampton Physical Activity and Sports Strategy (PASS) seeks to 'work with our partners to deliver more physical activity and sport opportunities in our parks and open spaces, targeting inactive groups and this project is intended to meet this objective.

Summary of Impact and Issues

When the facility mix from the Draft Masterplan is finalised, and the improvements concluded, there will be significant positive impact on health, activity and wellbeing levels for residents.

The summary of the impact from the consultation is very positive. Further detail is described in the table headed Potential Impact below, where detailed commentary is provided in the accompanying Appendix documents to the briefing paper (presented 6th December).

Potential Positive Impacts

- It is a requirement of the operator to monitor risk assessments and equality and diversity commitments by site hirers. All of the formal affiliated sports hosted at the OSC will continue to be undertaken in line with their respective National Governing Bodies of Sport (NGBs). The affiliated clubs are to comply with areas such as equality and diversity commitments, Safeguarding protocols for children and vulnerable adults.
- NGBs also require risk assessments to be undertaken and Active Nation, as operators, are obliged within their service specification to ensure appropriate procedures are appropriately followed.
- Use of the Bike Park is now operating through an affiliated British Cycling club structure such as including safe guarding policies and inclusive coaching programmes. This will improve their governance and operating standards.
- A key part of the Draft Masterplan is improved lighting and car parking. It is expected that this will have a positive impact on use of the site.
- As a result of the age and condition of the buildings at the OSC accessibility is challenging. The new buildings, including changing rooms and toilets will incorporate high levels of accessibility in their design, specific consultation will be undertaken with Sport England and Activity Alliance in this respect. Accessible car parking spaces and parent and child spaces will also be provided, along with a 'changing places' facility to accommodate accessible toilet needs to be met.
- The Family Zone will accommodate a wide range of new users for parents with young children.
- Improved opportunities for activities such as skateboarding and cycling, improved lighting throughout the centre and CCTV will widen the range of opportunities for all ages particularly young people. There will also be development programmes working with local clubs and associations.

Responsible Service Manager	
Date	
Approved by Senior Manager	
Date	

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	<p>Improvements will have a positive impact on the age range of users from Toddlers and parents using Family Zone to improved facilities for older people.</p> <p>In general, the younger age groups stated in the consultation that the changes would have a positive impact more than older age groups.</p> <p>Respondents to the Public Consultation between the ages of 35 – 44 selected that there would be a positive impact on them and their family to the highest extent (96%).</p> <p>Respondents to the consultation who were 18-24 said their use would increase to the highest extent (92%).</p> <p>84% of young people who responded to the consultation under the age of 18 said that their use would increase as a result of these improvements.</p> <p>Respondents to the consultation over 75 selected that their use were unlikely to change (28%).</p>	<p>A wide range of improvements are planned across the centre that will appeal across all ages. Designs are developing across all areas and further work will be undertaken to address these impacts. Each sport and club will be encouraged to develop their own sports development plan to include actions to encourage participation from those across the community who have been traditionally underrepresented. For example, for older people the national governing bodies promote the development of walking netball and walking football.</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Disability	The existing buildings on the OSC are challenging in terms of access for those with a disability.	<p>Access issues will be considered across all aspects of the project, there will be additional dedicated car parking facilities, there will be improved changing and toilet facilities and there will be a lift within the hub building to provide access to the social and fitness facilities currently planned for the upper floor.</p> <p>Consultation has continued with local users, clubs, educational organisation to ensure that the designs are accessible, along with architectural reference to access and 'secure by design' consultants. This consultation will continue.</p> <p>With the reduced scope to the family zone, there will not a 'changing places' facility in the northern area of the OSC. However, there will be this provision within the hub building.</p>
Gender Reassignment	No identified impact.	The hub changing facilities will be designed to comply with the national governing body guidelines as they currently stand. Individual changing rooms will be available. Football Foundation guidelines have been complied with and engagement is continuing.
Marriage and Civil Partnership	No identified impact.	
Pregnancy and Maternity	There is a need for improved toilet facilities for all at the centre and also there is a need for baby changing facilities.	The new hub will incorporate public toilets and also baby changing facilities available to club and casual users of the centre.
Race	No identified impact.	The hub changing facilities will be designed to comply

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		with the national governing body guidelines as they currently stand. Individual changing rooms should also be available.
Religion or Belief	No identified impact.	
Sex	No identified impact.	The hub changing facilities will be designed to comply with the national governing body guidelines as they currently stand. Individual changing rooms should also be available.
Sexual Orientation	No identified impact.	The hub changing facilities will be designed to comply with the national governing body guidelines as they currently stand. Individual changing rooms should also be available.
Community Safety	Lack of a central social point in the OSC, the Public Consultation highlighted concerns about safety arising from poor lighting and other anti-social behaviours.	There will be improved lighting, CCTV and social facilities such as in the Hub for casual users, schools and the local community. The parking facilities will also be closer to the hub building which may also make users feel safer. The Police have been consulted during the planning process and will be with updated the designs.
Poverty	Cost of participation can be a barrier to participation.	The Centre will remain free to use for informal recreation and it is anticipated that the Council will continue to approve prices levied by the contractor for activities and facilities the OSC. The Council will work with the operator to ensure that prices are affordable and competitive. Further work is to be completed to review these issues.
Health & Wellbeing	Availability of affordable facilities and opportunities to participate either in formal or recreational	The wide variety of improvements at the OSC are designed to attract

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<p>sport and leisure activities can play a key role in health and wellbeing.</p> <p>78% of respondents to the consultation said that if the changes outlined in the consultation were implemented, there would be a positive impact on their level of physical activity.</p>	<p>participation in formal and informal activity. The results of the consultation.</p>
Other Significant Impacts	No identified impact.	

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DECISION-MAKER:	CABINET COUNCIL
SUBJECT:	Future Delivery of Townhill Park Plots 2, 9 and 10
DATE OF DECISION:	6th February 2024 21st February 2024
REPORT OF:	COUNCILLOR FIELKER LEADER OF THE COUNCIL

<u>CONTACT DETAILS</u>			
Executive Director	Title	Executive Director for Place	
	Name:	Adam Wilkinson	Tel: 02382545853
	E-mail	Adam.wilkinson@southampton.gov.uk	
Author:	Title	Interim Service Manager Estate Regeneration	
	Name:	Sue Jones	Tel: 02380833929
	E-mail	Sue.jones@southampton.gov.uk	

STATEMENT OF CONFIDENTIALITY
<p>Appendix 2, 3 and 4 contains information deemed to be exempt from general publication based on Category 3 (information relating to the financial or business affairs of any particular person (including the Authority holding that information) of paragraph 10.4 of the Council's Access to Information Procedure Rules. In applying the public interest test this information has been deemed exempt from publication due to confidential sensitivity. It is not considered to be in the public interest to disclose this information as it would reveal information which would put the council at a commercial disadvantage.</p>

BRIEF SUMMARY		
RECOMMENDATIONS:		
		That Cabinet agrees the following recommendations:
	(i)	The council implements the contractual procedure to bring the Pre-Construction Services Agreement (PCSA) contract with Drew Smith (DS) to an end for the delivery of Plots 2, 9 & 10. (See Appendix 1 for locations)
	(ii)	The council ceases delivery itself, of the design and build contracts for Townhill Park Plots 2 and 9.
	(ii)	Townhill Park Plots 2 and 9 are transferred to the council's Affordable Homes Framework (AHF) to be offered to the framework Delivery Partners by way of the mini tender process as part of the first tranche of sites approved by Cabinet in December 2022.
	(iii)	The council design team is approved to carry out further design work to RIBA Stage 2 and due diligence work including associated cost to include financial viability, covered by existing approved budget, to enable

		identification of the quickest and most cost-effective delivery of Townhill Park Plot 10 and that a recommendation is made to a future Cabinet.
	(iv)	That Cabinet notes that this report has implications for the council's ability to spend its Right to Buy Receipts in the allocated timeframe. Failure to spend in the timeframe means the money needs to be paid to Government with interest. There is therefore a need to identify alternative options to spend the Right to Buy receipts.
		Council:
	(i)	That Council approves the funding earmarked in the Housing Revenue Account (HRA) for the delivery of Plots 2 and 9, is reallocated within the (HRA) capital programme to improve existing council homes.

REASONS FOR REPORT RECOMMENDATIONS

1.	Following a procurement exercise the council contracted with Drew Smith (DS) to produce the planning application and consent for the development of housing on Townhill Park Plot 2 and Plots 9 & 10. Their successor Countryside Partnerships has formally notified the council that they no longer wish to fulfil their contractual obligations under the Pre-Construction Services Agreement. This has resulted in a need to revisit the delivery options available to ensure the delivery of a successful regeneration scheme.
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ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

2.	<u>Option 1: Do Nothing.</u> . Plots 2 and 10 are vacant and available for redevelopment and Plot 9 is currently due for demolition commencing in the Spring of 2024. Leaving these plots vacant is not a realistic option as the council has made a longstanding commitment to the regeneration of Townhill Park and the provision of new homes on these sites.
3.	<u>Option 2: Council tender and employ a Design and Build Contractor to Deliver Homes on Plot 2, 9 and 10.</u> The council has considered continuing to directly delivering Plots 2, 9 & 10 through the procurement of a new Design and Build contractor. This has been rejected principally because of the increase in cost of the schemes and also the time and resource needed to reprocure a contractor. In addition, the delivery of Plots 2 and 9 would be particularly reliant on a Homes England grant. Under the current funding round these grants need to be spent by March 2026 which would not be feasible. Currently, there are no details of the next grant programme.
4.	<u>Option 3: Plots 2, 9 and 10 are transferred to the AHF.</u> Plots 2, 9 and 10 are approved for immediate transfer to the AHF to be issued in a mini tender process as part of the first tranche of sites for delivery by the delivery partners. It is believed that new homes on Plot 10 can be more quickly deliver by the council, whereas Plot 2 and 9 which are much larger schemes would be better suited to delivery through the AHF.
5.	<u>Option 4: Sale of Plot 2, 9 and 10.</u> The council could consider selling the sites on the open market. However, this would not necessarily deliver the agenda of delivering affordable homes on these sites. It is a council priority to deliver affordable housing in the city to meet the city's housing need and the AHF has been set up to deliver this.

DETAIL (Including consultation carried out)

6.	<p><u>Recommended Option: Transfer Plots 2 and 9 to the AHF .Progress the council designing Plot 10 and procuring a contractor using a traditional contract to build Plot 10.</u></p> <p>The option recommended in this report is to transfer plots 2 and 9 to the AHF for tender to the delivery partners as part of the first tranche of sites. This option would allow the council to reallocate the funding earmarked for plots 2 and 9 in the HRA for the improvement of existing council homes. It would also reduce the financial and development risk to the council, as the larger plots would be transferred to the AHF.</p> <p>Plot 10 is the smallest of the sites with 20x3 bed houses proposed and will be subject for further design and due diligence to establish the quickest and most economic method of delivery.</p>
7.	<p>Countryside Partnerships recently advised the council that due to a change in company priorities it no longer wishes to complete the Pre-Construction Services Agreement (PCSA) for the design/planning of Plot 2, 9 and 10 at Townhill Park. This report recommends that the council proceeds to take the action necessary to bring this contract to an end.</p>
8.	<p>Information was provided by DS in late 2023 which advised that the estimated cost of delivering Plots 2, 9 & 10 had increased, and analysis of the cost information indicates the increase would be significant. Further information is contained in Confidential Appendix 4 paras 1 to 4. The council would either have to find the increased funding from the HRA or find additional grant subsidy. These increases in costs increases the gap on the financial viability of these plots and even if Homes England (HE) Affordable Homes grant was secured it would not be possible to develop these sites in the timescales required under this funding round which is March 2026.</p>
9.	<p>Concurrently, the HRA budget is under review. The budget is under pressure from competing needs and choices will have to be made about what can be delivered. There is a need for further investment in the Council housing to improve the quality of homes and therefore funding previously allocated for the direct delivery of Plots 2 and 9 can be invested in improving existing council housing.</p>
10.	<p>Taking into account all these reasons set out in para 7, 8 and 9, it is recommended that the contract with DS is brought to an end and that Plots 2 and 9 are transferred the AHF. The first expression of interest for the AHF was issued in December 2023 for two plots at Townhill Park (Plots 5 and 6 – see Appendix 1 for location). Should approval be granted to transfer Plots 2 and 9 to the AHF the intention is to prioritise work to issue their mini tender to follow the 1st mini tender for Townhill Park Plot 5 and 6. If approved the aim is to issue the mini tender for Plot 2 and 9 in the summer of 2024 with the Delivery Partners appointed by the end of 2024.</p>
11.	<p>There are outline designs and updated surveys and studies for the 3 sites (Plots 2, 9 and 10) as undertaken by DS. Pre-planning advice has been sought and a public engagement exercise was carried out on the design proposals in December 2022. Housing Management were involved in the suggested property numbers and mix included in the proposals for each site. This body of information provides a good basis for the mini tender brief to the AHF Delivery Partners. However, these are indicative designs and densities, and it is anticipated that the Delivery Partners will develop their own proposals based on viability and their own design requirements.</p>
12.	<p>Valuations have been completed for each site by an independent RICS surveyor and these are included in the valuation report as Confidential Appendix 2.</p>

13.	<p>The Cabinet paper in December 2022 set out the council requirements for the AHF mini tenders. It is proposed that the tender criteria for each plot will look at:</p> <ul style="list-style-type: none"> • Best use of the land – property types, number of homes delivered, tenure mix. • Best consideration against predetermined valuations. • Deliverability – community engagement, build timescales. • Affordability – social rent, affordable rent, sales valuations for shared-ownership. • Design – extent that the designs adhere to the City Council Design Manual.
14.	<p>The December 2022 Cabinet paper also included the proposal that there will be a requirement that 5% of the Affordable housing delivered on land provided by the council will be fully wheelchair accessible as part of the terms for AHPs on the framework.</p>
15.	<p>In addition, the final detailed requirements for each site will be concluded using the delegations in the recommendation (ii) of the December 2022 Cabinet report:</p> <p><i>“To delegate any further decisions relating to the terms for transfer or implementation of the recommendations of this report to the Executive Director of Place following consultation with:</i></p> <ul style="list-style-type: none"> - <i>Cabinet Member for Housing ...</i> - <i>Executive Director for Corporate Services</i> - <i>Executive Director for Wellbeing and Housing</i> - <i>Director Human Resources and Governance</i> <p><i>including the tenure mix for each site and any specific housing requirements.”</i></p> <p>Note that housing development and regeneration now sits in the Leader’s portfolio.</p>
16.	<p>The direct delivery of Plots 2, 9 and 10 currently have between them £9.536m of Right to Buy Receipts (RTB) allocated. The council will need to address reallocation of the RTB receipts in the timeframe and to the amount required. By not doing so, RTB receipts will require to be paid to Central Government with interest. This will represent a significant lost opportunity in terms of future investment and interest cost to the HRA if it is not addressed. The key options for the for use of Right to Buy receipts are to:</p> <ul style="list-style-type: none"> - invest in the acquisition of housing. - development of new housing. - pass to other providers to utilise towards the provision of Affordable housing. This is detailed in the Confidential Appendix 4 Finance paras 5 to 9.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
17.	<p>The current budget for plots 2 9 and 10, and the proposed budget amendment under recommendation (ii), is summarised in the table below:</p>

	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	Total
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Current regeneration Budget	1,250	27,127	31,033	872	0	0	60,282
Funded by:							
Right to Buy	450	4,543	4,543				9,536
Anticipated Shared ownership capital receipts				6,695			-6695
HRA Borrowing	800	22,584	26,490				49,874
Repayment of HRA borrowing				5,823			5,823
Proposed Budget							
Proposed regeneration budget (including design work)	325	3,595	3,457				7,377
Reapportionment of funding to capital programme	0	5,000	5,000	5,000	5,000	5,000	20,000
Funded by:							
Right to Buy	0	-225	-225				-450
Borrowing	-500	8,370	8,232	5,000	5,000	5,000	32,102
Unallocated balance on RTB	450	4,318	4,318				9,086

Existing fee expenditure on Plots 2, 9 & 10 is set out in Confidential Appendix 3. In addition to the costs incurred to date, allowance is also estimated for works invoiced but not yet certified by the EA. It is estimated that there will be a remaining budget, but the figure will not be finalised until the termination agreement is concluded. The termination agreement will include that the council will receive and be able to use all the surveys and drawings and reports that have been generated to date. These can then be used in the brief for the mini tender and also given to the Delivery Partner selected to deliver the sites.

18. Plots 2, 9 and 10 were originally part of the 1000 Homes Programme approved by Cabinet and Council, and subsequently added to the HRA Capital programme in July 2020. In 2022 there was a change of policy, and the 1000 Homes Programme was brought to a close. However, as the tenders had already progressed with the delivery of Plots 2, 9 and 10 it was approved that these would continue and the budget of £60m was retained. These sites are proposed predominantly for flats, and it was always acknowledged that these would be expensive sites to deliver and would require grant funding. Financial modelling was carried out in 2022, which identified a significant viability gap, as a result of factors such as significantly increased inflation and borrowing costs. Positive discussions were held during 2023 with Homes England (HE) around the possibility of Affordable Homes Programme (2021 to 2026) grant assistance to improve viability. Whilst HE cannot formally respond on grant requests until they receive a formal submission (and those are not usually made until planning consent is positive), there were plans to submit a bid. Since then, following the further significant increase in costs reported by DS in October 2023 the council has not had further discussions with HE. This is because the council cannot now build in time to spend the HE grant in the timeframe required (March 2026), and the resulting pressure any loss of grant puts on competing financial commitments in the HRA. The council's New Homes Board has been kept apprised of the project and financial details.
19. The 40-year HRA business plan currently assumes that direct delivery continues on all 3 sites, with a consequent adverse impact on the 40-year business plan. Financial viability is outlined in the confidential appendix 4. Expected rents receivable from the new properties will not cover the combined running costs and borrowing costs associated with the build costs over the life of the plan.
20. The scheme modelling also assumes the use of Right to Buy (RTB) receipts and s106 affordable housing contributions to help fund the scheme. RTB funding can be used to fund up to 40% of additional Page 15 of 15 on a new development or acquisition. If RTB

	receipts are not spent within 5 years of being received, then they needed to be paid to government with interest.
21.	The application of retained RTB 141 receipts is outlined in government guidance, which states that “additional retained Right to Buy (RTB) receipts are used to replace, on a one-for-one basis, those additional homes sold under the reinvigorated Right to Buy scheme”. As a result, on a development such as at Townhill Park, only additional units over and above the existing number of units would attract RTB funding.
22.	Based on the Council delivering Plot 2, 9 and 10 and the forecast costs there is currently £9.5m RTB allocated to these plots. Consideration therefore needs to be given to how this funding can still be utilised to avoid it being returned to government.
23.	Discussions with Homes England (HE) have been taking place to explore securing grant funding for the sites in order to reduce or eliminate the viability gap. Currently no assumption has been made for the use of HE grant in the HRA business plan.
24.	There is currently also £1.4M affordable housing s106 contribution allocated to the scheme, and similarly, an alternative use of these contributions would need to be identified. There is a risk of repayment for unspent s106 receipts.. If plot 10 is developed in house, s106 affordable housing receipts can be utilised towards funding the project, along with approximately £0.5m RTB receipts.
25.	If the decision is made to transfer Plots 2 and 9 into the AHF, there would be an opportunity to review the budget allocated to the build costs in the HRA capital programme, in the context of the investment requirement for the existing housing stock. Although there is currently approx. £60m allocated to the build cost, some of that cost is offset by funding including the RTB receipts above, by capital receipts from shared ownership sales, and by future rental income associated with the new properties. However, the likely capacity to invest elsewhere would still be significant at circa £25M over five years. Proposals to reinvest funding in the wider capital programme will be addressed in the HRA budget report to Cabinet on 21 st February.
26.	Following a decision to transfer the sites to a registered provider, the balance sheet value of the sites (currently recorded on the HRA balance sheet as work in progress), will be recategorized as assets held for disposal.
27.	There will be potential capital receipts received with the transfer of Plots 2 and 9. It is anticipated that any costs incurred including land registry information, specific legal and procurement costs, site valuations and any ancillary amounts will be recovered from the capital receipt for any land transferred, and any remaining receipt invested back into the HRA capital programme. The extent of capital receipt is not yet known.
28.	<p>The independent valuations completed for each site (Plots 2, 9 & 10) comprise two elements:</p> <ul style="list-style-type: none"> • Valuation based on open market sale (OMV) (i.e. no restrictions for the use of the land, but usually based on market sales properties) • Valuation based on social/affordable housing (EUV-SH) (based on 20% social rent, 30% affordable rent and 50% shared-ownership) <p>The valuations do not take into account a Registered Provider’s ability to access funding through Homes England or other sources. This potentially increases the valuation for affordable housing.</p> <p>The valuations do not represent the possible capital receipt from disposal. The valuations represent in the current market (as at the valuation date) the provision of affordable housing represents the best value use of the sites going forwards. Where a negative market valuation is identified, a capital receipt of £0 would be assumed.</p>

29.	There will be no ongoing capital or revenue funding required for the new homes at Plots 2 and 9 after the plots have transferred, as these will be owned by the AHP who will be responsible for the future management and maintenance of new properties. The AHP will also receive the rental income receivable from the new homes once occupied.
<u>Property/Other</u>	
30.	Plots 2, 9 and 10 are owned by the Council and are part of the HRA property portfolio. The recommendation of this report is to sell Plot 2 and 9 freehold to the Development Partners as part of the Affordable Homes Framework.
31.	Procurement advice is that it is possible to add sites to the Affordable Homes Framework. The first list of properties was approved at Cabinet in December 2022 and further approvals beyond Plot 2 and 9 will be needed via delegated decision, Cabinet or Council depending on the value of the asset.
32.	The procurement of the AHF and a contractor if this proceeds for Plot 10 will be compliant with the Public Contract Regulations 2015.
LEGAL IMPLICATIONS	
33.	The recommendations of this report require the PCSA to be terminated. This will be managed by the Councils Employers Agent and advice is also being provided by the council's legal officers.
34.	The Council can dispose of land providing it is compliant with Local Government Act 1972 s.123 in achieving best consideration. As the intended use for the land is the provision of social/affordable housing the capital receipt offered may be lower than the valuation for open market sale.
35.	Where best consideration is less than £2,000,000 below the market valuation then authorisation for transfer can be granted by the Council providing the transfer contributes to the promotion/improvement of economic well-being, promotion/improvement of social well-being or the promotion/improvement of environmental well-being.
36.	Where best consideration is greater than £2,000,000 below market valuation then a request to the Secretary of State for authorisation must be obtained. As no site currently has an expected valuation exceeding £2,000,000 this is unlikely to be implemented.
37.	Land or property assigned to the HRA must be transferred in accordance with the above legislation, and any capital receipts retained within the HRA.
38.	The Council will still have its obligations under the Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006 through either providing homes owned by the Council or by nomination for a housing association tenancy.
39.	Disposals of Housing Revenue Account (HRA) property out of the Council's ownership, whether on a freehold or a leasehold basis, require consent under Section 32 of the Housing Act 1985 (the 1985 Act). The current General Consents are 'The General Housing Consents 2013. Where the land is vacant it is covered by the general consent and therefore specific permission is not required for this disposal.
40.	The General Consent allows a local authority to dispose of HRA land at market value. Disposals of the freehold of tenanted properties to private landlords are not covered by the Consent; nor are disposals to a body owned or partly owned by the local authority.

41.	A dwelling-house which was social housing disposed of pursuant to this consent to a registered provider of social housing must remain as social housing for the period it is owned by the registered provider of social housing until it ceases to be social housing under the provisions of sections 72 to 76 of the Housing and Regeneration Act 2008.
42.	RTB receipts must be applied in accordance with relevant legislation and guidance and particularly the Local Authorities (Capital Finance and Accounting) (England) Regulations 2003 (as amended) and the terms of any retention agreement reached under section 11(6) of the Local Government Act 2003 modifying the applicability of the regulations
43.	The council has a duty under the Local Government Act 1999 to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness-the best value duty.
44.	Under Section 3 of the Local Government Act 1972 the Council has the power to do anything incidental to the exercising of any of its functions. The general power of competence under section 1 of the Localism Act 2011 gives local authorities a broad range of powers "to do anything that individuals generally may do" subject to limits within other legislation and there are no adverse limits on the proposed scheme under the current legislation.
45.	Should the recommendations of this report be approved all legal requirements will be complied with.

RISK MANAGEMENT IMPLICATIONS

46.	The transfer of Plots 2 and 9 to the Affordable Homes Framework will reduce the councils financial and development risks as these risks are passed to the Development Partners within the AHF. There are risks associated with the delivery of the AHF and there is a risk register for the programme and for each individual site. The top overarching risks for the AHF are listed below: <ul style="list-style-type: none"> • Scheme viability issues. • Partners capacity and access to funding. • Partners appetite for delivering flatted schemes. • Risk of needing to repay RTB receipts with interest and s106 monies if the council does not make proper and timely plans to spend.
47.	In the event that these plots are not of interest to our Delivery Partners, in such instances consideration will be given to promoting these to the wider market including specialist providers outside of the framework or private developers.
48.	There will be development risks for the council if the decision is made to deliver Plot 10 in house and procure a build contractor. These will be principally around cost and deliverability and will be included in detail in the future report on Plot 10.

POLICY FRAMEWORK IMPLICATIONS

49.	The proposal in this report reflects the Council's Corporate Plan 2022-2030, Southampton City Council Housing Strategy 2016-2025, the Core Strategy, and the Southampton City Council Tenancy Strategy 2020-2025.
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KEY DECISION?	Yes
WARDS/COMMUNITIES AFFECTED:	Bitterne Park

SUPPORTING DOCUMENTATION

Appendices

1.	Location of Plots at Townhill Park
2.	Confidential: Valuation of the Sites Plot 2, 9 and 10
3.	Confidential: PCSA expenditure on Plots 2, 9 & 10
4.	Confidential: Financial Information
5.	Equality and Safety Impact Assessment

Documents In Members' Rooms

1.	None
2.	

Equality Impact Assessment

Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out.	Yes
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Data Protection Impact Assessment

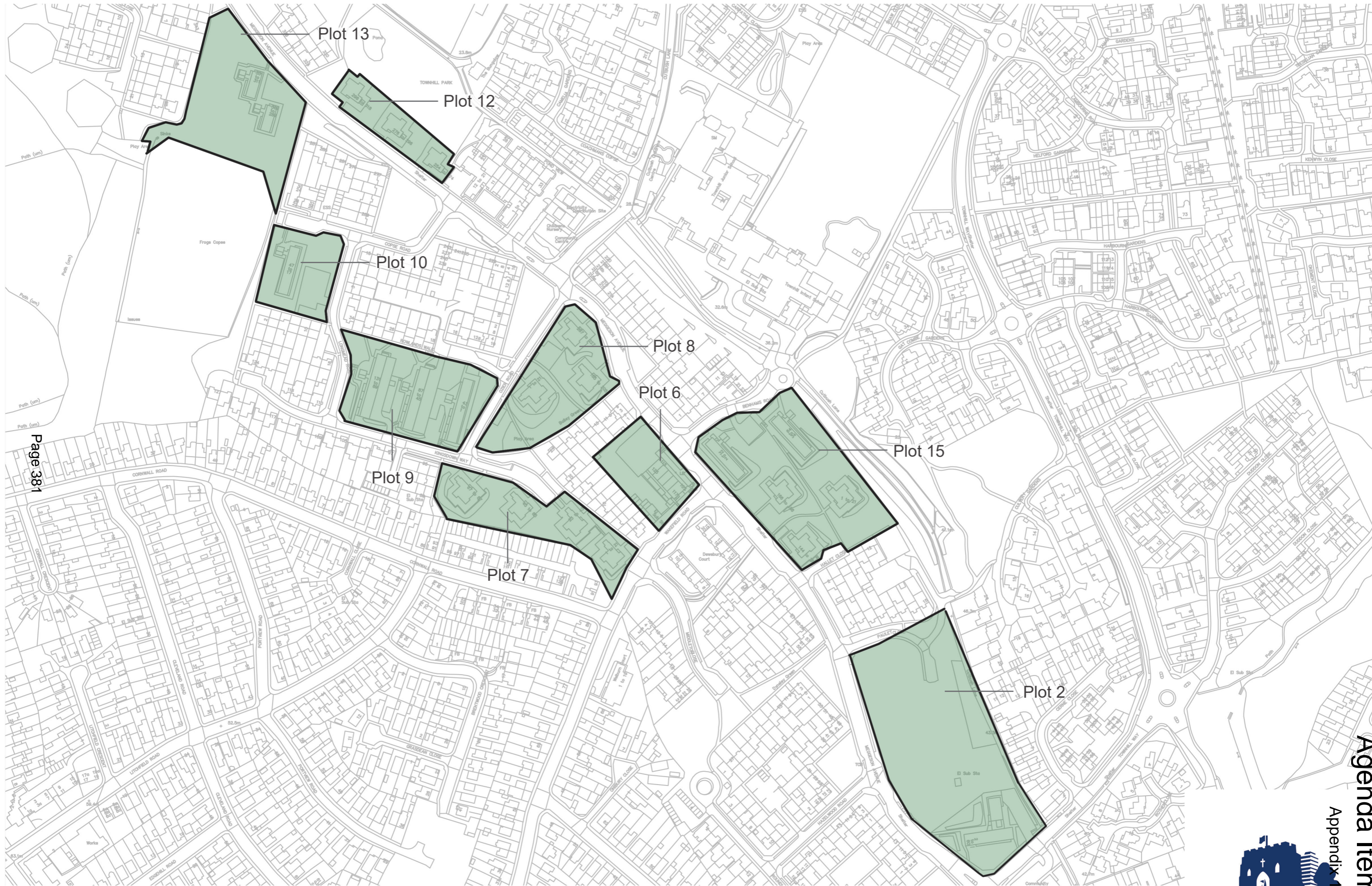
Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out.	No
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Other Background Documents

Other Background documents available for inspection at:

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1. None	
2.	

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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.

Name or Brief Description of Proposal	Future Delivery of Townhill Park Plots 2, 9 and 10
Brief Service Profile (including number of customers)	
<p>Following a procurement exercise the council contracted with Drew Smith (DS) to produce the planning application and consent for the development of housing on Townhill Park Plot 2 and Plots 9 & 10. The second part of the Design and Build contracts were separate build contracts. However, their successor Countryside Partnerships has recently, formally notified the council that they no longer wish to fulfil their contractual obligations under the Pre-Construction Services Agreement.</p> <p>The council has therefore reviewed the options available and now recommend that Plots 2 and 9 should transfer into the Affordable Homes Framework (AHF), which has now been awarded. (Plot 10 will be subject to additional due diligence work to determine its delivery method and will be subject of a separate decision).</p> <p>The need for affordable housing in the city is great and current estimates suggest that overall housing need throughout the city by 2040 will require the addition of 26,391 homes of all tenure types (including private sale), with a current homes achievable figure of 15,479 (based on current land availability). This will lead to a shortfall of 10,912 homes on the existing supply provision.</p> <p>Southampton City Council has set a target to increase the supply of affordable housing by 8,000 homes by 2040.</p> <p>As at October 2022 there were a total of 7508 households on the housing</p>	

register.

Currently there is limited mechanism to deliver new affordable housing, other than through S.106 requirements for new build private developments. However, in the last 10 years there have only been 663 affordable homes delivered through s.106 requirements. In the year 2021/22 there have been 153 additional affordable homes developed in the city, comprising 148 rented homes, and 5 shared-ownership.

This report seeks approval to bring the DS contract to an end, and to transfer Plots 2 and 9 to the AHF to be delivered as part of the 1st tranche of approved sites. These sites will enable our Delivery Partners to contribute towards Affordable Housing target using Council land.

Summary of Impact and Issues

With the council's contractor withdrawing from the contract to deliver affordable homes on Plots 2 and 9 and the council's commitment to the regeneration of Townhill Park, it is important for these sites to be developed for housing at pace and therefore the council's Affordable Housing Framework is proposed to still ensure that the proposals for these sites still provide much needed affordable homes in the city.

It is believed that our appointed AHF Delivery Partners, have the capacity, funding, and track record, that will result in the development of new homes at a greater rate than the council would be currently able to deliver should it procure the works on Plots 2 and 9.

Using the AHF enables the council to secure nomination rights to these homes so that those waiting on the Housing Register will be able to apply for tenancies.

Those that become tenants in these new properties will not have the Right to Buy in the same way that Council tenants will have.

Transferring these sites into the AHF also enables the HRA funding allocated to the schemes to be used to improve existing council homes.

Potential Positive Impacts

Using the framework to deliver homes on Plots 2 and 9 will increase the number of Affordable homes in the city including Social, Shared Ownership and Affordable.

As well as homes available for rent there may also be some Shared Ownership for those who wish to take their first step on the housing ladder and own a share of their own home.

As these properties will be developed and managed by Affordable Housing

<p>Providers the council will not have responsibility for development, management, maintenance, or repair.</p> <p>As mentioned, transferring these site into the AHF enables the Council to use the funding allocated to these schemes for the improvement of existing council homes.</p>	
Responsible Service Manager	Sue Jones
Date	18/01/2024
Approved by Senior Manager	Tina Dyer-Slade
Date	18/01/2024

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	N/A	
Disability	There are residents on the Councils housing register that will need good quality accessible homes.	All future developments will be built to comply with current building regulation standards for accessibility. There is also an enhanced requirement for accessible homes to reflect the needs on the housing register.
Gender Reassignment	N/A	
Marriage and Civil Partnership	N/A	
Pregnancy and Maternity	N/A	
Race	N/A	
Religion or Belief	N/A	
Sex	N/A	
Sexual Orientation	N/A	
Community Safety	Vacant sites have the potential to attract anti-social behaviour such as fly tipping that would benefit from redevelopment and have the opportunity to provide more homes.	Development of these sites will reduce the opportunity for potential anti-social behaviour issues. The design of new sites including landscaping and quality homes will improve

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		<p>the appearance of the local environment.</p> <p>The properties will also need to adhere to design principles which will focus on the safety and security of the homes and also the local environment.</p>
Poverty	Residents may be concerned that rent levels proposed on land to be transferred may have homes with rent levels that may not be affordable to those on low incomes.	<p>New development will not only provide new homes for those on the housing register but will also create employment opportunities during construction phase.</p> <p>There will be a mix of different tenures on the sites including social, Affordable and Shared Ownership Properties.</p> <p>The council will be requiring homes which are energy efficient to minimise the costs to residents moving into these new homes.</p>
Health & Wellbeing	The health and wellbeing of residents is important to the council, and without sufficient homes for those in the city residents will continue to live in homes which may be too small and not reflect their needs.	New good quality energy efficient housing can improve residents' health and wellbeing. The new homes will be built to the latest standards including the National Design Space Standards.
Other Significant Impacts	Potential negative impacts from construction works as such noise and inconvenience.	<p>Use of planning controls to impose conditions on construction work to help mitigate negative impacts.</p> <p>Affordable Housing Providers will be required to have effective communication with local residents and tenants within their properties.</p> <p>There will be opportunities</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	As these properties will not be owned and managed by the Housing Revenue Account tenants will not have a Right to Buy.	for Shared Ownership throughout the sites that will be transferred.

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