

REPORT OF THE
Leader / Cabinet
PART II

1. Transformation to 2019

- 1.1. On 17 June 2019 Cabinet agreed a report regarding the Transformation to 2019 Programme This was the seventh dedicated report setting out the latest Programme position.
- 1.2. Members were advised on the salient points within the report and noted that the secured savings figure continued to track closely to the forecast savings profile developed by each of the Departments at the outset of the Programme.
- 1.3. The Director of Transformation and Governance highlighted the ‘outstanding in all areas’ Children’s Services Ofsted inspection outcome. As part of their inspection judgement, Ofsted commented favourably on the impact of the Department’s Transforming Social Care programme of work. Notwithstanding, the on-going challenges of the programme were outlined in demand and cost graphs within the report.
- 1.4. Cabinet were also advised that further to the on-boarding of three London Boroughs (Westminster City Council, London Borough of Hammersmith and Fulham, and Royal Borough of Kensington and Chelsea) to the high performing shared service arrangements that the Council has successfully implemented and built upon over the past 5 years, operational performance over the first six months of the new arrangement had gone exceptionally well with the three London Boroughs content and pleased with the quality of the service they were benefitting from. This on-boarding is in line with a deliberate strategy to grow the shared services platform bringing further resilience to our shared Corporate Services arrangements with partners.
- 1.5. It was also reported that the new agency staff, known as “Connect2Hampshire” had established itself well over the first two months of operation. It is delivering against the needs of the different business interests of the Council and had aided permanent recruitment in key service areas.
- 1.6. In relation to the successor Transformation to 2021 programme, Members were made aware of the lead-in arrangements for further saving proposals being submitted to the Executive Decision Days in September. This will include the outputs from the recently launched public consultation exercise on closing the budget gap.

2. Serving Hampshire – 2018/19 Performance Report

- 2.1. On 17 June 2019 Cabinet agreed a report on the County Council's performance during 2018/19 against its Serving Hampshire Strategic Plan for 2017-2021.
- 2.2. The report evidenced strong performance in the delivery of core services – achieved whilst managing increased demand and cost pressures. The County Council continued to use its resources prudently to drive innovation and efficiency. Maintaining quality services was balanced with sound financial stewardship, enabling the County Council to provide consistent value for money for Hampshire residents.
- 2.3. Performance highlights, all of which are externally or empirically assessed, included:
 - The County Council was ranked the joint top authority nationally for Highways service delivery according to the National Highways and Transport Network (NHT) Highways Satisfaction survey (2018), and the highest performing authority in the South East. The County Council was also in the upper top quartile nationally for highway conditions.
 - Hampshire's young students outperform the national average at Key Stage 2 – and performance had improved on last year. Similarly, schools in Hampshire delivered better GCSE results than the national average, with 67% of GCSE pupils attaining grade C in both English and Mathematics, compared with an average of 64% for England.
 - Academic performance for the children of service personnel remained an area of strength. 79% of service pupils in Hampshire attained the good level of development at the end of early years compared to 72% of all pupils nationally.
 - CO2 emissions continued to fall year-on-year, down to 78,685 tonnes in 2017/18 (the most recent data). This was a decline from 83,992 tonnes in 2016/17 and exceeds the 2025 target of 79,080 tonnes. This demonstrated that the County Council was reducing its carbon footprint – delivering environmental benefits whilst reducing energy costs.
 - £3 million match funding was allocated by the County Council in 2018/19 to finance additional resources to tackle potholes on Hampshire roads.
 - Delayed Transfers of Care in Hampshire continued to reduce, reflecting significant partnership effort and focus. The number of days of delay reported in February 2019 was 1,170 - a reduction of 46% compared with the 2,163 days experienced in February 2018.
 - The broadband programme reached over 115,000 premises, with 65,000 paying customers on the network - representing a take-up of 57% in December 2018, up from 48% at the start of the year.
- 2.4. Members were made aware that OFSTED had recently rated the County Council's Children's Services "outstanding in all areas". Such an overall inspection result was all but unprecedented with only one other upper tier authority achieving the same outcome.

- 2.5. The report also demonstrated how the County Council was placing increasing reliance on the outcomes of external assessment and feedback in judging the organisation's performance – including that of staff. Over the previous 12 months employee feedback was sought through two surveys which, through positive engagement, have the potential to enhance organisational performance.
- 2.6. Members received an update on the County Council's work to advance inclusion and diversity, which has included an update to the organisation's Equality Objectives to:
- ensure that services are 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.
- 2.7. 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 (2017/18) 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.

Further details on these items can be found at the following link:

[Cabinet - 17 June 2019](#)

COUNCILLOR KEITH MANS
Leader and Executive Member for Policy and Resources