

Scrutiny Inquiry Panel - Combating Loneliness in Southampton

Thursday, 19th January, 2017
at 5.00 pm

PLEASE NOTE TIME OF MEETING

Conference Room 3 - Civic Centre

This meeting is open to the public

Members

Councillor Furnell (Chair)
Councillor Coombs (Vice-Chair)
Councillor Burke
Councillor Laurent
Councillor Murphy
Councillor Parnell
Councillor T Thomas

Contact

Scrutiny Manager
Mark Pirnie
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PUBLIC INFORMATION

Role of Scrutiny Panel Inquiry – Combating Loneliness in Southampton

The Overview and Scrutiny Management Committee have instructed the Scrutiny Panel to undertake an inquiry into Combating Loneliness in Southampton.

Purpose: To review progress being made in Southampton to combat loneliness and to understand what is being done to reduce loneliness elsewhere, and what initiatives could work well in the City to help people make connections and improve their wellbeing.

Southampton City Council's Priorities

- Jobs for local people
- Prevention and early intervention
- Protecting vulnerable people
- Affordable housing
- Services for all
- City pride
- A sustainable Council

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.

Public Representations

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

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

Mobile Telephones – please turn off your mobile telephone whilst in the meeting.

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

Access – access is available for the disabled. Please contact the Democratic Support Officer who will help to make any necessary arrangements.

Dates of Meetings: Municipal Year

2016	2017
8 September	19 January
6 October	2 March
17 November	
8 December	

CONDUCT OF MEETING

TERMS OF REFERENCE

The general role and terms of reference of the Overview and Scrutiny Management Committee, together with those for all Scrutiny Panels, are set out in Part 2 (Article 6) of the Council's Constitution, and their particular roles are set out in Part 4 (Overview and Scrutiny Procedure Rules – paragraph 5) of the Constitution.

BUSINESS TO BE DISCUSSED

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

RULES OF PROCEDURE

The meeting is governed by the Council Procedure Rules and the Overview and Scrutiny Procedure Rules as set out in Part 4 of the Constitution.

QUORUM

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

DISCLOSURE OF INTERESTS

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

DISCLOSABLE PECUNIARY INTERESTS

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

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

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

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

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

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

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

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

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

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

Other Interests

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

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

Any public authority or body exercising functions of a public nature

Any body directed to charitable purposes

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

Principles of Decision Making

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

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

In exercising discretion, the decision maker must:

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

AGENDA

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

1 APOLOGIES AND CHANGES IN PANEL MEMBERSHIP (IF ANY)

To note any changes in membership of the Panel made in accordance with Council Procedure Rule 4.3.

2 DECLARATIONS OF SCRUTINY INTEREST

Members are invited to declare any prior participation in any decision taken by a Committee, Sub-Committee, or Panel of the Council on the agenda and being scrutinised at this meeting.

3 DISCLOSURE OF PERSONAL AND PECUNIARY INTERESTS

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

4 DECLARATION OF PARTY POLITICAL WHIP

Members are invited to declare the application of any party political whip on any matter on the agenda and being scrutinised at this meeting.

5 STATEMENT FROM THE CHAIR

6 MEETING 5 - GATEWAY SERVICES (Pages 1 - 6)

Report of the Service Director, Legal and Governance outlining the important role Gateway Services play in combating loneliness, attached.

Friday, 13 January 2017

Service Director, Legal and Governance

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Agenda Item 6

DECISION-MAKER:	SCRUTINY INQUIRY PANEL		
SUBJECT:	MEETING 5 – GATEWAY SERVICES		
DATE OF DECISION:	19 JANUARY 2017		
REPORT OF:	SERVICE DIRECTOR – LEGAL AND GOVERNANCE		
<u>CONTACT DETAILS</u>			
AUTHOR:	Name:	Mark Pirnie	Tel: 023 8083 3886
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Director	Name:	Richard Ivory	Tel: 023 8083 2794
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STATEMENT OF CONFIDENTIALITY	
None	
BRIEF SUMMARY	
<p>Throughout the inquiry the role that access to transport and technology plays in tackling loneliness has been repeatedly highlighted. Both are vital to enabling social connection, not only in supporting people to maintain their existing relationships, but also in enabling services that support the development of new connections. The Campaign to End Loneliness have characterised these as 'gateway services' within their framework for loneliness interventions.</p> <p>At the meeting the importance of gateway services will be discussed with invited guests who will inform the Panel of initiatives in place, or in development to combat loneliness in Southampton through transport or technological developments.</p> <p>Information will also be provided to the Panel on the role of cross sector working in combating loneliness.</p>	
RECOMMENDATION:	
(i)	The Panel is recommended to consider the comments made by the invited experts and community representatives and use the information provided as evidence in the review.
REASON FOR REPORT RECOMMENDATIONS	
1.	To enable the Panel to compile a file of evidence in order to formulate findings and recommendations at the end of the review process.
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED	
2.	None.
DETAIL (Including consultation carried out)	
3.	The Combating Loneliness Scrutiny Inquiry has been following the framework for loneliness interventions developed by the Campaign to End Loneliness. At the final evidence gathering meeting the focus will be on 'gateway services'.

4.	The 'Promising Approaches to reducing loneliness and isolation in later life' report identified that in considering services that could reduce loneliness by rekindling and/or improving the quality of existing relationships transport and technology were most often identified. However, experts were clear that these also played a wider role as enablers of effective intervention across the piece. It was also recognised that when transport and technology were not available, or not accessible, they could also act as 'disablers', rendering broader attempts to reduce loneliness ineffective. The Campaign to End Loneliness therefore characterised these as 'gateway services' – playing a critical role in directly enabling existing relationships and a vital supporting role in those interventions designed to support new social connection.
5.	At the meeting a number of guests have been invited to provide the Panel with details on technological and transport initiatives in Southampton designed to combat loneliness.
	Technology
6.	The impact of technology on loneliness has been widely discussed at meetings of the Inquiry Panel with some guests arguing that the increasing use of technology has exacerbated exclusion, and others pointing to the vital role that technology can play in enabling people to maintain and develop their social connections.
7.	At the meeting the Panel will be informed of an approach being employed in Southampton to remove the barriers preventing people from getting online and becoming digitally active.
8.	In addition the Panel will be provided with details of the development of the Southampton Information Directory (SiD), the electronic database that links people to relevant information and support. The SiD can be accessed using the email address below: http://sid.southampton.gov.uk/kb5/southampton/directory/home.page
	Transport
9.	Transport is vital in keeping people socially connected. Research demonstrates the importance of good transport in enabling people to keep up connections with existing family and friends. Lack of appropriate transport can be a major barrier not just to the maintenance of existing social connections, but also to the successful operation of services designed to reduce social isolation.
10.	At the inaugural meeting of the inquiry the Panel were informed about the work of the Community Solutions Group in Southampton and the priorities identified within the Community Cluster Groups.
11.	Access to community transport was identified as a priority and a sub-group comprising voluntary, community groups, transport operators and statutory services have been meeting to consider options available. At the meeting Adrian Littlemore, Senior Commissioner in the Integrated Commissioning Unit, will provide the Panel with details of the progress made by the Community Transport Group.

	Cross Sector Support
12.	In recognition of the importance of cross sector working to combat loneliness across Southampton, at the final evidence gathering meeting of the Panel Councillor Lewzey, Chair of the Community Solutions Group and member of the Itchen to Bridge the Gap Local Solutions Group, has been invited to provide the Panel with a perspective on the potential of the Community Solutions approach to address issues within communities, including loneliness.
13.	The Panel will also be provided with an overview of the Administration's direction of travel with regards to working with the voluntary sector in the city.
14.	The guests invited to present information at the meeting will take questions from the Panel relating to the evidence provided. Copies of any presentations will be made available to the Panel.
	BME Consultation
15.	Black and Minority Ethnic (BME) communities have been identified as being at higher risk of loneliness. During the inquiry efforts have been made to engage with BME communities in the city to ensure that the Panel are made aware of the different perspectives across the diverse communities within Southampton.
16.	Attached as an appendix to this report is a brief summary of the findings from the insights gained from the discussions that have taken place with BME communities relating to the issue of loneliness.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
17.	N/A
<u>Property/Other</u>	
18.	N/A.
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
19.	The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.
<u>Other Legal Implications:</u>	
20.	None
POLICY FRAMEWORK IMPLICATIONS	
21.	None
KEY DECISION?	No
WARDS/COMMUNITIES AFFECTED:	None directly as a result of this report

SUPPORTING DOCUMENTATION

Appendices

1.	An insight into loneliness within Southampton's BME Communities – A summary of feedback provided
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Documents In Members' Rooms

1.	None
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Equality Impact Assessment

Do the implications/subject of the report require an Equality Impact Assessment (EIA) to be carried out.	No
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Other Background Documents

Equality Impact Assessment and Other Background documents available for inspection at:

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

An insight into loneliness within Southampton's BME Communities – A summary of feedback provided

Reflecting evidence provided to the Combating Loneliness Inquiry Panel that people in ethnic minority groups are at particular risk of isolation and loneliness, to inform the Inquiry limited additional consultation has been undertaken with members of Southampton's diverse Black and Minority Ethnic Communities (BME) on the issue of loneliness.

The feedback provided below reflects conversations that the NHS Southampton Clinical Commissioning Group's Community Engagement Officer has had with members of the African, Sikh and Chinese communities and the visit by the Scrutiny Manager to Milan, an older Asian women's group in Southampton.

The summarised information provides an insight into the issue of loneliness amongst BME communities in Southampton. Given the limited sample size the information provided cannot purport to reflect a comprehensive understanding of the views of the diverse BME communities across the city.

Summary of findings:

General Feedback

- Reflecting evidence presented to the Inquiry Panel isolation and loneliness was identified as an issue during each of the discussions with the various BME communities.
- Feedback identified older members of the community; young mothers; those who have recently arrived in the UK and those with limited incomes as those most likely to experience loneliness.
- As expected a number of the issues raised were similar to those discussed by the Panel during evidence gathering meetings. Older people can often be lonely at home whilst their children and grandchildren are busy working, socialising and living apart from older generations. This reflects the fact that younger generations from more established communities have integrated into the wider society and adopted 'modern UK values'.

Additional risk factors facing some BME communities

- Language barriers – Inability to speak fluent English can limited ability to integrate, communicate, socialise and can lead to isolation within the home.
- I.T skills – The ability to communicate digitally can enable people to develop and maintain social connections. Language barriers can prevent access to opportunities to develop I.T skills.
- Cultural differences – Feedback provided identified that within some communities' shame and dignity may discourage people from seeking help, especially issues around isolation and depression. In some BME communities traditionally men and women are encouraged to, and prefer to, socialise in single gender groups.
- Moving to locations with fewer members from your BME community

Impact of loneliness

- Some members of the community are left isolated at home – Prevalence of depression was raised at a number of discussions.
- Waiting lists exist for some activities designed to encourage communities to socialise.

Opportunities (suggested by the Scrutiny Manager)

- Consider I.T sessions delivered in different languages
- Engage BME communities in the Community Solutions Local Cluster Groups
- Promotion of the Southampton Information Directory - Best way to get the message out is to visit the groups
- Encourage applications to small community grant schemes to help support the establishment of more self-funding community led initiatives that will reduce loneliness – I.T, cooking, singing, sewing, conversational English, cultural/educational outings have all been raised during the consultation.