

DECISION-MAKER:	SCRUTINY INQUIRY PANEL		
SUBJECT:	MEETING FOUR – RESPECTFUL AND RESPONSIVE BUSINESS AND SERVICES, CONSISTENT AND RELIABLE TRAVEL OPTIONS		
DATE OF DECISION:	3 DECEMBER 2015		
REPORT OF:	DIRECTOR OF QUALITY AND INTEGRATION		
<u>CONTACT DETAILS</u>			
AUTHOR:	Name:	Amanda Luker	Tel: 023 8072 5568
	E-mail:	Amanda.Luker@southamptoncityccg.nhs.uk	
Director	Name:	Stephanie Ramsey	Tel: 023 8029 6941
	E-mail:	Stephanie.Ramsey@southampton.gov.uk	

STATEMENT OF CONFIDENTIALITY

None

BRIEF SUMMARY

For the fourth meeting of the Making Southampton a Dementia Friendly City Inquiry a number of invited experts will provide an outline of the services that are commissioned and the contribution that they currently make towards making Southampton a dementia friendly city. They will provide detail of any gaps that they are currently aware of from best practice, and provide recommendations of where, as a city, we should be doing more and/or doing things differently.

As described in the introduction meeting, the work and priorities are aligned to the existing framework in place: Alzheimer's Society building dementia-friendly communities: a priority for everyone. The following area from the framework will form the basis of the second meeting.

- Respectful and responsive business and services – promote awareness of dementia in all shops, businesses and services so all staff demonstrate understanding and know how to recognise symptoms. Encourage organisations to establish strategies that help people with dementia utilise their business.
- Consistent and reliable travel options – ensure that people with dementia can be confident that transport will be consistent, reliable and responsive and respectful to their needs.

RECOMMENDATIONS:

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

1.	To enable the Panel to compile a file of evidence in order to formulate findings and recommendations at the end of the review process.
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ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

2.	None.
DETAIL (Including consultation carried out)	
3.	<p>Katherine Barbour has been invited to contribute in two separate capacities, firstly for her professional role as Senior Project Manager, Dementia Quality Improvement Programme, Wessex Academic Health Science Network (AHSN). She will provide an overview of the projects that the ASHN are currently leading on, these include:</p> <ul style="list-style-type: none"> • Dementia friendly GP surgery - developed a suite of resources to help make a GP surgery dementia friendly • Dementia care in acute settings – development programme aims to spread 10 proven initiatives to hospital across Wessex to improve dementia care and experience of people with dementia and their carers when visiting or admitted to hospital • Dementia webinars – developed a series of webinars on dementia • John’s campaign - promoting the rights of relatives of people with dementia admitted to hospital.
4.	<p>Katherine is also involved on a personal level with the Portswood action group, the group are actively progressing dementia friendly work in Portswood and has been invited to share her involvement with this work.</p>
5.	<p>Phil Williams Health and Wellbeing Development Officer, Age UK Southampton has been invited to share his knowledge and experience in the following areas;</p> <ul style="list-style-type: none"> • Age UK Southampton have received an office environment audit to become a dementia friendly office through a national Age UK initiative working with Innovations in Dementia • Dementia support is now integrated into Age UK Southampton’s core home-based and visiting service • Developing dementia friendly high streets.
6.	<p>Simon Bell, Public Transport and Operations Manager, Southampton City Council has been invited to present an overview of the programmes which are helping residents with dementia use public transport in the city, these include:</p> <ul style="list-style-type: none"> • Implementation of legible cities and legible public transport network schemes providing consistent information across the city • Improved stop kerb facilities to make getting on and off buses easier, and installed next stop audio and visual announcements on buses • Many services are route branded to assist people getting on the right bus • Developing “super stops” which are easier to use (e.g. central station) • Provide independent travel training for SENs.
7.	<p>Representatives from bus operators First Group and Go South Coast have been invited to the meeting to discuss the steps that have been taken to help people with dementia access busses in Southampton and what more could be done.</p>
8.	<p>The guests invited to present information at the meeting will take questions</p>

	from the Panel relating to the evidence provided. Copies of any presentations will be made available to the Panel.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
9.	None.
<u>Property/Other</u>	
10	None.
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
11.	The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.
<u>Other Legal Implications:</u>	
12.	None
POLICY FRAMEWORK IMPLICATIONS	
13.	None

KEY DECISION?	No
WARDS/COMMUNITIES AFFECTED:	None directly as a result of this report
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	None
Documents In Members' Rooms	
1.	None
Equality Impact Assessment	
Do the implications/subject of the report require an Equality and Safety Impact Assessments (ESIA) to be carried out.	No
Privacy Impact Assessment	
Do the implications/subject of the report require a Privacy Impact Assessment (PIA) to be carried out.	No
Other Background Documents	
Equality Impact Assessment and Other Background documents available for inspection at:	
Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	None