

HAMPSHIRE COUNTY COUNCIL

Report

Decision Maker	Cabinet
Date:	7 February 2023
Title:	<i>Serving Hampshire</i> – 2022/23 half year performance report
Report From:	Director People and Organisation

Contact name: Stephanie Randall, Deputy Director People and Organisation

Tel: 0370 779 1776 **Email:** Stephanie.randall@hants.gov.uk

Purpose of this Report

1. The purpose of this report is to provide Cabinet (in line with the Corporate Performance Management Framework):
 - strategic oversight of the County Council's performance during the first half of 2022/23 against the *Serving Hampshire* Strategic Plan for 2021-2025;
 - an outline of ongoing work and achievements to advance inclusion and diversity; and
 - a report on progress against the [Council's Climate Change Strategy and Action Plan 2020-2025](#).

Recommendation(s)

2. It is recommended that Cabinet:
 - notes the County Council's performance for the first half of 2022/23;
 - notes progress towards delivering the County Council's Climate Change Strategy; and
 - notes progress to advance inclusion and diversity.

Executive Summary

3. This report demonstrates that:

- During the first half of 2022/23, the County Council has continued to deliver against the objectives of the 2021-25 Serving Hampshire Strategic Plan. The majority of corporate performance measures have shown improvement during the year, with more than half meeting challenging targets set at the start of the year. This is despite the current inflationary situation increasing the costs of materials and resources, as well as staffing pressures, made worse by increased workforce demand in the local economy.
- The County Council has continued to advance inclusion and diversity within its workforce, with actions undertaken to deliver on the Council's Equality Objectives and to ensure that all colleagues have equal access to support and new working opportunities.
- The County Council has also continued to make progress towards its commitments for Hampshire to be carbon neutral by 2050, and to improve the County's resilience to manage a 2°C rise in temperature, with the 2021/22 annual report [recently published](#).

Contextual information

4. The Serving Hampshire Strategic Plan 2021-2025 and Corporate Performance Management Framework (PMF) were approved by Cabinet in July 2021. The PMF provides the governance structure for performance management and reporting to Cabinet, specifying that Cabinet receive bi-annual reports on the County Council's performance against the strategic priorities set out in the Serving Hampshire Strategic Plan.
5. The four strategic outcomes set out in the Serving Hampshire Strategic Plan are:
 - Hampshire maintains strong and resilient economic growth and prosperity;
 - People in Hampshire live safe, healthy and independent lives;
 - People in Hampshire enjoy a rich and diverse environment;
 - People in Hampshire enjoy being part of strong, inclusive, resilient communities.
6. To report progress against the Strategic Plan, departments are required to monitor service performance against a core set of measures which contribute toward achievement of these outcomes. Departments agree their performance targets for the year, and report progress against these each quarter. For each measure, a risk-based 'red, amber, green' rating is applied, informed by the most recent data and management information available.
7. The results of any recent external assessments are also submitted by departments. Full details are included in Appendix 1.

8. Summaries of the County Council's delivery of its Climate Change Strategy, and progress against the County Council's Inclusion, Diversity and Wellbeing work programme, also form part of the PMF. Progress on these themes is reported separately to Cabinet, the Executive Member for Hampshire 2050, Corporate Services and Resources and the Executive Member for Performance, Human Resources and Inclusion & Diversity. However, for completeness a brief update is included within this half year report.
9. The PMF also incorporates the reporting of progress made against the recommendations set out in the Hampshire 2050 Commission Report. The related 2021/22 Climate Change Annual Report was recently published, with a summary of key activities and outcomes presented in this report.
10. Performance information on children's and adults' safeguarding, major change programmes, including Savings Programme 2023 (SP23), and the County Council's financial strategy are reported separately to Cabinet, and are therefore not included within this report.

Overall performance

11. At the end of Q2 2022/23 19 of the 21 corporate performance measures (for which data was available) were reported by departments as being at low performance risk¹ and the remaining 2 as being at medium performance risk². No measures were identified as high risk³. Where measures were reported as medium performance risk, departments have confirmed that appropriate mitigating actions are being implemented by the relevant services. Progress against these actions is overseen by each of the department's internal performance governance arrangements.
12. Overarching risks mentioned at half year included:
 - pressures on services and the Hampshire economy as a result of the increased costs of materials and resources caused by inflation; and
 - staffing pressures which have intensified with increased workforce demand in the local economy, placing additional burdens on staff budgets as well as increased competition for suitable staff.

¹ Low performance risk indicates that there is no negative impact on the quality of the service, the public's and service users' confidence in the service, the service cost, or the service's adherence to statutory requirements

² Medium performance risk indicates that the level of performance reflects a level of risk to the service, however this is understood and, where necessary, plans are in place to address this

³ High performance risk would indicate where the level of performance represents a risk to the service, and where there are not currently plans to address this

13. This Performance Report also illustrates how the Council is delivering strong services through internal and external accreditations attained by the County Council's services in Appendix 1.
14. The following sections outline performance against each outcome in the Performance Management Framework. This information is supplemented by a longer list of performance highlights contained in Appendix 2.

Outcome One: Hampshire maintains strong and resilient economic growth and prosperity

15. The measures reporting against this outcome aim to ensure that Hampshire has the right conditions for economic growth to flourish. At half year, all had shown maintained or improved performance against baseline. Although the level of development contributions secured had not yet reached its annual target (as shown below) this is not unusual at half year and is not seen as a performance risk for the County Council.

Measure	Baseline	Target	Most recent data
Level of development contribution secured (total) - Corporate Infrastructure Group measure	£44m (2021/22) £0 (start of 2022/23)	£44m	£9.025m (Q2 2022/23)

16. Performance highlights against Outcome One at half year included:
- The completion of work on the Stubbington Bypass. This 3.5-mile road opened to traffic in May 2022, with the aim of reducing journey times and supporting regeneration on the Gosport Peninsula.
 - The County Council's £5.5 million replacement of a 114-year-old rail bridge on the A35 at Holmsley, New Forest.
 - Hampshire Futures, which provides career guidance and support to young people, being awarded the Department for Education's Matrix Quality Standard for a third time. The service's delivery of information, advice and guidance was described as 'exemplary,' and the service's objectivity, impartiality, client focus and aspirational nature was also praised.
 - The County Council secured a £13.4 million award from the Department for Transport to complete maintenance of infrastructure along Redbridge Causeway, a transport link between the New Forest Waterside area, the City of Southampton and other local destinations

Outcome Two: People in Hampshire live safe, healthy, and independent lives

17. The measures against this outcome aim to enable all children and young people to have the best possible start in life and fulfil their potential and to help people to stay safe and well and look after their physical and mental health, whilst maintaining their independence.
18. All measures reporting against this outcome at half year had maintained or improved their performance since the start of the year.
19. Only one measure was reported as medium risk. The 'Percentage of clients who received a Reablement or Interim commissioned service from Adults' Health and Care following Hospital Discharge', at 76%, has not shown improvement since the start of 2022/23 (79%). Services have seen increasing demand from people needing support as they leave hospital, and service capacity has been strengthened to support this process with the aim of mitigating this ongoing risk.
20. Four measures have not yet delivered on their annual targets, as shown below, with the school placement measures narrowly missing their aspirational targets. All of these were rated as presenting a low performance risk to the County Council and have maintained performance at a similar level to their baselines.

Measure	Baseline	Target	Most recent data
HC3S School Meal Take Up at Primary Schools	52.2% (Q4 2021/22)	53.6%	49.2% (Q2 2022/23)
Proportion of parental preferences (1st, 2nd, or 3rd) for school admissions which have been successful for starting school (reception)	98.43% (2021)	100%	98.30% (Apr 2022)
Proportion of parental preferences (1st, 2nd, or 3rd) for school admissions which have been successful for infant to junior transfer (Year 3)	99.10% (2021)	100%	99.30% (Apr 2022)
Proportion of parental preferences (1st, 2nd, or 3rd) for school admissions which have been successful for transfer to secondary school (Year7)	97.65% (2021)	100%	98.06% (Apr 2022)

21. In the case of the measures relating to school places, the School Admissions Team uses insight available on expected future school admission places to ensure sufficiency during the year R, 3 and 7 admission rounds, whilst recognising the Local Authority's commitment to ensuring that, as far as possible, schools serve their local community. The stretch target is aspirational, helping to provide a focus on ensuring local school availability in the areas where Hampshire children live. Whilst the Admissions Team cannot dictate that parents and carers use their three preferences, name their catchment school or name realistic preferences, the service is consistently able to offer 97% of parents and carers a place at one of their preferred schools, demonstrating effective planning, sufficiency of school places for Hampshire residents, and effective service delivery, even if the aspirational target of 100% is not achieved.

22. Performance highlights against Outcome Two at half year included:

- Work on 50 Extra Care housing properties commencing in Wooldridge View, located in the Forest Pines area of New Milton.
- The County Council investing in projects to help people dependent on alcohol and drugs, by increasing the capacity of the Criminal Justice and Substance Misuse Teams, commissioning a new specialist Alcohol Team for community-based treatment, and continuing its support for the harm reduction team.
- 100 library staff, across 10 Hampshire libraries, receiving 'Safe at Home' training to enable them to provide guidance and conduct sensitive conversations with victims and survivors of domestic abuse. Library stock and IT resources in libraries were also updated to support victims of domestic abuse and direct them to other resources available to assist them. The project was nominated for a Police and Crime Commissioners Victim Services Award.
- The County Council launching its 'Keep Warm Keep Well' scheme to protect vulnerable people who are struggling with their day-to-day bills. The support available includes guidance on claiming free school meals and getting advice on managing finances, and also links to warm spaces in Hampshire open to residents who may struggle to pay heating bills over the winter.

Outcome Three: People in Hampshire enjoy a rich and diverse environment

23. Outcome Three encompasses measures that aim to sustainably protect, maintain, and enhance Hampshire’s natural and built environment. These had all shown improved performance since the start of 2022/23 and were reported as low performance risk. Only one measure, despite being reported as low risk and showing improved performance, had not yet met its target for 2022/23:

Measure	Baseline	Target	Most recent data
Number of visits to cultural venues (Libraries, Archives and the Great Hall) in last 12 months	2,043,017 (2021/22)	2,702,500	2,667,703 (Q2 2022/23)

24. Performance highlights against Outcome Three at half year included:

- Continued tree planting along the Hampshire highways network which is expected to introduce over 3,000 trees in 2022/23.
- All five of the County Council’s Country Parks being re-awarded Green Flag status for 2022, plus a new Green Flag being awarded to Wellesley Woodland.
- Completion of the Public Sector Decarbonisation Scheme, delivering solar energy collection, building insulation, and boiler conversions at hundreds of schools, care homes, libraries, outdoor centres, and other publicly owned buildings across Hampshire.
- Shortlisting of Micheldever’s highways materials recycling and reprocessing facility for Carbon Project of the Year in the 2022 Construction News Awards. It was praised for its approach to reducing the carbon cost of highways construction and maintenance.

25. Outcome Three also incorporates work towards securing carbon neutrality for Hampshire by 2050, ensuring a response to climate change is fully embedded in the County Council’s work.

26. The 2021/22 Climate Change Annual Report was presented to the [Executive Member for Climate Change and Sustainability in November 2022](#). The report set out the delivery of the County Council’s Climate Change Strategy between July 2021 and July 2022, with examples shown listed:

- Progress on ensuring corporate awareness and accountability on climate change, covering work that has been done on supporting staff within the County Council to use the new mandatory Decision Tools, the work of the Climate Change Board, and the delivery of Climate Change Action Plan.

This includes the Hampshire Solar Together Scheme, which has seen over 800 potential customers engage with the scheme, of which almost 160 have already had solar panels and/or batteries installed, and a further 550 have booked installations in the near future. This would deliver the equivalent of 4,000 tonnes of carbon savings over the 25 years' guaranteed lifetime of the devices. A new round of the scheme opened in August 2022 to build on the success of this project, which is cost neutral to the County Council.

- Activities undertaken as part of the County Council's 2022 Year of Climate Resilience to improve awareness amongst County Council employees, Hampshire, residents, and other stakeholders on the importance of resilience to climate change and the roles they could play. This included the introduction of a climate change adaptation tool for staff to assess the impact of climate change to be included with all decision reports via climate change impact assessments.
- Partnerships to support the Climate Change Strategy, which have continued to develop, with 20 organisations now making up the Expert Forum, which meets quarterly to guide the County Council's actions and to avoid duplication of other groups' activities. Engagement with local partnerships also takes place, including the Hampshire Climate Change Officers Group across Hampshire's district and unitary authorities, and the Public Sector Sustainable Development Group, with the aim of enabling behavioural change, investment in the Hampshire economy, and replicating best practice from the sector.
- Overall, the net county-wide carbon emissions estimates for Hampshire in 2019 were 6,482.93 ktCO₂. This includes -377.14 ktCO₂ accorded to sequestration through land use and represents a reduction of 40.88% since 2005 and 5.13% since 2017. The climate change team will continue to update the figures and include methane and nitrous oxide emissions in future baselines, using the latest data that is available from the Department for Business, Energy and Industrial Strategy (BEIS).
- Next steps include the development of an energy strategy to support long-term energy supply alongside delivering net-zero carbon emissions, retrofitting Hampshire sites to support carbon neutrality, and developing commercial opportunities available through green activities. 2023 will increase the focus of work to combat climate change on inequality, particularly as costs of living risk impacting the most vulnerable residents in Hampshire.

Outcome Four: People in Hampshire enjoy being part of strong, inclusive, resilient communities

27. Outcome Four promotes social equality, community resilience and development, with measures generally following a positive trajectory at the half year stage. However, the number of school places delivered in 2022/23 to date (273), suggests that the total for the year will be lower than in 2021/22

(1,870). Achievement of this measure is reliant on the completion of school refurbishments or new builds to meet defined need, and as such is not delivered at a consistent pace. The target set for 2022/23 (133 places) has already been achieved.

28. Performance highlights against Outcome Four at half year included:

- The County Council commemorating the Queen’s Platinum Jubilee across its services during the summer, by providing family-friendly events in the Council’s Country Parks and libraries, planting of a commemorative tree in Queen Elizabeth County Park, and holding a special Citizenship ceremony held in the Great Hall.
- In September, the County Council helping residents of Hampshire to pay their respects to the late Monarch by providing and overseeing public books of condolence at the Great Hall and the Council’s Winchester offices. This followed a sensitive communications plan that made the public aware of opportunities to pay their respects to the late Queen, and the publication of a short film outlining relevant activity during the mourning period.
- The co-ordination of the proclamation of King Charles III outside Winchester’s Great Hall, as well as live-streaming the event to allow those who could not attend to watch online.
- Providing extra support to Hampshire residents hosting Ukrainian guests as part of the Government’s ‘Homes for Ukraine’ Scheme, with an additional £200 per month for five months beyond the funding already provided by the Government.
- Receiving listed status for Hampshire’s Record Office in Winchester. The office was one of six landmark sites across the UK awarded listed status by the Department of Digital, Culture, Media and Sport to commemorate the Platinum Jubilee in 2022.

Delivering effective use of business resources

29. Of the three business-resource measures in the performance framework, two were rated as low performance risk, with one (Tt2019 and Tt2021 savings) rated as medium performance risk. This measure also has shown reduced performance and is not currently expected to be achieved fully during 2022/23.

Measure	Baseline	Target	Most recent data
Tt2019 and Tt2021 savings	£29.9m (2021/22)	£28.3m	£25.6m (Q2 2022/23)

30. Achievement of this measure has been delayed as Tt2021 savings in HCC Care totalling £1.2m are expected to be delivered a year later than forecast as a result of the implementation of a revised staffing structure taking longer than had originally been envisaged. Additionally, Tt2021 savings in the Younger and Older Adults Programmes totalling £1.5m are expected to be delayed due to increasing volumes of demand for domiciliary and residential and nursing care services, and deliberately delayed delivery of some elements of the Younger Adults savings programme. The savings will now be delivered in 2023/24, and the 2022/23 shortfall is expected to be met from early delivery of SP2023 savings.

31. These measures also monitor the proportion of County Council's working hours lost to sickness absence in the previous 12 months. The latest position reported indicates that there has been an improvement on the previous year (a reduction of 0.4%, to 3.6%), but that levels have not yet achieved the aspirational target of 3%. This is not considered a performance risk.

Measure	Baseline	Target	Most recent data
County Council's working hours lost to sickness absence in the previous 12 months	4.0% (2021/22)	3%	3.6% (Q2 2022/23)

32. Progress against the County Council's Equality Objectives is also tracked as part of the PMF. Key actions delivered in the first half of 2022/23 to improve inclusion at the County Council and deliver on these Council's Equality Objectives included:

- an update to the Flexible Working Policy to improve access to flexible working opportunities across the workforce, following feedback in from colleagues;
- the delivery of four Local Transport Authority (LTA) LGBT+ sessions, with feedback at the sessions suggesting that attendees' confidence discussing LGBT+ issues was improved by the events;
- a corporate commitment to the Menopause Workplace Pledge to ensure that employees affected by Menopause are able to access support with good awareness of the issue amongst the workforce;
- celebrating Black History Month in October with a 'Lets Talk About Race' session with an expert speaker on the topic of courageous conversations about Race and the practical approaches everyone can take to address racism, alongside other events to improve awareness of race issues; and
- several additional 'Let's Talk About' sessions which covered a range of LGBT+ and Gender related topics, supported by a podcast produced by the Apprenticeship Team and a "I am who I am" video to highlight lived

experiences amongst colleagues and the value of diversity in the workforce;

- raising awareness of our zero tolerance position on abuse through planned internal and external campaigns, helping to strengthen people's confidence and understanding of how to report incidents when these occur, working toward our commitment to ensure our diverse workforce is treated with dignity and respect;
- work is also underway to improve awareness of, and confidence to use, quantitative and qualitative Inclusion and Diversity data to inform how we plan for and identify the potential equality impacts of future changes we may make to the services we deliver.

Conclusions

33. This report and its supporting appendices demonstrate that the County Council's services have performed strongly over the first half of 2022/23, with most corporate performance measures showing improved or maintained performance, and no measures being rated as representing a high-performance risk to the County Council.
34. The County Council delivered this performance against a complex backdrop of ongoing and emerging challenges during the year, including the cost of living crisis which is impacting residents and public services through increased costs.
35. Some measures are not on course to meet their targets. Where this is the case, the reasons for this are understood and further work and regular monitoring are, where necessary, in place to help deliver these targets in the future.
36. The sources of internal and external validation listed in Appendix 1 demonstrate that the Council's services continue to adhere to national standards and are tracked by service managers to maintain the quality expected of them and the accreditations that they provide.
37. The County Council also continues to deliver against its strong commitment to inclusion, diversity, and wellbeing for its staff, with ongoing delivery of its Equality Objectives and actions undertaken to improve access to support and to new working opportunities.
38. The 2021/22 Climate Change Annual Progress Report demonstrates the work being undertaken to deliver the County Council's Climate Change Strategy,

with new workstreams building a focus on reducing inequality as costs of living rise, to help residents afford sustainable energy.

REQUIRED CORPORATE AND LEGAL INFORMATION:

Links to the Strategic Plan

Hampshire maintains strong and sustainable economic growth and prosperity:	YES
People in Hampshire live safe, healthy and independent lives:	YES
People in Hampshire enjoy a rich and diverse environment:	YES
People in Hampshire enjoy being part of strong, inclusive communities:	YES

Other Significant Links

Links to previous Member decisions:	
<u>Title</u> Serving Hampshire Strategic Plan 2021-2025 and Corporate Performance Management Framework	<u>Date</u> 13 July 2021
Direct links to specific legislation or Government Directives	
<u>Title</u>	<u>Date</u>

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
None	

EQUALITIES IMPACT ASSESSMENT:

1. Equality Duty

The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act with regard to the protected characteristics as set out in section 4 of the Act (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation);
- Advance equality of opportunity between persons who share a relevant protected characteristic within section 149(7) of the Act (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic within section 149(7) of the Act (see above) and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- The need to remove or minimise disadvantages suffered by persons sharing a relevant protected characteristic that are connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic that are different from the needs of persons who do not share it;
- Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

2. Equalities Impact Assessment:

The County Council has a programme of work in place to advance inclusion and diversity in line with its corporate Equality Objectives. This includes undertaking both internal and external assessment of its performance to identify areas of strength and for improvement. This report reviews past performance - the activities and services that are described were subject to appropriate equality impact assessment in accordance with this programme.

3. Climate Change Impact Assessment

Hampshire County Council utilises two decision-making tools to assess the carbon emissions and resilience impacts of its projects and decisions. These tools provide a clear, robust, and transparent way of assessing how projects, policies and initiatives contribute towards the County Council's climate change targets of being carbon neutral and resilient to the impacts of a 2°C temperature rise by 2050. This process ensures that climate change considerations are built into everything the Authority does.

The Carbon Mitigation Tool and/or Climate Change Adaptation Tool was not applicable to this report as it relates to performance against the County Council's overarching Strategic Plan

rather than any specific interventions. It is expected that these tools will be applied to any relevant projects which support the delivery of the Strategic Plan outcomes.

Appendix 1: Sources of internal and external validation

Assessment title	Area	External/internal	Latest judgement
Children's Services			
Inspection of Local Authority Children's Services	Full children's social care inspection	External – Ofsted	Hampshire was judged as <i>Outstanding</i> across all areas in June 2019.
Inspection of children's homes	Residential care homes inspection	External – Ofsted	Seven out of the 10 open children's homes have been inspected during the current 2022/23 Ofsted inspection cycle. One home remains temporarily closed. Four out of the seven homes inspected are currently graded Good.
Joint Targeted Area Inspection	Multi-agency response to identification of initial need and risk	External - Ofsted plus CQC and HMICFRS inspectorates	No judgement grade awarded, however the final letter was very positive with headlines being that vulnerable children benefit from highly effective multi-agency safeguarding children's partnerships. Hampshire was inspected in November 2021.
School Inspections	Inspections of schools	External – Ofsted	As of 31 August 2022, 93% of schools were judged to be Good or Outstanding by Ofsted.
Social care self-assessment	Self-evaluation is an integral element of inspection of the local authority children's services (ILACS) framework	Internal and external – shared with Ofsted prior to annual conversation with the Director of Children's Services	The 2021 Social Care Self-Assessment was sent to Ofsted ahead of the annual conversation which took place on 7 March 2022.

Assessment title	Area	External/internal	Latest judgement
Inspection of Hampshire youth offending services	YOT inspection	Her Majesty's Inspectorate of Probation	<p><i>Overall Good 2018.</i></p> <p><i>The inspectorate considered the arrangements for organisational delivery, the quality of court disposals, and out-of-court disposals work when making its judgement</i></p> <p>www.justiceinspectorates.gov.uk/hmiprobation/inspections/hampshireyos/</p> <p>This is a four-year inspection programme which has been extended because of Covid-19.</p>
Restorative Justice Council's Restorative Services Quality Mark	Youth Offending Team	External – Restorative Justice Council	Restorative Services Quality Mark awarded in April 2016 and applies until March 2023
Adults' Health and Care			
Adult Social Care Services Inspection	Inspection of in house provided residential and nursing homes	External – Care Quality Commission	21 in-house care providers are rated <i>Good</i> (including the four Community Response Teams that deliver reablement to clients at home)
Gold Standards Framework	Residential and nursing homes	External - National Gold Standards Framework (GSF) Centre in End of Life Care	<p>Four of the County Council's residential and nursing homes have maintained their Platinum accreditation with the Gold Standards Framework:</p> <ul style="list-style-type: none"> • Emsworth House • Fleming House • Malmesbury Lawn • Westholme

Economy, Transport and Environment			
UKAS Accreditation	County Highways Laboratory	External – UKAS (UK Accreditation Service)	Accreditation is to ensure compliance with Standard BS ISO/IEC 17025:2017. Audits are undertaken annually – accreditation was maintained following 2022 audit.
Culture, Communities and Business Services			
Operational Authorisation (Replaces the Permission for Commercial Operations)	Drone Service (Asbestos)	External – The Civil Aviation Authority	Permission granted from 16 th Sept 2022 until and including 16 th Sept 2023.
UKAS Accreditation	Hampshire Scientific and Asbestos Management services following an annual assessment	External – UKAS (UK Accreditation Service)	<p>UKAS provide accreditation that Hampshire's scientific testing and inspection activities are conducted to the standard set out in ISO 17020 and 17025 and comply with the Forensic Regulators Code of Practice.</p> <p>UKAS audit Hampshire Scientific Service annually for compliance and the last assessment was in May 2022 - accreditation was maintained</p>
Adventure Activities Licensing Services (AALS) Inspection	Hampshire Outdoor Centres	External – Adventure Activities Licensing Authority	<p>Calshot Activities Centre: Validation expires July 2023</p> <p>Argoed Lwyd Outdoor Education Centre: Validation expires 29/6/2023</p>

Learning Outside the Classroom (LOtC)	Hampshire Outdoor Centres	External - Council for Learning Outside the Classroom (CLOtC)	Calshot Activities Centre: Validation expires September 2023 Tile Barn Outdoor Centre: Validation expires Aug 2024 Runway's End Outdoor Centre. Expires Feb 2023
Adventuremark	Hampshire Outdoor Centres	External - Adventure Activity Industry Advisory Committee (AAIAC)	Calshot Activities Centre: Validation expires June 2023 Tile Barn Outdoor Centre: Validation expires Aug 2024 Runway's End Outdoor Centre. Expires Feb 2023
National Indoor Climbing Award Scheme (NICAS)	Hampshire Outdoor Centres	External - ABC Training Trust	Calshot Activities Centre: Validation expires at the end of August 2023
Royal Yachting Association (RYA) Recognised Training Centre	Hampshire Outdoor Centres	External - Royal Yachting Association (RYA)	Calshot Activities Centre – Recognised Training Centre – Validation Expires 31 st March 2023
Royal Yachting Association (RYA) Sailability accreditation	Hampshire Outdoor Centres	External - Royal Yachting Association (RYA)	Calshot Activities Centre – Recognised Training Centre – provide accessible shore-based facilities for sensory, physical or other disabilities Validation Expires 31 st March 2023
British Canoeing Quality Mark (BC)	Hampshire Outdoor Centres	External - British Canoeing	Calshot Activities Centre – Quality mark – expires December 2022

Green Flag Awards	Outdoor accreditation for a variety of areas	External - Keep Britain Tidy	Annual Awards for 2022 resulted in all 5 Country Parks receiving Green Flag awards and a new Green Flag went to Wellesley Woodland. Royal Victoria Country Park and Staunton Country Park have also been awarded the Green Heritage Award for 2022
Ease of Use Survey	Volunteer survey of the Rights of Way network	External	Audits a minimum of 5% of the network each year (2.5% twice a year, in May and November), based on a set methodology. The Ramblers have been provided with mobile devices and training to undertake 2022 survey in November and we are looking for increased pass rate in 2022 (> 65.5% pass against all criteria).
Sites of Special Scientific Interest (SSSIs)	Countryside sites in Hampshire, as part of UK wide assessment	External – Natural England	Natural England assesses the condition of SSSIs using Common Standards Monitoring (CSM) ¹ . One of the largest grassland sites in southern England owned by HCC and Natural England has recently been reassessed as in Favourable Condition from unfavourable recovering.
Animal and Plant Health Agency (APHA) checks	Inspect animal health and welfare	External - Animal and Plant Health Agency	Spot check countryside sites for animal health and welfare and plant disease
Food Hygiene Ratings	Countryside Country Park cafes	Environmental Health Officer	Current ratings: 5-star ratings at Manor Farm, Staunton Farm, Titchfield Haven, Royal Victoria, Lepe Country Parks and Queen Elizabeth Country Park

General Register Office (GRO) – Stock and Security Audit	Registration – provides assurance to the GRO Compliance and Performance Unit	External - General Register Office	Received positive high rating in 2016, The most recent GRO Stock and Security Audit was carried out on 10 th October 2022. Awaiting feedback
General Register Office (GRO) Annual Performance Report	Registration- provides assurance to the GRO on local performance against agreed KPIs and improvement plan	External - General Register Office	Last report – Aug 2022. Positive comments received regarding performance and development of service. Next report is due Aug 23.
Annual allergen audits	HC3S	Internal	Allergen audits are now completed internally. During the academic year, Sept 2021 to Aug 2022, 69 were completed with an average score of 91.2%.
Annual kitchen audits	HC3S internal audit covering various aspects of catering operation i.e. health and safety, training, finance	Internal	Healthy Kitchen Assessments (HKA's) are undertaken throughout the year and records are held of all those completed per academic year, Sept 2021 to Aug 2022. COVID-19 continued to impacted access to schools for 21/22 and 46 HKAs were completed. The average score was 91.1%.
Food Hygiene Rating	HC3S – all catering sites	Environmental Health Officers (EHO)	EHO visits each HC3S run kitchen approximately every 18 months. 105 sites were visited in 2021/22 with (93) 88% achieving the maximum rating of 5.

Institute of Road Transport Engineers (IRTE) Workshop and Technician Accreditation	Hampshire Transport Management	External – Logistics UK	HTM have an external accreditation and audit by Logistics UK every 3 years for the workshop and technicians to be IRTE accredited. All 5 workshops were audited and passed in 2021. This is due again by Easter 2024. The technicians are assessed on a rolling 3-year basis.
Compliance with the Port Marine Safety Code	River Hamble Harbour Authority	External - Maritime and Coastguard Agency	Certification of compliance with the Port Marine Safety Code. Compliance at 3 yearly intervals. Expires March 2024.
Compliance with Merchant Shipping (Oil Pollution Preparedness Response and Co-operation Convention Regulations 1998)	River Hamble Harbour Authority	External - Maritime and Coastguard Agency	Endorsement of Oil Spill Contingency Plan. Compliance with Merchant Shipping (Oil Pollution Preparedness Response and Co-operation Convention Regulations 1998). 5 yearly intervals. Expires August 2023.
Compliance with the Merchant Shipping and Fishing Vessels' (Port Waste Reception Facilities) Regulations 2003	River Hamble Harbour Authority	External - Maritime and Coastguard Agency	Endorsement of Port Waste Management Plan. Compliance with the Merchant Shipping and Fishing Vessels' (Port Waste Reception Facilities) regulations 2003. 3 yearly intervals. Expires September 2023. Inspection conducted 25 March 2022 – Compliant.
Management and retention of HCC paper records managed by the Records Management Services within CCBS	Corporate Records Management Service	Internal – Southern Internal Audit Partnership	Part of the internal Audit Plan for 2021/22. There was a reasonable (green) system of governance, risk management and control in place.
Corporate Services			

Disability Confident Employer	Corporate	External – HM Government Disability Confident scheme	Accreditation valid until October 2024.
2019 National Inclusion Standard	Corporate	External – Inclusive Employers	Participated in the 2019 Standard Assessment and awarded <i>Bronze</i> (September 2019) – accreditation remains valid
Accreditation to ISO20000 Service Management and ISO27001 Information Security for IT services	IT services.	External - British Standards Institute (BSI)	Audited on compliance in September 2020, which was awarded with no areas of non-conformity. This award is valid until September 2023.
Public Sector Internal Audit Standards	Audit services	External - Institute of Internal Auditors	Fully compliant – awarded September 2020 (valid 2020-2025)
Shared Services infrastructure and business processes have been independently accredited to ISAE3402	Shared Services	External – audit undertaken by Ernst and Young	ISAE3402 has been successfully achieved for 2022/23 based on the design and operating effectiveness of the control environment. This enables all partner organisations to get independent assurance comfort to an external accredited standard on the overall control environment.
Annual Payment Card Industry (PCI) Data Security Standard	Corporate	Internal audit	Self-assessment against an industry standard, but is subject to Independent Internal Security Assessor. Self-assessment successfully completed and accepted in October 2022.

Lexcel Accreditation for Legal Services	Legal Services	External – Law Society	Awarded by the Law Society to practices that are committed to Legal Excellence. Last assessed in December 2021, with an updated assessment planned for December 2022.
---	----------------	------------------------	---

Appendix 2: 2021/22 key performance achievements

Serving Hampshire priority	Achievement
<p>Outcome one: Hampshire maintains strong and resilient economic growth and prosperity</p>	<p>Work on the Stubbington Bypass was completed, with the 3.5-mile road opened to traffic in May 2022. The Bypass is intended to reduce journey times and support regeneration on the Gosport Peninsula</p>
	<p>Hampshire Futures, which provides career guidance and support to young people, was awarded the Department for Education’s Matrix Quality Standard for a third time, describing the way information, advice and guidance is delivered as ‘exemplary,’ and praising the service’s objectivity, impartiality, client focus and aspirational nature</p>
	<p>The County Council’s £5.5 million rail bridge replacement works on the A35 at Holmsley, in the New Forest, involving the demolition and replacement of the 114-year-old bridge on the A35 that runs over the C10, were completed in July 2022</p>
	<p>The County Council secured a £13.4 million award from the Department for Transport to complete maintenance of infrastructure along Redbridge Causeway, a transport link between the New Forest Waterside area, the City of Southampton and other local destinations</p>
<p>Outcome two: People in Hampshire live safe, healthy and independent lives</p>	<p>Work on 50 Extra Care housing properties has begun in Wooldridge View, located in the Forest Pines area of New Milton</p>
	<p>The County Council has launched its ‘Keep Warm Keep Well’ scheme to protect vulnerable people who are struggling with their day-to-day bills. The web page at https://www.hants.gov.uk/costofliving outlines the support available, with guidance on claiming free school meals and getting advice on managing finances, and also links to warm spaces in Hampshire open to residents who may struggle to pay heating bills over the winter.</p>
	<p>The County Council is investing an extra £802,715 into projects to help people dependent on alcohol and drugs, by increasing the capacity of the Criminal Justice and Substance Misuse Teams, commissioning a new specialist Alcohol Team for community-based treatment, and continuing its support for the harm reduction team.</p>

Serving Hampshire priority	Achievement
	<p>Hampshire County Council has awarded over £1.5million of funding to projects that aim to ensure more families escaping domestic abuse have a safe place to go. The support will enable the County Council to provide more help to victims of domestic abuse, and their children, in safe accommodation.</p>
	<p>100 library staff, across 10 Hampshire libraries, have received 'Safe at Home' training to enable them to provide guidance and conduct sensitive conversations with victims and survivors of domestic abuse. Library stock and IT resources in libraries have also been updated to support victims of domestic abuse and to direct them to other resources available to assist them. The project has been nominated for a Police and Crime Commissioners Victim Services Award</p>
<p>Outcome three: People in Hampshire enjoy a rich and diverse environment</p>	<p>Tree planting along the Hampshire highways network is continuing and is expected to deliver over 3,000 trees in 2022/23</p>
	<p>All five of the County Council's Country Parks have been re-awarded Green Flag status for 2022, and a new Green Flag was awarded to Wellesley Woodland</p>
	<p>Castle Bottom National Nature Reserve has reached 'Favourable' status in its Site of Special Scientific Interest (SSSI) assessment by government regulator Natural England, a level awarded when wildlife habitats are judged to be in excellent condition. The site is located in northeast Hampshire and is home to some of the country's rarest wildlife including Woodlarks, Nightjars, Dartford Warblers, Willow Warblers, Stonechats, Grayling Butterflies, Adders, Early March Orchid, Bog Asphodel, and Sundew.</p>
	<p>The Public Sector Decarbonisation Scheme has been completed, delivering solar energy collection, building insulation, and boiler conversions at hundreds of schools, care homes, libraries, outdoor centres, and other publicly-owned buildings across Hampshire.</p>
	<p>Micheldever's highways materials recycling and reprocessing facility was shortlisted for Carbon Project of the Year in the 2022 Construction News Awards, praised for its approach to reducing the carbon cost of highways construction and maintenance</p>

Serving Hampshire priority	Achievement
	<p>Barton Farm Primary Academy in Winchester has won a Royal Institute of British Architects South 2022 Award for Hampshire County Council's Property Services' team, which recognised the building's eco-credentials</p>
<p>Outcome four: People in Hampshire enjoy being part of strong, inclusive, resilient communities</p>	<p>The County Council commemorated the Queen's Platinum Jubilee across its services, including family-friendly events in the Council's Country Parks and libraries, the planting of a commemorative tree in Queen Elizabeth County Park, and a special Citizenship ceremony held in the Great Hall</p> <p>Protocols were followed by the Council, helping residents of Hampshire to pay their respects to the late Monarch through the co-ordination of the proclamation of King Charles III outside Winchester's Great Hall, Providing and overseeing public books of condolence at the Great Hall and the Council's Winchester offices, and following a sensitive communications plan that made the public aware of opportunities to pay their respects to the late Queen, the publication of a short film outlining relevant activity during the mourning period</p> <p>Grants totalling £131,509 have been awarded to community and voluntary organisations across Hampshire, to support their work helping vulnerable people to maintain their independence and reduce isolation, in the first half of 2022/23. These funds are part of the Authority's wider adult social care grant programme, designed to support the voluntary and community sector to provide services to enable adults' independence, preventing or delaying the need for formal support, and include support for:</p> <ul style="list-style-type: none"> • the Healthy Living Project in Rushmoor; • Havant and East Hants Mind; • Neighbourcare in Basingstoke and Deane; • SpeakEasy in Basingstoke and Deane; • Citizens Advice Fareham; and • Zion Projects in Eastleigh <p>Hampshire County Council is providing extra support to Hampshire residents hosting Ukrainian guests as part of the Government's Homes for Ukraine Scheme, with an additional £200 per month for five months beyond the funding already provided by the Government</p>

Serving Hampshire priority	Achievement
	<p>Wessex Sinfonietta was appointed the Resident Orchestra at Royal Victoria Chapel in Netley in June. The group will stage a programme of concerts at the site over 2022 and 2023, which started with performances of Mendelssohn and Elgar in July 2022, as part of a programme of events on offer at the Country Park, including exhibitions, outdoor theatre and family-friendly attractions, to boost visitor numbers</p>
	<p>Hampshire's Record Office in Winchester was one of six landmark sites across the UK awarded listed status by the Department of Digital, Culture, Media and Sport on the advice of Historic England to commemorate the Platinum Jubilee in 2022</p>
	<p>The County Council has been engaging with residents and stakeholders for their views on ways to support autistic people and those who care for them, as part of the development of the Hampshire Autism Strategy, to be published by the Hampshire Autism Partnership Board later in 2022/23</p>