

REPORT OF THE  
**Leader/Cabinet**  
PART II

**1. SERVING HAMPSHIRE – 2017/18 PERFORMANCE REPORT**

- 1.1. On 18 June 2018 Cabinet agreed a report on the County Council's performance during 2017/18 against its Serving Hampshire Strategic Plan.
- 1.2. Performance highlights for 2017/18 included:
- In March 2017, the Department for Education published an independent evaluation of the Hampshire Innovation Programme evidencing: an increase in the percentage of children's social worker time spent with families from 34% to 58%; estimated notional savings through increased productivity of social workers of £9,000 per social worker; and an increase in the percentage of time spent on the initial engagement of families from 30% to 70% as a result of the new Family Intervention Team.
  - A new short-term reablement service at the Hampshire Hospitals NHS Foundation Trust in Basingstoke was introduced by the County Council. The Firs, located within the hospital site, provides specially adapted accommodation for up to 17 people who receive tailored support from social care staff. This additional capacity is helping to reduce the number of delayed hospital discharges by supporting more effective patient flow and discharge through improved multi-professional and multi-agency working.
  - 98% of parents were offered a place for their child in one of their three preferred secondary schools for September 2018, with over 92% receiving their first choice of secondary school. Almost 99% of pupils transferring from Infant to Junior school received a place at one of their preferred schools – with 97% obtaining a place at their first choice school (consistent with the previous year).
  - 65% of Hampshire's students taking Key Stage 2 assessments in 2017 achieved the expected level in reading, writing and mathematics, compared with 61% nationally. Hampshire outperformed its statistical neighbours in these results.
  - Overall attainment in Hampshire secondary schools in 2017 remained above national attainment: 25% of pupils achieved the English Baccalaureate against 24% nationally; 68% of pupils achieved "The Basics" (a grade 9 to 4 in both English and mathematics) against 64% nationally.
  - CO2 emissions from Local Authority operations<sup>1</sup> have fallen to 83,992 tonnes in 2016/17 from 86,684 the previous year (a reduction of 33.30%)

since 2011/12), keeping the County Council on track to meeting its target of 79,080 tonnes by 2020.

- The County Council secured £12.9 million funding from Highways England which, together with a £6.6 million investment from the County Council, will enable improvements to Junction 9 of the M27 and Parkway South Roundabout, Whiteley.
  - £2.8 million is being invested in energy programmes, including LED Lighting, Electric Vehicles and Battery Technology, which will deliver at least £450,000 of revenue savings. The first phase of the LED lighting installation has been completed in 2017/18, with the rest of the programme to be completed in the next two years.
- 1.3. The annual report which is published by the Local Government and Social Care Ombudsman (LGO) in July each year with assessment decisions on Complaints received was highlighted. Evidence from the latest period available (2016/17) demonstrated that the LGO received significantly fewer complaints regarding Hampshire County Council than those received relating to comparator councils, and also less findings of fault in cases where the Ombudsman accepts a complaint for investigation.
- 1.4. Members were also made aware of the small number of determinations received from the LGO in 2017/18 regarding the County Council, following reference to the LGO.

Further details on this item can be found at the following link:

- [Cabinet - 18 June 2018](#)

**COUNCILLOR ROY PERRY**  
**Leader and Executive Member for Policy and Resources**