

# Serving Hampshire 2018/19 Performance Report

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Policy and Resources Select Committee  
13 June 2019

# Performance reporting arrangements

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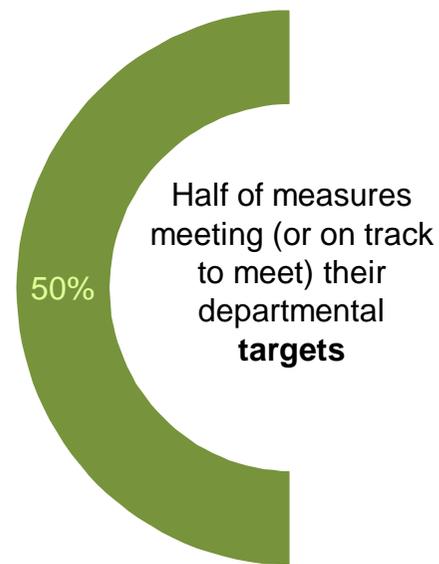
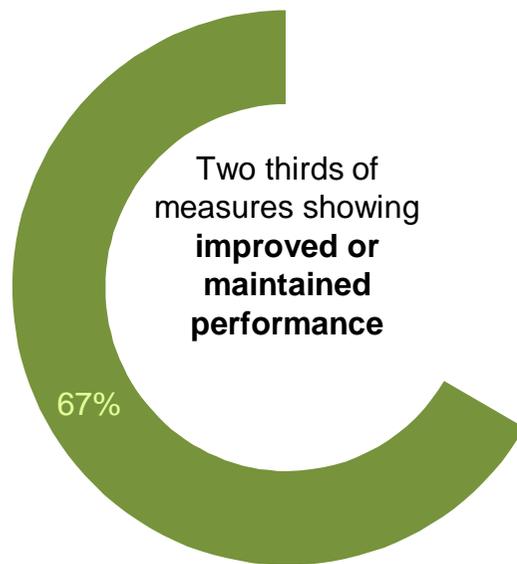
- Report against the *Serving Hampshire* Strategic Plan
- Set of core performance metrics
- External sources of validation
- Directors' report – key achievements and risks
- Safeguarding and major programmes reported separately



# Overall performance

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- **Overall performance** remained **good** - evidencing strong performance
- Significant achievement – given context of increased demand, cost pressures and ongoing savings



- Where targets were not met, improvement plans were in place

# Performance highlights

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- Joint top nationally for Highways service delivery
- £3m match funding allocated to tackle potholes
- Students at KS2 and GCSE outperform the national average
- Children of service personnel consistently perform above the national average
- YOS judged *Good* with *Outstanding* features (Ofsted)
- Care providers rated *Good* or *Outstanding* by Care Quality Commission
- DToC improved – in Feb. levels were 46% lower than the previous year
- New app launched supporting Armed Forces leavers into civilian work
- CO2 emissions continued to fall and have exceeded 2025 target
- Country Parks awarded Green Flag award
- Three London Boroughs joined the Shared Services partnership
- Working hours lost to sickness at lowest in seven years
- Broadband programme reached 115,000 premises – increase in take-up on previous year

# Performance risk

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- **Emergency hospital admissions for intentional self-harm**
  - Improvement in trend – 218.7 per 100,000 population in 17/18, compared to 223.1 in 16/17
  - But a concern when compared to English average – (185.5 per 100,000 in 17/18)
  - Contextual factors: prison population and NHS influence
- Mitigations include:
  - Review of self-harm pathways to improve assessment and identification of people 'at risk'
  - Pilot to develop effective model of support and care

# Diversifying sources of feedback

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- Continue to place greater reliance on external sources of validation and assessment
- Includes feedback from our own employees
- Conducted two staff surveys in last 12 months:
  - Inclusion and diversity (May 2018)
  - Health and Wellbeing (Jan. 2019)
- Increased participation levels from 39% to 42% of staff
- Both surveys highlighted areas of strength and for improvement
- Outcomes considered and informed strategic work programme for inclusion and diversity and wider improvement plans

# Equality update

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- Statutory duty to publish one or more measurable equality objectives
- Updated to reflect Strategic Plan and feedback from staff surveys and external assessment (Inclusive Employers Inclusion Standard)
- **Revised objectives:**
  - Ensure that services and inclusive and diverse, proactively increasing understanding between and within communities;
  - Attract and retain a diverse workforce, with equal opportunities for career progression and
  - Ensure zero tolerance of harassment, discrimination, bullying and abuse, dealing effectively with incidents when they occur

# Equality update (2)

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- Specific activities to advance inclusion and diversity in 2018/19:
  - Participated in Inclusive Employers Inclusion Standard – awarded *Bronze*
  - Strengthened existing employee networks and hosted networks event
  - Plan in place to achieve *Disability Confident Level 2* by March 2020
  - Improved consistency and access to information on inclusion and diversity
  - Presented evidence to *Hampshire 2050* on deprivation

# Local Government & Social Care Ombudsman determinations

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- Complains referred to the LGO where County Council processes have been exhausted
- LGO determines whether to investigate – in 2018/19, 24 determinations were received from the LGO. In 20 of these, the LGO determined there had been maladministration/injustice.
- Number of references rose by 37% between 16/17 and 17/18, an increase of 37%
- Number of complaints upheld by the LGO in 17/18 reduced by 55% compared with 16/17, from 20 to 11
- Comparison with statistical neighbours demonstrates the LGO receives fewer complaints regarding the County Council than other councils, (around 21%), and on average finds fault in half as many cases