

HAMPSHIRE COUNTY COUNCIL

Report

Decision Maker:	Cabinet
Date:	13 July 2021
Title:	<i>Serving Hampshire – 2020/21 Year End Performance Report</i>
Report From:	Chief Executive

Contact name: Antonia Perkins, Head of Customer Engagement Service

Tel: 03707 797390

Email: antonia.perkins@hants.gov.uk

Report purpose

1. The purpose of this report is to:

- *provide strategic oversight of the County Council's performance during 2020/21 against the Serving Hampshire Strategic Plan for 2017-2021;*
- *outline ongoing work and achievements to advance inclusion and diversity;*
- *provide an overview of Local Government and Social Care Ombudsman (LGSCO) Determinations in 2020/21, and assessment decisions contained in the LGSCO 2019-20 report and;*
- *report for consideration by Cabinet a determination by the LGSCO under Section 30 of the Local Government Act 1974.*

Recommendations

2. It is recommended that Cabinet:

- a) notes the County Council's performance for 2020/21;
- b) acknowledge and thank County Council staff for their contribution to maintaining good levels of performance during an exceptional year;
- c) notes progress to advance inclusion and diversity;
- d) notes the determinations of the Local Government and Social Care Ombudsman (LGSCO) in 2020-21, and the assessment decisions contained in the LGSCO Report 2019-20 report; and
- e) considers the determination of the LGSCO released on 20 May 2021.

Executive Summary

3. Overall, performance measured against *Serving Hampshire* has been assessed as *good* during 2020/21, as services have remained resilient, with improvement in most measures. As a result, the County Council is on track to meet target in around half of its corporate performance measures, despite the arrival of the second COVID-19 wave and the continuation of substantial levels of 'response' activity.
4. The impact of COVID-19 on County Council services and performance has been significant during 2020-21. An overview of some of the key steps taken by the County Council in response to the pandemic has been reported separately to Cabinet throughout the year - including the financial context.
5. It is a statutory requirement to report 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. In accordance, a report is attached at Appendix Four.

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.

9. Performance information on children's and adults' safeguarding, major change programmes, and the County Council's financial strategy are reported separately to Cabinet.
10. Additionally, in support of the ongoing focus on external validation, the *Hampshire Perspectives* online residents' forum was launched in September 2020, with around 1,400 members of the public signed up to date. Forum members are invited to take part in a short survey once per month on a different topic each time, helping to shape service delivery and aid evidence-based decision-making.
11. Appendix one sets out the sources of external validation which apply to the County Council's performance during 2020/21.

Future arrangements

12. The current *Serving Hampshire* Strategic Plan is due to be refreshed in 2021, and an updated Plan which will cover the period 2021 to 2025 is presented alongside this report. The revised draft Plan includes 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.
13. The updated Plan will be accompanied by a revised corporate Performance Management Framework which will govern the monitoring of the new strategic plan for 2021/22 onwards.

Overall performance

Performance against targets and improvement trend

14. Overall, the majority of corporate performance measures (61%) were reported as either low or medium risk, with only three measures identified as high risk.
15. 43% of targets were met, as set by the relevant department at the end of 2020/21. The majority of measures (58%) were showing improved or maintained performance during 2020/21.
16. 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

17. Three measures remained as high risk at the end of 2020/21. These reflect the impacts of COVID-19 on services, as reported to Cabinet in separate regular updates throughout the year. The three high risk areas were:

- **CCBS external income** (including schools) reached £76.8m by the end of 2020/21, compared with a target of £85m. Income was initially affected by the closure of sites during the pandemic, (standing at just £27.7million at the end of Q2), but has recovered substantially in the second part of the year following the re-opening of facilities and development of a new commercial strategy.
- **HC3S school meal take up at primary schools** HC3S school meal take up at primary schools was 30.3% in 2020/21, compared with a target of 57.8% and performance of 50.7% in the previous year. The uptake was impacted by the number of pupils physically in schools during the pandemic lockdowns and has returned to better performance with the return to class-based teaching (52.6% in April 2021).
- **Percentage of waste diverted from landfill by HWRCs**, reached 74.7% in the final quarter of 2020/21 compared with a target of 90% and the 84.8% achieved in 2019/20. COVID-19 precautions at HWRCs made it more difficult to divert materials to their proper disposal/recycling destinations. Additionally, a reduced demand for some materials has made it uneconomical to reuse/recycle them, resulting in waste being landfilled. Limited measures have been possible to improve performance, but these have been dependent on changing behaviours, changes in waste composition and changes in guidance due to the pandemic.

Performance highlights:

18. Performance highlights during 2020/21 were as follows:

Protecting Hampshire's vulnerable residents by:

- implementing a PA Consulting/Hampshire County Council COVID-19 initiative to support the extremely vulnerable during the COVID-19 pandemic which has received global recognition from Amazon. The initiative saw the two organisations work closely with Amazon Web Services (AWS) to develop a chatbot-driven outbound call system. The result was the 'Wellbeing Automated Call Service' (WACS) which, at its peak, made over 2,500 calls each day to shielding residents, asking them how they were feeling, whether they needed support and if they wanted to be contacted again in 10 days. This ensured that many of the county's most vulnerable residents received support during the most challenging of times.

The initiative has been awarded Amazon Web Services prestigious 2021 Global Public Sector Partner Award.

- 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 80 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, including the provision of grants totalling £625,000 from the Government's Contain Outbreak Management Fund;
- directly 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; and
- lifting the restriction on using free Older Person's Bus Passes before 9:30am in January 2021, enabling older people to use their bus pass at any time to attend vaccination appointments and to travel for essential trips at quieter times.

Supporting local economic growth and employment by:

- securing an award of almost £1 million 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;
- delivering the successful Solent Freeport bid for as a lead partner in a consortium of public and private sector organisations. As one of eight successful English Freeports in the Spring Budget Speech, this programme will support economic growth by facilitating international trade in Hampshire;
- implementing Operation Transmission, the plan to deal with non-border ready HGV congestion and disruption on Hampshire's and Portsmouth's road network, within time and budget, delivering full mitigation against the realistic worse-case scenario for the UK's departure from the European Union predicted by the Government;

- working with Southampton City Council and New Forest District Council to arrange a joint fund for the Hythe Ferry to compensate for financial losses due to falling passenger numbers during the COVID-19 pandemic;
- responding to over 1,000 enquiries following Storm Bella in December 2020, with Hampshire Highways removing fallen trees and clearing localised surface water flooding on the road network;
- delivering a congestion relief scheme in Farnborough, providing a second point of access to Invincible Road;
- loaning mopeds for travel to work, or vocational training, via the *Wheels to Work* loan scheme, enabling 26 young people to access employment, training, and apprenticeships during 2020/21 by supporting them to travel over 50,000 miles; and
- enrolling 251 new apprenticeships in 2020/21, with the programme to date seeing a retention rate of 84% for apprentices who have completed the programme (against a national average of 68%).

Investing in a sustainable future for Hampshire by:

- adopting a Climate Change Strategy and Action Plan and committing to work with partners to make Hampshire carbon neutral by 2050;
- reducing CO2 emissions in 2019/20, down to 72,394 tonnes compared with 75,868 tonnes the previous year, and delivering on the County Council's 74,700 tonne target ahead of the 2025 target date;
- 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
- creating 915 new primary school places for the start of the 2020/21 school year through the development of two new schools and the extension of two existing schools.

Recognition for delivering positive service and innovation by:

- 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 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 in 2020/21, 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:

- development of an innovative programme of engagement with target communities from ethnic minority groups to ensure COVID-19 key Public Health messages were delivered effectively;
- publication of the County Council's Modern Slavery Statement, requiring all key services to assess and log status against the statement;
- introduction of new departmental self-assessments of the inclusivity and accessibility of services;
- development of an inclusion and wellbeing survey, to launch in May 2021, to track the views and experiences of employees and progress made in inclusion issues since the previous survey in 2018;
- provision of an online programme of events for Black History Month, including a strong statement of support and endorsement from the Chief Executive;

- delivery of a series of ‘Let’s Talk Race’ interventions, which provided colleagues with the opportunity to share and reflect on their personal and workplace experiences;
- development of an online programme of events for National Inclusion Week, which engaged 127 staff in webinars and online activities;
- establishment of compulsory I&D e-learning for all line managers and supervisors;
- introduction of a new Health Assured App, Health Assured workshops, mental health and wellbeing Yammer groups, counselling and talking therapies, and interactive online informal sessions, to help support employee wellbeing;
- 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, as well as a SharePoint Page specifically dedicated providing information and support for mental health and wellbeing during COVID -19;
- delivery of 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, including refreshing and reminding on the *Every Mind Matters* campaign;
- development of an Inclusion Strategy to communicate how the County Council will improve inclusion and diversity to colleagues and its partner organisations.

Local Government and Social Care Ombudsman Determinations 2020/21

22. There is a duty on the Monitoring Officer 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 (1989 Act).
23. 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.
24. In 2020/21 (April 2020 – March 2021), 27 determinations were received from the LGSCO. In 22 cases the LGSCO determined that there had been

maladministration/injustice. In 5 cases the LGSCO determined that there had not been maladministration/injustice. More details of individual decisions are provided at Appendix Three. It should, however, be noted that this represents only a limited number of references to the LGSCO, which the LGSCO has determined should be investigated. 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.

25. An annual report is published by the LGSCO in July each year with assessment decisions. In 2019/20, being the latest year for which statistics from the LGSCO are available, this demonstrated that the LGSCO conducted around 19% fewer detailed investigations regarding Hampshire County Council than other councils. In the same year, 21 of the County Council's complaints were upheld, a total which is around a third lower than comparator councils. Unlike the position in previous years, the annual report of the LGSCO for 2019/20 does not provide details of the total number of references to the LGSCO – although previously just 18% of the total number were investigated. The LGSCO also noted that the County Council had implemented their recommendations in 100% of cases.

Local Government and Social Care Ombudsman Determination

26. On 20 May 2021 the Local Government and Social Care Ombudsman (LGSCO) issued a report under Section 30 of the Local Government Act 1974 (1974 Act) regarding determination of an investigation against the County Council. A copy of the report is shown at Appendix Four, separately to this report. The report sets out details of the complaint, findings, conclusions and recommendations of the LGSCO.
27. Where a report is issued by the LGSCO under Section 30 of the 1974 Act, the County Council is required to formally consider the report within three months of the date of issue and confirm to the LGSO the action it has taken or proposes to take. The LGSCO has indicated the reasons behind the issuing of a report under Section 30 of the 1974 Act within its report, and it is fully accepted that the County Council did get things wrong in this case, and lessons have been learned and actions undertaken.
28. All the recommendations of the LGSCO as contained in the report have now been completed. The report concerns a matter relating to Special Educational Needs and issue of a Health and Care Plan. It appears that the LGSCO's conclusion is reflective of a national issue, and the LGSCO has raised similar concerns with a number of other Authorities.

Climate Change Impact Assessment

29. Hampshire County Council utilises two decision-making tools to assess the carbon emissions and resilience of its projects and decisions. These tools provide a clear, robust, and transparent way of assessing how projects, policies and initiatives contribute towards the County Council's climate change targets of being carbon neutral and resilient to the impacts of a 2°C temperature rise by 2050. This process ensures that climate change considerations are built into everything the Authority does.
30. The Carbon Mitigation Tool and/or Climate Change Adaptation Tool was not applicable to this report as it relates to performance against the County Council's overarching Strategic Plan rather than any specific interventions. It is expected that these tools will be applied to any relevant projects which support the delivery of the Strategic Plan outcomes.

Conclusion

31. This report and its supporting appendices demonstrate that the County Council continued to perform well in the delivery of core public services during 2020/21. A combination of sound stewardship, strong public support, and the exceptional commitment and flexibility of staff has enabled the County Council to remain resilient throughout the COVID-19 pandemic – sustaining high levels of performance and continuing to demonstrate ongoing improvement in many measures.
32. Good progress also continues to be made to advance inclusion, diversity and wellbeing within the organisation, supporting the County Council's overarching equality objectives.
33. The County Council also performed well in handling complaints, outperforming wider councils in the low number of complaints upheld.
34. As per requirements under Section 30 of the Local Government Act 1974 (Act), this report also provides for Cabinet details of a current investigation against the County Council.

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 year end 2020/21.

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	Hampshire was judged as <i>Outstanding</i> across all areas in June 2019, the most recent inspection - and did not receive a <i>Statement of Action</i> from Ofsted, unlike the majority of local authorities.
Inspection of children's homes	Residential care homes inspection	External – Ofsted	Seven children's homes (out of ten in total) are rated Outstanding or Good. Ofsted suspended inspections in April 2020 due to the COVID-19 pandemic but have resumed graded inspections of residential and secure children's homes with effect from 01 April 2021.
School Inspections	Inspections of schools	External – Ofsted	As at the end of August 2020, 93.2% of schools were judged to be <i>Good</i> or <i>Outstanding</i> by Ofsted. Ofsted inspections have been suspended due to COVID-19, until Autumn 2021.
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 2020 Social Care Self-Assessment was sent to Ofsted ahead of the annual conversation which took place on 31 March 2021.

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. www.justiceinspectorates.gov.uk/hmiprobation/inspections/hampshireyos/ This is a four-year inspection programme which will be extended because of COVID-19.
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
Adults' Health and Care			
Adult Social Care Services Inspection – HCC Care	Inspection of in-house provided Residential and Nursing homes	External – Care Quality Commission	In total there are 24 in-house Homes, currently 21 are rated as 'Good', 2 as 'Require Improvement' and 1 is yet to be inspected (New Woodcote Service)
Adult Social Care Services Inspection – HCC Care	Inspection of in-house provided Residential and Nursing homes	Environmental Health	All 24 homes are inspected regarding Kitchen and Food Hygiene and have met the necessary requirements
Adult Social Care Services Inspection – HCC Care	Inspection of in-house Community Response Teams (Reablement service)	External – Care Quality Commission	4 Services are registered with CQC and all have been rated as 'Good' by CQC
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 within the Gold Standards Framework: <ul style="list-style-type: none"> • Emsworth House • Fleming House • Malmesbury Lawn • Westholme

Assessment title	Area	External/internal	Latest judgement
Economy, Transport and Environment			
Accreditation to ISO9001:2015 – Quality Management	Economy, Transport & Environment (ETE) Department – whole department	External – British Standards Institute (BSI)	Audited twice a year, with surveillance assessments happening remotely during COVID restrictions. Last assessment (December 2020) resulted in accreditation being successfully maintained. The next assessment is due in June 2021.
Culture, Communities and Business Services			
Permission for Commercial Operations	Drone Service (Asbestos)	External – The Civil Aviation Authority	Permission granted from 18 August 2020 until and including 19 August 2021.
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>

Assessment title	Area	External/internal	Latest judgement
Learning Outside the Classroom (LOtC)	Hampshire Outdoor Centres	External - Council for Learning Outside the Classroom (CLOtC)	Calshot Activities Centre: Validation expires June 2021 Tile Barn Outdoor Centre: Validation expires Aug 2022 Runway's End Outdoor Centre. Expires February 2023
Adventuremark	Hampshire Outdoor Centres	External - Adventure Activity Industry Advisory Committee (AAIAC)	Calshot Activities Centre: Validation expires June 2021 Tile Barn Outdoor Centre: Validation expires Aug 2022 Runway's End Outdoor Centre. Expires February 2023
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 2022
Royal Yachting Association (RYA) Sailability accreditation	Hampshire Outdoor Centres	External - Royal Yachting Association (RYA)	Calshot Activities Centre – Recognised Training Centre – expires January 2022 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 2021

Assessment title	Area	External/internal	Latest judgement
Green Flag Awards	Outdoor accreditation for a variety of areas	External - Keep Britain Tidy	Awards resumed post-COVID-19 and Green Flag awarded in 2020 to Lepe, Royal Victoria and Queen Elizabeth Country Parks, River Hamble will be applying in 2021. Royal Victoria Country Park has also been awarded the Green Heritage Award and Staunton Country Park will be applying for both Green Flag & Heritage awards in 2021
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

Assessment title	Area	External/internal	Latest judgement
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 has been delayed by GRO due to impact of COVID-19 and a date for next assurance review has not yet been scheduled
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 - May 2020 (slight delay in submission due to COVID-19 impacts). Positive comments received regarding performance and development of service. Next report and submission is to be June 2021
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. HACSG to provide new date for re-accreditation.

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, – annual accreditation awarded July 2019. Re-accreditation delayed due to COVID-19 and current award extended to end summer 2021.
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; 263 HKAs were completed in 2020/21.
Food for Life Served Here	HC3S	External - Soil Association	Bronze re-accreditation achieved in January 2021 having been assessed against their criteria as providing freshly made, locally sourced food.
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 5 workshops were audited and passed in 2021. As the duration is still three years, this is due again by Easter 2024. The technicians are assessed on a rolling three-year basis.

Assessment title	Area	External/internal	Latest judgement
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 2024
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). Five 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. Three yearly intervals. Expires September 2023
Corporate Services			
2019 National Inclusion Standard	Corporate	External – Inclusive Employers	Participated in the 2019 Standard Assessment and awarded <i>Bronze</i> (September 2019) – accreditation remained 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
Public Sector Internal Audit Standards	Audit services	External - Institute of Internal Auditors	Fully compliant – awarded September 2020 (valid 2020-2025)

Assessment title	Area	External/internal	Latest judgement
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 2020/21 based on the design and operating effectiveness of the control environment.
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. Self-assessment successfully completed, assessed and submitted in October 2020.

Appendix two: 2020/21 key performance achievements

Serving Hampshire priority	Achievement
<p>Outcome one: Hampshire maintains strong and sustainable economic growth and prosperity</p>	<p>Hampshire's Highways teams undertook the annual programme of surface treatments in May 2020 during the COVID-19 lock down, so that work could be completed during low traffic levels. In addition, following Storm Bella in December 2020, Hampshire Highways teams responded to over 1,000 enquiries, removing fallen trees and clearing localised surface water flooding on the road network</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"> • 'Excellence in Walking', for the Council's <i>Walktober</i> project during October to celebrate International Walk to School Month; and • '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
	<p>A congestion relief scheme in Farnborough, providing a second point of access to Invincible Road, is now complete</p>
	<p>The successful Solent Freeport bid was delivered by a consortium of public and private sector organisations, with the County Council as a lead partner. As one of eight successful English Freeports in the Spring Budget Speech, this programme will support economic growth by facilitating international trade in Hampshire</p>
	<p>Operation Transmission, the plan to deal with non-border ready HGV congestion and disruption on Hampshire's and Portsmouth's road network, was successfully completed within time and budget, delivering full mitigation against the realistic worst-case scenario for the UK's departure from the European Union predicted by the Government</p>
	<p>The County Council, along with Southampton City Council and New Forest District Council, has produced a joint funding package for the Hythe Ferry to compensate for financial losses due to falling passenger numbers during the COVID-19 pandemic</p>

Serving Hampshire priority	Achievement
	<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 Gigabit Broadband Voucher Scheme (GBVS), 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>
	<p>£3 million in new funding from the County Council and the European Social Fund (ESF) has been allocated to develop an Apprenticeship and Skills Hub, to provide apprenticeships and skills training opportunities for jobseekers through at least 360 small and medium enterprises (SMEs), and other apprenticeship</p>
	<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>

Serving Hampshire priority	Achievement
<p>Outcome two: people in Hampshire live safe, healthy and independent lives</p>	<p>A PA Consulting/Hampshire County Council COVID-19 initiative to support the extremely vulnerable during the COVID-19 pandemic has received global recognition from Amazon. The initiative saw the two organisations work closely with Amazon Web Services (AWS) to develop a chatbot-driven outbound call system. The result was the 'Wellbeing Automated Call Service' (WACS) which, at its peak, made over 2,500 calls each day to shielding residents, asking them how they were feeling, whether they needed support and if they wanted to be contacted again in 10 days. This ensured that many of the county's most vulnerable residents received support during the most challenging of times.</p> <p>The initiative has been awarded Amazon Web Services prestigious 2021 Global Public Sector Partner Award.</p>
	<p>More than 90% of children were awarded their first choice of school for year 7, to begin in September 2021, consistent with the performance in 2020</p>
	<p>915 new primary school places were created for the start of the 2020/21 school year through the development of two new schools and the extension of two existing schools, including Austen Academy school in Basingstoke for 125 children with special educational needs. Extra school places for children with special educational needs will also be available from September 2022 in the north of Hampshire, following agreement to go ahead with expansions at Icknield School in Andover and Samuel Cody Specialist Sports College in Farnborough</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>

Serving Hampshire priority	Achievement
	<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, has been 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. During the pandemic in 2020/21 the scheme supported 26 young people, with an average age of 21, travelling a combined total of over 50,000 miles</p>
	<p>In 2020/21 251 apprenticeships were enrolled by the County Council, recovering from the impact of the pandemic in the first quarter. Since the programme was introduced in 2017 the retention rate for completed apprenticeships has been 84%, compared with a national average of 68%</p>
	<p>The Clarence Unit opened in Gosport in August 2020, providing 80 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. Since shielding was reintroduced in December 2020, the Hampshire Coronavirus Support and Helpline has received calls from, and provided support or advice to more than 1150 local residents</p>
	<p>The County Council established a Local Tracing Service to support NHS Test, combining national resources and data with local knowledge</p>
	<p>A free 12-week programme funded by the County Council in partnership with Weight Watchers (WW) opened in March 2021, providing free support to Hampshire residents through face-to-face virtual coaching, online workshops and on-demand fitness classes, all available via Zoom</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>

Serving Hampshire priority	Achievement
<p>Outcome three: 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 later in 2021, owing to the COVID-19 pandemic</p>
	<p>Property Services won the UK Civic Trust Award 2021 for The Lookout – a beachside restaurant and visitor centre overlooking the Solent at Lepe Country Park</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. As part of this, the County Council has reduced its CO2 emissions in 2019/20, down to 72,394 tonnes compared with 75,868 tonnes the previous year. This delivers on the Council's 74,700 tonne target ahead of the 2025 target date</p>
	<p>Hampshire Highway's new purpose-built recycling facility at Micheldever opened in March 2021, reducing carbon emissions, costs, and travel miles. Recycled material is used in road repairs, using a fifth of the energy of traditional materials and saving 40 per cent CO2 emissions. Within 12 months, the Micheldever facility aims to deliver a net reduction in CO2 of around 67,500kg by reducing use of virgin aggregates, replacing some warm and hot mixes with cold lay materials and reducing the total miles travelled for highway construction</p>
	<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>The County Council has been awarded £56 million grant funding from the Government's Transforming Cities Fund to support 10 new infrastructure schemes in Fareham, Gosport and Havant that aim to improve travel by walking, cycling and public transport</p>

Serving Hampshire priority	Achievement
	<p>A £6.2m scheme designed to reduce the risk of flooding to 170 properties in the Buckskin Area in Basingstoke has been completed by the County Council</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 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>Outcome four: 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, including the provision of grants totalling £625,000 from the Government's Contain Outbreak Management Fund</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 distributing £150,000 of emergency funding to support food banks and charities that are helping to support the most vulnerable families in Hampshire during winter 2020/21, including support to vulnerable families over the October half term</p>
	<p>The County Council is to receive up to £2 million in funding to continue its Supporting Families Programme for a further year to 31 March 2022. This builds on the success of the programme between 2015 and 2020, which delivered a total of £27 million of savings and costs avoided to the public purse</p>
	<p>The Council increased each County Councillors' devolved grant budget to £10,000 for 2020/21 to support local projects, initiatives, and organisations</p>
	<p>The restriction on using free Older Person's Bus Passes before 9:30am was lifted in January 2021, enabling older people to use their bus pass at any time to attend vaccination appointments and to travel for essential trips at quieter times</p>

Serving Hampshire priority	Achievement
	<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 engaged 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>
<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>Decision meetings at the County Council 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 was 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 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>
	<p>The pension services of London Borough of Hillingdon and Westminster City Council formally agreed to join Hampshire's Shared Services Partnership, with work to deliver this underway.</p>

Appendix three: LGSCO Determinations in 2020/21

Department	Complaint	Decision	Remedy	Remedy Completed
Adults' Health and Care	The Council is failing to meet all the complainant's relative's care needs, or the complainant's needs as a carer.	Not upheld	None	N/A
Adults' Health and Care	The Council failed to properly monitor two homecare agencies it commissioned to provide care to the complainant's relative. The Council's safeguarding investigation could not determine the cause of bruising found on the complainant's relative's body after the relative was admitted to hospital in 2019. This was a joint investigation with an NHS Trust.	Upheld	Apologise	Yes
Adults' Health and Care	The Council failed to follow the Ombudsmen's recommendation to produce a section 117 aftercare plan for the complainant's relative in accordance with the Mental Health Act Code of Practice. The Council failed to take the complainant's comments or relevant medical evidence into account for the assessment. Portsmouth CCG has joint responsibility for the section 117 aftercare plans and was included in this investigation. The Council failed to agree a Disabled Facilities Grant (DFG) when the complainant applied in May 2016.	Upheld	Jointly review their section 117 aftercare planning governance arrangements.	Yes
Adults' Health and Care	The Council moved the complainant's spouse to a care home against theirs and the complainant's will. The complainant's spouse was assaulted in the care home and the Council failed to inform the complainant of the allegation and of its investigation into this incident until months later. The Council stopped the complainant's spouse from returning home.	Upheld	Financial remedy of £200	Yes
Adults' Health and Care	The Council unfairly considered that the complainant's relative was ineligible for a deferred payment arrangement.	Not upheld	None	N/A

Department	Complaint	Decision	Remedy	Remedy Completed
Adults' Health and Care	The Council failed to assess the complainant's relative's needs properly and has failed to provide a personal budget which is sufficient to meet the relative's needs.	Upheld	Financial remedies (£450, plus backdate additional funding); apologise; reassess needs; provide report on improving joined up working, assessments, and recording.	Yes
Adults' Health and Care	The Council's decision to start a safeguarding enquiry after it received a safeguarding referral relating to the complainant's spouse was incorrect. The basis of the enquiry was a misunderstanding by an overtired, overworked care worker. No evidence was available or produced to substantiate the allegations. The manner of the unannounced visit was disproportionate and traumatised the complainant and the complainant's spouse. The social worker should not have informed the complainant's relative of the allegation and as a result the complainant's relationship with the relative had been destroyed.	Not upheld	None	N/A
Children's Services	The Council failed to arrange alternative education for the complainant's child when the child was absent from school for medical reasons in 2018 and 2019.	Upheld	Financial remedy of £700	Yes
Children's Services	The Council failed to properly assess the complainant's child when deciding the child did not qualify for services from the disabled children's team.	Not upheld	None	N/A
Children's Services	The Council delayed communicating its decision following the complainant's child's annual reviews in 2017 and 2018. The Council also failed to confirm the complainant's	Upheld	Financial remedy of £500; apologise; report to	Yes

Department	Complaint	Decision	Remedy	Remedy Completed
	child's continued placement at a specialist college. The Council has failed to take account of the complainant's needs as a carer in its communications.		Director of Children's Services as part of SEN Recovery Plan	
Children's Services	The Council delayed issuing an amended Education, Health and Care Plan (EHC Plan) for the complainant's child and failed to provide suitable education while it found a new placement.	Upheld	Financial remedy of £3300; apologise; report on findings of other actions from similar complaints.	In progress
Children's Services	The Council delayed in implementing the remedy on the last complaint investigated by the LGSCO; and failed to complete the 2019 annual review of the complainant's child's EHC plan.	Upheld	Financial remedy of £650; apologise; share copy of related business case, and provide an update on any changes made; confirm how missed emails will be avoided in the future.	Yes
Children's Services	The Council failed to support the complainant appropriately when caring full time for a child who the Council had said could not return home. The Council has not investigated this complaint, as the complainant has requested.	Upheld	Commission Statutory Stage 2 investigation	Yes
Children's Services	The Council delayed completing an EHC needs assessment for the complainant's child for over a year.	Upheld	Financial remedy of £1650; apologise.	Yes
Children's Services	The Council failed to provide a suitable education for the complainant's grandchild; delayed completing an EHC needs assessment for the grandchild, and delayed issuing the EHC plan; failed	Upheld	Financial remedy of £1600; apologise.	Yes

Department	Complaint	Decision	Remedy	Remedy Completed
	to prioritise their application for an EHC plan as promised; failed to communicate with them and keep them updated; and, delayed dealing with their complaint.			
Children's Services	The Council has failed to progress the complainant's two complaints about the actions of Children Services through the statutory Children Act complaints process, as required. This has meant that the complainant has not had an independent investigation and there has been avoidable delay.	Upheld	Progress complaint under the statutory complaints process; financial remedy of £250; apologise.	Yes
Children's Services	The Council has not responded adequately to the complainant and the complainant's relative's concerns about the complainant's grandson. The complainant raised concerns and was advised that a response would be provided, but the Council failed to do this. The complainant contacted the Council with concerns again, and received no response. The complainant then complained to the Council about this, and was advised that the Council could not consider the complaint because the complainant does not have parental responsibility.	Upheld	Apologise	Yes
Children's Services	The Council's handling of the complainant's child's EHC Plan assessment and the provision of education during the assessment period was faulty. In particular, the Council delayed in completing the assessment and issuing a final EHC Plan from February to December 2019; failed to make education provision for the child between June and December 2019; failed to take account of the complainant's comments or request for a meeting to discuss the draft plan before proceeding to issue the final Plan; failed to identify a school; and	Upheld	None	N/A

Department	Complaint	Decision	Remedy	Remedy Completed
	named a school on the child's plan from September 2020 that the complainant does not want and reduced the amount of support in the plan from September 2020.			
Children's Services	The Council failed to properly meet the complainant's child's special educational needs. The Council made no arrangements for the child's post-16 education in a mainstream sixth form contrary to the requirements detailed in the Special Educational Needs Code of Practice, and delayed putting in place the occupational and speech and language therapy provision specified in EHC plan after the child transferred to a post 16 setting in 2019.	Upheld	Financial remedy of £1000; apologise; wider review of SEN service and policies.	Yes
Children's Services	The Council failed to invite the complainant to a child protection conference relating to the complainant's child, despite being aware of the complainant's role in the child's life. The Council refused to consider a complaint the complainant made on behalf of the child under the children's statutory complaints procedure because the complainant did not have parental responsibility for the child. The Council refused to investigate the complainant's complaint about a social worker because the complainant had raised the matter with Social Work England.	Upheld	Financial remedy of £250; apologise.	Yes
Children's Services	The Council failed to provide the complainant's child with any education between September 2019 and May 2020; failed to provide sufficient education in the form of home tuition from May 2020; failed meet the child's special educational needs and provide the support detailed in the Education, Health and Care Plan since September 2019; delayed issuing the decision of an Annual Review meeting in June	Upheld	Financial remedy of £2000; apologise; provide details of actions taken to address EHCP delays; provide details on how children with	Yes

Department	Complaint	Decision	Remedy	Remedy Completed
	2019 until March 2020 delaying the complainant's right to appeal to the SEN Tribunal; and failed to deal properly with her complaints about this in September 2019, and January and February 2020.		EHC Plans not attending school are monitored.	
Children's Services	The Council delayed in first agreeing to and then finalising an EHC Plan for the complainant's child. In the interim the Council provided medical home tuition which the complainant says was insufficient.	Upheld	Financial remedy of £1285; apologise; report on delays to all EHC Plans and steps taken to rectify these.	Yes
Children's Services	The Council failed to assess fully and properly the complainant's child's special educational needs as part of the Education, Health and Care needs assessment; failed to issue the draft and final EHC Plan within the statutory timescales; refused to reimburse legal fees paid to get advice about the Council's delays in finalising the EHC Plan; refused to reimburse the cost of expert reports; and incorrectly said the complainant had asked for a delay in arranging a meeting to discuss the child's draft EHC Plan.	Upheld	Financial remedy of £2921; apologise.	Yes
Children's Services	The Council failed to start a Stage 2 investigation, under the statutory Children Act complaints procedure.	Upheld	Agree a statement of complaint; appoint an Investigating Officer and Independent Person; apologise.	Yes
Children's Services	The Council mishandled an allegation of domestic abuse, aided the complainant's ex-partner in custody proceedings by not carrying out investigations properly, and failed to investigate the	Upheld	Progress complaint under the statutory complaints process;	Yes

Department	Complaint	Decision	Remedy	Remedy Completed
	complainant's concerns about their child.		apologise; share decision with staff to learn from it.	
Children's Services	The Council failed to ensure the complainant's child received alternative provision between October 2019 and February 2020, when the child was unable to attend school for medical reasons; made alternative provision from February 2020 onwards but it was insufficient; failed to handle one of the complainant's complaints appropriately as it was answered by the subject of the complaint.	Upheld	None	N/A
Economy, Transport and Environment	The Council failed to ensure a developer properly complied with planning conditions for the development of a new housing estate. In particular, the developer has not properly carried out landscaping or flood prevention works.	Not upheld	None	N/A