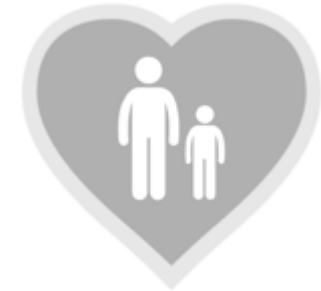


Serving Hampshire 2019/20 Performance Report

Policy and Resources Select Committee
July 2020



Performance reporting arrangements

- Report against the ***Serving Hampshire Strategic Plan***
- Set of **core performance metrics** and risk rating
- **Directors' reports** – key achievements and risks
- Increased focus on **external sources of validation**

- Safeguarding and major programmes reported separately



Outcome 1:

Hampshire maintains strong and sustainable economic growth and prosperity



Outcome 2:

People in Hampshire live safe, healthy and independent lives



Outcome 3:

People in Hampshire enjoy a rich and diverse environment



Outcome 4:

People in Hampshire enjoy being part of strong, inclusive communities



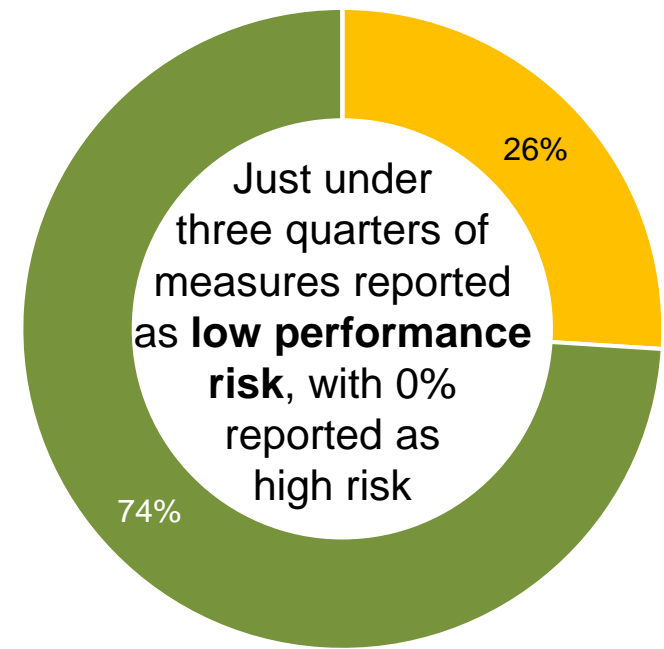
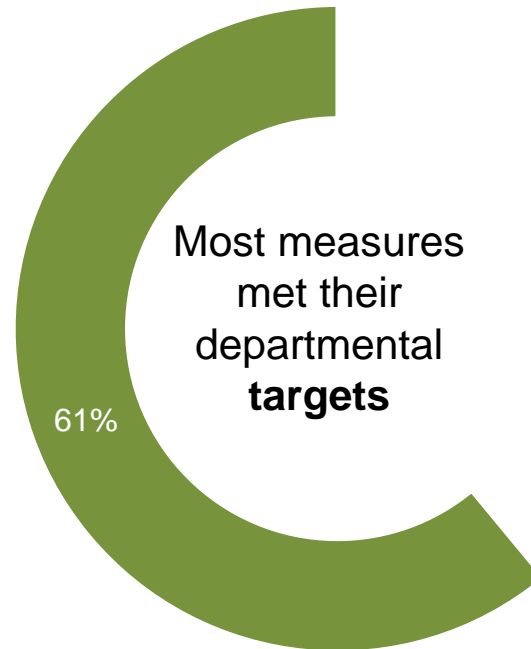
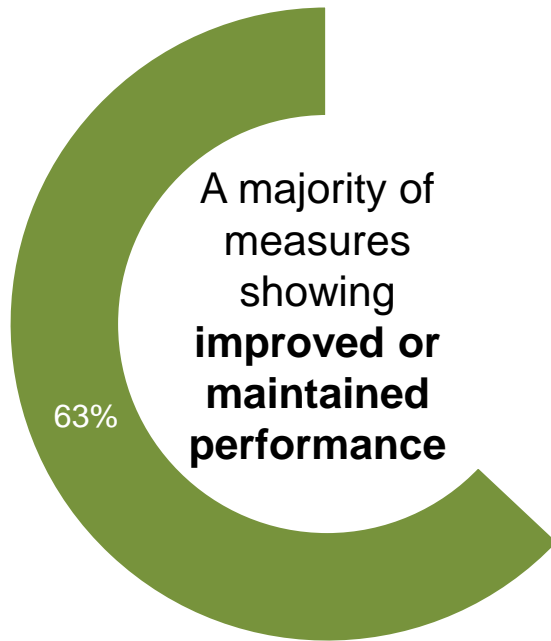
Future arrangements

- Current Strategic Plan is due to be refreshed in 2021, covering the period up to 2025
- New plan will consider:
 - wider policy landscape
 - impact of COVID-19 on County Council operations and Hampshire as a whole
 - corporate priorities, e.g. carbon reduction
- To be considered by Cabinet alongside half year 2020-21 performance report
- Come into effect from April 2021
- Performance Management Framework to be reviewed alongside the revised plan

Overall performance

Overall performance remained **good** - evidencing strong performance

Significant achievement – given context of increased demand, cost pressures and ongoing savings



Where targets were not met, improvement plans were in place

Performance highlights

- Ofsted rated the County Council's **Children's Services *Outstanding*** in all areas
- Over 97% of parents in Hampshire were offered a place for their child at one of their **preferred choices of secondary school**
- **68% of pupils achieved a pass at grade 4 in English and Mathematics**, compared to 67% in the previous year and a national average of 65%
- **CO2 emissions from the County Council's operations reduced to 75,868 tonnes in 2018/19** from 78,685 tonnes in 2017/18, and surpassing the target of 78,000 tonnes
- **£13m funding was secured** for the Brighton Hill improvement scheme, Basingstoke
- **Hampshire Domestic Abuse Service** launched in June 2019
- **Country Parks all received Green Flag status**, reflecting highest possible environmental standards
- **Video for school admissions process for Armed Forces** parents and carers – gained very positive profile
- **Children in Hampshire read 174,000+ books** as part of the Summer Reading Challenge – 73,500 more than 2018

Performance during the Covid-19 pandemic

All service areas contributed to the County Council's **effective response to the COVID-19 pandemic**.

Achievements included:

- managing the County Council's **Personal Protective Equipment (PPE) warehouse operation, described as 'gold standard'** by the Royal Logistics Corps;
- **establishing the *hantshelp4vulnerable* helpline** and implementing a network of Local Response Centres to coordinate provision of voluntary support within local communities;
- **keeping schools and childcare providers open** to vulnerable children and the children of Key Workers;
- lifting the restriction on the use of free bus passes by Hampshire's older and disabled residents before 9:30am, **enabling residents to access dedicated early morning shopping hours**;
- **increasing the availability of digital library resources** whilst libraries are closed, leading to an increase in membership of the digital platform;
- **continuing essential highway maintenance and support services** to keep highways and buildings operating safely and effectively; and
- **providing support and advice to Hampshire businesses** across a range of areas
- **communicated over 500+ news items** – with 91% neutral/positive media coverage

Climate change

- **43% reduction in County Council emissions over last nine years** – with target for estate to become carbon neutral by 2025
- Wider **ambition to achieve carbon neutrality** for Hampshire by 2050, and **plan for a rise in temperature** of 2%
- Areas of progress include:
 - commenced a **review of County Council policies and strategies**, including Local Transport Plan
 - established a **programme of tree and wildflower planting** on highways amenity land, funded through the sale of surplus highway land
 - agreed a **strategic alliance with Forestry England, Forestry Commission and the Woodland Trust**
 - undertook **behavioural insight research** to inform evidence-based, targeted comms to reduce domestic emissions
 - **supported grass roots initiative** *the Greening Campaign*; and
 - **commissioned the Carbon Trust** to develop Hampshire' carbon baseline, budget, adaptation framework and impact assessment tool.

Equality update

Achievements:

- Retained **Bronze Standard, top of the Bronze category** and third out of 20 participating organisations in Inclusive Employers' National Inclusion Standard
- Developed **positive action Statement of Intent** for recruitment
- Further **strengthened staff networks** – including hosting first staff networks' conference
- Delivered a programme of activity to **celebrate National Inclusion Week** (28 September to 04 October 2019) and **World Mental Health Day** (10 October 2019);
- **Launched new inclusion e-learning** for staff;
- Produced a **cumulative Equality Impact Assessment** on potential impacts of T21 savings proposals

Looking ahead:

- Work will be further informed by events surrounding the tragic death of George Floyd – and emerging national evidence as to the impact of COVID-19 on social inequalities, including the disproportionate impact on people from BAME backgrounds

Local Government and Social Care Ombudsman

- 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)
- The overwhelming majority of complaints to the LGSCO are not investigated.
- In 2019/20, 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
- 6% fewer complaints regarding Hampshire County Council are received by the LGSCO, compared with other large comparator County Councils in the region, according to the LGSCO annual report, produced in July 2018/19

Modern slavery

- Includes human trafficking and is the **illegal exploitation of people for personal or commercial gain**
- **Hidden crime** – but we know it exists in Hampshire
- Government signalled its intention to require councils to publish annual '**transparency in supply chain statements**' – akin to commercial organisations with £36m turnover
- Regarded as **good practice** – 132 councils already published Statements according to LGA
- **Supports business opportunities** – e.g. where required to provide Statement during tender processes
- **Draft Statement developed** and intended to drive further improvement actions
- Focuses on **actions taken to understand, prevent and address all modern slavery risks** within the County Council's services and supply chains