

## HAMPSHIRE COUNTY COUNCIL

### Decision Report

<b>Decision Maker:</b>	Cabinet
<b>Date:</b>	09 February 2021
<b>Title:</b>	<i>Serving Hampshire – 2020/21 Half Year Performance Report</i>
<b>Report From:</b>	Assistant Chief Executive

**Contact name:** Antonia Perkins, Senior Programme Lead

**Tel:** 03707 797390

**Email:** antonia.perkins@hants.gov.uk

#### **Purpose of this Report**

1. The purpose of this report is to:

- *provide strategic oversight of the County Council's performance during the first half of 2020/21 against the Serving Hampshire Strategic Plan for 2017-2021 – taking into account the impact of COVID-19;*
- *outline ongoing work and achievements to advance inclusion and diversity; and*
- *report for consideration by Cabinet a determination by the Local Government and Social Care Ombudsman (LGSCO) under Section 30 of the Local Government Act 1974.*

#### **Recommendation(s)**

2. It is recommended that Cabinet:

- a) notes the County Council's performance for 2020/21 to date;
- b) notes progress to advance inclusion and diversity; and
- c) consider the determination of the LGSCO.

## Executive Summary

3. Overall performance measured against Serving Hampshire has been assessed as good during Q1 and Q2, as services have remained resilient, with improvement in most measures and the County Council is on track to meet target in half of its corporate performance measures. Sustaining this performance is an extraordinary feat – given the severe pressures and constraints caused by one of the greatest global crises in recent history, compounded by the *once in a generation* event that is the country's exit from the European Union. The impact of the COVID-19 pandemic and uncertainty resulting from EU Exit continues to be felt across all services in the County Council, and it has been through a combination of sound stewardship, strong public support, and the exceptional commitment and flexibility of staff – that these high levels of performance have been maintained.
4. The full impact and legacy of COVID-19 and EU Exit on County Council services and performance is likely to be evidenced throughout 2020-21 and beyond. Cabinet have received regular reports on the County Council's response to the pandemic, including the financial implications and impact on services. The most recent update is set out in the report to Cabinet on 24 November.
5. Reporting formally to the County Council for consideration within three months of a determination of the LGSCO pursuant to Section 30 of the Local Government Act 1974, is a statutory requirement. According to this requirement, a report is attached at Appendix three for consideration by Cabinet.

## Contextual information

### Current Performance reporting arrangements

6. 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.

7. 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.
8. Departments also provide an overview of key achievements and risks/issues against agreed the priorities, as well as the results of any recent external assessments and resident feedback. Appendix one sets out the sources of external validation of the County Council's performance during Q1 and Q2 of 2020/21. Cabinet will note that this diverse range of evidence, provides significant independent and ongoing endorsement of service performance.
9. 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.

### **Future arrangements**

10. The current Serving Hampshire Strategic Plan is due to be refreshed in 2021, and work is underway to develop an updated Plan which will cover the period 2021 to 2025. The revised draft Plan will include strategic priorities identified by the Hampshire 2050 Commission of Inquiry, and proposed activity to support Hampshire's recovery and restoration from the COVID-19 pandemic.
11. The updated draft Plan will be considered by the County Council's Cabinet in June 2021 and will be accompanied by a revised corporate Performance Management Framework which will govern the monitoring of the new strategic plan.

### **Performance**

#### **Performance against targets and improvement trend**

12. Overall, the majority of corporate performance measures were reported as either low or medium risk, with a small minority identified as high.
13. Nearly half of targets were met, or were on track, as set by the relevant department at the end of September 2020/21. The majority of measures were showing improved or maintained performance during Q1 and Q2 2020/21.
14. In the cases where targets were not met, departmental improvement plans are in place. Similarly, where measures were reported as medium or high risk, mitigating actions are being undertaken by relevant services.

## Impact of COVID-19 on Hampshire County Council performance

15. Three measures were reported as high risk by departments during Q1 and Q2 of 2020/21, attributable to the severe impact of COVID-19 on the service areas. Cabinet has received separate, regular updates on the impact of COVID-19, as part of the established reporting mechanisms – the most recent being on 24 November.
16. The three *high risk* areas identified by departments, for the first half of the year, were:
  - the uptake of school meals at primary schools, which at 28.8% was lower than target (57.8%) as a result of school closures, due to COVID-19. However, uptake, which reduced to 9.0% in Q1 2020/21, is now returning to normal levels. In November 2020, meal uptake was 48.4% which is a positive result given the number of classes isolating, and the closure of several schools for up to two weeks. This figure rose to an average of 52.5% in the first two weeks of December.
  - CCBS external income, fell to £27.7m, compared with £35.0m reported at the same point in the previous year. A new Commercial Strategy has been developed by the Department to provide mitigation for this shortfall.
  - the percentage of waste landfilled in Household Waste and Recycling Centres, increased from the baseline of 15.2% (2019/20) to 23.5% at Q2 2020/21. This was caused by a reduction of services to treat waste because of the COVID-19 pandemic. The service, in collaboration with Veolia, is looking into methods to improve the reuse of waste including changes to communication and behavioural change strategies

## Impact of EU Exit on Hampshire County Council performance

17. **Departments have also raised the following risks related to the UK's departure from the European Union (EU), including:**
  - changes to legislation, as the UK's regulatory frameworks change without a clear idea of future requirements that will need to be adopted and appropriately resourced;
  - staffing pressures in frontline services, particularly those in which the labour force traditionally employs staff from the EU, or where locally held skills are in short supply – for example frontline social care staff;
  - costs and availability of supplies for services; and
  - strain on the road network, resulting from HGV congestion and disruption on Hampshire's and Portsmouth's road network.

## **Performance highlights:**

18. Performance highlights during the period of April to September 2020 were as follows:

Protected Hampshire's vulnerable residents:

- launching a Coronavirus Hampshire Helpline (Hants Help 4 Vulnerable), signposting residents to information, advice and relevant services to support with issues related to finances, mental health, domestic abuse, bereavement, and substance misuse;
- opening the Clarence Unit in Gosport in August, providing 885 beds for short-term care to free up hospital beds at the Queen Alexandra Hospital whilst longer term service needs can be assessed and arranged;
- working with partners from the voluntary and community sector to harness and co-ordinate voluntary support for vulnerable residents during Covid-19, such as linking people directly to locally co-ordinated practical support with shopping and medicine delivery; and
- providing extra support to local communities in response to COVID-19, awarding £100,000 to 20 community organisations as part of the Local Authority's Supporting Families Programme, and increasing County Councillor's devolved grant budget to £10,000 for 2020/21 to support local projects, initiatives and organisations.

Supported local economic growth and employment:

- securing an award of almost £1million from the Department for Education's (DfE) Construction Skills Fund and the Construction Industry Training Board (CITB) and a further £1 million in European Social Funding to fund training opportunities for people in Hampshire looking for a career in construction;
- loaning mopeds for travel to work, or vocational training, via the Wheels to Work loan scheme, enabling more than 40 young people to access employment, training, and apprenticeships; and
- approving 91 apprenticeship levy applicants as part of the apprenticeship levy and encouraging other local organisations to offer apprenticeships to vulnerable people.

Invested in a sustainable future for Hampshire:

- adopting a Climate Change Strategy and Action Plan and committing to work with partners to make Hampshire carbon neutral by 2050;

- securing £1,937,800 of National Lottery funding, as part of the Watercress and Winterbournes Landscape Partnership Scheme, to enhance and protect the unique chalk headwater streams of the Test and Itchen rivers;
- providing an additional £1 million of investment to ‘top-up’ the Government’s existing Gigabit Broadband Voucher Scheme (GBVS) and help improve broadband for people in hard-to-reach locations; and
- supporting local schools to achieve above (national) average levels of attendance during 2020. The week ending 18 September 2020 saw 91% of primary aged children attending Hampshire schools compared to 86% nationally; and 92% of secondary aged pupils compared to 88% nationally.

Recognition for delivering positive service and innovation:

- obtaining two Modeshift National Sustainable Travel Awards for the ‘Walktober’ and Transition Time scheme projects that helped encourage sustainable journeys to school;
- achieving a ‘positive’ report following joint inspection of Hampshire’s Special Educational Needs and Disability (SEND) services by Ofsted and the Care Quality Commission (CQC);
- receiving commendation in the 2020 Municipal Journal Achievement Awards for social workforce investment and transformation which allowed social workers to spend more time working directly with children and families;
- attaining a gold award for Sir Harold Hillier Gardens in the annual South and South East in Bloom Awards for the sixth year in a row, with praise for planned new developments, including a new restaurant and a ‘frontier garden’ featuring plants at the limits of outdoor hardiness in the British environment; and
- winning the Public Sector Infrastructure Strategy of the Year for the 2020 Electric Vehicle Innovation and Excellence Awards, for the County Council’s Central Southern Regional Electric Vehicle Charging Infrastructure Framework.

19. A more extensive list of key performance achievements is included in **Appendix two.**

## **Equality update**

20. The Equality Act 2010 places a duty on local authorities to prepare and publish one or more measurable and specific equality objective(s).
21. The section below provides an overview of specific activities undertaken between April 2020 – October 2020, aligned to the County Council's equality objectives. These actions are predominantly internally focused to maintain and strengthen the organisation's position as an inclusive employer. Key activities included:
  - publication of the County Council's Modern Slavery Statement, requiring all key services to assess and log status against the statement;
  - an online programme of events for Black History Month, including a strong statement of support and endorsement from the Chief Executive;
  - a series of 'Let's Talk Race' interventions, which provided colleagues with the opportunity to share and reflect on their personal and workplace experiences;
  - an online programme of events for National Inclusion Week, which engaged 127 staff in webinars and online activities.
  - compulsory I&D e-learning for all line managers and supervisors;
  - the introduction of COVID-19 self-assessment toolkits to safeguard all colleagues at work, particularly those in frontline and social care roles, with a specific assessment tailored for Black, Asian, and Minority Ethnic colleagues;
  - a comprehensive offer of health and wellbeing support to staff, encompassing physical and mental health in addition to resources that support personal development and maintaining contact with people whilst working from home.

## **Local Government and Social Care Ombudsman Determination**

22. On 6 November 2020 the Local Government and Social Care Ombudsman (LGSCO) issued a report under Section 30 of the Local Government Act 1974 (Act) regarding determination of an investigation against the County Council. A copy of the report is attached at Appendix three. The report sets out details of the complaint, findings, conclusions and recommendations of the LGSCO.
23. Where a report is issued by the LGSCO under Section 30 of the Act, the County Council is required to formally consider the report within 3 months of the date of issue and confirm to the LGSO the action it has taken or proposes to take. Whilst we are not clear as to the specific circumstances as to why the LGSCO has chosen to issue a report under Section 30 of the Act, we fully accept that we did get things wrong in this case, and lessons have been learned and actions undertaken.

24. All the recommendations of the LGSCO as contained in the report have now been completed.

## **Conclusions**

25. During the first half of the year, the County Council's overall performance has been assessed as good. Sustaining this performance, across a range of core public services, at a time of a major global pandemic, exit from the European Union and severe economic and financial uncertainty - represents an extraordinary feat. It is testament to the sound stewardship of the County Council, strong public support, and the exceptional commitment and flexibility of staff.
26. Good progress also continues to be made to advance inclusion, diversity and wellbeing, supporting the County Council's overarching equality objectives.
27. As per requirements under Section 30 of the Local Government Act 1974 (Act), this report also provides for Cabinet details of an investigation against the County Council.

**REQUIRED CORPORATE AND LEGAL INFORMATION:**

**Links to the Strategic Plan**

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

**Other Significant Links**

<b>Links to previous Member decisions:</b>	
<u>Title</u>	<u>Date</u>
Serving Hampshire - Strategic Plan for 2017-2021	19 June 2017
<b>Direct links to specific legislation or Government Directives</b>	
<u>Title</u>	<u>Date</u>

**Section 100 D - Local Government Act 1972 - background documents**

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

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

## **IMPACT ASSESSMENTS:**

### **Equality Duty**

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

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited 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.

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.

### **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 half year 2020/21.

Assessment title	Area	External/internal	Latest judgement
<b>Children's Services</b>			
Inspection of Local Authority Children's Services	Full children's social care inspection	External – Ofsted	Hampshire was judged as <i>Outstanding</i> across all areas in June 2019
Inspection of children's homes	Residential care homes inspection	External – Ofsted	Six children's homes (out of ten in total) are graded Outstanding or Good. Ofsted suspended inspections in April 2020 due to the COVID-19 pandemic. Inspections have been replaced by 'Assurance Visits' from September 2020 which do not lead to a judgement / grade although requirements may still be made. Five of the seven homes that are open have been visited
School Inspections	Inspections of schools	External – Ofsted	As at the end of March 2020, 93.3% of schools were judged to be <i>Good</i> or <i>Outstanding</i> by Ofsted. Ofsted inspections were suspended from March through to September
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 Social Care Self-Assessment was sent to Ofsted ahead of the annual conversation which took place in July 2020, having been postponed from March due to COVID-19

Assessment title	Area	External/internal	Latest judgement
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 <a href="http://www.justiceinspectorates.gov.uk/hmiprobation/inspections/hampshireyos/">www.justiceinspectorates.gov.uk/hmiprobation/inspections/hampshireyos/</a>
Restorative Justice Council's Restorative Services Quality Mark	Youth Offending Team	External – Restorative Justice Council	Restorative Services Quality Mark awarded in April 2016 and applies until March 2023
<b>Adults' Health and Care</b>			
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 have maintained their Platinum accreditation with the Gold Standards Framework: <ul style="list-style-type: none"> <li>• Emsworth House</li> <li>• Fleming House</li> <li>• Malmesbury Lawn</li> <li>• Westholme</li> </ul>
<b>Economy, Transport and Environment</b>			

<b>Assessment title</b>	<b>Area</b>	<b>External/internal</b>	<b>Latest judgement</b>
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 (July 2020, delayed due to COVID restrictions) resulted in accreditation being successfully maintained. The next assessment is due in December 2020
<b>Culture, Communities and Business Services</b>			
UKAS Accreditation	Hampshire Scientific and Asbestos Management services following an annual assessment	External – UKAS (UK Accreditation Service)	<p>UKAS provide accreditation that Hampshire’s scientific testing and inspection activities are conducted to the standard set out in ISO 17020 and 17025 and comply with the Forensic Regulators Code of Practice</p> <p>UKAS audit Hampshire Scientific Service annually for compliance and the last assessment was in May 2020 - accreditation was maintained</p>
Adventure Activities Licensing Services (AALS) Inspection	Hampshire Outdoor Centres	External – Adventure Activities Licensing Authority	<p>Calshot Activities Centre: Validation expires July 2021</p> <p>Hampshire and Cass Foundation Mountain Centre: Validation expires July 2022</p>
Learning Outside the Classroom (LOtC)	Hampshire Outdoor Centres	External - Council for Learning Outside the Classroom (CLOtC)	<p>Calshot Activities Centre: Validation expires June 2021</p> <p>Runway’s End Outdoor Centre: Validation expires February 2021</p> <p>Tile Barn Outdoor Centre: Validation expires Aug 2022</p>

<b>Assessment title</b>	<b>Area</b>	<b>External/internal</b>	<b>Latest judgement</b>
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 Aug 2022
National Indoor Climbing Award Scheme (NICAS)	Hampshire Outdoor Centres	External - ABC Training Trust	Calshot Activities Centre: Validation expires at the end of Sept 2021
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 achieved the Quality mark – expires December 2020
Green Flag Awards	Outdoor accreditation for a variety of areas	External - Keep Britain Tidy	Green Flag awarded in 2020 to Lepe, Royal Victoria and Queen Elizabeth Country Parks. Royal Victoria Country Park has also been awarded the Green Heritage Award

<b>Assessment title</b>	<b>Area</b>	<b>External/internal</b>	<b>Latest judgement</b>
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. In May 2020 68% of surveys rated rights of way as 'compliant', consistent with the general expectation of 60%-70%
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) <sup>1</sup> , developed by the Joint Nature Conservation Committee (JNCC) for the whole of the UK, with 88% of sites assessed as 'favourable' or 'recovering'
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. There are no 'None Compliance Notices' active on the land managed by the HCC Countryside Service
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. There are no outstanding actions following APHA inspections on HCC Countryside locations

<b>Assessment title</b>	<b>Area</b>	<b>External/internal</b>	<b>Latest judgement</b>
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) (This will probably be delayed due to COVID-19 restrictions and impacts)
General Register Office (GRO) Annual Performance Report	Registration-provides assurance to the GRO on local performance against agreed KPIs and improvement plan	External - General Register Office	Last report submitted in May 2020 (one-month delay in submission due to COVID-19 impacts). Positive comments received regarding performance and development of service in light of pandemic impacts at that time
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. New date for re-accreditation not yet confirmed

Assessment title	Area	External/internal	Latest judgement
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 was delayed due to COVID-19 but, as of September 2020 was being progressed
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. COVID-19 impacted access to schools for 2019/20 and 263 HKAs were completed (compared to 338 in the previous year)
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

Assessment title	Area	External/internal	Latest judgement
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	<p>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 &amp; Industrial Strategy)</p> <p>On 8 September 2020 the Council gave written notice of termination of this function to the Department for Energy Business and Industrial Strategy. Our status as a notified body will cease on 6 December 2020</p>
Institute of Road Transport Engineers (IRTE) Workshop and Technician Accreditation	Hampshire Transport Management (HTM)	External - Freight Transport Association (FTA)	HTM have an external accreditation and audit by the FTA every three years for the workshop and technicians to be IRTE accredited. All five workshops were audited and passed in February 2018. The duration is three years and is due again in February 2021. The technicians are assessed on a rolling three-year basis
Compliance with the Port Marine Safety Code	River Hamble Harbour Authority	External - Maritime and Coastguard Agency	Certification of compliance with the Port Marine Safety Code. Compliance at three yearly intervals. Expires March 2021

Assessment title	Area	External/internal	Latest judgement
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. Currently working towards reaccreditation, nearing completion October 2020
<b>Corporate Services</b>			
2019 National Inclusion Standard	Corporate	External – Inclusive Employers	Participated in the 2019 Standard Assessment and awarded <i>Bronze</i> (September 2019) – accreditation remains valid in 2020/21
Accreditation to ISO20000 Service Management and ISO27001 Information Security for IT services	IT services.	External - British Standards Institute (BSI)	Audited on compliance in September 2020, which was awarded with no areas of non-conformity

<b>Assessment title</b>	<b>Area</b>	<b>External/internal</b>	<b>Latest judgement</b>
Public Sector Internal Audit Standards	Audit services	External - Institute of Internal Auditors	Fully compliant – awarded September 2020 (valid 2020-2025)
Shared Services infrastructure and business processes have been independently accredited to ISAE3402	Shared Services	External – audit undertaken by Ernst and Young	ISAE3402 has been successfully achieved for 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: 2020/21 key performance achievements at half year

Serving Hampshire priority	Achievement
<p><b>Outcome one:</b> Hampshire maintains strong and sustainable economic growth and prosperity</p>	<p>Hampshire's Highways teams began the annual programme of surface treatments in May during the COVID-19 lock down, so that work could be completed whilst traffic levels were reduced, during which time around 20% more road defects were identified and treated compared with the previous year</p>
	<p>The County Council's Travel Planning Team has won two awards in the 2020 <i>Modeshift National Sustainable Travel Awards</i>, recognising its commitment to promoting sustainable school transport. These awards were:</p> <ul style="list-style-type: none"> <li>• 'Excellence in Walking', for the Council's Walktober project during October to celebrate International Walk to School Month; and</li> <li>• 'Best Project under £1,000' for the Transition Time scheme to help families to plan safe, clean and sustainable journeys to school as they move to a new setting</li> </ul>
	<p>The County Council secured an award of almost £1million from the Department for Education's (DfE) Construction Skills Fund and the Construction Industry Training Board (CITB) to fund new training opportunities for people in Hampshire looking for a career in construction</p>
	<p>An additional £1 million of investment has been provided by the County Council to 'top-up' the Government's existing <b>Gigabit Broadband Voucher Scheme (GBVS)</b>, to help improve broadband for people in hard-to-reach locations. Residents in these areas are eligible for vouchers worth up to £3,000 for each home connected</p>
	<p>Hampshire Futures and the Hampshire Careers Partnership launched a new website, <i>Flying Start Hampshire</i>, to support the county's young people, with a focus on Year 11 students as they prepare to move on from secondary education to further and higher education, training or employment, having secured their GCSE results</p>
	<p>The web page is a central hub for a range of information and links to online sources of support, guidance and resources for young people, including new material to support students through the current COVID-19 pandemic. The initiative has been supported by the Southern Universities Network (SUN)</p>

Serving Hampshire priority	Achievement
	<p>The County Council has secured £1 million in European Social Funding for construction skills training for the unemployed to help 1,450 adults across Hampshire. The funding will allow people to undertake pre-employment training in a number of construction disciplines enabling them to enter apprenticeships, employment, and work experience</p>
<p><b>Outcome two:</b> people in Hampshire live safe, healthy and independent lives</p>	<p>98% of parents were offered a reception year place for their child in one of their three preferred choice schools, with 91% allocated a place at their first choice of school, consistent with performance in 2019</p>
	<p>The County Council received a positive report, following a joint inspection of Hampshire's Special Educational Needs and Disability (SEND) services by Ofsted and the Care Quality Commission (CQC) in March 2020</p>
	<p>The <i>Wheels to Work</i> Loan Scheme, which enables young people to borrow mopeds so they can get to work or vocational training, is to be extended until 2023, beyond the original March 2021 contract. The scheme, funded by the County Council and district partners, currently operates in East Hampshire, New Forest, Test Valley and Winchester and has the capacity to loan out 28 mopeds across these four districts, with the new contract to also offer the service to young people over 25. Over the first half of 2020/21 the scheme supported 42 young people to travel 42,799 miles in order to access work, training or apprenticeships. Over the last year two thirds of service users have reported that they were able to find and sustain employment as a result of the scheme</p>
	<p>91 apprenticeship levy applicants have been approved in the care sector, of a total of 120 as part of the apprenticeship levy in 2020/21. As well as the care sector, local organisations able to request a share of the County Council's transferred levy fund, with priority given to small and medium enterprises, public bodies such as local councils, the emergency services and construction companies. Employers are encouraged to give the offer of an apprenticeship to those who are vulnerable, such as young people who are not in education or training, the long-term unemployed, care leavers and people with special educational needs and disabilities</p>

Serving Hampshire priority	Achievement
	<p>The Clarence Unit opened in Gosport in August, providing 885 beds for short-term care to free up hospital beds at the Queen Alexandra Hospital whilst longer term service needs can be assessed and arranged</p> <p>The Coronavirus Hampshire Helpline (Hants Help 4 Vulnerable) was launched, signposting residents to information, advice and relevant services to support with issues related to finances, mental health, domestic abuse, bereavement, substance misuse, volunteering, and local community support</p> <p>Approval has been given for the County Council to proceed with building 60 affordable units of Extra Care Housing in Gosport as part of the County Council's wider £45 million investment in the development of Extra Care accommodation for Hampshire residents. The units are expected to be developed by the end of 2022, along with facilities including a restaurant, café and hairdressing salon, and communal residents' lounge</p> <p>Attendance at Hampshire schools was above the national average during 2020. The week ending 18 September 2020 saw 91% of primary aged children attending Hampshire schools compared to 86% nationally; and 92% of secondary aged pupils compared to 88% nationally. Many absences were the result of the need to continue shielding because a pupil had a serious medical condition, or a pupil was sick for non-COVID-19 reasons</p>
<p><b>Outcome three:</b> People in Hampshire enjoy a rich and diverse environment</p>	<p>The County Council's Wessex Film and Sound Archive's '100 days of film' online scheme, launched in August 2020, enabling people to enjoy local film archive footage spanning from the 1910s to the 1970s, as well as providing access to historical archives during the pandemic while the Hampshire Record Office has been closed</p> <p>Four Hampshire venues and buildings have been shortlisted for 2020's SPACES (Society for Public Architecture, Construction, Engineering and Surveying) national awards. These awards' results have been postponed to 2021, owing to the COVID-19 pandemic</p> <p>The Climate Change Strategy and Action Plan were adopted by the County Council's Cabinet in September. The Strategy commits the County Council to working with partners to make Hampshire carbon neutral by 2050</p>

Serving Hampshire priority	Achievement
	<p>The County Council's Central Southern Regional Electric Vehicle Charging Infrastructure Framework has won the category of Public Sector Infrastructure Strategy of the Year in the 2020 Electric Vehicle Innovation and Excellence Awards</p> <p>Sir Harold Hillier Gardens has won gold in the annual South and South East in Bloom Awards for the sixth year in a row. The award committee praised new developments, including a new restaurant planned to open in spring 2021 and the upcoming creation of a 'frontier garden' featuring plants at the limits of outdoor hardiness in the British environment</p> <p>The County Council, as part of the Watercress and Winterbournes Landscape Partnership Scheme, has secured £1,937,800 of National Lottery funding to enhance and protect the unique chalk headwater streams of the Test and Itchen rivers</p>
<p><b>Outcome four:</b> people in Hampshire enjoy being part of strong, inclusive communities</p>	<p>The County Council has worked with partners from the voluntary and community sector to harness and co-ordinate voluntary support for vulnerable residents during Covid-19, such as linking people directly to locally co-ordinated practical support with shopping and medicine delivery</p> <p>Extra support has been provided to local communities in response to COVID-19, awarding £100,000 to 20 community organisations as part of the Local Authority's Supporting Families Programme, and increasing County Councillor's devolved grant budget to £10,000 for 2020/21 to support local projects, initiatives and organisations</p> <p>The County Council continued to demonstrate its commitment to supporting the Armed Forces by innovatively marking the 75th anniversary of VE Day, despite COVID-19 restrictions, with a specially recorded film featuring personal reflections from the Leader and the County Council's Armed Forces Champion, as well as the former Deputy Commander of the 11th Infantry Brigade, and the Dean of Winchester Cathedral</p> <p>Hampshire Archives and Local Studies and Wessex Film and Sound Archive is engaging with residents, documenting how lives have changed during the global pandemic, with the aim of providing a historic record of lives in 2020, to be shared in 2021 as part of the County Council's <i>Making History: Making Movies</i> project</p>

<b>Serving Hampshire priority</b>	<b>Achievement</b>
<p><b>The way we work:</b></p> <ul style="list-style-type: none"> <li>• Develop accessible and efficient online services</li> <li>• Work closely with our partners</li> <li>• Use taxpayers' money wisely</li> <li>• Value people's differences</li> <li>• Keep improving</li> </ul>	<p>Decision meetings at the County Council have moved online to enable the continuation of the democratic process during the pandemic, with the Authority's first ever virtual Annual General Meeting held in May 2020</p> <p>The ePermit system for Household Waste and Recycling Centres has been successfully rolled out across Hampshire in August 2020, allowing for the introduction of a cross border charge</p> <p>The Children's Services Department was a finalist, and was highly commended, in the 2020 Municipal Journal Achievement Awards, in the category of Workforce Transformation. The nomination takes note of investment in recruiting additional social workers and new technology to free up the social workers from many of the administrative tasks, allowing them in their role and allow them more time to spend more time working directly with children and families</p>