

HAMPSHIRE COUNTY COUNCIL

Report

Decision Maker:	Cabinet
Date:	14 July 2020
Title:	<i>Serving Hampshire</i> – 2019/20 Performance Report
Report From:	Assistant Chief Executive and Head of Law and Governance

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1. Recommendations

1.1. It is recommended that Cabinet:

- a) notes the County Council's performance for 2019/20, including plans to refresh the Strategic Plan and Performance Management Framework;
- b) notes progress to advance inclusion and diversity;
- c) approves the Modern Slavery Statement contained in Appendix four; and
- d) notes the findings of the 2019-20 Local Government and Social Care Ombudsman report.

2. Report purpose

2.1. The purpose of this report is to:

- provide strategic oversight of the County Council's performance during 2019/20 against the *Serving Hampshire* Strategic Plan for 2017-2021;
- set out plans to refresh the *Serving Hampshire* Strategic Plan and update the County Council's Performance Management Framework;
- outline ongoing work and achievements to advance inclusion and diversity, including the development of a draft Modern Slavery Statement; and
- set out the results of the 2019-20 Local Government and Social Care Ombudsman report.

3. Performance reporting arrangements

Current arrangements

3.1. The County Council's Performance Management Framework (PMF) provides the governance structure for performance management and reporting to Cabinet. The PMF specifies that Cabinet receives bi-annual reports on the

County Council's performance against the strategic priorities set out in the *Serving Hampshire* Strategic Plan. The four strategic aims set out in the Plan are:

- Hampshire maintains strong and sustainable 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 communities.

3.2. Alongside these aims, the *Strategic Plan* contains eight 'ways of working' which support the ambition to 'put our residents at the heart of everything we do'. These are to:

- Engage, involve and inform residents
- Develop easy and efficient online services
- Work with our partners
- Use taxpayers' money wisely
- Enable people to do more for themselves
- Respond flexibly to people's needs
- Value people's differences, and
- Keep improving.

3.3. Performance information on children's and adults' safeguarding, major change programmes, including *Transformation to 2021*, and the County Council's financial strategy are reported separately to Cabinet.

3.4. To report progress against *Serving Hampshire*, departments are asked to rate performance against a core set of performance metrics on a quarterly basis. For each measure, a risk-based 'red, amber, green' rating is applied, informed by the most recent data and management information.

3.5. Departments also provide an overview of key achievements and risks/issues against agreed priorities, as well as the results of any recent external assessments and resident feedback.

3.6. **Appendix one** sets out the sources of external validation which apply to the County Council's performance during 2019/20.

Future arrangements

3.7. The current *Serving Hampshire* Strategic Plan is due to be refreshed in 2021. Work has commenced to review and develop an updated Plan, to cover the period 2021 to 2025. The revised Plan will consider the wider national policy landscape and reflect the impact of Covid-19 on the County Council's operations and the county as a whole. It will also reflect wider strategic priorities arising from the Hampshire 2050 Commission of Inquiry, including the County Council's climate change ambitions, and be informed by resident and stakeholder feedback.

3.8. The updated Plan will be considered by the County Council's Cabinet alongside the half-year 2020-21 performance report and in advance of the 2021 performance year (commencing April 2021).

- 3.9. The Performance Management Framework will be reviewed alongside the Strategic Plan to ensure ongoing alignment, including of key performance metrics. The first performance report using the revised PMF will be the quarter one 2021-22 performance report, due in autumn 2021.

4. Overall Performance

Performance outcomes

- 4.1. **Overall performance** measured against *Serving Hampshire* remained **good** during 2019/20, evidencing strong performance in the delivery of core services – as well as resilience towards the end of the year as the Covid-19 pandemic started to impact services and the people of Hampshire¹.
- 4.2. Performance levels were maintained whilst continuing to manage increased demand and cost pressures - and delivering significant savings. The County Council continues to use its resources wisely and invest prudently through the careful use of reserves to innovate and work more efficiently. This ongoing careful balance of maintaining quality service provision, along with sound financial stewardship, enables the County Council to provide consistent value for money for Hampshire residents.

Performance against targets and improvement trend

- 4.3. Overall, **74%** of measures, where data was available, were reported as low performance risk², **26%** as medium risk³ and **none** as high risk.
- 4.4. **63%** of measures showed improvement or that the level of performance remained consistent⁴.
- 4.5. In addition, **61%** of measures had met, or exceeded, the target set by the relevant department⁵.
- 4.6. In cases where targets were not met, departmental improvement plans were in place. Similarly, where measures were reported as *medium* risk, mitigating actions were being undertaken by relevant services.
- 4.7. **Performance highlights** for 2019/20 include:
- The County Council implemented an effective response to the COVID-19 pandemic across all service areas, in line with central Government guidance - and commenced Recovery planning, working closely with wider partners across all Sectors. It continues to adapt its response in line with the evolving situation.

¹ The full impact of COVID-19 on County Council services and performance is likely to be evidence throughout 2020-21 and is not detailed in this report, which covers performance up to the end of March 2020. However, Appendix Two provides an overview of some of the key steps taken by the County Council to provide an effective response across its services.

² 34 out of the 46 measures for which 2019/20 data was provided alongside a RAG status (of a total possible of 51 measures included on the performance scorecard)

³ 12 of the 46 measures for which 2019/20 data was provided alongside a RAG status

⁴ 30 of the 48 measures for which 2019/20 data was provided alongside a 'direction of travel' rating

⁵ 20 of the 33 measures for which 2019/20 data was provided alongside a target status

- **Appendix two** provides a summary of key COVID-19 measures implemented to date, including the County Council's Personal Protective Equipment (PPE) warehouse operation – a collaboration between County Supplies, Emergency Planning and Hampshire's voluntary network. The operation was described as 'gold standard' by the Royal Logistics Corps, commissioned by the Government to review England's LRF procedures. Designed to ensure the County Council's care and nursing homes are stocked with compliant PPE, the warehouse acted as a 'resource of last resort' for Local Resilience Forum partners' key workers, and the county's independent care sector. The warehouse operation has made more than 750 deliveries and collections across the county since lockdown began on 23 March 2020.
- Effective plans were put in place to ensure Hampshire's readiness for the UK's departure from the European Union on 31 January – for example, sites for Heavy Goods Vehicles to wait in a safe and managed way were identified and prepared.
- Ofsted rated the County Council's Children's Services as *Outstanding* in all areas. Hampshire is one of only two authorities to have received this judgement across the board.
- Over 97% of parents in Hampshire were offered a place for their child at one of their preferred choices for a secondary school. Of those who applied for a Year 7 place for September 2020, more than 92% were offered a place at their first-choice school.
- More than 98% of Hampshire families (not including Portsmouth and Southampton) applying for school places for Year R and Year 3 were successful in obtaining one of their top three choices for September 2019, consistent with 2018's performance of 99%.
- In Hampshire, 68.4% of pupils taking GCSE exams in 2019 achieved a pass at grade 4 in English and Mathematics, compared to 66.7% in the previous year and a national average of 64.9%. The 'attainment 8' outcome, which measures the results across the wider curriculum, also improved from a score of 47.2 in 2018 to 47.6 in 2019, above the national average of 46.8.
- CO2 emissions from the County Council's operations continued to reduce, down to 75,868 tonnes in 2018/19 (the most recent data). This is a decline from 78,685 tonnes in 2017/18 and exceeds the target of 78,000 tonnes.
- The Hampshire Domestic Abuse Service launched on 4 June 2019, providing crisis accommodation and community-based support to break the cycle of abuse for families across Hampshire.
- The County Council's Country Parks were awarded the Green Flag status for 2019. Lepe, River Hamble, Queen Elizabeth and Royal Victoria country

parks have the highest possible environmental standards. Royal Victoria Country Park also received the Green Heritage Site Accreditation for the management of its historic features.

- A video explaining the steps that Armed Forces parents and carers need to take to secure a school place for their child was developed and launched by the County Council – helping remove disadvantage from Service families.
- Children in Hampshire read over 174,000 books over the summer period as part of this year's Summer Reading Challenge – 73,500 more than in 2018.
- Customer satisfaction within the County Council for its Integrated Business Centre averaged 88% satisfied and 84% highly satisfied at the end of 2019, the highest level on record - with the satisfaction of service users assessed by the Institute of Customer Services (ICS). The service recorded a UK Customer Satisfaction Index (UKCSI) score of 69% for 2019, 5% higher than seen in 2018.

Climate change update

4.8. In addition to the above achievements, the County Council has made progress to advance its climate change ambitions. Over the last nine years, the County Council has achieved a significant reduction of over 43% of its own carbon emissions and accelerated the target, for its own estate, to become carbon neutral by 2025. However, recognising this only represents approximately 1% of the total Hampshire emissions, in June 2019 the County Council declared Climate Emergency and set two ambitious targets for both the County Council and the wider Hampshire area:

- to achieve carbon neutrality across the whole of Hampshire by 2050, and
- build resilience and plan for a rise in temperature of 2°C.

4.9. The following progress was made against these targets:

- work commenced to review all County Council policies and strategies in light of climate change. This includes the current review of the Local Transport Plan which is intended to encourage more active travel and use of public transport, equally resulting in health benefits through greater exercise and better air quality;
- a programme of tree and wildflower planting on highways amenity land was established, funded through 100% of the capital released from the sale of surplus highway land;
- a Strategic Alliance with Forestry England, Forestry Commission and the Woodland Trust was agreed. This jointly recognises the urgency of tackling climate change through land use and the strategic planting, management and maintenance of trees;

- behavioural insight research was undertaken to inform an evidence-based, targeted communications and marketing strategy to reduce domestic emissions;
- a new climate change website was launched;
- the County Council supported the grass roots initiative *the Greening Campaign*, working with District, Town and Parish Councils, which provides a simple and accessible process for residents to take action on climate change;
- initial work commenced to develop a corporate action plan, drawing on the activity underway across all services;
- the Carbon Trust was commissioned to develop a comprehensive process to determine Hampshire's carbon baseline, budget, adaptation framework and impact assessment tool to inform key decisions. The Trust has an excellent and long running reputation for working on carbon emissions and adaptation and this work will underpin further development of the County Council's overarching strategy and action plan.

4.10. A more extensive list of key performance achievements is included in **Appendix three**.

4.11. **Performance risks at year end 2019/20:**

4.12. No performance measures were rated as high risk for the 2019/20-year end. However, departmental returns highlighted several wider areas of risk relating to the current COVID-19 pandemic. These included risks to:

- **service continuity**, addressed by redeploying and training staff where needed, to manage demand – as well as adapting and prioritising key services;
- **staff welfare**, which resulted in the majority of office-based staff working from home, the implementation of social distancing measures for remaining office based and frontline staff, and wider safeguarding measures, including provision of Personal Protective Equipment; and
- **the Hampshire economy**, acknowledged through the provision of County Council grant funding to local organisations, as well as provision of advice and support to local businesses.

5. Equality update

Key achievements

- 5.1. The Equality Act 2010 places a duty on local authorities to prepare and publish one or more measurable and specific equality objective(s). 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.
- 5.2. Activity to ensure the inclusivity and accessibility of external facing provision is embedded within the day-to-day work of departments and individual services. The section below provides an overview of specific activities undertaken during

2019-20 aligned to the equality objectives. These are predominantly internally focused actions undertaken corporately to maintain, and strengthen, the organisation's position as an inclusive employer:

- participating in **Inclusive Employers' National Inclusion Standard (2019)** - a wide ranging and comprehensive assessment of performance against six categories⁶. The County Council was assessed as achieving *Bronze* Standard for the second year running – ranking third out of 20 participating organisations and top of the *Bronze* category. Actions for improvement were incorporated into the overarching Inclusion, Diversity and Wellbeing work programme;
 - developing a **positive action statement of intent for recruitment**, to encourage people from all backgrounds to consider a career with the County Council;
 - hosting the **first staff networks' conference**, and establishing new staff groups within departments, including an emerging 'working parents and carers' group;
 - **extending existing governance arrangements** to cover wellbeing, alongside inclusion and diversity – and identifying senior departmental 'sponsors';
 - delivering a programme of **activity to celebrate National Inclusion Week** (28 September to 04 October 2019) and World Mental Health Day (10 October 2019);
 - launching **new Inclusion and Diversity e-Learning** for staff; and
 - publishing a **cumulative Equality Impact Assessment** to consider the potential impacts of *Transformation to 2021* savings proposals as a whole.
- 5.1. Looking ahead, the County Council's work to advance inclusion and diversity will be further shaped by recent events surrounding the tragic death of George Floyd in the US. We are clear that there is no place in our society for racism, and the County Council is united with residents across Hampshire who have stood in solidarity with thousands across the globe to defend the principles of equality. The County Council will continue to do all it can to protect the vibrancy and diversity of Hampshire's communities, reducing inequality and advancing cohesion. This includes through its response to the Coronavirus pandemic, which has shone a light on deep-seated social inequalities.
- 5.2. The County Council is closely following the work of Public Health England nationally to understand the impact of the virus on protected characteristic groups, including BAME residents - and awaits recommendations arising from

⁶ These include, for example, the extent to which staff are engaged, equipped and empowered to advance inclusion, and the degree to which diversity is embedded into the organisation's culture and evaluated, leading to continuous improvement.

further work being undertaken by the Equalities Minister on this matter. In parallel, the organisation continues to take a proactive approach through local modelling and research to understand further, assess, and mitigate the risks of Coronavirus to BAME residents in Hampshire – and to staff. As part of COVID-19 recovery planning the County Council also continues to develop its programme of resident engagement, with a clear focus on ensuring that the voices and experiences of BAME residents – and wider minority groups - are heard and acted upon.

Modern slavery

- 5.3. In addition to the above activities, a draft Modern Slavery Statement was produced – set out at **Appendix four**. The Modern Slavery Act (2015) places specific duties on local authorities with respect to tackling modern slavery, and a duty on commercial organisations⁷ to publish annual ‘transparency in supply chains statements’ setting out steps taken to ensure the absence of modern slavery in their supply chains.
- 5.4. In July 2018, the Home Secretary commissioned an independent review of the Act to assess its effectiveness. The Government’s response to the review indicated an intention to extend Section 54 to require Public Sector organisations whose budget exceeds £36m to produce modern slavery statements – and for Public Sector transparency requirements to mirror those of commercial organisations. At present, local authorities are currently not required to publish annual statements – however, this is considered best practice (the Local Government Association reports that 132 councils have voluntarily published statements).
- 5.5. Hampshire has a positive track record of taking proactive steps to prevent modern slavery but has yet to publish an annual Statement. Not only may this be required in future, but the County Council is coming under increasing pressure from external organisations to demonstrate a policy position on Modern Slavery. For example, earlier this year the Hampshire Courier Service was asked to submit the County Council’s Modern Slavery Statement as part of the tender process for a contract valuing over £14m.
- 5.6. The Statement contained in Appendix four was developed in this context and is intended to lead to action to drive further improvement. Agreed actions will be incorporated within the County Council’s overarching programme to advance inclusion, diversity, and wellbeing. Initial steps already taken include embedding information about the signs of modern slavery within the new Inclusion and Diversity e-learning, ensuring a basic level of awareness for all staff with managerial or supervisory responsibilities. Cabinet are asked to approve the draft document as the County Council’s Modern Slavery Statement for 2020-21.

6. Local Government and Social Care Ombudsman determinations 2019/20

⁷ Although, technically, any corporate body with an annual aggregate turnover of at least £36m and providing goods and services in the UK will meet the definition of “commercial organisations”, most have interpreted section 54 of the Act as not being applicable to businesses rather than local authorities.

- 6.1. There is a duty on the monitoring office to report to the Authority / Executive on matters including maladministration or injustice under Section 5 and Section 5A of the Local Government and Housing Act 1989 (LGHA).
- 6.2. Where complainants have exhausted the County Council's complaints processes and remain dissatisfied, reference can be made to the Local Government and Social Care Ombudsman (LGSCO). Complaints to the Ombudsman can be made regarding the exercise of the County Council's administrative functions (maladministration), and/or its service provision (injustice in consequence of maladministration). Upon receipt of a complaint the Ombudsman makes a determination whether or not to investigate. Cases are only investigated where the Ombudsman has jurisdiction to do so, and where the Ombudsman considers it appropriate to investigate under the LGSCO Assessment Code.
- 6.3. In 2019/20 (April 2019 – March 2020), 33 determinations were received from the LGSCO. In 21 cases the LGSCO determined that there had been maladministration/injustice. In 12 cases the LGSCO determined that there had not been maladministration/injustice. More details of individual decisions are provided at **Appendix five**. It should, however, be noted that this represents only a very limited number of references to the LGSCO. The overwhelming majority of complaints made to the LGSCO regarding the County Council are not investigated by the LGSCO, and the County Council therefore only receives notification of those references to the LGSCO which the LGSCO determines he will investigate.
- 6.4. An annual report is published by the LGSCO in July each year with assessment decisions, including those complaints received by the LGSCO, but not investigated. In 2018/19, being the latest year for which statistics from the LGSCO are available, 122 references were made to the LGSCO, of which the LGSCO determined that 25 (20.4%) required investigation. In 2017/18 there were 126 references to the LGSCO of which the Ombudsman determined 21 (17%) required investigation.
- 6.5. Comparison with LGSCO published statistics with other large comparator County Councils in the region demonstrates that the LGSCO receives around 16% fewer complaints regarding Hampshire County Council than other Councils. In 2018/19, 21 of the County Council's complaints were upheld, a total which is around a third lower than the comparator councils.

7. Conclusion

- 7.1. This report and its supporting appendices demonstrate that the County Council continued to perform well in the delivery of core public services during 2019/20.
- 7.2. The revised Strategic Plan and Performance Management Framework will be developed in this context. Good progress also continues to be made to advance inclusion, diversity wellbeing, supporting the County Council's overarching equality objectives.
- 7.3. The County Council also performed well in handing complaints, outperforming wider councils in the number of complaints upheld.

CORPORATE OR 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>	<u>Date</u>
Serving Hampshire - Strategic Plan for 2017-2021	19 June 2017
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.)

Document

Location

None

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. 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 under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

1.2. **Due regard in this context involves having due regard to:**

- The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic 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.

Appendix one: Sources of internal and external validation

The following table sets out the results of external and internal assessments and validations which apply to the County Council at the end of 2019/20.

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	June 2019 – Hampshire was judged as <i>Outstanding</i> across all areas. Hampshire is one of only two authorities to have received this judgement across the board
Inspection of children's homes	Residential care homes inspection	External – Ofsted	Ten of the Children's Homes operated by the County Council have been inspected in 2019/20, including the County Council's Secure Children's Home and Respite Unit. Of these, two homes <i>Require Improvement</i> to be <i>Good</i> and actions are being taken to achieve this. Two homes were rated <i>Outstanding</i>
School Inspections	Inspections of schools	External – Ofsted	Ongoing - as at the end of March 2020 93% of schools were judged to be <i>Good</i> or <i>Outstanding</i> 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 2019 self-assessment was sent to Ofsted ahead of the annual conversation due to take place in March 2020. This was subsequently postponed due to Covid-19
Inspection of Hampshire youth offending services	YOT inspection	Her Majesty's Inspectorate of Probation	Overall <i>Good</i> 2018. The inspectorate considered the arrangements for organisational delivery, the quality of court disposals, and out-of-court disposals work when making its judgement www.justiceinspectorates.gov.uk/hmiprobation/inspections/hampshireyos/

Assessment title	Area	External/internal	Latest judgement
Restorative Justice Council's Restorative Services Quality Mark	Youth Offending Team	External – Restorative Justice Council	Restorative Services Quality Mark awarded (April 2016) and still applies
Adults' Health and Care			
Adult Social Care Services Inspection	Inspection of in house provided residential and nursing homes	External – Care Quality Commission	22 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	Four of the County Council's residential and nursing homes were awarded Platinum accreditation with the Gold Standards Framework: Emsworth House Fleming House Malmesbury Lawn Westholme
Economy, Transport and Environment			
Accreditation to ISO9001:2015 – Quality Management	Economy, Transport & Environment (ETE) Department – whole department	External – British Standards Institute (BSI)	Usually assessed every May and November. Last visit (November 2019) resulted in accreditation being successfully maintained. The next assessment is due in July 2020, delayed due to Covid-19 restrictions
Culture, Communities and Business Services			
UKAS Accreditation	Hampshire Scientific and Asbestos Management services following an annual assessment	External – UKAS (UK Accreditation Service)	UKAS provide accreditation that Hampshire's scientific testing and inspection activities are conducted to the standard set out in ISO 17020 and 17025 UKAS audit Hampshire Scientific Service annually for compliance and the last assessment was in May 2019 - accreditation was maintained

Assessment title	Area	External/internal	Latest judgement
Adventure Activities Licensing Services (AALS) Inspection	Hampshire Outdoor Centres	External – Adventure Activities Licensing Authority	Calshot Activities Centre: Validation expires July 2021 Hampshire and Cass Foundation Mountain Centre: Validation expires June 2020
Learning Outside the Classroom (LOtC)	Hampshire Outdoor Centres	External - Council for Learning Outside the Classroom (CLOtC)	Calshot Activities Centre: Validation expires June 2021 Runway's End Outdoor Centre: Validation expires February 2021 Tile Barn Outdoor Centre: Validation expires May 2020
Adventuremark	Hampshire Outdoor Centres	External - Adventure Activity Industry Advisory Committee (AAIAC)	Calshot Activities Centre: Validation expires June 2021 Runway's End Outdoor Centre: Validation expires February 2021 Tile Barn Outdoor Centre: Validation expires May 2020
National Indoor Climbing Award Scheme (NICAS)	Hampshire Outdoor Centres	External - ABC Training Trust	Calshot Activities Centre: Validation expires at the end of May 2020
Royal Yachting Association (RYA) Recognised Training Centre	Hampshire Outdoor Centres	External - Royal Yachting Association (RYA)	Calshot Activities Centre – Recognised Training Centre – expires January 2021
Royal Yachting Association (RYA) Sailability accreditation	Hampshire Outdoor Centres	External - Royal Yachting Association (RYA)	Calshot Activities Centre – Recognised Training Centre – expires January 2021 to provide accessible shore-based facilities for sensory, physical or other disabilities
British Canoeing Quality Mark (BC)	Hampshire Outdoor Centres	External - British Canoeing	Calshot Activities Centre – Quality mark – expires December 2020
Green Flag Awards	Outdoor accreditation for a variety of areas	External - Keep Britain Tidy	Awards are currently suspended due to Covid19. Intention is to apply for all parks when possible

Assessment title	Area	External/internal	Latest judgement
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
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 , developed by the Joint Nature Conservation Committee (JNCC) for the whole of the UK
Rural Payment Agency (RPA) Inspections	Countryside sites with Pillar 1 and Pillar 2 common agricultural agreements in place	External - Rural Payment Agency (RPA)	The Rural Payments Agency (RPA) inspects a percentage of agreements each year on behalf of Natural England. The inspections check agreement holders are meeting the schemes' terms and conditions
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 4-star ratings at 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, Next assessment due November 2020 (4-year cycle for those with a high rating)
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 rating was <i>Good</i> with positive comments on performance and development of service. Submitted annually in April (will be delayed in 2020 due to impact of Covid-19)

Assessment title	Area	External/internal	Latest judgement
Hyperactive Children's Support Group's Highest Award for Excellence in School Catering	HC3S annual assessment to retain accreditation for removal of specific additives in primary school meals	External - Hyperactive Children's Support Group	Current accreditation has been extended to September 2020 due to Covid-19
Food Hygiene Rating Scheme	HC3S	External – Allergen Accreditation	EII Restaurant and Coffee Shop, SHHGA, secondary schools, Fareham Library, Winchester Discovery Centre, Eastleigh Borough Council Coffee Shop – annual re-accreditation awarded July 2019
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 to Aug. For the 2018/19 academic year there were 338 HKA's completed
Food for Life Served Here	HC3S	External - Soil Association	Bronze re-accreditation achieved in January 2020 having been assessed against their criteria as providing freshly made, locally sourced food
Eat Out Eat Well	HC3S	Trading Standards, Environmental Health and others by Public Health	EII Restaurant and Coffee Shop accredited to July 2020
European Notified body Status for measuring instruments and Non-automatic Weighing machines	Trading Standards	External - National Weights & Measures Laboratory (NWML) on behalf of the Secretary of State for BEIS	Status maintained. Latest full external reassessment undertaken on 30 Jan 2020. Due for external surveillance audit between September and November 2020 (Reported to Regulatory Delivery at the Department for Business, Energy & Industrial Strategy)

Assessment title	Area	External/internal	Latest judgement
Institute of Road Transport Engineers (IRTE) Workshop Accreditation	Hampshire Transport Management	External - Freight Transport Association (FTA)	HTM have an external accreditation and audit by the FTA every 3 years for the workshop to be IRTE Workshop accredited. All 5 workshops were audited and passed in February 2018. The duration is 3 years and is due again in February 2021
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 2021
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 2020
Corporate Services			
2019 National Inclusion Standard	Corporate	External – Inclusive Employers	Participated in the 2019 Standard Assessment and awarded <i>Bronze</i> (September 2019)
Accreditation to ISO20000 Service Management and ISO27001 Information Security for IT services	IT services.	External - British Standards Institute (BSI)	Audited on compliance in July 2019, with certificate of compliance reissued in August 2019 to run until August 2020

Assessment title	Area	External/internal	Latest judgement
Public Sector Internal Audit Standards	Audit services	External - Institute of Internal Auditors	Awarded for 2015-2020
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 19/20 based on the design of the control environment. This enables all partner organisations to get independent assurance comfort to an external accredited standard on the overall control environment. In 2020/21, this assurance work will extend to both the design and operation of controls
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

Appendix two: Response to Covid-19

The County Council implemented an effective response to the COVID-19 pandemic across all service areas, in line with central Government guidance, and commenced Recovery planning, working closely with wider partners across all Sectors. The County Council continues to adapt its response in line with the evolving situation. Key measures are outlined below.

- The County Council's Personal Protective Equipment (PPE) warehouse operation – a collaboration between County Supplies, Emergency Planning and Hampshire's voluntary network - was described as 'gold standard' by the Royal Logistics Corps, commissioned by the Government to review England's LRF procedures. Designed to ensure the County Council's care and nursing homes are stocked with compliant PPE, the warehouse acted as a 'resource of last resort' for Local Resilience Forum partners' key workers, and the county's independent care sector. The warehouse operation has made more than 750 deliveries and collections across the county since lockdown began on 23 March 2020.
- Extensive partnership arrangements were established to implement the Government's shielding programme, thereby reducing the risk of severe illness to Hampshire's most vulnerable residents. This included establishing the *hantshelp4vulnerable* helpline and implementing a network of *Local Response Centres* to coordinate provision of voluntary support within local communities. Care homes also stopped all but emergency visits to protect vulnerable residents.
- Hampshire's schools and childcare providers remained open to vulnerable children and the children of Key Workers, including throughout the Easter break
- The restriction on the use of free bus passes by Hampshire's older and disabled residents before 9:30am was lifted to enable these residents to access dedicated early morning shopping hours.
- Hampshire Transport Management organised delivery of Personal Protective Equipment for Adults Services and maintained school meals distribution over the Easter break. In addition, the service modified its courier vans for mortuary purposes and provided transit vans to enable occupational therapists to transport large equipment around Hampshire.
- The County Council's catering service *HC3S* maintained provision of school meals to children who need them, including take-away food for those on free school meals who are not in school, and during school holidays.
- Hampshire's Domestic Abuse Service remained operational via a phone and online service. Access to refuge for those with urgent needs continues to be provided.

- Hampshire's libraries increased digital resources whilst libraries are closed, leading to an increase in membership of the digital platform, *Borrowbox*, by 770% in a single week in late-March 2020. In addition, fees for overdue items were frozen and the maximum loan limited was increased prior to library closures.
- Bus subsidy, concessionary fares, and home to school transport payments where students use bus services were maintained, providing support to Hampshire's bus operators. A retention rate is also giving financial assistance to contractors who provide taxi and minibus journeys for Home to School Transport purposes.
- Essential highway maintenance and support services continued to keep highways and buildings operating safely and effectively. Non-essential maintenance works, and new developments were suspended temporarily.
- Facilities Management maintained the cleanliness of buildings during the pandemic, and security and building checks continued on closed site.
- Support and advice was provided to Hampshire businesses across a range of areas including: the Job Retention Scheme; Business Interruption Loan Scheme; Self-Employed Income Support Scheme; Business Rate holidays for nurseries and the retail, leisure and hospitality sector; VAT and Tax payments; cash grants for retail, hospitality and leisure businesses; and the extension of Business Improvement Districts (BIDs) arrangements.
- The County Council communicated over 500 plus news items, with 91% neutral or positive media coverage.

Appendix three: 2019-20 key performance achievements

Serving Hampshire priority	Achievement
<p>Outcome one: Hampshire maintains strong and sustainable economic growth and prosperity</p>	<p>361 County Council staff started an apprenticeship in 2019-20, bringing the total to c.900. The County Council's Levy Transfer Scheme was also rolled out to small and medium sized employers in Hampshire, supporting employers who train apprentices within Hampshire, prioritise apprenticeships for vulnerable people and priority sectors.</p>
	<p>In May 2019, work started on a £45m maintenance, repair and overhaul facility for the jet manufacturer Gulfstream, in Farnborough. The 200,000 sq ft state of the art facility is due for completion in June 2020 and will create up to 600 new jobs.</p>
	<p>The County Council's Economic Development function has worked with the Enterprise M3 Local Enterprise Partnership, Farnborough Airport and Rushmoor Borough Council to deliver a package of measures to support the company's relocation, and the County Council won the Best Implementation award from the Institute of Economic Development (IED) for its role in securing this investment.</p>
	<p>The County Council maintained a score of 53% satisfaction with highways maintenance in the 2019 National Highways and Transport Public Satisfaction Survey, higher than the national average (52%). Performance also exceeded the national average for satisfaction with the cleanliness of roads (61%, compared with a national average of 56%) and cold weather gritting operations (65%, compared with a national average of 60%).</p>
	<p>The County Council committed an extra £5m funding for 2020-21 to repair potholes and road damage following the wettest autumn on record. Hampshire Highways deployed over 50 repair teams, four pothole patching machines and 21 drain cleansing units across the county in early 2020 address road damage.</p>
	<p>£13m funding was secured by the County Council from the Enterprise M3 Local Enterprise Partnership for the Brighton Hill improvement scheme in Basingstoke. The investment totals £20 million, which will involve improvements to roads and roundabouts in the area.</p>
	<p>The County Council signed up to the <i>Positive Parking Agenda</i> - a national initiative between local authorities and the British Parking Association, which works to promote best practice in the parking sector</p>

Serving Hampshire priority	Achievement
	<p>Effective plans were put in place to ensure Hampshire's readiness for the UK's departure from the European Union on 31 January. This included:</p> <ul style="list-style-type: none"> • working with the local stakeholders and national Government agencies to identify and prepare sites for Heavy Goods Vehicles to wait in a safe and managed way; • surveying Voluntary and Community Sector organisations in Hampshire to understand concerns regarding EU Exit, and support required; • launching dedicated webpages signposting information, advice and guidance as part of a wider communications and engagement strategy; • supporting local Chambers of Commerce to secure funding from the Government's Business Readiness Fund, used to deliver bespoke events on trade (export and import) and to support Small and Medium Sized Enterprises; and • promoting the European Settlement Scheme.
<p>Outcome two: people in Hampshire live safe, healthy and independent lives</p>	<p>Ofsted rated the County Council's Children's Services as Outstanding in all areas. The County Council is one of only two authorities to have received this judgement across the board.</p> <p>Over 97% of parents in Hampshire were offered a place for their child at one of their preferred choices for a secondary school. Of those who applied for a Year 7 place for September 2020 by the application deadline, more than 92% were offered a place at their first-choice school.</p> <p>In addition, more than 98% of Hampshire families (not including Portsmouth and Southampton) applying for school places for Year R and Year 3 were successful in obtaining one of their top three choices for September 2019, consistent with 2018's performance of 99%</p> <p>At the end of Key Stage 2 (Year 6, age 11) 68% per cent of Hampshire's primary school children met the required standards for reading, writing and mathematics, compared with 65% nationally.</p> <p>As well as the overall score, the percentage of Hampshire children who achieved the expected level in individual subjects was higher than the national average:</p> <ul style="list-style-type: none"> • reading: 76% versus 73% nationally; • writing: 81% versus 78% nationally; and • mathematics: 80% compared with 79 per cent nationally.

Serving Hampshire priority**Achievement**

A-level, vocational and technical results showed improvement when compared with the previous year, with the average A-level grade moving up to a B minus from a C plus in 2018. Point scores (translating to UCAS points) across all types of qualification have also improved to an average of:

- 35.5 at A-level (up from 33.4 in 2018);
- 29.9 for technical qualifications (compared with 28.2 the previous year); and
- 39.6 for vocational qualifications (against 27.8 last year)

In Hampshire, 68.4% of pupils taking GCSE exams in 2019 achieved a pass at grade 4 in English and Mathematics, compared to 66.7% in the previous year and a national average of 64.9%. The 'attainment 8' outcome, which measures the results across the wider curriculum, also improved from a score of 47.2 in 2018 to 47.6 in 2019, above the national average of 46.8.

Children in Hampshire read over 174,000 books over the summer period as part of this year's Summer Reading Challenge – 73,500 more than in 2018.

The Hampshire Safeguarding Children Board and NHS West Hampshire Clinical Commissioning Group were recognised at national level for the ICON initiative, being awarded *Regional Winner for Excellence* in Primary Care in the NHS Parliamentary Awards.

The ICON Preventative Programme (<https://iconcope.org>) takes a multi-agency approach to supporting parents and carers to cope with a crying baby, reducing the risk of Abusive Head Trauma.

The County Council successfully increased the number of people receiving support for substance misuse, with 999 people accessing the Hampshire Substance Misuse Treatment Service in 2019 compared to 744 in 2016 (a 34% increase – the highest growth across the South East).

The Carers' Support and Dementia Advisor Service, provided by Andover Mind, launched across the county on 1 September 2019. This Hampshire-wide service was commissioned jointly by the County Council, NHS Hampshire Clinical Commissioning Group (CCG) and the Hampshire and Isle of Wight Partnership of CCGs to provide support and advice to people aged 18 and over who care for another adult, as well as people living with dementia.

Serving Hampshire priority	Achievement
<p>Outcome three: People in Hampshire enjoy a rich and diverse environment</p>	<p>The Hampshire 2050 Commission concluded its inquiry into key issues likely to shape Hampshire over the next 31 years. The Commission's final report set out a vision for Hampshire's future that addresses the challenges of climate change, whilst taking advantage of opportunities. The report and recommendations were endorsed by the County Council in September 2019.</p>
	<p>CO2 emissions from the County Council's operations continued to reduce, down to 75,868 tonnes in 2018/19 (the most recent data) from 78,685 tonnes in 2017/18, and surpassing the target of 78,000 tonnes.</p>
	<p>Annual bus patronage figures for 2018/19 show that passenger numbers in Hampshire rose from 31.0m to 31.m, in contrast to a national reduction from 4.34bn to 4.32bn</p>
	<p>The County Council announced £370,000 to provide 136 new charging points for electric vehicles, following a 55% increase in electric vehicle registrations in 2018. This is just one aspect of the County Council's programme of work to address the Climate Change emergency and support carbon neutrality.</p>
	<p>A virtual tour of the Royal Victoria Hospital was introduced at the County Council's Royal Victoria Country Park enabling people to experience the Hospital online, as well as through Virtual Reality headsets, which can be used for free within the chapel.</p>
	<p>The County Council's Country Parks were awarded the <i>Green Flag</i> status in 2019. Lepe, River Hamble, Queen Elizabeth and Royal Victoria country parks have the highest possible environmental standards. Royal Victoria Country Park also received the Green Heritage Site Accreditation for the management of its historic features.</p>
<p>Outcome four: people in Hampshire enjoy being part of strong, inclusive communities</p>	<p>The Hampshire Domestic Abuse Service launched on 4 June 2019, providing crisis accommodation and community-based support to break the cycle of abuse for families across Hampshire.</p>
	<p>Between 2015 and 2019 Hampshire's Supporting Families programme saved and avoided costs totalling £27million to the public purse, according to an independent evaluation by Solent University. The multi-agency approach to working with families was embedded within the County Council's Family Support Service Hubs.</p>

Serving Hampshire priority	Achievement
	<p>The County Council supported a range of events to commemorate the 75th anniversary of D-Day across the county. These included the <i>Lepe into History</i> Festival in June and a concert in Gosport which brought together 90 Junior School children and students from the Hampshire Music Service.</p> <p>The County Council secured the 15th July as a designated <i>Hampshire Day</i>, providing an annual opportunity for people across the county to share in celebrating Hampshire's history, its traditions, and the diverse culture of Hampshire communities.</p> <p>As part of the national campaign to celebrate historic counties of England, the Lord-Lieutenant of Hampshire, together with Hampshire local authorities and other organisations, supported the design and registration of a county flag. The flag is not owned by any one organisation but signifies the whole of Hampshire.</p> <p>The County Council signed up to the Mental Health Prevention Concordat, which was officially launched at an event for World Mental Health Day on 10th October. The Concordat involves a pledge to work with partners to collectively develop an approach to improve wellbeing and prevent mental ill health across the county.</p> <p>A new video explaining the steps that Armed Forces parents and carers need to take to secure a school place for their child was developed and launched by the County Council, helping to remove disadvantage for Service families.</p> <p>Furthermore, during 2019/20 the Council has secured £125,041 from the Covenant Trust Fund, and organisations were supported to secure £62,998 grant funding for projects, to support the Armed Forces Community in Hampshire.</p>
<p>The way we work:</p> <ul style="list-style-type: none"> • Develop accessible and efficient online services • Work closely with our partners • Use taxpayers' money wisely • Value people's differences • Keep improving 	<p>Customer satisfaction within the County Council for its Integrated Business Centre averaged 88% satisfied and 84% highly satisfied at the end of 2019, the highest level on record, with the satisfaction of service users assessed by the Institute of Customer Services (ICS). The service recorded a UK Customer Satisfaction Index (UKCSI) score of 69% for 2019, 5% higher than seen in 2018.</p> <p>A new Joint Working Agreement was agreed between Hampshire's Property Services and Southampton City Council, providing a potential further source of income for the County Council.</p>

<i>Serving Hampshire</i> priority	Achievement
	The County Council retained the <i>Bronze</i> Inclusion Standard for the second year following an external assessment by Inclusive Employers. Of the 20 organisations that participated in the 2019 Standard, the County Council ranked third and top of the <i>Bronze</i> category.

Appendix four: draft Modern Slavery Statement

HAMPSHIRE COUNTY COUNCIL

DRAFT MODERN SLAVERY STATEMENT FOR FINANCIAL YEAR 2020-21

ISSUED PURSUANT TO SECTION 54 OF THE MODERN SLAVERY ACT 2015

1. Introduction

Modern slavery, which includes human trafficking, is the illegal exploitation of people for personal or commercial gain. It can take various forms, including:

- Domestic exploitation;
- Labour exploitation;
- Organ harvesting;
- EU Status exploitation;
- Financial exploitation;
- Sexual exploitation⁸; and
- Criminal exploitation.

Hampshire County Council (the Council) is fully committed to preventing slavery and human trafficking in its business activities and across its supply chains – and to being open and transparent about any specific instances of slavery identified.

In line with best practice, and in compliance with Section 54 of The Modern Slavery Act 2015 (The Act), this statement sets out the actions taken by the County Council to understand, prevent and address all modern slavery risks within its services (directly provided and commissioned) and supply chains.

The County Council also recognises its legal duties under Section 43 of the Act, which states that specified public authorities (including local authorities) have a duty to cooperate with the Independent Anti-Slavery Commissioner. Specifically, this means that:

- the Commissioner may request the County Council to cooperate in any way that the Commissioner considers necessary for the purposes of the Commissioner's functions;
- the County Council must, in so far as reasonably practicable, comply with a request made to it under Section 43.

The Commissioner's Strategic Plan identifies several priorities, including *best practice within partnership working*. The County Council demonstrates this through its membership of the Hampshire and Isle of Wight Modern Slavery Partnership, which takes a cohesive approach to addressing the risks of modern slavery, and ensuring Hampshire is a supportive place for victims and a hostile place for perpetrators of slavery.

2. Organisation and supply chains

Hampshire County Council is a large upper tier authority in the South East of England. It spends around £1.9 billion a year on serving Hampshire's 1.3 million residents across eleven

⁸ Further information about the modern slavery, its types and prevalence can be found on the Hampshire and Isle of Wight Modern Slavery Partnership's website: <https://www.modernslaverypartnership.org.uk/index.php>.

districts/boroughs: Basingstoke and Deane, Eastleigh, East Hampshire, Fareham, Gosport, Hart, Havant, New Forest, Rushmoor, Test Valley and Winchester.

This statement directly supports the County Council's *Serving Hampshire Strategic Plan* (2017-2021). This contains four strategic aims, including a commitment to ensuring people in Hampshire enjoy being part of strong, inclusive communities and can live safe, healthy and independent lives.

In achieving its objectives, the County Council provides a diverse range of public services delivered both in-house, through external contractors and in partnership. Consequently, the County Council has an equally diverse supply chain. For full information on the County Council's organisational structure, please refer to its website:

<https://www.hants.gov.uk/aboutthecouncil/governmentinhampshire>. Information on the County Council's business activities and supply chains is set out in Appendix A.

This statement covers all activities of the County Council and encompasses direct employees, agency workers and services delivered on behalf of the County Council by third party organisations and in its supply chains.

3. Country of Operation and Supply

The County Council operates in the United Kingdom⁹, where data suggests incidents of modern slavery are growing in prevalence. For example, according to the Government's UK Annual Report on Modern Slavery, there was a 36% rise between 2017 (5,138) and 2018 (6,985) in the potential victims referred to the National Referral Mechanism. The number of modern slavery crimes recorded by the police grew by 49% between March 2018 and March 2019, when there were 5,059 recorded offences in England and Wales¹⁰. In this context, the County Council remains vigilant and will take all steps available to manage risks presented.

Any organisation that works with the County Council, i.e. partnerships and suppliers, which are covered by Section 54 of the Act, are expected to understand and comply with the Act's requirements.

The County Council's procurement and contract management activities (set out below) help to ensure that the Authority works with compliant organisations. In addition, suppliers are expected to carry out checks on their sub-contractors to ensure there is no slavery or human trafficking in their own supply chains.

4. Responsibilities

The County Council's Corporate Management Team is responsible for ensuring appropriate recruitment, employment and purchasing policies are in place and reviewed on an annual basis.

Directors are responsible for ensuring that robust risk assessments are undertaken across relevant service areas where there is deemed to be a risk of modern slavery, including human trafficking. Modern Slavery risks are identified and mitigated within departmental risk

⁹ The County Council also has an officer presence in Brussels

¹⁰

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/840059/Modern_Slavery_Report_2019.pdf

registers, with areas of medium – high risk added to the Corporate Risk Register, held centrally, as deemed necessary by departmental Directors.

Service managers are responsible for ensuring that corporate policies - such as those relating to the recruitment of personnel or procurement of goods and services – are adhered to by staff, and that all relevant training relating to modern slavery is undertaken and kept up to date (see section eight below).

It is the responsibility of all staff – including those directly employed by the County Council, agency staff and within commissioned services, to report any concerns regarding modern slavery.

5. Policies

The County Council has a wide range of policies and processes in place which support its commitment to preventing and tackling modern slavery throughout its business operations. All policies are subject to robust assurance processes, are agreed by the relevant Board or Committee, and are reviewed on a regular basis to ensure they remain compliant and fit for purpose. These include:

Employee code of conduct – The County Council expects the highest standards of behaviour and ethical conduct from its employees. This code sets out the standards expected of staff when representing the Authority. The code also applies to contractors, agency staff and volunteers. Any breaches are investigated, and action taken as necessary.

Expectations of suppliers – The County Council requires its suppliers to provide safe working conditions where necessary, treat workers with dignity and respect, and act ethically and legally in their use of labour. Violations of these expectations will lead to review and investigation and ultimately may lead to the termination of the business relationship, if the supplier is found not to have taken appropriate corrective actions.

Pay – The County Council operates a job evaluation system which is objective and non-discriminatory and supports the principles of equal pay. All County Council employees are in receipt of at least the UK minimum wage.

Agency workforce – The County Council uses a Managed Service provider – Connect2Hampshire – to source temporary agency staff, apart from a small number of very specific exceptions. Connect2Hampshire is a joint venture partnership between the County Council and Commercial Services Kent Ltd. Connect2Hampshire directly sources agency workers, as well as through reputable employment agencies (who are part of their procurement framework), to provide agency workers. The County Council's contract to source temporary staff, delivered through Connect2Hampshire, similarly mandates the use of the UK minimum wage and robust immigration and other compliance checks as required for specific roles, prior to placing a candidate within the County Council. Connect2Hampshire also conduct compliance audits with their supply chain.

Emergency planning – The County Council has a duty to partake in the multi-agency response to investigations into modern slavery by assisting victims. Its Children's Services

and Adults' Health and Care teams work daily to uphold the Authority's duties to safeguard adults and children, as set out in legislation¹¹.

Safeguarding Hampshire's residents – The County Council has a duty to safeguard Hampshire residents and has a range of policies and procedures in place to protect vulnerable groups from harm and abuse. For example, modern slavery is referenced throughout the Adults' Health and Care Department's care governance including, for example, being embedded within the social work practice manual. Similarly, Children's Social Care Safeguarding policies and procedures set out the County Council's duty to identify the risks associated with Child Exploitation and to stop children becoming the victims of Child Exploitation, including Trafficking and Modern Slavery.

Inclusion and diversity – The County Council is committed to ensuring all Hampshire residents enjoy being part of strong, inclusive communities – and that it continues to be an inclusive employer with a diverse workforce. The Authority's Equality Objectives set out how it will support the aims of the Equality Act 2010. These are upheld by a range of policies and procedures designed to advance equality of opportunity and provide fair access and treatment in employment, the delivery of services and partnership working.

Whistleblowing policy – the County Council is committed to the highest standards of openness, probity and accountability. As such, employees, customers and other business partners are encouraged to report any concerns related to the direct activities, or the supply chains, of the organisation. This includes any circumstances that may give rise to a heightened risk of modern slavery. The County Council will endeavour to resolve such concerns without the need to raise a whistleblowing complaint – however, it is also recognised that this is sometimes necessary. The whistleblowing procedure is designed to make it easy for people to voice serious concerns without fear of harassment or victimisation.

6. Due diligence and risk management

The County Council undertakes due diligence in both its recruitment processes, and when reviewing or taking on new suppliers.

Recruitment processes – The County Council has robust recruitment policies and processes in place which ensure that all prospective employees undergo immigration and pre-employment checks in line with the latest UK guidance on Right to Work Checks (e.g. can confirm personal identifies and qualifications, are paid directly into an appropriate, personal bank account and can supply evidence of eligibility to work in the UK). All staff with responsibilities for recruitment and selection receive appropriate training, including their legal obligations under existing employment legislation. Agency appointments are subject to the same rigour.

Managing Supply Chains: The County Council takes a practical, risk-based approach to managing its supply chain by identifying key risk areas and working with suppliers to monitor and mitigate these where practicable. Contract management is devolved across the County

¹¹ The Care Act 2014; the Children Act 1989; Working Together to Safeguard Children 2018

Council and it is the responsibility of individual contract managers to undertake appropriate due diligence checks when taking on new suppliers.

As a Contracting Authority, the County Council undertakes procurement in compliance with the UK Public Contract Regulations 2015. The Standard Selection Questionnaire (asked in all competitive tenders) includes a requirement to declare and evidence (where applicable) compliance with the Modern Slavery Act 2015.

The County Council's due diligence and reviews include:

- requiring suppliers covered by the Act to self-certify that they comply with the Modern Slavery Act, as part of the tender process;
- including provisions in all new contracts requiring compliance with the Modern Slavery Act and enabling contract suspension / termination in the event of a breach where deemed necessary; and
- introducing action plans / sanctions where areas of poor compliance and/or performance are identified.

7. Reporting suspicions of modern slavery

If the County Council, or any of its staff, suspects slavery or human trafficking activity either within the organisation or through its supply chain, it will be reported to Hampshire Constabulary via the Modern Slavery Helpline (08000 121 700)¹². Concerns with regard to children are also reported through the Hampshire Multi-Agency Safeguarding Hub (MASH). The County Council will also fulfil its statutory obligations to refer via the National Referral Mechanism where required.

8. Staff training and capacity building

All staff undertaking recruitment are required to complete Hiring Manager eLearning. This includes tailored information on how to recruit safely and mitigate the risk of modern slavery occurring in the supply of labour. The eLearning also signposts to a separate online learning tool intended to raise awareness of the signs of modern slavery and human trafficking. This is available to all staff via the County Council's Learning Zone.

The County Council also works through the Hampshire Modern Slavery Partnership to improve professionals' understanding of their responsibilities, and to increase the level of reporting by both professionals and the public. For example:

- establishing a partnership engagement plan which incorporates a quarterly media campaign focusing on how to spot the signs of modern slavery and promotes the Modern Slavery Helpline;
- providing awareness raising materials, training and events, including the 'enslaved' theatre production to mark Anti-Slavery Day 2019; and
- utilising the partnerships website and Community Partnership forum to share to information.

Regular communication activity and involvement in national events and campaigns support awareness raising. Examples include:

¹² <https://www.modernslaverypartnership.org.uk/contact-us/>

- supporting Anti-Slavery Day (18th October 2019), which included alerting staff to its message, via HantsHeadlines;
- marking the International Day of Abolition of Slavery (2nd December 2018), which included dedicated staff communications, via HantsHeadlines;
- contributing to, and signposting, external resources, including a regional awareness raising video produced by South East England Councils, of which the County Council is a member.

Signed:

Chief Executive:

Date:

Appendix A – Business Activities and Supply Chains

A wide range of business activities are undertaken by the Council and across its five departments, as summarised below:

Corporate Services - activities include Human Resources, IT, Finance, Legal, Audit and Procurement, Marketing and Communications

Adult's Health and Care (AHC) - activities include Safeguarding, Care Homes, Support for Adults with Disabilities

Children's Services - activities include Education (including schools) Fostering and Adoption, Care Homes, Youth Offending and Safeguarding

Culture, Communities and Business Services (CCBS) - activities include Property Services, Facilities Management, Country Parks, Fleet Management, Printing, Catering (including in Schools, Country Parks and Staff Canteen), Asbestos Management, Libraries, Registration Service, Trading Standards and County Supplies.

Economy, Transport and Environment (ETE) – activities include Highways, Traffic, Transport, Waste, Economic Development.

Appendix five: Detail of individual decisions made by the Local Government and Social Care Ombudsman during 2019-20

Department	Complaint	Decision	Remedy	Remedy Completed
Children's Services	The Council failed to consistently provide the school transport their son was legally entitled to.	Upheld	Financial remedy £2535	Yes
Adult's Health and Care	The Council's billing for care services it provided his mother was inaccurate.	Upheld	Send revised bill to complainant	Yes
Adult's Health and Care	The Council failed to deal properly with their son's placement at Care Home B, resulting in the placement breaking down and significant inconvenience to them. The Council failed to ask the Care Provider to sign a new contract and failed to take action which may have prevented the dispute over fees from escalating.	Upheld	Financial remedy £300 and apologise	Yes
Adult's Health and Care	The Council failed to deal properly with the complainant's request for an increase in the client's direct payments. While accepting it has not dealt with this matter properly, the Council has also failed to pay an increase in the cost of the live-in carer.	Upheld	Financial remedy £250, increased cost of live-in carer to be backdated, apology letter	Yes
Children's Services	The complainants' child was out of education for 18 months, and the Council handled their complaint poorly. The delays in getting their child into education have disadvantaged their child.	Upheld	Apologise	Yes

Department	Complaint	Decision	Remedy	Remedy Completed
Children's Services	The Council decided to close the school the complainant's child attended.	Not upheld	N/A	N/A
Children's Services	There was fault in the way the Council dealt with the complainant's application and appeal for home to school transport for the complainant's child.	Not upheld	N/A	N/A
Adult's Health and Care	There was fault in the quality of care given by a care home and NHS Trust to the complainant's family member.	Upheld	Apologise, financial remedy £1011.20	Yes
Children's Services	A school transport appeals panel failed to properly consider the complainant's appeal against a decision by the Council to withdraw home to school transport.	Not upheld	N/A	N/A
Adult's Health and Care	Staff from the Council and Southern Health NHS Foundation Trust failed to follow the proper procedures and the guiding principles of the Code of Practice when deciding that her family member should be detained under section 3 of the Mental Health Act 1983.	Not upheld	N/A	N/A
Economy, Transport and Environment	There was fault in the actions of the Council over highways works to create a new pedestrian crossing place on a street close to his home.	Not upheld	N/A	N/A
Children's Services	The Council delayed placing her daughter in an appropriate school, which resulted in her missing out on	Upheld	£1,200	Yes

Department	Complaint	Decision	Remedy	Remedy Completed
	special educational need (SEN) provision for a term.			
Children's Services	The Council mishandled the annual review of the complainant's child's Education, Health and Care plan, and failed to advise of the right to appeal to the Special Educational Need and Disability Tribunal. This meant the child remained at a school which was unsuitable and led to the child's exclusion. The Council failed to make alternative provision for the child in good time; and when it did, the provision was inadequate.	Upheld	Financial remedy £1500, reminders to staff to ensure plan is being delivered by provider. Update website to identify named officer. Update policy on provision of education for children out of school with medical needs. Undertake a full review of how it handles the key elements of the complaint	Yes
Children's Services	The Council failed to complete the complainant's child's EHC Plan before the start of a new school term.	Upheld	Financial remedy £100, undertake EHCP	Yes
Adult's Health and Care	The Council has failed to approve the complainant's application for a disabled facilities grant (DFG) to provide the complainant with a downstairs toilet. The complainant says the toilet is necessary because of a disability, but the Council it is not as the condition is temporary.	Not upheld	N/A	N/A
Children's Services	The Council failed to provide the complainant's child with education for four months and there were delays handling the complaint. The complainant's child missed out on education and exacerbated the	Upheld	N/A	N/A

Department	Complaint	Decision	Remedy	Remedy Completed
	child's illness. The complainant had to provide the child with education.			
Children's Services	The Council included inaccurate information in its assessment. The Council failed to implement actions included in the Child Protection Plan. The Council failed to address these issues in its responses to the complaint.	Not upheld	N/A	N/A
Adult's Health and Care	A care home failed to properly deal with allegations that the complainant made inappropriate comments to a carer. The Council funded the complainant's care, therefore, it is responsible for any fault by the care home.	Upheld	Apologise – unfortunately this can not be delivered as complainant is now deceased	N/A
Adult's Health and Care	The Council failed to carry out an assessment of his care needs.	Not upheld	N/A	N/A
Children's Services	The Council did not handle the annual review process for the complainant's children's Education and Health Care (EHC) Plans properly.	Upheld	Financial remedy £200	Yes
Children's Services	The Council's handling of child protection matters concerning the complainant's grandchild.	Not upheld	N/A	N/A

Department	Complaint	Decision	Remedy	Remedy Completed
Children's Services	The Council failed to have a policy in place that complied with relevant legislation with regard to home to school transport for young people of sixth form age. As a result the complainant's application for home to school transport to enable the complainant's child to attend the college named on the child's Education, Health and Social Care Plan was refused and this resulted in the child missing out on two terms of education for which transport should have been provided.	Upheld	Financial remedy £5100 and review other affected cases	In progress
Children's Services	The Council's decision to change the complainant's child's home-to-school transport arrangements.	Upheld	Resubmit appeal, revise Home to School transport policy	In progress
Corporate Services	The Council agreed to deal exclusively with the complainant when he was buying a house from it. The complainant then spent £2,000 on searches and a survey. The Council received a higher offer and withdrew from the sale to the complainant.	Upheld	Financial remedy £2,250, apologise	Yes
Corporate Services	The Independent Appeal Panel did not admit the complainant's child to the first preference school. This caused the complainant inconvenience and distressed the complainant's child.	Not upheld	N/A	N/A

Department	Complaint	Decision	Remedy	Remedy Completed
Children's Services	The Council did not provide her son with adequate alternative education in a timely manner when he was out of school.	Upheld	Financial remedy £200, apologise	Yes.
Economy, Transport and Environment	The Council initially agreed to process a stopping-up order to extinguish the highway rights but then decided not to go ahead. The Council suggested a licence agreement instead but the complainant considered that unworkable.	Not upheld	N/A	N/A
Corporate Services	There was fault in the way the Council dealt with the school admissions appeal process the complainant's child.	Upheld	N/A	N/A
Corporate Services	There was fault in the way an independent admission appeals panel considered the complainant's appeal for a place for the complainant's child.	Upheld	N/A	N/A
Adult's Health and Care	The care home, which provides care for the complainant's parent, implemented an increase to its fees which was not in accordance with its terms and conditions.	Upheld	Financial remedy £100, review of financial arrangements with complainant, remove increased payments, apologise	Yes.
Corporate Services	There was fault in the way an independent admission appeals panel considered the complainant's appeal for a place for the complainant's child.	Not upheld	N/A	N/A

Department	Complaint	Decision	Remedy	Remedy Completed
Adult's Health and Care	The Council failed to properly support the complainant's child during an emergency placement and the complainant says the care plan does not meet the complainant's child's needs.	Upheld	Financial remedy £200, apologise, provide detailed care plan	Yes.
Adult's Health and Care	The Council failed to fully investigate safeguarding concerns the complainant raised about their partner. The complainant also complains about how the Council dealt with the complaint about this matter.	Upheld	N/A	N/A