



Hampshire maintains strong and resilient economic growth and prosperity



People in Hampshire live safe, healthy and independent lives

# *Serving Hampshire Strategic Plan* **Year End Performance Report** **2021/22**



People in Hampshire enjoy a rich and diverse environment

**Policy and Resources Select Committee**  
**June 2022**



People in Hampshire enjoy being part of strong, inclusive, resilient communities

# Purpose of this report

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- Provide strategic oversight of the County Council's performance during 2021/22 against the Serving Hampshire Strategic Plan for 2021-2025;
- Outline ongoing work and achievements to advance inclusion and diversity;
- Report progress against the Council's Climate Change Strategy and Action Plan 2020-2025; and
- Provide an overview of Local Government and Social Care Ombudsman (LGSCO) Determinations in 2021/22, and assessment decisions contained in the LGSCO 2020-21 annual report letter.

# Overall performance against the Strategic Plan

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During 2021/22, good progress has been made towards achieving the objectives of the 2021-25 Serving Hampshire Strategic Plan.

Almost all corporate performance measures have shown improvement during the year, with nearly half meeting challenging targets set at the start of the year.

No measures are currently rated as representing a high performance risk to the County Council.

This is despite the continuing impact of the COVID-19 pandemic, increasing inflationary pressures, and labour market challenges.

Where measures did not meet their targets, the causes for this are understood and, where necessary, further work and regular monitoring are ongoing to help deliver these targets in the future.

# Performance Highlights



Maintaining strong and resilient economic growth and prosperity by:

- commencing a further 205 County Council apprenticeships and 145 school apprenticeships
- lengthening Gosport's Eclipse Rapid Transit busway
- assisting community transport operators in the recovery and operation of their services, post pandemic



Sustaining a rich and diverse environment by:

- opening a new segregated walking and cycling route between Brighton Hill and Sullivan Road, Basingstoke
- opening 'The Barn' – an eco friendly visitor centre at River Hamble Country Park
- achieving Green Heritage Awards for Royal Victoria Country Park and Staunton Country Park



# Performance Highlights



Supporting people to live safe, healthy and independent lives by:

- opening an 'Independence Hub' offering post-16 education tailored specifically to young people with SEND
- extending school holiday meal and activities schemes throughout 2022
- ensuring an above national-average proportion of children's social care first assessments are made within 45 days



Developing strong, inclusive, resilient communities by

- developing new campaigns to encourage foster caring and promote the use of library services at home
- supporting the Government's Afghan and Ukraine refugee resettlement programmes
- working with Arts Council England and Hampshire Cultural Trust to refurbish The Arc – formally opened by HRH the Prince of Wales in March 2022



# Performance measures to be noted

Three measures showed poorer performance than in 2020/21 and failed to meet their target

## **Number of jobs created or safeguarded by businesses HCC has supported**

Shortfall of 771 jobs, reflects Hampshire's reduced output during the pandemic

The shortfall is considered to be relatively low risk at present due to the buoyancy of the jobs market experienced toward the end of 2021/22. However, there is a risk of further contraction of the UK economy in the coming months and therefore this measure remains a priority

## **Level of development contribution secured (total)**

£5.9million shortfall reflects continuing impact of COVID on local investment

Overall impact considered to be minimal as developer contributions are inherently linked to the scale of development and associated requirements to support infrastructure or mitigate risk. However, the potential reform of developer funding through current legislation may pose a future challenge

## **Condition of the principal highways network which should be considered for maintenance**

The 1% shortfall vs target reflects the impact of COVID-enforced change in maintenance schedules, increasing costs and prolonged poor weather on a deteriorating network.

Weather and costs are unlikely to improve in the near future, and global supply issues will create further pressure on the Highways Service

# Advancing inclusion and diversity at the County Council

The County Council has continued to advance inclusion and diversity within its workforce, with staff reporting that they felt more engaged and treated more fairly.

The newly published 2021-24 Inclusion Strategy and associated Inclusion Action Plans commit to further action over the next three years.

The Strategy will also be supported with updated policies, guidance and accreditation, including:

- guidance on ‘Supporting employees with caring responsibilities’;
- HR and Finance policies and processes to support inclusion and diversity objectives; and
- Level 2 accreditation of the Disability Confident Scheme.





# Climate Change update

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The County Council has continued to make progress towards its commitments for Hampshire to be carbon neutral by 2050, and to improve the County's resilience to manage a 2°C rise in temperature. This has been aided by:

- investment in and support for projects to improve environmental sustainability, including group-buying, electric car charging and energy switching schemes for residents;
- a fall of almost 17,000 tonnes in net carbon emissions from the Council's operations; and
- faster than anticipated behaviour change prompted by the COVID-19 pandemic, such as: home-working; local shopping; active travel; and uptake of digital enabled care and digital communication across Children's Services and Adults Health and Care.





# Local Government and Social Care Ombudsman

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- Where complainants have exhausted the County Council's complaints processes and remain dissatisfied, reference can be made to the Local Government and Social Care Ombudsman (LGSCO)
- The overwhelming majority of complaints to the LGSCO are rejected without investigation by the LGSCO
- In 2021/22, 23 determinations were received from the LGSCO:
  - In 20 cases the LGSCO determined that there had been maladministration/injustice
  - In 2 cases the LGSCO determined that there had been maladministration, but not injustice
  - In 1 case the LGSCO determined that there had been neither maladministration nor injustice
- In 2020/21 (the latest year for which statistics are available) the LGSCO conducted significantly fewer (around 62%) investigations in respect of complaints made against Hampshire County Council than other comparator Councils.