

HAMPSHIRE COUNTY COUNCIL

Report

| | |
|-----------------------|--|
| Decision Maker | Cabinet |
| Date: | 19 July 2022 |
| Title: | <i>Serving Hampshire – 2021/22 year-end performance report</i> |
| Report From: | Director HR, OD, Communications and Engagement |

Contact name: Stephanie Randall, Deputy Director HR, OD, Communications and Engagement

Tel: 0370 779 1776 **Email:** Stephanie.randall@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 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.

Recommendation(s)

2. It is recommended that Cabinet:
 - notes the County Council's performance for 2021/22;
 - notes progress to advance inclusion and diversity;
 - note progress against the Council's Climate Change Strategy and Action Plan 2020-2025; and,
 - notes the determinations of the Local Government and Social Care Ombudsman (LGSCO) in 2021-22, and the assessment decisions contained in the LGSCO 2020-21 report letter.

Executive Summary

3. This report demonstrates that:

- 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. This is despite the continuing impact of the COVID-19 pandemic, increasing inflationary pressures, and labour market challenges.
- 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. Progress is expected to continue, with the newly published 2021-24 Inclusion Strategy and associated Inclusion Action Plans committing to further action over the next three years.
- The County Council has also 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, a fall in net carbon emissions from the Council's operations, and faster than anticipated behaviour change prompted by the COVID-19 pandemic.
- There is a statutory duty on the Monitoring Officer to report to Cabinet references to the LGSCO, where the LGSCO has made a determination of maladministration or injustice in respect of the exercise of Executive Functions. This report provides details of determinations received in 2021-22.

Contextual information

4. The Serving Hampshire Strategic Plan 2021-2025 and Corporate Performance Management Framework (PMF) were approved by Cabinet in July 2021. The PMF provides the governance structure for performance management and reporting to Cabinet, specifying that Cabinet receive bi-annual reports on the County Council's performance against the strategic priorities set out in the Serving Hampshire Strategic Plan.
5. The four strategic outcomes set out in the Serving Hampshire Strategic Plan are:
 - Hampshire maintains strong and resilient 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, resilient communities.
6. To report progress against the Strategic Plan, departments are required to monitor service performance against a core set of measures which contribute toward achievement of these outcomes. Departments agree their performance targets for the year, and report progress against these each quarter. For each measure, a risk-based 'red, amber, green' rating is applied, informed by the most recent data and management information available.
7. The results of any recent external assessments are also submitted by departments. Full details are included in Appendix 1.
8. Summaries of the County Council's delivery of its Climate Change Strategy, and progress against the County Council's Inclusion, Diversity and Wellbeing work programme, also form part of the PMF. Progress on these themes are reported separately to Cabinet and EHCC, however for completeness a brief update is included within this end of year report.
9. The PMF also incorporates the reporting of progress made against the recommendations set out in the Hampshire 2050 Commission Report. However, no annual report was produced for 2021/22 owing to the COVID-19 pandemic, and its impact on the availability of data.
10. Performance information on children's and adults' safeguarding, major change programmes, including Savings Programme 2023 (SP23), and the County Council's financial strategy are reported separately to Cabinet, and are therefore not included within this report.

Performance against the Serving Hampshire Strategic Plan in 2021/22 – key achievements

11. The principal purpose of the PMF is to provide commentary on the County Council's performance in delivering against the Serving Hampshire Strategic Plan. The following paragraphs provide an update regarding performance highlights in 2021/22 aligned to its four key outcomes:

- **Outcome one: Hampshire maintains strong and resilient economic growth and prosperity**

- The County Council has seen 352 apprenticeships start within the Organisation in 2021/22, of which 205 were in the Council and 145 in schools. This represents an increase of 88 on 2020/21 and a near-return to pre-pandemic levels, bringing the total number of apprentices on the programme to 751 at the end of March 2022. The 87% retention rate of apprentices within the organisation is higher than the national average (59%) and has remained around this level for around five years, demonstrating the long-term return on investment. The rate of apprentices achieving their accreditations (66%) is also higher than the national average (58%).
- In addition, the County Council manages an Apprenticeship Levy scheme that allows Hampshire businesses and public sector organisations to apply for funds to support their own apprenticeship schemes. £915,000 was paid from this scheme in 2021/22, funding 453 new apprenticeship starts at a value of £2.9 million within these organisations through the year.
- The lengthening of the Eclipse Rapid Transit busway in Gosport was completed and opened in December 2021.
- As part of measures to support businesses recover from the COVID pandemic, reducing economic impacts and encouraging Hampshire's economic growth, the County Council agreed to maintain contract payments for community transport operators at 100% from 1 April 2022 to 31 March 2023. This will assist operators in the recovery and operation of their services, as they continue to experience lower passenger numbers (currently 35% lower than before the COVID-19 pandemic) as user confidence returns.

- **Outcome two: People in Hampshire live safe, healthy, and independent lives**

- Hampshire Children's Services and safeguarding partners (Hampshire Constabulary and pan-Hampshire Clinical Commissioning Groups) received positive feedback on continued strong performance in safeguarding children was received through a pilot Joint Targeted Area Inspection (JTAI) of 'Front Door' services in November 2021. The report highlighted that front door services deliver the support that Hampshire families need at the right time, as a result of the leadership in Hampshire, the drive for continuous

improvement, the focus on early help, and strong multi-agency working.

- As at the end of February 2022, 93.3% of Hampshire schools were judged to be 'good' or 'outstanding' by Ofsted.
 - Just over 98% of parents were offered a reception year place for their child in one of their three preferred choice schools from September 2021, and just over 93% were allocated a place at their first choice of school, consistent with the performance in previous years.
 - The Household Support Fund, funded by DWP grant, was organised through the 'connect4communities' programme, and led by the County Council in collaboration with community partners. This provided direct support to vulnerable households across Hampshire with the costs of food and fuel, through food and utility vouchers, grants to schools and early years settings, exceptional housing cost support and the development of a network of community pantries across the county. A further £7.1m has been provided for the County Council to allocate between April-September 2022, and this will be done through a range of initiatives.
 - Performance against the national indicator N14.1s (percentage of children's social care first assessment timeliness within 45 days) was consistently strong and above both national and southeast averages.
 - The first 'Independence Hub' opened in Alton in December 2021, offering post-16 education tailored specifically for young people with special education needs and disabilities (SEND). Three more Independence Hubs are planned to open over the coming two years, with an expectation that additional sites will also be identified.
 - The *Call to Care* campaign took place, showcasing the careers available in social in Hampshire, as part of a strategic approach to addressing recruitment challenges in the sector.
 - The release of CIPFA Public Library Stats for 2020/21 showed Hampshire Libraries to have the highest number of both physical and digital book issues and the highest number of visits of any county authority. A further 3.4 million physical books were issued in Hampshire libraries in 2021/22 whilst the number of eBooks issued in the same year (1.8 million) was more than double the number issued before the COVID-19 pandemic (869,081) in 2019/20.
- **Outcome three: People in Hampshire enjoy a rich and diverse environment**
 - Hampshire's first recycling road materials site opened in Micheldever in June 2021, allowing the Council to reuse road materials dug up during road maintenance operations to reduce CO2 emissions by 67,500kg, and save £320,000 per year.

- A segregated walking and cycleway route between Brighton Hill Roundabout and Sullivan Road in Basingstoke was opened, following a public consultation on the scheme in early 2021 which indicated strong support for the development. The route will link directly into the other cycle routes that will be provided as part of the Brighton Hill Roundabout improvement scheme.
 - A £150,000 grant scheme, funded from the Department for Travel's Active Travel Fund, is allowing businesses to develop cycle facilities to support cycling as a means of commuting to work.
 - Visitor Figures and Membership totals at Sir Harold Hillier Gardens exceeded pre-COVID figures. As at the end of 2021/22, bookings for educational and General Events showed a positive trajectory and conferences were returning to Jermyn's House. A new shelter has been installed at the pond and new play equipment has been installed at the Education Garden.
 - All Hampshire Country Parks were awarded a Green Flag in 2021. Additionally, Royal Victoria Country Park and Staunton Country Park were awarded the Green Heritage Award in October 2021.
 - The Barn at River Hamble Country Park opened to the public in March 2022. This new eco-friendly visitor centre and café has been built using climate friendly materials (many harvested from the same park) and features a solar panelled roof linked to Tesla batteries.
- **Outcome four: People in Hampshire enjoy being part of strong, inclusive, resilient communities**
 - The County Council continued to support Government programmes to resettle Afghan refugees following the withdrawal of UK troops from Afghanistan, including intensive support for refugees who have been temporarily accommodated in 'bridging hotels' before finding longer-term accommodation. At the end of 2021/22 the Council was supporting 3 bridging hotels in the area and had successfully supported the resettlement of 31 Afghan refugee families into longer-term Hampshire accommodation through this work.
 - Work to assist Ukrainian refugees arriving in Hampshire under the Government's Homes for Ukraine scheme began in early Spring 2022. Initial work involved conducting safeguarding and wellbeing checks via home visits, distributing Government-funded financial support, and ensuring timely information was shared with guests and sponsors - including helping to inform guests on how they could access healthcare and educational services.
 - Following the Balancing the Budget consultation in June 2021, the County Council has undertaken a number of public consultations to give residents and stakeholders an opportunity to have their say on Savings Programme 2023 (SP23) targets and how the Council could

address its budget shortfall while continuing to deliver high quality services.

- Hampshire Hive' launched during Foster Care Fortnight in May 2021. This is a new support network for foster carers and the children they look after which aims to create an 'extended family' for fostering households.
- The Fostering Hampshire Children Winter Campaign was shortlisted for Best Public Awareness Cause Campaign 2022, alongside side major private sector companies, including the winner Vodafone. The campaign used an animated video, designed, and developed in-house by the County Council, to encourage Hampshire residents to provide a home to Hampshire children who are unable to live with their birth families.
- The County Council invested £515,000 to refurbish the Winchester Discovery Centre, with additional funding provided by Arts Council England and Hampshire Cultural Trust. The funding helped to improve library and gallery facilities, as well as updating the facilities at the site, as part of an agreement with Hampshire Cultural Trust to improve the financial sustainability of the building over the longer term. The refurbished site, named the 'Arc', formally re-opened in March 2022 with a visit from HRH The Prince of Wales.
- The *Bringing the library to you* campaign, developed by the County Council to promote the use of library services at home, successfully encouraged a sense of online community and connectedness and was awarded the CILIP Marketing Excellence Award in 2021.
- The Getting Going Again Fund of £950,000 was approved by the Council, to support Hampshire residents who have been classed as Clinically Extremely Vulnerable (CEV) or Clinically Vulnerable (CV) to re-engage with their local communities and focus on the post COVID-19 future, by helping people to safely start accessing their local communities again and return to more normal ways of life.

12. The full list of performance achievements against the Serving Hampshire priorities is included as Appendix 2.

Performance against the Serving Hampshire Strategic Plan in 2021/22 – corporate performance measures

13. At the end of 2021/22 of the 26 corporate performance measures, the majority (21, or 81%) were reported by departments as being at low

performance risk¹ and the remainder (5, or 19%) as being at medium performance risk. No measures were identified as high risk. Where measures were reported as medium performance risk, departments have confirmed that appropriate mitigating actions are being implemented by the relevant services. Progress against these actions is overseen by each of the department's internal performance governance arrangements.

14. The majority (21 of 25 measures with baseline data, or 84%) of all measures showed improved or maintained performance since the beginning of 2021/22.
15. 43% of all performance targets had been met by the end of 2021/22. The fact that over half of targets are still to be achieved is not considered to present a risk to the County Council at this stage, as most of these were stretch targets reflecting the County Council's services' commitment to deliver ongoing service improvement over the 4-year period covered by the Serving Hampshire strategic plan.
16. Three measures showed poorer performance than in 2020/21 and failed to meet their target. These include:
 - **Number of jobs created or safeguarded by businesses HCC has supported** – 229 jobs were reported in 2021/22, compared with 423 jobs created or safeguarded in 2020/21. It is estimated that Hampshire's overall economic output reduced by 10% during the pandemic, while there was strong recovery towards the end of 2021 this slowed during the early months of 2022. The shortfall of 771 jobs being created or safeguarded through support provided by the Council (against a target of 1,000 for 2021/2) is considered to be relatively low risk of future under achievement at present due to the buoyancy of the jobs market towards the end of in 2021/22. However, there is a risk of further economic contraction in the coming months. Economic trends are largely outside the control of the County Council, and the global economic headwinds affecting the overall UK position are currently indicating potential for further slowdown in 2022/3 and flat growth in 2023/4; as such efforts to create or safeguard jobs as well as securing further private investment into Hampshire will remain a priority for the Council.
 - **Level of development contribution secured (total)** – £40.3 million was secured in 2021/22, compared with a target of £46.2 million (a shortfall of £5.9m, or 12.8%). The target set was in line with the level of contributions achieved during 2020/21. This lower level reflects the continuing impact of the COVID-19 pandemic on local investment and development. The overall longer-term impact is considered to be minimal as developer contributions are inherently linked to the scale of development (which is outside of the Authority's control) and the

¹ Low performance risk indicates that there is no negative impact on the quality, cost or confidence in the service, or its adherence to statutory requirements

requirement to support infrastructure or mitigate risk associated with development. However, the potential reform of developer funding through current legislation may pose a future challenge to the level of funding secured by the County Council.

- **Condition of the principal highways network which should be considered for maintenance** – 4% of highways were rated as requiring consideration for maintenance in 2020/21 (the latest available figure), compared with a target of 3% and baseline of 3% in 2019/20. This has been caused by a combination of factors, including COVID-19, which forced a change in highways maintenance schedules during the year, a reduction in the scope of the maintenance programme due to increasing costs, and prolonged periods of poor weather, all impacting on a deteriorating network. In practise this will continue to impact on the highway network with further pressure on the Highways Service created by factors including global supply issues and rising costs, as well as the ongoing impact of three weather events experienced during the final months of 2021/22 on subsequent maintenance programmes. With the current fragile condition of the network, it is unlikely this position will improve in the near future.

17. Additionally, a number of other measures did not meet their targets for 2021/22, whilst still demonstrating performance better than, or similar to, that of the previous year. The main drivers for this include:

- Impacts of the pandemic during 2021/22:
 - Some sites (such as libraries, cultural venues, and outdoor sites) closed or offered reduced services as required by lockdown restrictions. These sites are now operating normally, following the end of pandemic restrictions.
 - The National Child Measurement Programme (NCMP) in Hampshire could not undertake the number of measurements that it could in previous years.
- Behaviours of providers and residents impacting performance:
 - The uptake of school meals took time to return to pre-pandemic levels as staff vacancies and absence impacted performance and some schools continued to serve lunch in classrooms rather than in dining halls for a period following the relaxation of COVID restrictions.
 - Parents were more likely to opt out of participation in the NCMP survey study, which is believed to be due to concerns about the mental wellbeing of students following changes in their lifestyles during the lockdown.
 - In-person visits to libraries took time to recover.

18. Mitigation plans are already in place to support these programmes, and the picture will become clearer in the coming months as the economic recovery from the pandemic continues and the economic impacts on households and services from inflation and supply issues develop.
19. Performance Risks: No performance measures were rated as high risk during 2021/22. However, departmental returns highlighted several wider areas of risk for the County Council. These included:
- labour force pressures which have impacted departments, including the HGV driver shortage, pressures on care home staffing, social workers, and staff in catering and hospitality roles. Work is underway to develop our attraction strategy and employee value proposition, to better understand patterns of external and internal turnover/retention, and to further develop our insight about the future skills and workforce needs of the organisation, all with the intention of gaining a competitive edge in the recruitment market. This includes seeking to improve attraction rates for those under the age of 25 through the development of appropriate interventions aimed at the post 16 market and reviewing and updating our Leadership and Management development framework in line with emerging needs. In addition to a greater focus from senior management on recruitment, staff had been reallocated to support where needed and appropriate, for example to support Afghan and Ukrainian resettlement programmes. Managers remain mindful of the strain on staff who have continued to work over the pandemic, as some front-line services have continued to experience significant levels of COVID-related sickness absence;
 - inflationary pressures which have affected the business, both in terms of increasing costs for materials and supplies as well as the impact of service users struggling to pay service charges; it is anticipated that there will be an increase in service users requesting financial reassessment of their circumstances as costs of living are expected to rise further over the coming year;
 - costs and availability of construction materials which impacted highways maintenance and development, and property construction services. Work programmes have been prioritised to allow essential work to be undertaken, although the expectation from the impacted services is that this pressure will continue for the foreseeable future; and
 - pressure on essential services, which remained high, with the volume and complexity of adult safeguarding work having increased as well as growing service user needs as a result of pressures on NHS services. To counter this, waiting lists have been reviewed frequently to maintain required standards and additional short-term capacity has been procured to support vulnerable service users.

Inclusion, Diversity and Wellbeing update

20. In May 2021 all County Council employees were invited to take part in an employee survey covering inclusion and wellbeing, following surveys in 2018 and 2019. 4,885 employees responded, and the results indicated that there has been an improvement in employee wellbeing. In particular, staff reported better engagement with managers and fairness in the application of policies and in recruitment, and reduced levels of harassment, discrimination, bullying and abuse.
21. Following the publication of the County Council's Zero Tolerance Statement in July 2021, the Dignity at Work policy and how to guide have been updated to include guidance for managers on how to manage situations with service users, the public, and other stakeholders.
22. The County Council has celebrated the diversity in its workforce, through events organised with the Council's staff networks. This included activities to support Black History Month (October 2021), Disability History Month (18 November - 20 December 2021), and LGBT+ History Month (February 2022), and events are planned to celebrate Pride Month in June 2022.
23. The County Council published its Inclusion Strategy for 2021-2024 in September 2021. The Strategy outlines how the Council will improve inclusion and diversity, and the benefits for staff, service users, and partner organisations. As part of this, over 2022 the County Council will focus on the following:
 - Making flexible working more accessible for colleagues from specific groups as identified in the staff survey
 - Raising awareness of and sharing information about the diversity and cultures of colleagues and their lived experiences (linked to the Let's Talk About.... series and Diversity Role models project)
 - Representation at all levels, through initiatives to increase the numbers and profiles of people from protected characteristics groups in senior roles
 - The Resolving Conflict scheme, to explore and evidence the value of a 'conflict resolution' approach, modelled on a restorative justice and alternative dispute resolution process
 - By addressing incidences and increasing satisfaction, such as incidents of bullying, harassment, abuse, discrimination and microaggressions, with the aim of increasing satisfaction with outcomes
 - Developing the use of data and insight through the Annual Workforce Report and People data strategy, supported by an updated Data Statement
 - Communications, branding and information, to improve the internal and external offer for inclusion, diversity and wellbeing communications and information

- Projects to embed health and wellbeing in the organisation over the longer-term
 - A wellbeing session schedule of regular internal events and activities which support and enhance colleague wellbeing
 - The manager support and toolkit which explores, identifies and provides relevant wellbeing resources to support managers around wellbeing
24. An Inclusion Action plan has been developed in respect of the inclusion priorities. In addition, Departments have developed their own Inclusion Action plans which will support delivery of the Strategy, following self-assessments of the inclusivity and accessibility of their services, including assessment against the Modern Slavery statement.
25. The Strategy will also be supported with updated policies, guidance and accreditation, including the following:
- Guidance on ‘Supporting employees with caring responsibilities’
 - HR and Finance policies and processes to support inclusion and diversity objectives – including areas of current good practice and areas for future improvement
 - Level 2 accreditation of the Disability Confident Scheme, supporting the recruitment, retention and development opportunities for disabled people

Climate Change update

26. Four Climate Change projects, [launched by Cabinet on 14 July 2020](#), have progressed as described below.
- Through the Greening Campaign 42 communities have been engaged to encourage behaviour change by residents, and Community Renewal Funding has been awarded to work with 20 communities.
 - The Community Energy Network supports and enables local communities to build their own capacity for renewable energy and energy efficiency, with funding awarded to support the development of five community projects to date in Hampshire.
 - The Environment Centre is a free advice phone line for residents on various issues such as energy efficiency and sustainability, available at www.environmentcentre.com. Work is underway, supported by the County Council, to develop the hub as a trusted and accurate information source on Hampshire’s work to improve sustainability, ways to save energy, how to retrofit existing facilities to be more environmentally sustainable, how to make use of renewable energy sources, and information on local air quality. The site will support residents by signposting them to grants and

other funding sources available to install sustainable measures in their properties, with an emphasis on web-based tools such as webchat.

- Hampshire Solar Together is a group-purchasing scheme for homeowners wishing to install solar panels at their properties. There have been some delays to the scheme as a result of the pandemic, although supply chain issues have now been resolved and approximately 700 solar installations are planned to be completed by Autumn 2022.
27. The County Council presented its [2020/21 Climate Change Annual Report in October 2021](#), which reported on these aforementioned projects as well as:
- work by the Carbon Trust to establish the baseline emissions for the County area, develop the 2 decision tools, establish the Strategic Framework and accompanying carbon estimates;
 - purchasing of Corporate “green” electricity through the “Renewable Energy Guarantee of Origin” certificate (REGO);
 - a pilot scheme for residential on-street electric vehicle charge-points;
 - a commission with the New Economics Foundation (NEF) to develop a framework and roadmap for Green Recovery on a whole County basis; and
 - funding the Future Energy Landscape work with University of Southampton.
28. Net carbon (CO₂) emissions from the Council’s operations have fallen over recent years, to 51,170 tonnes in 2020/21 from 62,259 tonnes in 2019/20 and 67,889 in 2018/19. This was, in part, due to the Council’s built estate using 13% less electricity operating at reduced capacity during the pandemic, as well as lower emissions from street lighting and an increase in the use of green energy tariffs since a renegotiation of supply contracts in October 2020.
29. During the COVID-19 pandemic some areas of climate change adaptation work have developed at a faster pace than previously anticipated. There was a reduction in car use, although this may not be sustained as commuters return to pre-pandemic behaviours. Increased home working, however, is believed to be sustained in the longer term.
30. The pandemic has also seen a more rapid uptake of digital enabled care and digital communication across Children’s Services and Adults Health and Care, such as the Artificial Intelligence driven welfare automated system, that has been providing communication and support for more than 83,000 people across Hampshire.
31. The County Council has declared 2022 the “Year of Climate Resilience”. The County Council aims to increase awareness of the importance of resilience, promote its approach and the actions we are taking to build resilience, and to

develop showcase projects in partnership with key stakeholders. Communications and marketing campaigns aimed at a range of audiences will be launched in the summer of 2022.

Local Government and Social Care Ombudsman determinations 2021/22

32. There is a duty on the Monitoring Officer to report to the County Council / Executive on matters including maladministration or injustice under Section 5 and Section 5A of the Local Government and Housing Act 1989 (LGHA).
33. 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. An annual report is published by the LGSCO in July each year with numbers of complaints against all local authorities and decisions made.
34. In 2020/21, being the latest year for which statistics from the LGSCO are available, the LGSCO conducted significantly fewer (around 62%) investigations in respect of complaints made to the LGSCO against Hampshire County Council than other comparator Councils. Of the 31 complaints against the County Council which *were* investigated by the LGSCO, 27 were upheld (around 12% more than comparator councils).
35. The overwhelming majority of complaints made to the LGSCO regarding the County Council are rejected without investigation by the LGSCO, and the County Council therefore only receives notification of those references to the LGSCO which the LGSCO determines they will investigate. It may be noted that all determinations received related to complaints regarding the provision of Adults and Childrens Services, in particular referring to pressures within Special Education Needs services which experienced a significant increase in the number of Education and Healthcare Plans (EHPs) in recent years (in 2014 there were in the region of 5,000 EHPs, compared with around 13,000 at the current time – an increase of over 160%). It should also be recognised that this is in the context of the significant pressure on these services caused by the Covid-19 pandemic.
36. In 2021/22 (April 2021 – March 2022), 23 determinations were received from the LGSCO. In 20 cases the LGSCO determined that there had been maladministration or injustice. In 2 cases the LGSCO determined that there

had been maladministration but no injustice. In 1 case the LGSCO determined that there had been no maladministration or injustice. More details of individual decisions are provided at Appendix 3. It should, however, be noted that this represents only a very limited number of references to the LGSCO.

Conclusions

37. This report and its supporting appendices demonstrate that the County Council performed well in the delivery of core public services during 2021/22 against its *Serving Hampshire* Strategic Plan, with over three quarters of its corporate performance measures showing improved or maintained performance, and no measures being rated as representing a high-performance risk to the County Council.
38. The County Council delivered this performance against a complex backdrop of ongoing and emerging challenges during the year, including the continuing impact of COVID-19, budget constraints, workforce and inflationary pressures, and other on-going externally driven challenges.
39. 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.
40. The sources of internal and external validation listed in Appendix 1 demonstrate that the Council's services continue to adhere to national standards and are tracked by service managers to maintain the quality expected of them.
41. The County Council also continues to deliver against its strong commitment to inclusion, diversity and wellbeing for its staff, and this progress is recognised by employees.
42. The first Climate Change Annual Progress Report (2020/21) documents significant progress being made via a range of actions designed to reduce carbon emissions and ensure that Hampshire is prepared for the impact of climate change.

REQUIRED CORPORATE AND 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> Serving Hampshire Strategic Plan 2021-2025 and Corporate Performance Management Framework | <u>Date</u> 13 July 2021 |
| Serving Hampshire – 2021/22 Half Year Performance Report | 8 February 2022 |
| 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.)

| | |
|-----------------|-----------------|
| <u>Document</u> | <u>Location</u> |
| None | |

EQUALITIES IMPACT ASSESSMENT:

1. 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 by or under the Act with regard to the protected characteristics as set out in section 4 of the Act (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation);
- Advance equality of opportunity between persons who share a relevant protected characteristic within section 149(7) of the Act (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic within section 149(7) of the Act (see above) and persons who do not share it.

Due regard in this context involves having due regard in particular to:

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

3. Climate Change Impact Assessment

Hampshire County Council utilises two decision-making tools to assess the carbon emissions and resilience impacts 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.

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.

Appendix 1: Sources of internal and external validation

| 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. |
| Inspection of children's homes | Residential care homes inspection | External – Ofsted | Ofsted resumed graded inspections of residential and secure children's homes with effect from 1 April 2021. Nine out of 10 homes have been inspected during the current Ofsted inspection cycle. The only home not inspected remains temporarily closed. Five out of 10 homes are currently graded Outstanding or Good. |
| School Inspections | Inspections of schools | External – Ofsted | As at the end of February 2022, 93.3% of schools were judged to be Good or Outstanding by Ofsted. |
| Social care self-assessment | Self-evaluation is an integral element of inspection of the local authority children's services (ILACS) framework | Internal and external – shared with Ofsted prior to annual conversation with the Director of Children's Services | The 2021 Social Care Self-Assessment was sent to Ofsted ahead of the annual conversation which took place on 7 March 2022. |

| 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 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 | Inspection of in house provided residential and nursing homes | External – Care Quality Commission | 21 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 as at the end of 2021/22: <ul style="list-style-type: none"> • Emsworth House • Fleming House • Malmesbury Lawn • Westholme |
| Economy, Transport and Environment | | | |

| Assessment title | Area | External/internal | Latest judgement |
|---|--|---|---|
| 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 continuing to happen remotely during COVID restrictions. Last assessment (November 21) resulted in accreditation being successfully maintained. The next assessment is due in May / June 2022. |
| Culture, Communities and Business Services | | | |
| Operational Authorisation (Replaces the Permission for Commercial Operations) | Drone Service (Asbestos) | External – The Civil Aviation Authority | Permission granted from 19 th Aug 2021 until and including 19 th Aug 2022. |
| UKAS Accreditation | Hampshire Scientific and Asbestos Management services following an annual assessment | External – UKAS (UK Accreditation Service) | UKAS provide accreditation that Hampshire's scientific testing and inspection activities are conducted to the standard set out in ISO 17020 and 17025 and comply with the Forensic Regulators Code of Practice. UKAS audit Hampshire Scientific Service annually for compliance and the last assessment was in May 2021 - accreditation was maintained |
| Adventure Activities Licensing Services (AALS) Inspection | Hampshire Outdoor Centres | External – Adventure Activities Licensing Authority | Calshot Activities Centre: Validation expires July 2023 Hampshire and Cass Foundation Mountain Centre: Validation expires July 2022 |

| 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 September 2023 Tile Barn Outdoor Centre: Validation expires Aug 2022 Runway's End Outdoor Centre. Validation expires Feb 2023 |
| Adventuremark | Hampshire Outdoor Centres | External - Adventure Activity Industry Advisory Committee (AAIAC) | Calshot Activities Centre: Validation expires September 2023 Tile Barn Outdoor Centre: Validation expires Aug 2022 Runway's End Outdoor Centre. Validation expires Feb 2023 |
| National Indoor Climbing Award Scheme (NICAS) | Hampshire Outdoor Centres | External - ABC Training Trust | Calshot Activities Centre: Validation expires at the end of Sept 2022 |
| Royal Yachting Association (RYA) Recognised Training Centre | Hampshire Outdoor Centres | External - Royal Yachting Association (RYA) | Calshot Activities Centre – Recognised Training Centre – validation expires March 2023 |
| Royal Yachting Association (RYA) Sailability accreditation | Hampshire Outdoor Centres | External - Royal Yachting Association (RYA) | Calshot Activities Centre – Recognised Training Centre accredited to provide accessible shore-based facilities for sensory, physical or other disabilities – validation expires March 2023 |
| British Canoeing Quality Mark (BC) | Hampshire Outdoor Centres | External - British Canoeing | Calshot Activities Centre – Quality mark – expires December 2022 |

| 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 2021 to all the Country Parks. Royal Victoria Country Park and Staunton Country Park have also been awarded the Green Heritage Award October 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. The Ramblers were able to provide figures for both May and November 2021 the average pass rate was 65.5% pass against all criteria. |
| 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 . One of the largest grassland sites in southern England owned by HCC and Natural England has recently been reassessed as in Favourable Condition from unfavourable 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 |

| Assessment title | Area | External/internal | Latest judgement |
|--|--|---|--|
| Animal and Plant Health Agency (APHA) checks | Inspect animal health and welfare | External - Animal and Plant Health Agency | Spot checks of countryside sites for animal health and welfare and plant disease. Last check undertaken in August 2021, with one recommendation on administrative process timeliness noted and addressed. |
| Food Hygiene Ratings | Countryside Country Park cafes | Environmental Health Officer | Current 5-star ratings at: <ul style="list-style-type: none"> • Manor Farm (Feb 2020), • Staunton Farm (Oct 2019), • Titchfield Haven (May 2022), • Royal Victoria (Jan 2020), and • Lepe Country Parks (Jan 2022) Current 4-star rating at Queen Elizabeth Country Park (Nov 2021) |
| 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 has been delayed by GRO due to impact of C-19 and date for next assurance review will be 10 th Oct 2022 |
| 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 – Aug 2021 (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 2022 |

| Assessment title | Area | External/internal | Latest judgement |
|--|--|--|---|
| Annual allergen audits | HC3S | Internal | Allergen audits are now completed internally. During the academic year, Sept 2020 to Aug 2021, 69 were completed with an average score of 91.2%. |
| 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 20/21 and 100 HKAs were completed. The average score was 95.2% compliance against the standards set by HC3S |
| 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 | External - Freight Transport Association (FTA) | HTM have an external accreditation and audit by the FTA every 3 years for the workshop and technicians to be IRTE accredited. All 5 workshops were audited and passed in 2021, with the next audit due by Easter 2024. |
| Compliance with the Port Marine Safety Code | River Hamble Harbour Authority | External - Maritime and Coastguard Agency | Certification of compliance with the Port Marine Safety Code. Compliance at 3 yearly intervals. Expires March 2024 |

| 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 2023 |
| Corporate Services | | | |
| Disability Confident Employer | Corporate | External – HM Government Disability Confident scheme | Awarded in October 2021. Accreditation valid until October 2024. |
| 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 2021/22 |
| 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. The accreditation remains valid until September 2023 |
| 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 was achieved in March 2021 based on the design and operating effectiveness of the control environment. This enables all partner organisations to get independent assurance comfort to an external accredited standard on the overall 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, and submitted in October 2021. |
| Lexcel Accreditation for Legal Services | Legal Services | External – Law Society | Awarded by the Law Society to practices that are committed to Legal Excellence. Last assessed in December 2021, with an updated assessment planned for December 2022. |

Appendix 2: 2021/22 key performance achievements

| Serving Hampshire priority | Achievement |
|--|---|
| <p>Outcome one: Hampshire maintains strong and resilient economic growth and prosperity</p> | <p>The County Council has seen 352 apprenticeships start within the Organisation in 2021/22, of which 205 were in the Council and 145 in schools. This represents an increase of 88 on 2020/21 and a near-return to pre-pandemic levels, bringing the total number of apprentices on the programme to 751 at the end of March 2022. The 87% retention rate of apprentices within the organisation is higher than the national average (59%) and has remained around this level for around five years, demonstrating the long-term return on investment. The rate of apprentices achieving their accreditations (66%) is also higher than the national average (58%).</p> <p>In addition, the County Council manages an Apprenticeship Levy scheme that allows Hampshire businesses and public sector organisations to apply for funds to support their own apprenticeship schemes. £915,000 was paid from this scheme in 2021/22, funding 453 new apprenticeship starts at a value of £2.9 million within these organisations through the year.</p> |
| | <p>£1 million of additional funding has been agreed by the Council to support the delivery of high-speed broadband to households in rural parts of the county. The funding will ‘top-up’ the Government’s existing Gigabit Broadband Voucher Scheme, which helps people in hard-to-reach locations get a fast, reliable broadband service</p> |
| | <p>The lengthening of the Eclipse Rapid Transit busway in Gosport was completed and opened in December</p> |
| | <p>Following County Council approval, on-street parking charges are being introduced in Fareham and Lymington, generating an estimated £450,000 over the coming years</p> |
| | <p>The Council has agreed to maintain contract payments for community transport operators at 100% from 1 April 2022 to 31 March 2023. This will assist operators in the recovery and operation of their services, as they continue to experience lower passenger numbers (currently 35% lower than before the COVID-19 pandemic) as user confidence returns</p> |
| | <p>All Council-managed corporate office buildings have been reopened, supported by new workspace booking technology solutions and meeting room technology to support hybrid working</p> |

| Serving Hampshire priority | Achievement |
|---|---|
| | <p>Services have been returning to full capacity following the lockdowns and restrictions of the pandemic being lifted. Library, heritage, and outdoor services have reopened, face-to-face visits have resumed for Adult Social Care clients, and social distancing and visit frequency restrictions at HWRCs have been reduced. In addition, office-based staff have been returning to County Council sites as part of phased programme with hybrid working now in place in much of the organisation</p> |
| <p>Outcome two: People in Hampshire live safe, healthy and independent lives</p> | <p>Just over 98% of parents have been offered a reception year place for their child in one of their three preferred choice schools from September 2021, and just over 93% have been allocated a place at their first choice of school, consistent with the performance in previous years</p> <p>The Corporate Infrastructure Group delivered 1,870 school places, through new schools and extensions to existing schools, in 2021/22</p> <p>The first 'Independence Hub' opened in Alton in December 2021, offering post-16 education tailored specifically for young people with special education needs and disabilities (SEND). Three more Independence Hubs are planned to open over the coming two years, with an expectation that additional sites will also be identified</p> <p>20 additional school places for children with Special Educational Needs and Disabilities will be available from September 2023, following a £2.2 million investment by the Council to expand The Mark Way School in Andover, with work underway to develop two new classrooms and refurbish other areas of the school site</p> <p>The Household Support Fund, funded by DWP grant, was organised through the 'connect4communities' programme, and led by the County Council in collaboration with community partners. This provided direct support to vulnerable households across Hampshire with the costs of food and fuel, through food and utility vouchers, grants to schools and early years settings, exceptional housing cost support and the development of a network of community pantries across the county. A further £7.1m has been provided for the County Council to allocate between April-September 2022, and this will be done through a range of initiatives.</p> |

| Serving Hampshire priority | Achievement |
|---|--|
| | <p>Hampshire's primary schools took part in the national 'Eat Them to Defeat Them' campaign in 2021, that encouraged children to eat more vegetables. The initiative included vegetable tasting sessions, 'cook-along' demonstrations, recipe suggestions and vegetable-inspired lesson plans</p> <p>Steady and Strong classes, coordinated by Hampshire County Council, have been relaunched following the COVID-19 pandemic. The 80 classes help older people regain their strength and balance, helping them to remain active and maintain their independence</p> <p>The Call to Care campaign launched, showcasing the careers available in social care in Hampshire, as part of a strategic approach to addressing recruitment challenges in the sector</p> <p>17,000 children registered for the 2021 Summer Reading Challenge, over 14,000 more than in 2020, when the service was delivered wholly online</p> |
| <p>Outcome three: People in Hampshire enjoy a rich and diverse environment</p> | <p>Hampshire's first recycling road materials site opened in Micheldever in June 2021, allowing the Council to reuse road materials dug up during road maintenance operations to reduce CO2 emissions by 67,500kg, and save £320,000 per year</p> <p>A segregated walking and cycleway route between Brighton Hill Roundabout and Sullivan Road in Basingstoke opened, following a public consultation on the scheme in early 2021 which indicated strong support for the development. The route will link directly into the other cycle routes that will be provided as part of the Brighton Hill Roundabout improvement scheme</p> <p>A £150,000 grant scheme, funded from the Department for Travel's Active Travel Fund, has allowed businesses to develop cycle facilities to support cycling as a means of commuting to work</p> <p>All five Country Parks in Hampshire were awarded Green Flag status for 2021, and the Sir Harold Hillier Gardens in Romsey won Gold for the eighth year running in the annual Britain in Bloom South and South-East region awards</p> |

| Serving Hampshire priority | Achievement |
|----------------------------|--|
| | <p>The County Council signed up to invest £10,000 in Sustainable Overton's Test Source Community Energy (TSCE) project, set up by Sustainable Overton - to deliver a community energy scheme in the village. The scheme includes a 330kWp Solar Photo Voltaic scheme at Southley Farm in 2022. In addition, the County Council has installed solar panels, double-glazed windows and improved heating control systems has been completed at more than 200 schools, with more schools planned to receive these upgrades</p> |
| | <p>Hampshire County Council is working with Southern Water and other agencies to develop a sustainable long-term improvement plan for Chichester and Langstone Harbours – with the aim of protecting the environment, supporting the local economy, and the local community</p> |
| | <p>As part of the Highway Tree Planning Programme 2,800 trees were planted in 2021/22, more than double the number planted the previous year (1,300), with an expectation that 3,000 will be planted in 2022/23</p> |
| | <p>Changes at Staunton Country Park in Havant have been completed, including improved visitor facilities and the restoration of the historic Georgian landscape</p> |
| | <p>The Countryside site at Castle Bottom (near Yateley Common) has recently been judged as returning to being in favourable condition as part of the Site of Special Scientific interest (SSSI) review</p> |
| | <p>Hilliers launched the new extension to Jermyn's House, 'The Garden Restaurant' in July 2021. In addition, Visitor Figures and Membership totals at Sir Harold Hillier Gardens have exceeded pre-COVID figures. Educational and General Events are booking well and conferences returning to Jermyn's House. A new shelter has been installed at the pond and new play equipment has been installed at the Education Garden</p> |
| | <p>The Barn at River Hamble Country Park opened to the public in March. This is the new eco-friendly visitor centre and café that has been built using climate friendly materials (many harvested from the same park) and features a solar panelled roof linked to Tesla batteries. River Hamble Country Park has also opened its Reflections and Connections Woodland, a quiet site for staff and visitors to the attraction</p> |

| Serving Hampshire priority | Achievement |
|--|---|
| | <p>3.4 million physical books were issued in Hampshire libraries in 2021/22 whilst the number of eBooks issued in the same year (1.8 million) was more than double the number issued before the COVID-19 pandemic (869,081) in 2019/20)</p> <p>2020/21 CIPFA Public Library Stats show that Hampshire Libraries reported the highest number of both physical and digital book issues, highest number of visits of any county authority</p> <p>Hampshire’s Library Service was shortlisted for two ‘Libraries Connected’ awards due to its approach to service delivery during the COVID-19 pandemic. The Home Library Service, during the first COVID-19 lockdown, supported customers who were living alone with phone calls to chat about a shared love of reading, and where needed, were put in contact with support services including Hampshire Coronavirus Support and Helpline. Gosport Discovery Centre was also nominated for its work to support the use of Makaton sign language</p> <p>In addition, the 'Bringing the library to you' campaign, developed by the County Council, was awarded the CILIP Marketing Excellence Award in 2021</p> |
| <p>Outcome four: People in Hampshire enjoy being part of strong, inclusive, resilient communities</p> | <p>The County Council undertook its Balancing the Budget consultation in Summer 2021, giving residents and stakeholders an opportunity to have their say on how the Council addresses its budget shortfall while continuing to deliver high quality services. Subsequently, additional consultations have taken place on specific ways for services to meet savings targets agreed by the County Council</p> <p>Hampshire families in poverty have been receiving extra help over the 2021/22 autumn and winter months from the ‘Connect4communities’ programme, led by Hampshire County Council and financed by the £7 million Household Support Fund, awarded by the Department for Work and Pensions</p> <p>The Council continued to support Government programmes to resettle Afghan refugees following the withdrawal of UK troops from Afghanistan, including intensive support for refugees who have been temporarily accommodated in ‘bridging hotels’ before finding longer-term accommodation. The Council currently supports 3 bridging hotels in the area, and has successfully supported the resettlement of 31 Afghan refugee families into longer-term Hampshire accommodation through this work</p> |

| Serving Hampshire priority | Achievement |
|----------------------------|---|
| | <p>In 2021/22 the County Council began work to assist Ukrainian refugees arriving in Hampshire under the Government's Homes for Ukraine scheme. Initial work involved conducting safeguarding and wellbeing checks via home visits, distributing Government-funded financial support, and ensuring timely information was shared with guests and sponsors, including helping to inform guests on how they could access healthcare and educational services. Numbers of guests accommodated in Hampshire is expected to be available in 2022/23.</p> |
| | <p>'Hampshire Hive' launched during Foster Care Fortnight in May 2021. This is a new support network for foster carers and the children they look after which aims to create an 'extended family' for fostering households</p> |
| | <p>The Fostering Hampshire Children Winter Campaign has been shortlisted for Best Public Awareness Cause Campaign, to be awarded in Summer 2022. The campaign used an animated video, designed and developed in-house by the County Council, to encourage Hampshire residents to provide a home to Hampshire children who are unable to live with their birth families, and can be watched online at bit.ly/FHW-2021.</p> |
| | <p>The County Council has approved a £515,000 investment to refurbish the Winchester Discovery Centre, which will improve library and gallery facilities, as well as updating the facilities at the site, as part of an agreement with Hampshire Cultural Trust to improve the financial sustainability of the building over the longer term</p> |
| | <p>The Getting Going Again Fund of £950,000 has been approved by the Council, to support Hampshire residents who have been classed as Clinically Extremely Vulnerable (CEV) or Clinically Vulnerable (CV) to re-engage with their local communities and focus on the post COVID-19 future, by helping people to start accessing their local communities again, and return to more normal ways of life, in a way that is safe</p> |
| | <p>Hampshire County Council has been re-accredited with the Gold Award in the MOD's Employer Recognition Scheme. The award reflects the County Council's support to the armed forces community, as demonstrated by the Armed Forces Covenant.</p> |

| Serving Hampshire priority | Achievement |
|-----------------------------------|--|
| | <p>The Hampshire Record Office in Winchester has become the new home of the Hampshire Genealogical Society, bringing the Society's volunteers and Record Office staff together to offer a one-stop-shop of support for people researching their family history</p> |
| | <p>HRH The Prince of Wales visited the Arc in Winchester in March to formally open the improved library, arts, performance and community facilities following refurbishment. His visit also celebrated the unveiling of the new statue to 'Licoricia of Winchester', at the site.</p> |
| | <p>A Community Researchers Programme has launched, which has recruited and trained members the public from a range of backgrounds to give the Council greater access to views of minority groups. The researchers have been involved in gathering the views of people from ethnic minority groups or nationalities on the impact of COVID-19 on their communities in Hampshire, and on services to support mental wellbeing and prevent suicide.</p> |

Appendix 3: Local Government Ombudsman Determinations 2021/22

| Department | Complaint | Decision | Remedy | Remedy Completed |
|-------------------------|---|------------|--|------------------|
| Adults' Health and Care | Failure to properly assess complainant's need for care or meet their needs and delay referring their homelessness application to other local authorities. | Upheld | Apology, remind staff they must carry out a care and support plan review before reducing someone's care package. | Yes |
| Adults' Health and Care | Failure to deal with request for contact with sibling (who was fostered from birth) properly and in a timely manner. | Upheld | Apology, financial remedy £250, appropriate member of staff to have oversight of process set out in plan, review of lessons learned and identify measures to avoid recurrence. | Yes |
| Adults' Health and Care | Delay in providing suitable care and communicating poorly with the family. | Upheld | Apology, explanation to Ombudsman on steps taken to tighten monitoring of DP arrangements. | Yes |
| Adults' Health and Care | Alleged failure to appropriately assess and safeguard complainant's daughter, putting daughter at risk of harm. | Not Upheld | None | N/A |
| Children's Services | Delay considering a complaint at stage two of the children's statutory complaints procedure. | Upheld | Financial remedy £200, completion of stage two complaint investigation. | Yes |
| Children's Services | Delay responding to complaint. | Upheld | Financial £350, completion of stage two complaint investigation. | Yes |
| Children's Services | Failure to make educational provision set out in child's Education, Health and Care Plan (EHCP) and failure to meet statutory deadlines for completion of an annual review. | Upheld | Financial remedy £600, reimbursement for 10 private OT sessions, apology, effective complaint handling and annual review training for staff. | Yes |

| | | | | |
|---------------------|--|--------------------------|---|-----|
| Children's Services | Delay issuing a child's Education, Health and Care Plan, and provision of alternative education while child was out of school for medical reasons. | Upheld | Financial remedies £4,600 | Yes |
| Children's Services | Delay in the way the Council dealt with complaint about children's services. | Upheld | Financial remedies £900, explanation of improvements made. | Yes |
| Children's Services | Delay in the consideration of a complaint at Stage 2 of the statutory procedure for children's services complaints. | Upheld | Financial remedy £200, commence stage two complaint investigation. | Yes |
| Children's Services | Complaint about the School Appeals process i.e. failure to record decision not to hold appeals by telephone or video conference. | Upheld | Reminder to staff importance of recording procedural decisions. Remedy provided to complainant before LGSCO decision. | Yes |
| Children's Services | Complaint about the School Appeals process i.e. failure to record decision not to hold appeals by telephone or video conference. | Upheld, but no injustice | Reminder to staff importance of recording procedural decisions. | Yes |
| Children's Services | Complaint about the School Appeals process i.e. failure to record decision not to hold appeals by telephone or video conference. | Upheld, but no injustice | Reminder to staff importance of recording procedural decisions, issue guidance on stage two appeals procedure. | Yes |
| Children's Services | Delay in consideration of complaint at stage two of the children's statutory complaints procedure. | Upheld | Financial remedy £300 | Yes |

| | | | | |
|---------------------|---|--------|---|-----|
| Children's Services | Failure to issue an amended Education, Health and Care Plan (EHC Plan) for child and provide them with suitable education while it found a new placement. | Upheld | Financial remedies £11,800, reminder to staff of need to promptly decide whether there is duty to secure alternative provision. | Yes |
| Children's Services | Delay in completion of the review of her child's Education, Health and Care Plan within the statutory timescale. | Upheld | Financial remedy £250, apology, share learning from decision with SEN and reminder to allow sufficient time to complete phase transfer. | Yes |
| Children's Services | Delay in issuing child's Education, Health and Care (EHC) Plan. | Upheld | Apology, financial remedies £2,000, develop protocol with partner agencies to ensure professional advice within timescale, signpost parents to advocacy/SEN agencies to assist with appeal, issue amended EHCP, complete investigation into school actions. | Yes |
| Children's Services | Failure to properly monitor child's alternative education package while child was educated outside of school. | Upheld | Apology, financial remedies £400, staff training for monitoring progress of EHCPs and reminder to ensure alternative education continues to be suitable for child through school period. | Yes |
| Children's Services | Delay in completing annual reviews of their child's Education, Health and Care Plan. | Upheld | Apology, financial remedies £3,000, reimbursement of mileage, reminder to SEN case officers of right to appeal if reassessment refused. | Yes |
| Children's Services | Delay in responding to complaint about its management of the case relating to complainant and their child. | Upheld | Commence stage 2 complaint investigation, financial remedy £300. | Yes |

| | | | | |
|---------------------|--|--------|--|-----|
| Children's Services | Delay in completing the Education, Health and Care (EHC) Plan; and failure in regard to adequately monitoring child after being taken out of school by parent. | Upheld | Financial remedies £8,050, improvements to process for assessing the suitability of elective home education. | Yes |
| Children's Services | Delay in preparing child's Education, Health and Care Plan and, as a result, the child missed out on receiving a suitable education and support. | Upheld | Financial remedies £8,400 | Yes |
| Children's Services | Failure in assessment and delay in progressing complaint. | Upheld | Apology, financial remedy £240, additional awareness and training given, resources available for stage two complaints increased. | Yes |