

HAMPSHIRE COUNTY COUNCIL

Report

Decision Maker	Cabinet
Date:	18 July 2023
Title:	<i>Serving Hampshire – 2022/23 year end performance report</i>
Report From:	Director, People and Organisation

Contact name: Stephanie Randall, Deputy Director People and Organisation

Tel: 0370 779 1776

Email: Stephanie.randall@hants.gov.uk

Purpose of this Report

1. The purpose of this report is to provide Cabinet with:
 - strategic oversight of the County Council's performance during 2022/23 against the *Serving Hampshire Strategic Plan for 2021-2025*;
 - an overview of Local Government and Social Care Ombudsman (LGSCO) Determinations in 2022/23, and assessment decisions contained in the LGSCO 2021-22 annual report letter.

Recommendation(s)

2. It is recommended that Cabinet:
 - notes the County Council's performance for 2022/23;
 - notes the determinations of the Local Government and Social Care Ombudsman (LGSCO) in 2022-23, and the assessment decisions contained in the LGSCO 2021-22 report letter.

Executive Summary

3. This report demonstrates that:
 - Performance against the County Council's strategic outcomes and priorities, as outlined in the 2021-25 Serving Hampshire Strategic Plan, has generally improved, building upon performance [reported at half year](#). Most corporate performance measures have shown year on year progression, with around two thirds meeting the targets set by their services in April 2022. This has been delivered despite ongoing

inflation, resulting in increasing costs of materials and resources, as well as continued staffing pressures, as a result of ongoing recruitment and retention challenges in the current workforce market.

- 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 2022-23.

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, Directorates are required to monitor service performance against a core set of measures which contribute toward achievement of these outcomes. Directorates 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 Directorates. Full details are included in Appendix 1.
8. Progress against the County Council's Climate Change Strategy, and County Council's Inclusion, Diversity and Wellbeing work programme, also form part of the PMF. Progress on these programmes of work are reported separately to Cabinet, the Executive Member for Climate Change and Sustainability and the Employment in Hampshire County Council Committee.

- The 2022/23 Annual Workforce Report, detailing progress against the County Council's Inclusion, Diversity and Wellbeing work programme was reported to the Employment in Hampshire County Council Committee on 30 June 2023.
 - The 2021/22 Climate Change Annual Report was published in November 2022, demonstrating the County Council's contribution towards the delivery of its Climate Change Strategy.
9. 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.

Overall performance

10. At the end of 2022/23, all but one of the 24 corporate performance measures (for which data was available) were reported by Directorates as being at low performance risk¹ with no measures considered to be a high-performance risk². One measure was reported as medium risk³, with some Tt2019 and Tt2021 savings not achieved as detailed in paragraph 31 due to pressures on service demand and costs of service delivery.
11. Progress against these actions is overseen by each of the Directorate's internal performance and governance arrangements.
12. This Performance Report also provides further assurance of the County Council's performance through a number of independent external inspections and accreditations of its services, set out in Appendix 1.
13. The following sections outline the performance highlights against each of the County Council's Strategic Plan outcomes. This information is supplemented by a longer list of performance highlights contained in Appendix 2.

Outcome One: Hampshire maintains strong and resilient economic growth and prosperity

¹ Low performance risk indicates that there is no negative impact on the quality of the service, the public's and service users' confidence in the service, the service cost, or the service's adherence to statutory requirements.

² High performance risk would indicate where the level of performance represents a risk to the service, and where there are not currently plans to address this.

³ Medium performance risk indicates that the level of performance reflects a level of risk to the service, however this is understood and, where necessary, plans are in place to address this.

14. The measures reporting against this outcome help gauge success against the aim to ensure that Hampshire has the right conditions for economic growth to flourish. At year end, all reported measures had shown maintained or improved performance against baseline and had achieved the targets they had been set.
15. Performance highlights against Outcome One in the second half of 2022/23 included:
 - Road safety and the public realm improvements in Market Place, Romsey, which won both the Judge's Award and People's Choice Award in the Partnership for South Hampshire's Solent Quality of Place Awards. This was the first time in the Awards' 10-year history that a scheme has won two accolades.
 - An increase in the financial support the County Council provides to local bus operators, helping to sustain services where passenger numbers have not yet returned to pre-pandemic levels, during 2023/24.
 - The County Council supporting local universities with two Place-based Impact Acceleration Account funding bids, to deliver investment in engineering and physical sciences research in the area. These bids aim to build community resilience to flood risk and develop the local economy which is supported by Hampshire's port infrastructure.
 - The 'Hampshire Waiting to be Discovered' marketing campaign, delivered in partnership with local attractions, which drove a 35% year on year increase in traffic to the Visit Hampshire website from residents of Southwest London seeking day- and overnight-trips to Hampshire.
 - Additional achievements against this outcome, including those from the first half of 2022/23, are included in Appendix 2.

Outcome Two: People in Hampshire live safe, healthy, and independent lives

16. The measures against this outcome help gauge success against the aim to enable all children and young people to have the best possible start in life and fulfil their potential; and to help people to stay safe and well and look after their physical and mental health, whilst maintaining their independence.
17. All but one measure reporting against this outcome had maintained or improved their performance in 2022/23.
18. The measure with poorer performance was 'child excess weight in 10–11-year-olds', which rose from 30.6% to 33.7% in Hampshire between 2019/20

and 2021/22⁴. This reflects a national increase over the same period (from 35.2% to 37.8%), and in the South East (from 31.7% to 34.0%) with Hampshire maintaining lower figures than these benchmarks. The County Council is working to address child excess weight through its [Public Health Healthy Weight Strategy 2022-26](#), which aims to ensure that its whole-systems approach provides interventions that are effective and meet the needs of children and families to achieve healthy lifestyles and healthy weights.

19. Three measures had not delivered on their annual targets at year end, as shown below. These school placement measures narrowly missed their aspirational targets, instead maintaining performance at a similar level to their previous year baselines, and above the national DfE data for 2022⁵, as per previous years.

Measure	Baseline	Target	Most recent data
Proportion of parental preferences (1st, 2nd, or 3rd) for school admissions which have been successful for starting school (reception)	98.43% (2021)	100%	98.66% (Apr 2022) <i>1st choice: 93.59%</i> <i>2nd choice: 4.17%</i> <i>3rd choice: 0.90%</i>
Proportion of parental preferences (1st, 2nd, or 3rd) for school admissions which have been successful for infant to junior transfer (Year 3)	99.11% (2021)	100%	99.39% (Apr 2022) <i>1st choice: 98.13%</i> <i>2nd choice: 1.19%</i> <i>3rd choice: 0.07%</i>
Proportion of parental preferences (1st, 2nd, or 3rd) for school admissions which have been successful for transfer to secondary school (Year7)	97.65% (2021)	100%	98.06% (Apr 2022) <i>1st choice: 92.29%</i> <i>2nd choice: 4.99%</i> <i>3rd choice: 0.78%</i>

20. As reported at half year, Children's Services use a comprehensive forecasting tool, alongside local knowledge insight available on expected future school admission places to ensure sufficiency of school places in Hampshire during the year R, 3 and 7 admission rounds, whilst recognising the Local Authority's commitment to ensuring that, as far as possible, schools serve their local community. The stretch targets for 2022/23 target for all pupils to be offered a

⁴ The most recent data available at the end of 2022/23, for which there is a one-year reporting lag.

⁵ National data for year 7 in 2022 published by the Department for Education had 83.3% of year 7 children receive their first preference, and 95.8% of year 7 children receive one of their three preferences. National data for year R in 2022 published by the Department for Education had 92.2% of year R children receive their first preference, and 98.4% of year R children receive one of their three preferences.

place at one of their preferred schools reflects the County Council's commitment to give children and young people the best opportunities were aspirational, helping to provide a focus on ensuring local school availability in the areas where Hampshire children live. The Local Authority sends information out to parents and carers ahead of application deadlines, and information is also included on the School Admissions website, in school admission policies, in its composite prospectus for parents, on social media, in Council published news articles, and school place application forms, encouraging parents and carers to use all three preferences available to them. This is because, on occasion, applicants will use only one preference, sometimes naming an unrealistic school. In these cases, in line with the Council's published advice, they are allocated a place at their catchment school (if places remain) or the nearest school with a space, which can on occasion be some distance away.

21. Whilst the Admissions Team cannot dictate that parents and carers use their three preferences, name their catchment school or name viable preferences, the service is consistently able to offer at least 97% of parents and carers a place at one of their preferred schools, demonstrating effective planning, sufficiency of school places for Hampshire residents, and effective service delivery, even if the aspirational target of 100% is not achieved. This is despite the increased autonomy in the admissions system with the growth of own admission authority schools as a result of academisation.
22. Performance highlights against Outcome Two in the second half of 2022/23 included:
 - Ofsted describing the County Council's child and family social workers as "knowledgeable, confident and child-centred", ensuring that children have a "meaningful voice" in decisions about their care. In addition, the [findings of the targeted inspection](#), conducted in early 2023, highlighted work that Children's Services have undertaken to increase social work and placement capacity, in response to growing pressures in children's social care nationally.
 - Supporting Hampshire residents to stop smoking. Of the 989 people supported by Smokefree Hampshire (the Council's contracted smoking cessation service) between January and March 2023, over half have successfully quit, many of whom are from priority groups, such as routine and manual workers, those experiencing deprivation, pregnant smokers, and people with mental health issues.
 - Introducing a new direct referrals process from hospitals to alcohol misuse services which, over the past 12 months, has generated increased engagement: 58% of referrals engaged with the services, an increase from 49% in the previous year, and the rates of those completing or maintaining treatment also rose from 21% to 24% over the same period.
 - Enabling residents with a Body Mass Index (BMI) of over 27.5 to access a free 12-week course to help them manage their weight through a new

contract with Weight Watchers. This new scheme commenced in February 2023 and builds on previous success over the past 5 years, wherein 9,000 residents have lost weight through similarly commissioned schemes, reducing pressure on local health services.

- Becoming the first county-wide library network to gain the 'Library Service of Sanctuary Award' which has been granted by City of Sanctuary UK. This award recognises Hampshire Libraries' work to provide a safe and supportive space to people from all communities, helping new arrivals who have needed to flee their homes seeking safety to settle into their new communities whilst promoting understanding, and celebrating the ways in which people seeking sanctuary contribute to society.
- Supporting holiday schemes for eligible children at 132 venues over the Easter 2023 break, as part of the Holiday Activities and Food (HAF) programme. In total, the County Council awarded almost £600,000 to 51 organisations to create 17,131 places at HAF sessions during the Easter break, building on the support provided over the Christmas 2022 break which provided holiday clubs across 125 sites, with 5,637 children accessing 18,500 sessions.
- Additional achievements against this outcome, including those from the first half of 2022/23, are included in Appendix 2.

Outcome Three: People in Hampshire enjoy a rich and diverse environment

23. Outcome Three encompasses measures that aim to sustainably protect, maintain and enhance Hampshire's natural and built environment. These had almost all shown improved performance and delivery against target since the start of 2022/23 and were all reported as low performance risk.

24. The one measure which had not met its target was the total percentage of waste recycled, where the outturn in Feb 2023 (37.8%) remained similar to that in March 2022 (38.6%). To improve performance in future years, with the aim of reaching the target of 65% by 2035, the County Council is

- developing new recycling infrastructure in Eastleigh that will enable Hampshire residents to recycle more items at the kerbside (glass, pots, tubs, trays, cartons and flexible plastics) as well as additional capacity to recycle food waste.
- providing targeted communications and support to residents via the [Smart Living](#) waste prevention programme, in an effort to reduce the overall amount of waste produced in Hampshire, and reduce pressure on waste treatment services.

25. Performance highlights against Outcome Three in the second half of 2022/23 included:

- Commencement of work on new road infrastructure in Whitehill and Bordon which will improve connectivity in the city centre and make it easier for people to walk and cycle to the High Street. This is due to be completed in mid-2023.
 - The County Council has completed a walking and cycling route between Eastleigh and Southampton, providing access to Southampton City Council's Cycle Network "SCN" route 3.
 - The Climate Change and Environmental Strategy Team won the Public Sector Local Leadership award as part of Regen's Green Energy Awards. The award recognised the Authority's strategic, evidence-based approach to developing a net zero local energy system, which has residents at its heart and benefits from partnership working.
 - Additional achievements against this outcome, including those from the first half of 2022/23, are included in Appendix 2.
26. Outcome Three also incorporates work towards securing carbon neutrality for Hampshire by 2050, ensuring a response to climate change is fully embedded in the County Council's work.
27. The 2021/22 Climate Change Annual Report was presented to the Executive Member for Climate Change and Sustainability in November 2022. The report set out the delivery of the County Council's Climate Change Strategy between July 2021 and July 2022, as reported at half year.

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

28. Outcome Four promotes social equality, community resilience and development, with its measures all showing improvements and successful delivery against target in 2022/23.
29. Performance highlights against Outcome Four in the second half of 2022/23 included:
- Receiving a gold award in the 'Public Sector Campaign' category at October 2022's Chartered Institute of Public Relations' PRide awards for the South of England and Channel Islands for the Fostering Hampshire Children's winter 2021 campaign. Created entirely in-house by Fostering Hampshire Children and the County Council's marketing team, the 'You Can Foster' campaign was credited with achieving a 300% increase in enquiries about fostering in Hampshire, at a time of year when enquiries are typically lower.
 - Starting work on a new 'Independence Hub' for post-16 students with special educational needs and disabilities (SEND) in Brockenhurst in December 2022. The Hub aims to help local young people with learning

and physical disabilities to develop independent living skills and successfully move onto adulthood and employment.

- Increasing the payments made to all Hampshire residents hosting Ukrainian guests as part of the Government's Homes for Ukraine Scheme from £350 to £500 per month from March 2023.
- Approving grants of more than £750,000 to local groups, schools and community pantries who are able to reach those most in need, helping them to offer life skills courses, clothing banks and opportunities to grow food to supply local community fridges and food banks.
- Additional achievements against this outcome, including those from the first half of 2022/23, are included in Appendix 2.

Delivering effective use of business resources

30. Of the three business-resource measures in the performance framework, two were rated as low performance risk, with one (Tt2019 and Tt2021 savings) rated as medium performance risk. This measure has also shown reduced performance and, at year end, has not delivered its target.

Measure	Baseline	Target	Most recent data
Tt2019 and Tt2021 savings	£29.9m (2021/22)	£28.3m	£18.5m (2022/23)

31. As [reported to Cabinet in February 2023](#), these savings were not delivered as a result of rising demand and increases in prices for Older Adults' Residential, Nursing and domiciliary care, and for Home to School Transport services. Directorates will continue to pursue these savings and it is possible that some delivery will still be achieved, but future forecasts are being planned without this expectation. Future financial reporting to Cabinet will provide ongoing updates on the delivery of these savings.

32. The business-resource measures also monitor the proportion of the County Council's working hours lost to sickness absence in the previous 12 months. The latest position reported indicates that there has been no notable improvement on the previous year, and that levels have not yet achieved the aspirational target of 3%, with COVID-19 cases still accounting for around a quarter of sickness absence. This is not considered a performance risk.

Measure	Baseline	Target	Most recent data
County Council's working hours lost to sickness absence in the previous 12 months	4.0% (2021/22)	3%	3.9% (Q4 2022/23)

Local Government and Social Care Ombudsman determinations 2022/23

33. 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 (LGHA).
34. 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.
35. An annual report is published by the LGSCO in July each year with assessment decisions. Based on the information provided by the LGSCO in July 2022, being the latest year for which statistics from the LGSCO are available, the information provided demonstrated that the LGSCO conducted around 18% fewer detailed investigations regarding Hampshire County Council than other comparable (Essex, Kent and Surrey) County Councils. A comparison against those County Councils shows that the LGSCO received significantly fewer complaints against Hampshire County Council.
36. In 2022/23 (April 2022 – March 2023), a total of 20 determinations were received from the LGSCO, three fewer than in 2021/22. In 19 cases the LGSCO determined that there had been fault causing injustice. In 1 case the LGSCO determined that there had been no fault/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. 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. The County Council were contacted about 104 complaints in financial year 2022/23 from which the 20 determinations referred to above were made. Therefore, the determinations made up 19% of the complaints the County Council has been notified of by the LGSCO.

37. Of the 16 determinations received by Children's Services in the 2022/23 financial year, 12 related to the Special Educational Needs Service. These LGSCOs have, in the main, related to timeliness and Alternative Provision for children out of school. This reflects the pressures within the service which has continued to experience a significant increase in the number of Education, Health and Care Plans (EHCPs) in recent years (in 2014 there were in the region of 5,000 EHCPs, compared with over 15,000 at the current time – an increase of over 200%).
38. It should also be recognised that this increase has exacerbated the sufficiency issues regarding specialist provision within the Local Authority. The County Council has been working to address this through the introduction of a new framework for Alternative Provision and by increasing Special School Places.

Conclusions

39. This report and its supporting appendices, together with the 2022/23 Annual Workforce Report and 2021/22 Climate Change Annual Progress Report, demonstrate that the County Council's services have continued to perform well during 2022/23, with most corporate performance measures showing improved or maintained performance, and no measures presenting a high-performance risk to the County Council.
40. The County Council delivered this performance against a complex backdrop of ongoing and emerging challenges during the year, including the cost of living crisis which is impacting public services alongside residents through increased costs.
41. Some measures have not met their targets during 2022/23. Where this is the case, the reasons for this are understood and further work and regular monitoring are, where necessary, in place to help deliver these targets in the future.
42. The sources of internal and external validation and accreditation listed in Appendix 1 provide further assurance that the County Council's services continue to adhere to national standards and are tracked by service managers to maintain the quality expected of them and the accreditations that they provide.

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
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

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 the most recent inspection of June 2019.
Inspection of children's homes	Residential care homes inspection	External – Ofsted	Six out of the eight open children's homes inspected during the 2022/23 Ofsted inspection cycle were graded 'good'. One short breaks home for children with disabilities permanently closed during this inspection cycle. The Secure Children's Home was graded 'good' during the 2022/23 inspection year.
Inspection of Local Authority Children's Services	Focused visit to Hampshire children's services looking at the local authority's arrangements for children in care.	External – Ofsted	Hampshire was inspected at the end of January / early February 2023. The County Council received a positive letter from the Inspectorate, with specific mention of the quality and impact of practice for children in care. No judgement grade is awarded as part of this focused inspection.
School Inspections	Inspections of schools	External – Ofsted	As at the end of February 2023, 92% of schools were judged to be Good or Outstanding by Ofsted.

Assessment title	Area	External/internal	Latest judgement
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 2022 Social Care Self-Assessment was sent to Ofsted ahead of the annual conversation which took place on 3 March 2023.
Inspection of Hampshire youth offending services	Youth Offending Team (YOT) inspection	Her Majesty's Inspectorate of Probation	<p>Overall <i>Good</i> 2018.</p> <p>The inspectorate considered the arrangements for organisational delivery, the quality of court disposals, and out-of-court disposals work when making its judgement.</p> <p>www.justiceinspectorates.gov.uk/hmiprobation/inspections/hampshireyos/</p> <p>This is a four-year inspection programme which was extended because of Covid-19.</p> <p>The current inspection programme is due to conclude in April 2024 when the new one starts. The design of this new programme has just commenced by HMIP. YOT works in a constant state of improvement to be ready for this new programme.</p>

Assessment title	Area	External/internal	Latest judgement
Restorative Justice Council's Restorative Services Quality Mark	Youth Offending Team	External – Restorative Justice Council	The Restorative Justice (RJ) programme has recently introduced a system of registered providers. This replaces the Quality Mark. YOT is in the process of collecting evidence to support it becoming a registered provider. There is a financial cost to this requiring Board approval, which has been obtained. RJ officers will undertake additional training to support this.
Adults' Health and Care			
Adult Social Care Services Inspection	Inspection of in house provided residential and nursing homes	External – Care Quality Commission	21 of the County Council's 24 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	Three of the County Council's 24 residential and nursing homes have maintained their Platinum accreditation with the Gold Standards Framework during this period: <ul style="list-style-type: none"> • Fleming House • Malmesbury Lawn • Westholme
Universal Services / Hampshire 2050			
UKAS Accreditation	County Highways Laboratory	External – UKAS (UK Accreditation Service)	Accreditation is to ensure compliance with Standard BS ISO/IEC 17025:2017. Audits are undertaken annually – accreditation was maintained following, the most recent, 2022 audit.

Assessment title	Area	External/internal	Latest judgement
Operational Authorisation (Replaces the Permission for Commercial Operations)	Drone Service (Asbestos)	External – The Civil Aviation Authority	Permission granted from 16 th Sept 2022 until and including 16 th Sept 2023.
UKAS Accreditation	Hampshire Scientific Service and Asbestos Management	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 2022 - 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 2023</p> <p>Argoed Lwyd Outdoor Education Centre: Validation expires 29/6/2023</p>
Learning Outside the Classroom (LOtC)	Hampshire Outdoor Centres	External - Council for Learning Outside the Classroom (CLOtC)	<p>Calshot Activities Centre: Validation expires September 2023</p> <p>Tile Barn Outdoor Centre: Validation expires Aug 2024</p> <p>Runway’s End Outdoor Centre. Expires Feb 2025</p>

Assessment title	Area	External/internal	Latest judgement
Adventuremark	Hampshire Outdoor Centres	External - Adventure Activity Industry Advisory Committee (AAIAC)	Calshot Activities Centre: Validation expires June 2023 Tile Barn Outdoor Centre: Validation expires Aug 2024 Runway's End Outdoor Centre. Expires Feb 2025
National Indoor Climbing Award Scheme (NICAS)	Hampshire Outdoor Centres	External - ABC Training Trust	Calshot Activities Centre: Validation expires at the end of August 2023
Royal Yachting Association (RYA) Recognised Training Centre	Hampshire Outdoor Centres	External - Royal Yachting Association (RYA)	Calshot Activities Centre – Recognised Training Centre – Validation Expires March 2024
British Canoeing Delivery Partner (BC)	Hampshire Outdoor Centres	External - British Canoeing	Calshot Activities Centre – Delivery partner – expires April 2024
Green Flag Awards	Outdoor accreditation for a variety of areas	External - Keep Britain Tidy	Annual Awards for 2022 resulted in all 5 Country Parks receiving Green Flag awards and a new Green Flag went to Wellesley Woodland. Royal Victoria Country Park and Staunton Country Park were also awarded the Green Heritage Award for 2022.

Assessment title	Area	External/internal	Latest judgement
Ease of Use Survey	Volunteer survey of the Rights of Way network	External	A minimum of 5% of the network is audited each year (2.5% twice a year, in May and November), based on a set methodology. The Ramblers have been provided with mobile devices and training was delivered in 2022. We are looking for increased pass rate in 2023 (> 67% 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. 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'.
Food Hygiene Ratings	Countryside Country Park cafes	Environmental Health Officer	Current ratings: 5-star ratings at Manor Farm, Staunton Farm, Royal Victoria, Lepe Country Parks and 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	Most recent GRO Stock and Security Audit was carried out on 10 th October 2022. High Rating received.
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 2022. Positive comments received regarding performance and development of service. Next report is due Aug 23.

Assessment title	Area	External/internal	Latest judgement
Institute of Road Transport Engineers (IRTE) Workshop and Technician Accreditation	Hampshire Transport Management	External – Logistics UK	HTM have an external accreditation and audit by the Logistics UK every 3 years for the workshop and technicians to be IRTE accredited. All 5 workshops were audited and passed in 2021, this is due again by Easter 2024. Accreditations of new technicians will be undertaken in June 2023.
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.
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. A new Plan is being developed to commence in September 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. Inspection conducted 25 March 2022 – Compliant.
Corporate Services			

Assessment title	Area	External/internal	Latest judgement
2019 National Inclusion Standard	Corporate	External – Inclusive Employers	Participated in the September 2019 Standard Assessment and awarded <i>Bronze</i> – accreditation remains valid
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. This award is valid until September 2023.
Public Sector Internal Audit Standards	Audit services	External - Institute of Internal Auditors	Fully compliant – awarded September 2020 (valid 2020-2025)
Shared Services infrastructure and business processes have been independently accredited to ISAE3402	Shared Services	External – audit undertaken by Ernst and Young	ISAE3402 has been successfully achieved for 2022/23 based on the design and operating effectiveness of the control environment. This enables all partner organisations to get independent assurance 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 accepted in October 2022.

Assessment title	Area	External/internal	Latest judgement
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 2022, with an updated assessment planned for December 2023.

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 increased the financial support it provides to local bus operators to maintain services for which passenger numbers have not yet returned to pre-pandemic levels, supporting these services for 2023/24</p>
	<p>Improvements to Market Place in Romsey, Hampshire, won both the Judge’s Award and People’s Choice Award in the Partnership for South Hampshire’s Solent Quality of Place Awards – the first time in the Awards’ 10-year history that a scheme has won two accolades. The main feature of the upgrade was a large piazza style area that provides a new space for public events. The scheme aims to improve road safety by reducing traffic speeds and to help make the area more appealing</p>
	<p>Satisfaction with highway maintenance in Hampshire was third highest amongst the 30 English county councils who took part in the 2022 National Highways and Transport Survey, with 2022’s result (48%) similar to that of 2021 (47%)</p>
	<p>Work on the Stubbington Bypass was completed, with the 3.5 mile road opened to traffic in May 2022. The Bypass is intended to reduce journey times and support regeneration on the Gosport Peninsula</p>
	<p>Hampshire Futures, which provides career guidance and support to young people, was awarded the Department for Education’s Matrix Quality Standard for a third time, describing the way information, advice and guidance is delivered as ‘exemplary,’ and praising the service’s objectivity, impartiality, client focus and aspirational nature</p>
	<p>The County Council supporting local universities with two Place-based Impact Acceleration Account funding bids, to deliver investment in engineering and physical sciences research in the area. These bids aim to build community resilience to flood risk and develop the local economy which is supported by Hampshire’s port infrastructure</p>

Serving Hampshire priority	Achievement
	<p>The ‘Hampshire Waiting to be Discovered’ marketing campaign, delivered in partnership with local attractions, drove a 35% year on year increase in traffic to the Visit Hampshire website from residents of South West London seeking day- and overnight-trips to Hampshire.</p>
	<p>The County Council has reached an agreement with one of its suppliers, Bidfood, to supply Community Pantry locations in Hampshire with surplus food to assist families struggling with the costs of groceries</p>
	<p>The County Council’s £5.5 million rail bridge replacement works on the A35 at Holmsley, in the New Forest, involving the demolition and replacement of the 114-year-old bridge on the A35 that runs over the C10, were completed in July 2022</p>
	<p>The County Council secured a £13.4 million award from the Department for Transport to complete maintenance of infrastructure along Redbridge Causeway, a transport link between the New Forest Waterside area, the City of Southampton and other local destinations</p>
<p>Outcome two: People in Hampshire live safe, healthy and independent lives</p>	<p>Following a targeted inspection in early 2023 Ofsted described the County Council’s child and family social workers as “knowledgeable, confident and child-centred”, ensuring that children have a “meaningful voice” in decisions about their care. In addition, the inspection findings highlighted work that Children’s Services have undertaken to increase social work and placement capacity, in response to growing pressures in children’s social care nationally</p>
	<p>The County Council received and processed 15,400 on-time applications for school places in 2022/23 – an increase of 418 applications compared to the number received for places in September 2022 (14,982)</p>
	<p>Hampshire is the first county-wide library network to gain the ‘Library Service of Sanctuary Award’ which has been granted by City of Sanctuary UK. This award recognises the Service’s work to provide a safe and supportive space to people from all communities, helping new arrivals who have needed to flee their homes seeking safety to settle into their new communities whilst promoting understanding, and celebrating the ways in which people seeking sanctuary contribute to society</p>

Serving Hampshire priority	Achievement
	<p>The County Council supported holiday schemes for eligible children at 132 venues over the Easter break, as part of its Holiday Activities and Food (HAF) programme. In total, the County Council has awarded almost £600,000 to 51 organisations to create 17,131 places at HAF sessions during the Easter break, building on the support provided over the Christmas 2022 break which provided holiday clubs across 125 sites, with 5,637 children accessing 18,500 sessions</p>
	<p>5,773 Hampshire residents were supported to quit smoking by Smokefree Hampshire (the Council's contracted smoking cessation service) during the most recent contract year (October 2021 to September 2022). Of the 5,773 who used the service, 3,504 (61%) successfully quit smoking, with 84% of these from priority groups, such as routine and manual workers, those experiencing deprivation, pregnant smokers, and people with mental health issues. 467 of those who used the service did so with support from the Artificial Intelligence Quit Advisor (named 'Bella'). Building upon this performance, between January and March 2023 989 more residents were supported through the service, with over half having successfully quit to date</p>
	<p>456 children and young people (aged under 18) were receiving treatment through Hampshire's services Child and Adolescent Mental Health Service at the end of 2022/23, an 8% increase on the previous year, supporting their mental wellbeing</p>
	<p>Alcohol misuse services in Hampshire are now available through referral from Hampshire's hospitals, alongside Queen Alexandra Hospital in Portsmouth and University Hospital Southampton, with these referral services seeing an increased uptake. Over the past 12 months 58% of those in Hampshire referred from a hospital for alcohol misuse engaged with the County's substance misuse services, an increase from 49% in the previous year, and the rates of those completing or maintaining treatment also rose from 21% to 24% over the same period</p>
	<p>Hampshire residents have access to a free 12-week course is aimed at those with a Body Mass Index (BMI) of over 27.5. The County Council awarded the contract for this scheme to Weight Watchers (also known as WW), which is accessible via the WW website or by referral by a GP or other healthcare professional</p>

Serving Hampshire priority	Achievement
	<p>Work on 50 Extra Care housing properties has begun in Wooldridge View, located in the Forest Pines area of New Milton</p>
	<p>The County Council has launched its 'Keep Warm Keep Well' scheme to protect vulnerable people who are struggling with their day-to-day bills. The web page at https://www.hants.gov.uk/costofliving outlines the support available, with guidance on claiming free school meals and getting advice on managing finances, and also links to warm spaces in Hampshire open to residents who may struggle to pay heating bills over the winter.</p>
	<p>The County Council is investing an extra £802,715 into projects to help people dependent on alcohol and drugs, by increasing the capacity of the Criminal Justice and Substance Misuse Teams, commissioning a new specialist Alcohol Team for community-based treatment, and continuing its support for the harm reduction team.</p>
	<p>Hampshire County Council has awarded over £1.5million of funding to projects that aim to ensure more families escaping domestic abuse have a safe place to go. The support will enable the County Council to provide more help to victims of domestic abuse, and their children, in safe accommodation.</p>
	<p>100 library staff, across 10 Hampshire libraries, have received 'Safe at Home' training to enable them to provide guidance and conduct sensitive conversations with victims and survivors of domestic abuse. Library stock and IT resources in libraries have also been updated to support victims of domestic abuse and to direct them to other resources available to assist them. The project has been nominated for a Police and Crime Commissioners Victim Services Award</p>
<p>Outcome three: People in Hampshire enjoy a rich and diverse environment</p>	<p>Work has started on new road infrastructure in Whitehill and Bordon which will improve connectivity in the city centre and make it easier for people to walk and cycle to the High Street, and is due to be completed in mid-2023. In addition, proposed walking and cycling routes in Basingstoke and Rushmoor have been approved by the County Council in recent months</p>
	<p>The County Council has completed a walking and cycling route between Eastleigh and Southampton, providing access to Southampton City Council's Cycle Network "SCN" route 3</p>

Serving Hampshire priority	Achievement
	<p>Tree planting along the Hampshire highways network is continuing and is expected to deliver over 3,000 trees in 2022/23</p>
	<p>All five of the County Council's Country Parks have been re-awarded Green Flag status for 2022, and a new Green Flag was awarded to Wellesley Woodland</p>
	<p>Castle Bottom National Nature Reserve has reached 'Favourable' status in its Site of Special Scientific Interest (SSSI) assessment by government regulator Natural England, a level awarded when wildlife habitats are judged to be in excellent condition. The site is located in northeast Hampshire and is home to some of the country's rarest wildlife including Woodlarks, Nightjars, Dartford Warblers, Willow Warblers, Stonechats, Grayling Butterflies, Adders, Early March Orchid, Bog Asphodel, and Sundew</p>
	<p>The Public Sector Decarbonisation Scheme has been completed, delivering solar energy collection, building insulation, and boiler conversions at hundreds of schools, care homes, libraries, outdoor centres, and other publicly-owned buildings across Hampshire</p>
	<p>The first Hampshire Solar Together Scheme, which allowed homeowners to group-buy solar panels and batteries, was completed. The scheme saw 678 Hampshire homeowners receive solar panel and/or battery installation, which will save over 16,500 tonnes of carbon emissions over 25 years</p>
	<p>The Climate Change and Environmental Strategy Team won the Public Sector Local Leadership award as part of Regen's Green Energy Awards. The award recognised the Authority's strategic, evidence-based approach to developing a net zero local energy system</p>
	<p>Micheldever's highways materials recycling and reprocessing facility was shortlisted for Carbon Project of the Year in the 2022 Construction News Awards, praised for its approach to reducing the carbon cost of highways construction and maintenance</p>
	<p>Barton Farm Primary Academy in Winchester has won a Royal Institute of British Architects South 2022 Award for Hampshire County Council's Property Services' team, which recognised the building's eco-credentials</p>

Serving Hampshire priority	Achievement
<p>Outcome four: People in Hampshire enjoy being part of strong, inclusive, resilient communities</p>	<p>Hampshire County Council, in partnership with Ancestry, has made nearly 500 years of Hampshire Wills and Probates available online for the first time, free to access via Hampshire’s public libraries, and at Hampshire Record Office in Winchester</p>
	<p>Fostering Hampshire Children’s winter 2021 campaign to find new foster carers received a gold award in the ‘Public Sector Campaign’ category at this year’s Chartered Institute of Public Relations’ PRide awards for the South of England and Channel Islands. Created entirely in-house by Fostering Hampshire Children and the County Council’s marketing team, the ‘You Can Foster’ campaign was credited with achieving a 300% increase in enquiries about fostering in Hampshire, at a time of year when enquiries are typically lower</p>
	<p>Work on a new ‘Independence Hub’ for post-16 students with special educational needs and disabilities (SEND) started in Brockenhurst in December. The Hub will help local young people with learning and physical disabilities to develop independent living skills and successfully move onto adulthood and employment</p>
	<p>Approving grants of more than £750,000 to local groups, schools and community pantries who are able to reach those most in need, helping them to offer life skills courses, clothing banks and opportunities to grow food to supply local community fridges and food banks.</p>
	<p>The County Council has increased the payments made to all Hampshire residents hosting Ukrainian guests as part of the Government’s Homes for Ukraine Scheme from £350 to £500 per month from March 2023</p>
	<p>The County Council commemorated the Queen’s Platinum Jubilee across its services, including family-friendly events in the Council’s Country Parks and libraries, the planting of a commemorative tree in Queen Elizabeth County Park, and a special Citizenship ceremony held in the Great Hall</p>

Serving Hampshire priority	Achievement
	<p>Protocols were followed by the Council, helping residents of Hampshire to pay their respects to the late Monarch through the co-ordination of the proclamation of King Charles III outside Winchester's Great Hall, Providing and overseeing public books of condolence at the Great Hall and the Council's Winchester offices, and following a sensitive communications plan that made the public aware of opportunities to pay their respects to the late Queen, the publication of a short film outlining relevant activity during the mourning period</p>
	<p>Grants totalling £131,509 have been awarded to community and voluntary organisations across Hampshire, to support their work helping vulnerable people to maintain their independence and reduce isolation, in the first half of 2022/23. These funds are part of the Authority's wider adult social care grant programme, designed to support the voluntary and community sector to provide services to enable adults' independence, preventing or delaying the need for formal support, and include support for:</p> <ul style="list-style-type: none"> • the Healthy Living Project in Rushmoor; • Havant and East Hants Mind; • Neighbourcare in Basingstoke and Deane; • SpeakEasy in Basingstoke and Deane; • Citizens Advice Fareham; and • Zion Projects in Eastleigh
	<p>Wessex Sinfonietta was appointed the Resident Orchestra at Royal Victoria Chapel in Netley in June. The group will stage a programme of concerts at the site over 2022 and 2023, which started with performances of Mendelssohn and Elgar in July 2022, as part of a programme of events on offer at the Country Park, including exhibitions, outdoor theatre and family-friendly attractions, to boost visitor numbers</p>
	<p>Hampshire's Record Office in Winchester was one of six landmark sites across the UK awarded listed status by the Department of Digital, Culture, Media and Sport on the advice of Historic England to commemorate the Platinum Jubilee in 2022</p>
	<p>The County Council has been engaging with residents and stakeholders for their views on ways to support autistic people and those who care for them, as part of the development of the new Hampshire Autism Strategy</p>

Appendix 3: Local Government Ombudsman Determinations 2022/23

Directorate	Complaint	Decision	Remedy	Remedy Completed
Adults' Health and Care	Complaint about the way the Council handled an individual's care needs and direct payments; the quality of care provided; and the Council's handling of the complaint.	Upheld	Apology, financial remedy £650.	Yes
Adults' Health and Care	Failure to carry out a prompt and accurate reassessment of care needs and related matters.	Upheld	Apology, share the Ombudsman's "Guidance on Effective Complaint Handling" with relevant officers.	In progress (within the timescale set by the LGSCO and due for completion by 30 May 2023)
Adults' Health and Care	Complaint about a Hampshire County Council nursing home, which had allegedly created a hostile environment impacting visits with the resident.	No Fault	The Ombudsman found no fault by the Council.	N/A
Children's Services	Failure to carry out a prompt and accurate reassessment of a child's care needs and related matters. (The Ombudsman did not find fault with the Council's assessment process. However, there was fault with the way the Council handled the complaint.)	Upheld	Apology, share the Ombudsman's "Guidance on Effective Complaint Handling" with relevant officers.	Yes
Children's Services	Failure to provide the support set out in a child's Education, Health and Care (EHC) Plan.	Upheld	Apology, financial remedy £5,700.	Yes
Children's Services	Failure to put in place all the education and special education provision in the child's EHC Plan since autumn term 2021; and a delay in completing a review of the EHC Plan.	Upheld	Apology, financial remedy £2,300.	Yes

Directorate	Complaint	Decision	Remedy	Remedy Completed
Children's Services	Delay in completing a review of a child's EHC Plan.	Upheld	Financial remedy £150.	Yes
Children's Services	Delay in responding to an annual review; failure to decide whether the Council's duty under section of the Education Act 1996 was triggered.	Upheld	Apology, create a suitable action plan for the Council's next steps according to the outcome of Ombudsman's decision.	Yes
Children's Services	Delay in the consideration of a complaint at Stage 2 of the statutory procedure for Children's Services complaints.	Upheld	Appoint an Investigating Officer and initiate Stage 2, financial remedy £200.	Yes
Children's Services	Delay following a review of an EHC Plan; incorrectly telling the parent they could appeal to the SEND Tribunal before the Plan was finalised; failure to organise school transport in time for child to attend education setting.	Upheld	Apology, financial remedy £950, reimbursement of travel expenses between October 2021 and January 2022, review the standard letter Council sends to accompany draft EHC Plans and ensure that the information in the letter is compliant with the SEND code of practice, particularly with regard to appeal rights.	Yes
Children's Services	Complaint about missed provision set out in a child's EHC Plan.	Upheld	Apology, financial remedy £5,100, to secure suitable therapy provision as required by the child's EHC Plan.	Yes
Children's Services	Delay in amending a child's EHC Plan; and failure to provide alternative education when the child had no school place.	Upheld	Financial remedy £3,000, to provide a brief overview of how the Council considers its improvements are working in practice in respect of preventing	Yes

Directorate	Complaint	Decision	Remedy	Remedy Completed
			delays in issuing EHC Plans after annual reviews.	
Children's Services	Failure to take proper control of alternative education provision arrangements for a child.	Upheld	Financial remedy £300, undertake a review of the Council's actions and the range of options available to it to provide suitable alternative provision for the child, and draw up an action plan for how the Council will address this going forward.	Yes
Children's Services	Complaint about the Council maintaining an unsuitable EHC Plan for a child; failure to find a suitable school placement; failure to provide appeal rights; poor communication; failure to issue a final EHC Plan; and failure to confirm the child's eligibility for transport assistance.	Upheld	Apology, financial remedy £1,900.	Yes
Children's Services	Failure to treat the appointment of a replacement speech and language therapist with the urgency it required, failure to commission a dyslexia support teacher; errors in communication.	Upheld	Financial remedy £500, circulate guidance to all relevant staff.	Yes
Children's Services	Failure to issue an amended EHC Plan in the appropriate timescales; and poor communication.	Upheld	Financial remedy £200; and reminder to officers of the need to maintain adequate records in EHC plan cases.	Yes
Children's Services	Delay in the consideration of a complaint under the statutory complaints procedure for Children's Services.	Upheld	Provide complaint response.	Yes

Directorate	Complaint	Decision	Remedy	Remedy Completed
Children's Services	Delay in issuing an EHC plan, arranging an education planning meeting and alternative education provision.	Upheld	Apology and financial remedy £1,700.	Yes
Children's Services	Failure by the Council when there was a gap in its Home to School Transport Service.	Upheld	Financial remedy £525.	Yes
Universal Services (Economy, Transport and Environment)	Failure to consult or notify a complainant of an application for a dropped kerb and to properly consider that application.	Upheld	The action the Council has taken is sufficient to remedy the injustice.	Yes