

## **NOTICE OF MEETING**

**Meeting** Policy and Resources Select Committee

**Date and Time** Thursday 25 June 2020 at 10.00 am

**Place** Virtual MS Teams Meeting

**Enquiries to** members.services@hants.gov.uk

John Coughlan CBE  
Chief Executive  
The Castle, Winchester SO23 8UJ

## **FILMING AND BROADCAST NOTIFICATION**

This meeting may be recorded and broadcast live on the County Council's website.

## **AGENDA**

### **1. APOLOGIES FOR ABSENCE**

To receive any apologies for absence.

### **2. DECLARATIONS OF INTEREST**

All Members who believe they have a Disclosable Pecuniary Interest in any matter to be considered at the meeting must declare that interest and, having regard to the circumstances described in Part 3 Paragraph 1.5 of the County Council's Members' Code of Conduct, leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with Paragraph 1.6 of the Code. Furthermore all Members with a Non-Pecuniary interest in a matter being considered at the meeting should consider whether such interest should be declared, and having regard to Part 5, Paragraph 2 of the Code, consider whether it is appropriate to leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with the Code.

### **3. MINUTES OF PREVIOUS MEETING**

To confirm the minutes of the previous meeting held on 5 March 2020.

### **4. DEPUTATIONS**

To receive any deputations notified under Standing Order 12.

### **5. CHAIRMAN'S ANNOUNCEMENTS**

To receive any announcements the Chairman may wish to make.

**6. COVID-19 FINANCIAL IMPACT** (Pages 3 - 24)

To receive and consider a report and presentation from the Director of Corporate Resources regarding the financial impact of Covid-19.

**7. SERVING HAMPSHIRE - 2019/20 PERFORMANCE REPORT** (Pages 25 - 78)

For the Select Committee to consider a report providing oversight of the County Council's performance during 2019/20 against the Serving Hampshire Strategic Plan for 2017-21.

**8. ANNUAL REPORT OF THE SELECT COMMITTEES** (Pages 79 - 92)

To consider a report of the Director of Transformation and Governance – Corporate Services on the activity of the scrutiny function for the period from April 2019 to March 2020, for submission to County Council.

**9. WORK PROGRAMME** (Pages 93 - 100)

To consider a report of the Director of Transformation and Governance – Corporate Services on the Committee's forthcoming work programme.

**ABOUT THIS AGENDA:**

On request, this agenda can be provided in alternative versions (such as large print, Braille or audio) and in alternative languages.

## HAMPSHIRE COUNTY COUNCIL

### Report

<b>Committee:</b>	Policy and Resources Select Committee
<b>Date:</b>	25 June 2020
<b>Title:</b>	Covid-19 Financial Impact
<b>Report From:</b>	Director of Corporate Resources

**Contact name:** Rob Carr

**Tel:** 01962 847508

**Email:** rob.carr@hants.gov.uk

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

1. The purpose of this report is to update the Committee on Covid-19 Financial Impact which was reported to Cabinet at its meeting on 15 May 2020 (attached as Appendix 1). A presentation on the updated position will also be provided at the meeting.

#### **Recommendation**

2. That the Policy and Resources Select Committee notes the contents of the Covid-19 Financial Impact report and the changes that have taken place since.

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## HAMPSHIRE COUNTY COUNCIL

### Decision Report

<b>Decision Maker:</b>	Cabinet
<b>Date:</b>	15 May 2020
<b>Title:</b>	Covid-19 Financial Impact
<b>Report From:</b>	Director of Corporate Resources

**Contact name:** Rob Carr – Head of Finance

**Tel:** 01962 847508

**Email:** [Rob.Carr@hants.gov.uk](mailto:Rob.Carr@hants.gov.uk)

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

1. The purpose of this report is to present an up to date summary estimate of the financial impact of Covid-19 on the County Council, together with estimated spend that has been incurred as part of the response including costs that have effectively been incurred on behalf of all partners within the LRF and SCG.
2. This report seeks to capture costs that are in addition to budgeted spend and also provide an update on those areas where payments have been made to providers despite reduced or no services being provided.
3. What is clear is that the situation is very fast moving and there has been a significant amount of activity in a short space of time to put arrangements in place and set policy positions across a wide range of issues that have been flagged by Departments.
4. Given this complex operating environment, this paper seeks to capture the known position as at the **close of play on Monday 4 May**, but a verbal update will be provided at the meeting on any significant variations or new items.

#### **Recommendations**

##### **It is recommended that Cabinet:**

5. Note the current position in respect of the financial impact of Covid-19 as set out in detail in Appendix 2.
6. Note the current level of unfunded spend and losses as detailed in paragraph 32.
7. Note the current impacts and issues for Schools as set out in Appendix 3.
8. Delegates authority to the Deputy Chief Executive and Director of Corporate Resources to allocate the additional £24.3m of grant funding as required in consultation with the Chief Executive and Leader of the Council.
9. Note the impact on the medium term financial position as set out in the final section of the report.

### **Executive Summary**

10. The County Council's response to the Covid-19 crisis has been wide ranging both in terms of its own service provision and in supporting a wide of partners both directly and through the Local Resilience Forum (LRF).
11. Response costs and consequential losses arising from reduced income, trading losses and lost investment income are significant and continue to grow as more issues are uncovered and require actions. In line with Government guidance we have also been providing support to various providers to ensure sufficiency of provision now and into the future.
12. A separate exercise has been undertaken to assess the impact of the crisis on the Tt2019 and Tt2021 Savings Programmes assuming there is a delay in implementation.
13. In summary terms, the current snapshot of the estimated total cost of the response for the 3 month period to the end of June, together with the impact on savings programmes is £96.2m of which we predict £74.6m will be met from existing budgets, government grant and savings in some services.
14. The unfunded cost of £21.6m will in the short term need to be met from reserves, but will have a significant impact on our financial sustainability going forward and we will therefore continue to lobby the Government to underwrite all of the financial consequences of the crisis.
15. It is important to highlight that the estimates above assume a response period of 3 months and that the estimated cost of each extra month is nearly £18.5m. It is also anticipated that once we move out of response and into recovery we will face further financial challenges arising not least from increased demand for services across Adults' and Children's social care, which will not be fully quantified for some time to come.

### **Contextual information**

16. The background to the current Covid-19 crisis needs no detailed explanation within this report. The County Council continues to implement its response to the crisis and policy positions on a wide variety of issues are being put in place in response to the new and unique circumstances that are being raised on a daily basis.
17. Initial Government support to local authorities to assist with the response has mainly centred around the announcement on 19 March of £1.6bn grant funding, which for Hampshire equates to an allocation of £29.6m.
18. On 18 April, a second announcement was made allocating a further £1.6bn to local government. The final allocations to individual authorities were not released until 28 April due to changes to the distribution methodology used, which saw a move away from a relative needs basis (linked partially to Adults Social Care) to one based more on population and in two tier areas this was split 35% to Districts and 65% to County Councils.
19. The County Council's share of the second tranche of funding is £24.3m which can be utilised to meet response costs and help fund the other financial

consequences of Covid-19 such as lost income and trading losses. Given the need to respond quickly to issues as they arise, this report seeks delegated authority for the Deputy Chief Executive and Director of Corporate Resources to allocate this additional funding where required in consultation with the Chief Executive and the Leader of the Council.

20. The reduction in our allocation is £5.3m or just under 18%, but District Councils and Fire Authority's gained significantly, with Districts in Hampshire receiving between £885,000 and £1.9m each, when the first tranche gave the highest allocation of only £70,000 to New Forest District Council. The table in Appendix 1 shows both sets of allocations to all authorities in Hampshire and the Isle of Wight and the change between the two.
21. What the table also shows is that the total funding across Hampshire and the Isle of Wight has gone up by £7.5m, which is badly needed across the region as all authorities try hard to mitigate the costs and losses they are experiencing.
22. However, whilst the support to Districts to offset their substantial income losses is welcome, it is unfortunate that this has been at the expense of mostly County and Metropolitan Councils, whose needs most certainly have not reduced at this time. A better alternative would have been to provide an additional and separate funding stream to address the income losses across the sector that could have been allocated on a more appropriate basis. The current methodology of moving money away from social care providers when this is highlighted as one of the biggest areas of need, seems non-sensical at this stage. These points have been fed back to the Government via the County Council's Network.
23. Other announcements have also been made, for example £1.3bn to CCG's to fund hospital dis-charges among other costs (some of which is helping to meet County Council costs) and the extra support to bus operators but this will be passported through to operators in its entirety.

### **Financial Impact**

24. Following guidance issued by the Society of County Treasurers, we are attempting to collect information across 5 financial categories:
  - Direct response costs
  - Market underwriting
  - Increased demand directly from Covid-19
  - Losses of funding sources or income
  - Other issues including impact on savings programmes
25. Market underwriting in the main represents spend from existing budgetary provision and it is probably too early to fully assess increased demand from Covid-19 at this stage, so most of the analysis in this paper relates to response costs and predicted losses of income or trading losses in areas such as HC3S.
26. The financial impact for the first four items is also heavily influenced by the potential length of the lockdown and response period and at this stage therefore the financial analysis in this report is based on a 3 month period to the end of

June. Further information is then provided on the estimated monthly cost of each item should the response period extend beyond this.

27. As mentioned above, the financial analysis in this report **does not** take into account the potential future costs of recovery and increased demand, which are expected to be substantial particularly within Adults' social care (reflecting the additional care packages in the system currently being funded by CCG's from Government funding) and Children's social care as a consequence of the prolonged lock down period and the impact on family settings.
28. For the final category, following a request from Gold Command an exercise to assess the impact of Covid-19 on the Tt2019 and Tt2021 programmes was also put in place and the summary results are included in this paper and have now been signed off by individual Departments. The majority of the impact assessments assume a 4 month delay in implementation but this is extended to 6 months for those more complex programmes that will take time to stand back up and regain momentum.
29. A summary by Department and financial year is provided in the table below :

**Cash Flow Impact**

	2020/21	2021/22	2022/23	Total
	£'000	£'000	£'000	£'000
Adults' Health and Care	5,829	4,951		10,780
Children's Services	2,697	5,466	2,855	11,018
ETE	1,222	5,714		6,936
CCBS	143	1,630		1,773
Corporate Services	105	215		320
	<b>9,996</b>	<b>17,976</b>	<b>2,855</b>	<b>30,827</b>

30. These figures represent a further 'shift to the right' of the Tt2019 and Tt2021 Programmes and the total of £30.827m is currently unfunded and would be on top of any cash flow support already included within the MTFS.

**Financial Summary**

31. As mentioned above, a large proportion of work to date has been around identifying additional response costs and activity to support the market in critical service areas. In addition, further work has been undertaken recently to look at what funding might be available to offset some costs and where there could be savings in the cost of service provision as a result of the current lockdown.
32. The table below provides a snapshot summary estimate of the overall financial picture as at 4 May, which includes estimates for all known items for a 3 month period (and associated savings and funding), together with the overall impact of the delay in implementing savings over the life of the Tt2019 and Tt2021 Programmes :



Category	£'000
Response Costs	24,739
Market Underwriting	13,806
Increased Demand	1,300
Funding and Income	23,540
Other Issues	2,023
Impact on T19 and T21	30,827
<b>Total Costs</b>	<b>96,235</b>
Specific Funding (CCG's and Government)	3,709
Covid-19 Grant Allocations	53,968
Forecast Savings (3 months)	3,087
Market Underwriting (budgeted)	13,806
<b>Total Savings and Funding</b>	<b>74,570</b>
<b>Net Unfunded Cost</b>	<b>21,665</b>

33. The biggest element of the savings relate to savings in home to school transport as a result of the reduced services operating during this period. Other savings relate to savings in staff travel costs and general running costs from the reduced number of sites that are open to staff and the public.
34. The total gross impact excluding Tt2019 and Tt2021 is £65.408m and whilst every effort has been made to reflect as accurate a picture as possible, it must still be borne in mind that many of these areas are in early stages of development and new information and issues are coming out all of the time.
35. A more detailed analysis of the £65.408m across the different categories is provided in Appendix 2. We will be looking to the Government to meet any unfunded costs and losses that have been incurred and we are working through Treasurers' Societies to keep MHCLG regularly updated on the financial impact with a view to seeking increased Government support over and above that already announced.
36. PPE spend on behalf of the LRF is difficult to predict due to uncertainties around the distribution of Government funded PPE, although recent activity in this space has reduced due to normal supply chains starting to cope better with demand. The £4.8m is therefore a rough estimate of the gross cost at this stage, subject to further clarification of the Government's scheme and does not take into account charges that will be levied on partners and care providers for the HCC funded PPE that they draw down. Given the potential financial exposure for the County Council, the principle of all partners financially underwriting any unfunded PPE costs at the end of the response period has been agreed by the Strategic Co-ordinating Group. The share will be based on the final quantities of PPE issued to each sector.
37. Losses identified in trading services will be impacted by work currently being undertaken on furloughing staff in these areas and will be heavily influenced by the extent to which pupils are able (or not) to return to schools in the coming

weeks. Further work is also being undertaken to assess any other areas across Departments where it makes sense to Furlough staff in line with the Governments latest clarification for local authorities.

38. In the absence of further Government funding, the net unfunded cost of £21.6m will initially need to be cash flow funded through the use of reserves and whilst the County Council is fortunate enough to be able to cover these costs in the short term, the potential impact will be significant if this funding is not provided by Government as outlined in the later section. The position will also be influenced by the length of the crisis with an estimated extra monthly cost of nearly £18.5m predicted based on current figures.
39. There are other costs that will begin to emerge as the crisis progresses and policy changes in areas such as agency staff and overtime start to have an impact and where actual losses of income can start to be identified, but these can realistically only be measured on an ongoing basis and in comparison to spend and income levels normally prevalent over the same period.
40. Furthermore, there is the potential for compensation claims to be made but this is more likely to come out as part of the recovery phase, which will also include many other different issues and costs.
41. What is clear is that the financial pressure is only going to get worse from the position presented in this report and the Corporate Management Team have therefore already agreed that wherever possible, all non-essential expenditure across Departments is halted.

### **Impact on Schools**

42. There are a range of issues arising from Covid-19 that are also having a significant impact on school's finances in the short term as well as their longer term financial sustainability.
43. The financial impacts are being treated entirely separate to those highlighted in this report but clearly the position and impact across schools is a priority consideration for the County Council.
44. In terms of immediate actions, steps have been taken to continue to make payments to Early Years providers for the first three months of the year at a cost of around £19.4m, which is within the existing budgetary provision. In addition, the opportunity for providers to claim for additional key worker children and holiday costs has been put in place together with an exceptional payment process for providers that are having financial difficulties. It is difficult to predict what costs might be associated with these items, but an initial estimate of £200,000 has been produced and whilst not budgeted will have to be funded from the Early Years block and will potentially add to the DSG deficit.
45. Appendix 3 provides a summary of the key impacts and issues relating to schools, albeit that this too is a fast moving picture as new guidance and policies emerge.
46. The Appendix highlights that income from activities such as nursery provision and lettings represents a significant source of funding for schools, however, the extent to which this funding underpins core education provision will vary from school to

school as will the level of reserves available to deal with the losses and costs resulting from the crisis. Children's Services and other support functions across Finance and HR will continue to work with individual schools to assess and address the impact of Covid-19 in both the short and longer term.

### **Medium Term Position**

47. Early on in the crisis, Government Ministers made various commitments to local government:
 

*"We will do whatever it takes" – Rishi Sunak, Chancellor of the Exchequer*

*"Spend what you need to spend and we will reimburse you" – Robert Jenrick, Secretary of State for Housing, Communities and Local Government*
48. More recently there have been statements around local government 'sharing the burden' with Government, which are in stark contrast to what had gone before. This thinking is also flawed as local government has no local tax raising powers beyond council tax, which is restricted by the Government and is likely to reduce as a result of the crisis and the reduced earning capacity of residents. Government on the other hand can borrow to support revenue spend and can increase taxes to raise revenue across a number of different areas.
49. The County Council will therefore continue to lobby strongly through existing channels such as the County Council Network and the Society of County Treasurers, to ensure that the full range of extra costs and lost income are reimbursed by the Government as initially promised. This tactic has already proved effective with the further announcement of £1.6bn made last weekend, which at one point was expected to be only £1bn, but this was offset by the fact that the distribution methodology was changed to the detriment of County Councils.
50. However, in the short term, in the absence of any further commitments from the Government, the County Council will need to look towards existing reserves and in particular, the £45m that was put aside from the pension contribution savings to meet the minimum of £21.6m unfunded costs (although in reality, this will require the use of other reserves in the short term due to timing issues). Following the crash in the stock market and the impact of Covid-19 on other Pension Fund investment areas, it is highly likely that the Pension Fund will be in deficit again by the next triennial valuation requiring an increase in deficit contributions at least back to previous levels. The County Council's strategy of not banking this saving on a recurring basis was therefore clearly well founded.
51. The Budget Setting report presented to County Council in February outlined the medium term position for the Budget Bridging Reserve as shown in the following table :

	<b>£'000</b>
<b>Balance 31 March 2019</b>	<b>65,001</b>
Additions approved February 2019	14,811
MRP Holiday	21,000
Cash Flow for Tt2019	(40,000)
Cash Flow for Tt2021	(32,000)
Interim Year 2020/21	<u>(28,400)</u>
<b>Forecast Balance 31 March 2022</b>	<b>412</b>
Additions from valuation saving (3 Years)	45,000
Additions from pension pre-payment (3 Years)	9,000
Additions from 2020/21 Budget Setting	7,265
Interim Year 2022/23	<u>(40,200)</u>
<b>Forecast Balance 31 March 2023</b>	<b>21,477</b>
IT Investment for a Successor Programme	(10,000)
Cash Flow for Successor Programme	<u>(32,000)</u>
<b>Forecast Deficit 31 March 2024</b>	<b><u>(20,523)</u></b>

52. This shows that even before the crisis, the County Council was facing a deficit of nearly £21m in order to be able support a further programme of savings delivery beyond Tt2021. Meeting the current unfunded pressures from Covid-19 from this source would create a deficit in the order of £42m in our medium term financial planning.
53. With a further delay in the spending round, the costs of recovery, future reduced income from council tax and retained business rates and higher expected demand costs across both Adults' and Children's social care, it is almost certain that the cash flow requirements and future savings programmes will be greater than previously predicted.
54. The Chief Finance Officer has already reported that the County Council is not financially viable in the medium term without significant additional Government funding and the current crisis accelerates this position, unless some form of Government underwriting is confirmed.
55. There has been recent discussions with Government across the sector around the potential for suspending the requirement of issuing Section 114 notices in the event that the Chief Financial Officer predicts that their authority is not financially viable as a result of increased costs and reduced income, which would require emergency measures to be put in place to limit expenditure wherever possible.
56. Whilst Chief Financial Officers agree that it makes little sense trying to limit expenditure at the same time as authorities are playing a lead role in responding to the crisis, it is also critical to ensure that the financial difficulties being experienced by the sector are not ignored.

57. For Hampshire, whilst at this stage it is too early to be considering a Section 114 notice, the County Council continues to work with MHCLG through the Society of County Treasurers and CIPFA in considering the financial impact on the sector and what that might mean for financial sustainability going forward, if additional Government funding cannot be secured.

**REQUIRED CORPORATE AND LEGAL INFORMATION:****Links to the Strategic Plan**

<b>Hampshire maintains strong and sustainable economic growth and prosperity:</b>	<b>Yes / No</b>
<b>People in Hampshire live safe, healthy and independent lives:</b>	<b>Yes / No</b>
<b>People in Hampshire enjoy a rich and diverse environment:</b>	<b>Yes / No</b>
<b>People in Hampshire enjoy being part of strong, inclusive communities:</b>	<b>Yes / No</b>

**Other Significant Links**

<b>Links to previous Member decisions:</b>	
<u>Title</u>	<u>Date</u>
<b>Direct links to specific legislation or Government Directives</b>	
<u>Title</u>	<u>Date</u>
<b>Section 100 D - Local Government Act 1972 - background documents</b>	
<p>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.)</p>	
<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:**

Equality objectives are not considered to be adversely impacted by the proposals in this report but the response to Covid-19 may affect certain people with protected characteristics more than others, in particular older people with health and other vulnerabilities.

Appendix 1

Local Authority	First Tranche	Second Tranche	Total Funding	Difference between first and second tranche
Basingstoke And Deane	£53,754	£1,744,410	£1,798,164	£1,690,656
East Hampshire	£33,387	£1,210,873	£1,244,260	£1,177,486
Eastleigh	£45,502	£1,326,468	£1,371,970	£1,280,966
Fareham	£33,966	£1,156,628	£1,190,594	£1,122,662
Gosport	£44,116	£841,471	£885,587	£797,355
Hart	£24,340	£963,234	£987,574	£938,894
Havant	£58,961	£1,262,535	£1,321,496	£1,203,574
New Forest	£70,401	£1,783,127	£1,853,528	£1,712,726
Rushmoor	£41,933	£934,902	£976,835	£892,969
Test Valley	£41,939	£1,258,912	£1,300,851	£1,216,973
Winchester	£39,275	£1,242,881	£1,282,156	£1,203,606
Hampshire County Council	£29,654,341	£24,313,635	£53,967,976	(£5,340,706)
Hampshire Fire & Rescue Authority	£256,552	£1,379,361	£1,635,913	£1,122,809
Portsmouth	£6,011,540	£5,939,203	£11,950,743	(£72,337)
Southampton	£7,400,086	£6,992,403	£14,392,489	(£407,683)
Isle of Wight	£5,015,960	£4,025,468	£9,041,428	(£990,492)
Total	£48,826,053	£56,375,511	£105,201,564	£7,549,458



Department / Service Activity	Description of Item	Funding and Income	Increased Demand	Market Underwriting	Response Costs	Other Issues	Grand Total	Monthly
		£'000	£'000	£'000	£'000	£'000	£'000	£'000
<b>Adults' Health and Care</b>								
AH&C General	Social Worker additional overtime to cover demand and sickness				300		300	100
AH&C General	Various minor costs e.g. training, additional IT, additional Carers Support, basic medicinal equipment for Residential Homes				400		400	133
AH&C General	Commissioned services to provide increased temporary capacity to support NHS discharge from Hospitals, (One off and recurring)		1,000				1,000	100
HCC In House Care	HCC Care - cover for additional sickness				900		900	300
HCC In House Care	Personal Protective Equipment - HCC In House Care				3,600		3,600	1,200
HCC In House Care	Hampshire Equipment Store / Technology Enabled Care - increased activity (one off and CCG funded)				400		400	-
HCC In House Care	Hampshire Equipment Store - Additional staff costs to meet increased need and to provider 7 day cover		100				100	33
Older Adults	Additional Rapid Response Contract		200				200	67
Older Adults	Continuation of Winter Pressure schemes (CCG Funded)				1,500		1,500	500
Older Adults / Younger Adults	Additional Payments to providers to enhance resilience				8,200		8,200	2,733
Older Adults / Younger Adults	Continuation of provider payments for reduced or limited service - Day Care and Direct Payments			500			500	167
Public Health	Maintaining contracted payments to Health providers for reduced service			3,000			3,000	1,000
Strategic Commissioning	Welfare Workstream - Homelessness Grant to Districts / Providers (one off)			55			55	-
Strategic Commissioning	Contribution to HIOW Community Foundation (one off)				250		250	-
Strategic Commissioning	Welfare Workstream - Direct grants to Districts & HIOW grant programme (one off)				100		100	-
Strategic Commissioning	Welfare Workstream - Call Centre provision				500		500	167
<b>Adults' Health &amp; Care Total</b>		<b>-</b>	<b>1,300</b>	<b>3,555</b>	<b>16,150</b>	<b>-</b>	<b>21,005</b>	<b>6,500</b>

Department / Service Activity	Description of Item	Funding and Income	Increased Demand	Market Underwriting	Response Costs	Other Issues	Grand Total	Monthly
		£'000	£'000	£'000	£'000	£'000	£'000	£'000
<b>Children's Services</b>								
Children Looked After (CLA)	Closure of 2 HCC residential homes resulting in increased use of Non-County placements plus other CLA costs			50	350		400	127
Children Looked After (CLA)	Extended placements for Children Looked After turning 18				330		330	110
Education and Inclusion	School Improvement & Music Services trading losses	1,050					1,050	350
Education and Inclusion	Hampshire and Isle of Wight Educational Psychology (HIEP) trading losses	200					200	67
Education and Inclusion	Skills and Participation Service - trading losses	638					638	213
Home to School Transport	Home to School Transport - income losses	45					45	15
Home to School Transport	Home to School Transport payments to cover additional easter routes and additional parental mileage				100		100	33
Home to School Transport	Home to School Transport payments to transport operators			5,625			5,625	1,875
SEN	Delay to restructuring of SEN service and completion of backlog EHCPs					60	60	38
Swift replacement	Additional contract and implementation team costs in relation to Swift System replacement					150	150	50
SEN Transformation Team	Extension of support required for Children Services Transformation programmes					113	113	38
Early Years Education & Childcare	Providing financial support to early years providers to meet our statutory duty of providing sufficiency in the market			100			100	33
<b>Children's Services Total</b>		<b>1,933</b>	<b>-</b>	<b>5,775</b>	<b>780</b>	<b>323</b>	<b>8,811</b>	<b>2,949</b>
<b>Economy, Transport and Environment</b>								
Highways	Loss of income from licences and street works permits	630					630	210
Transport	Bus Operator payments (reduced usage on subsidised routes)				509		509	170
Transport	Bus Operator provider payments			4,476			4,476	1,492
Transport	Capital schemes on site put on hold - potential contractual claims					1,700	1,700	-
<b>Economy, Transport and Environment Total</b>		<b>630</b>	<b>-</b>	<b>4,476</b>	<b>509</b>	<b>1,700</b>	<b>7,315</b>	<b>1,872</b>

Service Activity	Description of Item	Funding and Income	Increased Demand	Market Underwriting	Response Costs	Other Issues	Grand Total	Monthly
		£'000	£'000	£'000	£'000	£'000	£'000	£'000
<b>CCBS</b>								
Countryside	Countryside Service - Estimated loss of income	1,770					1,770	539
County Supplies	County Supplies - Trading Losses (net)	2,175					2,175	725
Great Hall	Estimated loss of income (events, admissions, sales etc.)	156					156	38
Hampshire Printing Service	Hampshire Printing Services - Estimated loss of income	165					165	55
HC3S	HC3S Catering Service - Trading Losses (net)	6,945					6,945	2,000
HTM	Hampshire Transport Management - Trading Losses (net)	350					350	117
Libraries	Loss of income from venue & room hire	300					300	100
Libraries	Purchase of E-books (one off)				150		150	-
Office Accommodation & FM	Potential loss of rental & events income	100					100	33
Outdoor Centres	Loss of income from cancelled bookings following closure of all sites	1,033					1,033	344
Property Direct Services	Potential loss of income - County Farms, Sites for Gypsies & Travellers	150					150	50
Property Services	Property Services - loss of income and recharges	2,400					2,400	800
Registration Service	Registration Service - Estimated loss of income	507					507	169
Scientific Service	Scientific Service - Estimated loss of income	301					301	100
Asbestos Service	Asbestos Service - Estimated loss of income and recharges	316					316	105
Trading Standards	Trading Standards - Estimated loss of income	124					124	41
Archives and Records	Archives and Records - Estimated loss of income	55					55	18
Sir Harold Hillier Gardens	Hilliars Charitable Trust - loss of income during closure of the Gardens	288					288	96
<b>CCBS Total</b>		<b>17,135</b>	<b>-</b>	<b>-</b>	<b>150</b>	<b>-</b>	<b>17,285</b>	<b>5,330</b>
<b>Corporate Services</b>								
Cash Investments	Reduced return on investment income (annual sum)	3,500					3,500	-
Communications	Communications / Web Team resources and out of hours service				93		93	31
Emergency Planning	Temporary Mortuary facilities (HCC Share)				1,950		1,950	100
Emergency Planning	LRF Personal Protective Equipment (PPE) Purchase (Gross)				4,800		4,800	1,600
IT	Legacy Hantsnet - Licensing for 2,000 users (one off)				307		307	-
Legal Services	Estimated loss of income	300					300	100
Marketing Council services	Marketing - Estimated Loss of Income	42					42	14
<b>Corporate Services Total</b>		<b>3,842</b>	<b>-</b>	<b>-</b>	<b>7,150</b>	<b>-</b>	<b>10,992</b>	<b>1,845</b>
<b>Grand Total</b>		<b>23,540</b>	<b>1,300</b>	<b>13,806</b>	<b>24,739</b>	<b>2,023</b>	<b>65,408</b>	<b>18,496</b>

## Schools – Impact of Covid-19

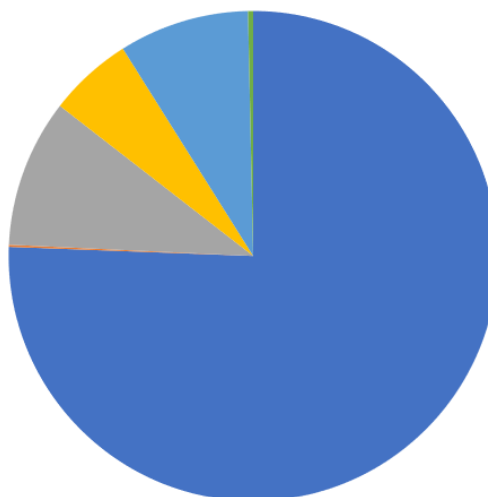
### Background

- There are 526 schools within Hampshire, approximately 90% are maintained by the local authority with the remainder opting for academy status.

School Type	Number of Schools (maintained)	Number of schools (academy)	Number of Pupils (Oct 18)
Nursery	3	-	275
Primary	402	20	106,095
Secondary	37	31	66,475
Special	23	3	2,811 (places)
Education centres	6	1	471 (places)
<b>Total</b>	<b>471</b>	<b>55</b>	<b>176,127</b>

- Due to the nature of their service, the majority of costs incurred within schools are staffing related. For local authority maintained nursery, mainstream, special and education centres, this equated to £565m (75.6%) in 2018/19.

	£m	%
Employees	565.04	75.6
Third party payments	1.02	0.1
Supplies & services	72.98	9.8
Premises	41.57	5.6
Support services	64.34	8.6
Transport	2.53	0.3
<b>Total</b>	<b>747.48</b>	<b>100.0</b>



- In addition to schools core business of delivery of quality education to Hampshire pupils, both maintained schools and academies operate with a high level of delegated authority and financial freedoms including the ability to run a range of extended school and business related community activities. This can range from a small breakfast club to a large nursery, gym or other leisure facility.
- These business activities have historically been run to meet community need with any surplus achieved used to enhance the education offer. Due to the financial challenges faced, some schools have become more dependent on this income for more essential services.

**Current context**

5. During the current pandemic, schools remain open for vulnerable children and children of key workers. School leaders are therefore having to develop delivery models that comply with government advice and seek to deploy staff carefully but effectively.
6. In addition, there has been the requirement for the government to remain open over school holidays and bank holidays if there is demand adding further complexity in deployment but also impacting on factors such as staff terms and conditions and additional unplanned costs.
7. Both business operations and core activities are under-pinned not only by directly employed staff but by a complex supply chain. In addition to simple procurement of supplies and services, there are many instances of sub-contracting activities, letting space for business activities and of course significant spend on supply staff.
8. Business operations have also been severely impacted with ad hoc income largely ceasing. Pre and after school provision along with nursery provision has been a particular challenge due to the need to seek to continue this for certain children.
9. Non grant related income to local authority maintained schools equated to over £56m in the final year 2018/19 coming from a wide range of sources which is summarised in the table below. Some loss of income will be offset at least in part by a reduction of cost incurred. For instance, over £12m per annum is received towards trips and another £12m for school meals.
10. There are however a number of areas where income reductions cannot as easily be offset by a reduction in expenditure, primarily in areas supported by staffing. While the actual level of income is dependent on the delivery model and the costs aren't always evenly distributed over the year (e.g. holiday clubs), likely areas impacted generated income of over £16m in 2018/19. Assuming this income was accumulated evenly throughout the year, this equates to over £1.3m per month. All maintained schools received some level of income from these activity areas.

<b>Cost Description</b>	<b>Actuals 2018/19 £'000</b>
General Fees and Charges	(1,756)
General Lettings	(2,156)
Sports Lettings	(1,887)
Playgroups and Playscheme Charges	(751)
Membership Fees	(228)
Nursery Charges	(2,714)
Out of School Care	(4,834)
Courses, Classes, Workshops and Clubs	(1,962)
<b>Sub-total</b>	<b>(16,288)</b>
Meals, Refreshments and Catering	(12,322)
Day Trip Charges	(3,898)
Residential Trip Charges	(8,501)
Donations	(3,496)
Other income sources	(11,618)
<b>Total</b>	<b>(56,123)</b>

## **Funding**

11. Funding through government grants for education delivery has been confirmed as continuing which equates to over £800m per annum which provides assurance for the majority of core school activities. This ensures both staff and services supported by this area can be maintained.
12. Schools will be incurring additional costs as a result of the current pandemic. This will vary from school to school however may include additional staff and premises costs for operating over the school holiday period, additional cleaning costs etc.
13. Additional funding has recently been announced by the government to cover the period March to July which schools can access on a claims basis.

### [Financial Support for Schools](#)

14. Details on eligible costs are limited at this stage with only references to premises, free school meal costs and cleaning costs. This has resulted in a significant volume of enquiries internally which have been routed back to the government query email address. It is anticipated there will be a significant volume of queries received through this route particularly on staff costs incurred over school holidays and regarding loss of income. It is also likely some schools will simply choose to claim those costs which may or may not be subject to challenge.
15. Further funding support is accessible through the free school meal national voucher scheme where schools can arrange for supermarket vouchers to be issued to the parents of eligible pupils with the cost being met by the DfE.

## **Key issues**

### Loss of income

16. Loss of income is of particular concern to schools at this time with limited clarity around funding support coupled with potentially limited scope to reduce their costs, in particular staff costs are a major issue. Key to this is the possibility of furloughing as some staff contracts are solely for the delivery of business related activities.
17. Income generated for some schools can be significant, either in monetary amount, proportion of their total budget or dependency to fulfil core functions. To illustrate, one primary school received approximately £230,000 in funding from business related activities in 2018/19 with a secondary example £840,000 (including £650,000 in nursery income).
18. Examples have been provided where monthly pay bills are in excess of £30,000 per month therefore the losses likely to be accumulated from an extended period of closure are likely to be considerable.
19. Further guidance published by the DfE on the 17<sup>th</sup> April does provide confirmation that furloughing of staff will be possible in certain circumstances:

### [Early Years and Children's Social Care](#)

20. Work is now underway internally to consider the practicalities in accessing the scheme. There are a number of issues likely to be experienced by schools in accessing a furloughing option.
21. Firstly, in identifying those staff supported by external income. In some situations this could be quite straightforward however in others, staff time spent fulfilling externally generated activity will form a portion of the total contracted time staff are employed. This is often not separately identifiable from an HR or finance perspective.
22. Secondly, schools will need to identify eligible external income. Some guidance can be provided regarding grant streams to exclude but where some income has been received e.g. reduced nursery fees this may add a level of complexity.
23. Once an income figure has been identified, the application of the DfE guidance will need to be considered, the guidance suggests schools could claim support up to the level of lost income however the furloughing scheme does not equate directly to staff costs incurred. It also suggests furloughing of staff linked to external activities but does not specify the degree of linkage.
24. Clear guidance will need to be provided to schools in interpretation, application and implementation of the scheme.

#### Financial support to suppliers and providers

25. Whilst there is a general expectation that schools provide support to “at risk” suppliers, the practicalities of assessing this in relation to the local contracts in place is resulting in significant uncertainty and a variety of approaches adopted.
26. This extends broadly across suppliers from suppliers of services, to companies paying schools to deliver activities on school sites and to staff supply agencies each requiring a different assessment to be made.

#### School Trips

27. All schools undertake a range of trips each year, whether day or residential with income received approximately £12m per annum. Due to the current situation, schools have had to cancel trips requiring them to seek ways of repaying parental contributions and trying to recover deposits paid to providers.
28. A process has been agreed with the IBC to temporarily enable bulk payments back to parents which has addressed some issues however the ability to recover deposits made is proving challenging and raising concerns regarding unrecoverable costs.

#### Increases in schools in financial difficulty

29. Delays in planned restructures and redundancies will lead to critical restructure deadlines being missed impacting on notice periods which is likely to result in the short term with more schools in financial difficulty. It is also likely that due to additional costs incurred in the short term, lost income and limited capacity to take financial management actions, this is also likely to result in an increase in the number of schools in deficit.
30. Additional work will be required with schools in the coming year to address this and work to an agreed recovery plan that ensures the schools financial sustainability.

**Summary**

31. The financial impact of COVID varies considerably from school to school and is dependent on a range of factors in part driven by decisions made by the 526 management teams.
32. Loss of income is the main concern, particularly for schools where there is significant staff capacity dedicated to generating income. Income lost per month could potentially exceed £1.3m per month for local authority maintained schools therefore the need to minimise costs incurred is an urgent priority.
33. Staff costs are a significant contributor to those costs incurred therefore a key priority remains in guiding schools how to minimise these through means such as furloughing or clarity and assurances from central government around funding.
34. Significant uncertainty remains in the sector however local authority support services continue to work with schools to support them in accessing the available support and guidance along with liaising both locally and nationally around seeking further clarity where necessary.



## HAMPSHIRE COUNTY COUNCIL

### Cover Report

<b>Decision Maker:</b>	Policy and Resources Select Committee
<b>Date:</b>	25 June 2020
<b>Title:</b>	<i>Serving Hampshire</i> – 2019/20 End of Year Performance Report
<b>Report From:</b>	Chief Executive and Head of Law and Governance

**Contact name:** Philippa Mellish, Head of Insight and Engagement

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### 1. Recommendations

- 1.1. It is recommended that the Policy and Resources Select Committee notes:
- a) the County Council's performance for during 2019/20;
  - b) progress to advance inclusion and diversity;
  - c) the recommendation for Cabinet to approve the Modern Slavery Statement, contained in Appendix four of the accompanying report; and
  - d) the findings of the 2019-20 Local Government and Social Care Ombudsman report.

### 2. Report purpose

- 2.1. The purpose of this item is for the Policy and Resources Select Committee to monitor performance against the *Serving Hampshire Strategic Plan* for 2017-2021. This fulfils the Committee's role to scrutinise 'how effectively is crosscutting/corporate policy developed, implemented and performance evaluated and improved' (as per the scrutiny responsibilities outlined in Part two of Chapter five of the Constitution).

### 3. Contextual information

- 3.1. The Cabinet is due to consider the attached report providing oversight of the County Council's performance during 2019/20 when it meets on 14 July 2020.
- 3.2. The Policy and Resources Select Committee is invited to consider the report, and whether to add any items to the Select Committee work programme as a result.

**CORPORATE OR LEGAL INFORMATION:**

**Links to the Strategic Plan**

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

**Other Significant Links**

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

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

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

Document

Location

None

## **IMPACT ASSESSMENTS:**

### **1. Equality Duty**

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

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

1.2. **Due regard in this context involves having due regard to:**

- The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

### **2. Equalities Impact Assessment:**

The County Council has a programme of work in place to advance inclusion and diversity in line with its corporate [Equality Objectives](#). This includes undertaking both internal and external assessment of its performance to identify areas of strength and for improvement. This report reviews past performance - the activities and services that are described were subject to appropriate equality impact assessment in accordance with this programme.

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## HAMPSHIRE COUNTY COUNCIL

### Report

<b>Decision Maker:</b>	Cabinet
<b>Date:</b>	14 July 2020
<b>Title:</b>	<i>Serving Hampshire</i> – 2019/20 Performance Report
<b>Report From:</b>	Assistant Chief Executive and Head of Law and Governance

**Contact name:** Philippa Mellish, Head of Insight and Engagement

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### 1. Recommendations

1.1. It is recommended that Cabinet:

- a) notes the County Council's performance for 2019/20, including plans to refresh the Strategic Plan and Performance Management Framework;
- b) notes progress to advance inclusion and diversity;
- c) approves the Modern Slavery Statement contained in Appendix four; and
- d) notes the findings of the 2019-20 Local Government and Social Care Ombudsman report.

### 2. Report purpose

2.1. The purpose of this report is to:

- provide strategic oversight of the County Council's performance during 2019/20 against the *Serving Hampshire* Strategic Plan for 2017-2021;
- set out plans to refresh the *Serving Hampshire* Strategic Plan and update the County Council's Performance Management Framework;
- outline ongoing work and achievements to advance inclusion and diversity, including the development of a draft Modern Slavery Statement; and
- set out the results of the 2019-20 Local Government and Social Care Ombudsman report.

### 3. Performance reporting arrangements

#### Current arrangements

3.1. The County Council's Performance Management Framework (PMF) provides the governance structure for performance management and reporting to Cabinet. The PMF specifies that Cabinet receives bi-annual reports on the

County Council's performance against the strategic priorities set out in the *Serving Hampshire* Strategic Plan. The four strategic aims set out in the Plan are:

- Hampshire maintains strong and sustainable economic growth and prosperity
- People in Hampshire live safe, healthy and independent lives
- People in Hampshire enjoy a rich and diverse environment
- People in Hampshire enjoy being part of strong, inclusive communities.

3.2. Alongside these aims, the *Strategic Plan* contains eight 'ways of working' which support the ambition to 'put our residents at the heart of everything we do'. These are to:

- Engage, involve and inform residents
- Develop easy and efficient online services
- Work with our partners
- Use taxpayers' money wisely
- Enable people to do more for themselves
- Respond flexibly to people's needs
- Value people's differences, and
- Keep improving.

3.3. Performance information on children's and adults' safeguarding, major change programmes, including *Transformation to 2021*, and the County Council's financial strategy are reported separately to Cabinet.

3.4. To report progress against *Serving Hampshire*, departments are asked to rate performance against a core set of performance metrics on a quarterly basis. For each measure, a risk-based 'red, amber, green' rating is applied, informed by the most recent data and management information.

3.5. Departments also provide an overview of key achievements and risks/issues against agreed priorities, as well as the results of any recent external assessments and resident feedback.

3.6. **Appendix one** sets out the sources of external validation which apply to the County Council's performance during 2019/20.

### **Future arrangements**

3.7. The current *Serving Hampshire* Strategic Plan is due to be refreshed in 2021. Work has commenced to review and develop an updated Plan, to cover the period 2021 to 2025. The revised Plan will consider the wider national policy landscape and reflect the impact of Covid-19 on the County Council's operations and the county as a whole. It will also reflect wider strategic priorities arising from the Hampshire 2050 Commission of Inquiry, including the County Council's climate change ambitions, and be informed by resident and stakeholder feedback.

3.8. The updated Plan will be considered by the County Council's Cabinet alongside the half-year 2020-21 performance report and in advance of the 2021 performance year (commencing April 2021).

- 3.9. The Performance Management Framework will be reviewed alongside the Strategic Plan to ensure ongoing alignment, including of key performance metrics. The first performance report using the revised PMF will be the quarter one 2021-22 performance report, due in autumn 2021.

#### 4. Overall Performance

##### Performance outcomes

- 4.1. **Overall performance** measured against *Serving Hampshire* remained **good** during 2019/20, evidencing strong performance in the delivery of core services – as well as resilience towards the end of the year as the Covid-19 pandemic started to impact services and the people of Hampshire<sup>1</sup>.
- 4.2. Performance levels were maintained whilst continuing to manage increased demand and cost pressures - and delivering significant savings. The County Council continues to use its resources wisely and invest prudently through the careful use of reserves to innovate and work more efficiently. This ongoing careful balance of maintaining quality service provision, along with sound financial stewardship, enables the County Council to provide consistent value for money for Hampshire residents.

##### Performance against targets and improvement trend

- 4.3. Overall, **74%** of measures, where data was available, were reported as low performance risk<sup>2</sup>, **26%** as medium risk<sup>3</sup> and **none** as high risk.
- 4.4. **63%** of measures showed improvement or that the level of performance remained consistent<sup>4</sup>.
- 4.5. In addition, **61%** of measures had met, or exceeded, the target set by the relevant department<sup>5</sup>.
- 4.6. In cases where targets were not met, departmental improvement plans were in place. Similarly, where measures were reported as *medium* risk, mitigating actions were being undertaken by relevant services.
- 4.7. **Performance highlights** for 2019/20 include:
- The County Council implemented an effective response to the COVID-19 pandemic across all service areas, in line with central Government guidance - and commenced Recovery planning, working closely with wider partners across all Sectors. It continues to adapt its response in line with the evolving situation.

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<sup>1</sup> The full impact of COVID-19 on County Council services and performance is likely to be evidence throughout 2020-21 and is not detailed in this report, which covers performance up to the end of March 2020. However, Appendix Two provides an overview of some of the key steps taken by the County Council to provide an effective response across its services.

<sup>2</sup> 34 out of the 46 measures for which 2019/20 data was provided alongside a RAG status (of a total possible of 51 measures included on the performance scorecard)

<sup>3</sup> 12 of the 46 measures for which 2019/20 data was provided alongside a RAG status

<sup>4</sup> 30 of the 48 measures for which 2019/20 data was provided alongside a 'direction of travel' rating

<sup>5</sup> 20 of the 33 measures for which 2019/20 data was provided alongside a target status

- **Appendix two** provides a summary of key COVID-19 measures implemented to date, including the County Council's Personal Protective Equipment (PPE) warehouse operation – a collaboration between County Supplies, Emergency Planning and Hampshire's voluntary network. The operation was described as 'gold standard' by the Royal Logistics Corps, commissioned by the Government to review England's LRF procedures. Designed to ensure the County Council's care and nursing homes are stocked with compliant PPE, the warehouse acted as a 'resource of last resort' for Local Resilience Forum partners' key workers, and the county's independent care sector. The warehouse operation has made more than 750 deliveries and collections across the county since lockdown began on 23 March 2020.
- Effective plans were put in place to ensure Hampshire's readiness for the UK's departure from the European Union on 31 January – for example, sites for Heavy Goods Vehicles to wait in a safe and managed way were identified and prepared.
- Ofsted rated the County Council's Children's Services as *Outstanding* in all areas. Hampshire is one of only two authorities to have received this judgement across the board.
- Over 97% of parents in Hampshire were offered a place for their child at one of their preferred choices for a secondary school. Of those who applied for a Year 7 place for September 2020, more than 92% were offered a place at their first-choice school.
- More than 98% of Hampshire families (not including Portsmouth and Southampton) applying for school places for Year R and Year 3 were successful in obtaining one of their top three choices for September 2019, consistent with 2018's performance of 99%.
- In Hampshire, 68.4% of pupils taking GCSE exams in 2019 achieved a pass at grade 4 in English and Mathematics, compared to 66.7% in the previous year and a national average of 64.9%. The 'attainment 8' outcome, which measures the results across the wider curriculum, also improved from a score of 47.2 in 2018 to 47.6 in 2019, above the national average of 46.8.
- CO2 emissions from the County Council's operations continued to reduce, down to 75,868 tonnes in 2018/19 (the most recent data). This is a decline from 78,685 tonnes in 2017/18 and exceeds the target of 78,000 tonnes.
- The Hampshire Domestic Abuse Service launched on 4 June 2019, providing crisis accommodation and community-based support to break the cycle of abuse for families across Hampshire.
- The County Council's Country Parks were awarded the Green Flag status for 2019. Lepe, River Hamble, Queen Elizabeth and Royal Victoria country



parks have the highest possible environmental standards. Royal Victoria Country Park also received the Green Heritage Site Accreditation for the management of its historic features.

- A video explaining the steps that Armed Forces parents and carers need to take to secure a school place for their child was developed and launched by the County Council – helping remove disadvantage from Service families.
- Children in Hampshire read over 174,000 books over the summer period as part of this year's Summer Reading Challenge – 73,500 more than in 2018.
- Customer satisfaction within the County Council for its Integrated Business Centre averaged 88% satisfied and 84% highly satisfied at the end of 2019, the highest level on record - with the satisfaction of service users assessed by the Institute of Customer Services (ICS). The service recorded a UK Customer Satisfaction Index (UKCSI) score of 69% for 2019, 5% higher than seen in 2018.

#### **Climate change update**

4.8. In addition to the above achievements, the County Council has made progress to advance its climate change ambitions. Over the last nine years, the County Council has achieved a significant reduction of over 43% of its own carbon emissions and accelerated the target, for its own estate, to become carbon neutral by 2025. However, recognising this only represents approximately 1% of the total Hampshire emissions, in June 2019 the County Council declared Climate Emergency and set two ambitious targets for both the County Council and the wider Hampshire area:

- to achieve carbon neutrality across the whole of Hampshire by 2050, and
- build resilience and plan for a rise in temperature of 2°C.

4.9. The following progress was made against these targets:

- work commenced to review all County Council policies and strategies in light of climate change. This includes the current review of the Local Transport Plan which is intended to encourage more active travel and use of public transport, equally resulting in health benefits through greater exercise and better air quality;
- a programme of tree and wildflower planting on highways amenity land was established, funded through 100% of the capital released from the sale of surplus highway land;
- a Strategic Alliance with Forestry England, Forestry Commission and the Woodland Trust was agreed. This jointly recognises the urgency of tackling climate change through land use and the strategic planting, management and maintenance of trees;

- behavioural insight research was undertaken to inform an evidence-based, targeted communications and marketing strategy to reduce domestic emissions;
- a new climate change website was launched;
- the County Council supported the grass roots initiative *the Greening Campaign*, working with District, Town and Parish Councils, which provides a simple and accessible process for residents to take action on climate change;
- initial work commenced to develop a corporate action plan, drawing on the activity underway across all services;
- the Carbon Trust was commissioned to develop a comprehensive process to determine Hampshire's carbon baseline, budget, adaptation framework and impact assessment tool to inform key decisions. The Trust has an excellent and long running reputation for working on carbon emissions and adaptation and this work will underpin further development of the County Council's overarching strategy and action plan.

4.10. A more extensive list of key performance achievements is included in **Appendix three**.

4.11. **Performance risks at year end 2019/20:**

4.12. No performance measures were rated as high risk for the 2019/20-year end. However, departmental returns highlighted several wider areas of risk relating to the current COVID-19 pandemic. These included risks to:

- **service continuity**, addressed by redeploying and training staff where needed, to manage demand – as well as adapting and prioritising key services;
- **staff welfare**, which resulted in the majority of office-based staff working from home, the implementation of social distancing measures for remaining office based and frontline staff, and wider safeguarding measures, including provision of Personal Protective Equipment; and
- **the Hampshire economy**, acknowledged through the provision of County Council grant funding to local organisations, as well as provision of advice and support to local businesses.

## 5. Equality update

### Key achievements

- 5.1. The Equality Act 2010 places a duty on local authorities to prepare and publish one or more measurable and specific equality objective(s). 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.
- 5.2. Activity to ensure the inclusivity and accessibility of external facing provision is embedded within the day-to-day work of departments and individual services. The section below provides an overview of specific activities undertaken during

2019-20 aligned to the equality objectives. These are predominantly internally focused actions undertaken corporately to maintain, and strengthen, the organisation's position as an inclusive employer:

- participating in **Inclusive Employers' National Inclusion Standard (2019)** - a wide ranging and comprehensive assessment of performance against six categories<sup>6</sup>. The County Council was assessed as achieving *Bronze* Standard for the second year running – ranking third out of 20 participating organisations and top of the *Bronze* category. Actions for improvement were incorporated into the overarching Inclusion, Diversity and Wellbeing work programme;
  - developing a **positive action statement of intent for recruitment**, to encourage people from all backgrounds to consider a career with the County Council;
  - hosting the **first staff networks' conference**, and establishing new staff groups within departments, including an emerging 'working parents and carers' group;
  - **extending existing governance arrangements** to cover wellbeing, alongside inclusion and diversity – and identifying senior departmental 'sponsors';
  - delivering a programme of **activity to celebrate National Inclusion Week** (28 September to 04 October 2019) and World Mental Health Day (10 October 2019);
  - launching **new Inclusion and Diversity e-Learning** for staff; and
  - publishing a **cumulative Equality Impact Assessment** to consider the potential impacts of *Transformation to 2021* savings proposals as a whole.
- 5.1. Looking ahead, the County Council's work to advance inclusion and diversity will be further shaped by recent events surrounding the tragic death of George Floyd in the US. We are clear that there is no place in our society for racism, and the County Council is united with residents across Hampshire who have stood in solidarity with thousands across the globe to defend the principles of equality. The County Council will continue to do all it can to protect the vibrancy and diversity of Hampshire's communities, reducing inequality and advancing cohesion. This includes through its response to the Coronavirus pandemic, which has shone a light on deep-seated social inequalities.
- 5.2. The County Council is closely following the work of Public Health England nationally to understand the impact of the virus on protected characteristic groups, including BAME residents - and awaits recommendations arising from

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<sup>6</sup> These include, for example, the extent to which staff are engaged, equipped and empowered to advance inclusion, and the degree to which diversity is embedded into the organisation's culture and evaluated, leading to continuous improvement.

further work being undertaken by the Equalities Minister on this matter. In parallel, the organisation continues to take a proactive approach through local modelling and research to understand further, assess, and mitigate the risks of Coronavirus to BAME residents in Hampshire – and to staff. As part of COVID-19 recovery planning the County Council also continues to develop its programme of resident engagement, with a clear focus on ensuring that the voices and experiences of BAME residents – and wider minority groups - are heard and acted upon.

### **Modern slavery**

- 5.3. In addition to the above activities, a draft Modern Slavery Statement was produced – set out at **Appendix four**. The Modern Slavery Act (2015) places specific duties on local authorities with respect to tackling modern slavery, and a duty on commercial organisations<sup>7</sup> to publish annual ‘transparency in supply chains statements’ setting out steps taken to ensure the absence of modern slavery in their supply chains.
- 5.4. In July 2018, the Home Secretary commissioned an independent review of the Act to assess its effectiveness. The Government’s response to the review indicated an intention to extend Section 54 to require Public Sector organisations whose budget exceeds £36m to produce modern slavery statements – and for Public Sector transparency requirements to mirror those of commercial organisations. At present, local authorities are currently not required to publish annual statements – however, this is considered best practice (the Local Government Association reports that 132 councils have voluntarily published statements).
- 5.5. Hampshire has a positive track record of taking proactive steps to prevent modern slavery but has yet to publish an annual Statement. Not only may this be required in future, but the County Council is coming under increasing pressure from external organisations to demonstrate a policy position on Modern Slavery. For example, earlier this year the Hampshire Courier Service was asked to submit the County Council’s Modern Slavery Statement as part of the tender process for a contract valuing over £14m.
- 5.6. The Statement contained in Appendix four was developed in this context and is intended to lead to action to drive further improvement. Agreed actions will be incorporated within the County Council’s overarching programme to advance inclusion, diversity, and wellbeing. Initial steps already taken include embedding information about the signs of modern slavery within the new Inclusion and Diversity e-learning, ensuring a basic level of awareness for all staff with managerial or supervisory responsibilities. Cabinet are asked to approve the draft document as the County Council’s Modern Slavery Statement for 2020-21.

## **6. Local Government and Social Care Ombudsman determinations 2019/20**

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<sup>7</sup> Although, technically, any corporate body with an annual aggregate turnover of at least £36m and providing goods and services in the UK will meet the definition of “commercial organisations”, most have interpreted section 54 of the Act as not being applicable to businesses rather than local authorities.

- 6.1. There is a duty on the monitoring office 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).
- 6.2. 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.
- 6.3. In 2019/20 (April 2019 – March 2020), 33 determinations were received from the LGSCO. In 21 cases the LGSCO determined that there had been maladministration/injustice. In 12 cases the LGSCO determined that there had not been maladministration/injustice. More details of individual decisions are provided at **Appendix five**. 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.
- 6.4. An annual report is published by the LGSCO in July each year with assessment decisions, including those complaints received by the LGSCO, but not investigated. In 2018/19, being the latest year for which statistics from the LGSCO are available, 122 references were made to the LGSCO, of which the LGSCO determined that 25 (20.4%) required investigation. In 2017/18 there were 126 references to the LGSCO of which the Ombudsman determined 21 (17%) required investigation.
- 6.5. Comparison with LGSCO published statistics with other large comparator County Councils in the region demonstrates that the LGSCO receives around 16% fewer complaints regarding Hampshire County Council than other Councils. In 2018/19, 21 of the County Council's complaints were upheld, a total which is around a third lower than the comparator councils.

## **7. Conclusion**

- 7.1. This report and its supporting appendices demonstrate that the County Council continued to perform well in the delivery of core public services during 2019/20.
- 7.2. The revised Strategic Plan and Performance Management Framework will be developed in this context. Good progress also continues to be made to advance inclusion, diversity wellbeing, supporting the County Council's overarching equality objectives.
- 7.3. The County Council also performed well in handing complaints, outperforming wider councils in the number of complaints upheld.

**CORPORATE OR LEGAL INFORMATION:**

**Links to the Strategic Plan**

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

**Other Significant Links**

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

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

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

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

## **IMPACT ASSESSMENTS:**

### **1. Equality Duty**

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

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

1.2. **Due regard in this context involves having due regard to:**

- The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

### **2. Equalities Impact Assessment:**

The County Council has a programme of work in place to advance inclusion and diversity in line with its corporate Equality Objectives. This includes undertaking both internal and external assessment of its performance to identify areas of strength and for improvement. This report reviews past performance - the activities and services that are described were subject to appropriate equality impact assessment in accordance with this programme.

## Appendix one: Sources of internal and external validation

The following table sets out the results of external and internal assessments and validations which apply to the County Council at the end of 2019/20.

Assessment title	Area	External/internal	Latest judgement
<b>Children's Services</b>			
Inspection of Local Authority Children's Services	Full children's social care inspection	External – Ofsted	June 2019 – Hampshire was judged as <i>Outstanding</i> across all areas. Hampshire is one of only two authorities to have received this judgement across the board
Inspection of children's homes	Residential care homes inspection	External – Ofsted	Ten of the Children's Homes operated by the County Council have been inspected in 2019/20, including the County Council's Secure Children's Home and Respite Unit. Of these, two homes <i>Require Improvement</i> to be <i>Good</i> and actions are being taken to achieve this. Two homes were rated <i>Outstanding</i>
School Inspections	Inspections of schools	External – Ofsted	Ongoing - as at the end of March 2020 93% of schools were judged to be <i>Good</i> or <i>Outstanding</i> 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 2019 self-assessment was sent to Ofsted ahead of the annual conversation due to take place in March 2020. This was subsequently postponed due to Covid-19
Inspection of Hampshire youth offending services	YOT inspection	Her Majesty's Inspectorate of Probation	Overall <i>Good</i> 2018. The inspectorate considered the arrangements for organisational delivery, the quality of court disposals, and out-of-court disposals work when making its judgement  <a href="http://www.justiceinspectorates.gov.uk/hmiprobation/inspections/hampshireyos/">www.justiceinspectorates.gov.uk/hmiprobation/inspections/hampshireyos/</a>



Assessment title	Area	External/internal	Latest judgement
Restorative Justice Council's Restorative Services Quality Mark	Youth Offending Team	External – Restorative Justice Council	Restorative Services Quality Mark awarded (April 2016) and still applies
<b>Adults' Health and Care</b>			
Adult Social Care Services Inspection	Inspection of in house provided residential and nursing homes	External – Care Quality Commission	22 in-house care providers are rated <i>Good</i> (including the four Community Response Teams that deliver reablement to clients at home)
Gold Standards Framework	Residential and nursing homes	External - National Gold Standards Framework (GSF) Centre in End of Life Care	Four of the County Council's residential and nursing homes were awarded Platinum accreditation with the Gold Standards Framework:  Emsworth House Fleming House Malmesbury Lawn Westholme
<b>Economy, Transport and Environment</b>			
Accreditation to ISO9001:2015 – Quality Management	Economy, Transport & Environment (ETE) Department – whole department	External – British Standards Institute (BSI)	Usually assessed every May and November. Last visit (November 2019) resulted in accreditation being successfully maintained. The next assessment is due in July 2020, delayed due to Covid-19 restrictions
<b>Culture, Communities and Business Services</b>			
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  UKAS audit Hampshire Scientific Service annually for compliance and the last assessment was in May 2019 - accreditation was maintained

<b>Assessment title</b>	<b>Area</b>	<b>External/internal</b>	<b>Latest judgement</b>
Adventure Activities Licensing Services (AALS) Inspection	Hampshire Outdoor Centres	External – Adventure Activities Licensing Authority	Calshot Activities Centre: Validation expires July 2021 Hampshire and Cass Foundation Mountain Centre: Validation expires June 2020
Learning Outside the Classroom (LOtC)	Hampshire Outdoor Centres	External - Council for Learning Outside the Classroom (CLOtC)	Calshot Activities Centre: Validation expires June 2021  Runway's End Outdoor Centre: Validation expires February 2021  Tile Barn Outdoor Centre: Validation expires May 2020
Adventuremark	Hampshire Outdoor Centres	External - Adventure Activity Industry Advisory Committee (AAIAC)	Calshot Activities Centre: Validation expires June 2021 Runway's End Outdoor Centre: Validation expires February 2021 Tile Barn Outdoor Centre: Validation expires May 2020
National Indoor Climbing Award Scheme (NICAS)	Hampshire Outdoor Centres	External - ABC Training Trust	Calshot Activities Centre: Validation expires at the end of May 2020
Royal Yachting Association (RYA) Recognised Training Centre	Hampshire Outdoor Centres	External - Royal Yachting Association (RYA)	Calshot Activities Centre – Recognised Training Centre – expires January 2021
Royal Yachting Association (RYA) Sailability accreditation	Hampshire Outdoor Centres	External - Royal Yachting Association (RYA)	Calshot Activities Centre – Recognised Training Centre – expires January 2021 to provide accessible shore-based facilities for sensory, physical or other disabilities
British Canoeing Quality Mark (BC)	Hampshire Outdoor Centres	External - British Canoeing	Calshot Activities Centre – Quality mark – expires December 2020
Green Flag Awards	Outdoor accreditation for a variety of areas	External - Keep Britain Tidy	Awards are currently suspended due to Covid19. Intention is to apply for all parks when possible

Assessment title	Area	External/internal	Latest judgement
Ease of Use Survey	Volunteer survey of the Rights of Way network	External	Audits a minimum of 5% of the network each year (2.5% twice a year, in May and November), based on a set methodology
Sites of Special Scientific Interest (SSSIs)	Countryside sites in Hampshire, as part of UK wide assessment	External – Natural England	Natural England assesses the condition of SSSIs using Common Standards Monitoring (CSM) <sup>1</sup> , developed by the Joint Nature Conservation Committee (JNCC) for the whole of the UK
Rural Payment Agency (RPA) Inspections	Countryside sites with Pillar 1 and Pillar 2 common agricultural agreements in place	External - Rural Payment Agency (RPA)	The Rural Payments Agency (RPA) inspects a percentage of agreements each year on behalf of Natural England. The inspections check agreement holders are meeting the schemes' terms and conditions
Animal and Plant Health Agency (APHA) checks	Inspect animal health and welfare	External - Animal and Plant Health Agency	Spot check countryside sites for animal health and welfare and plant disease
Food Hygiene Ratings	Countryside Country Park cafes	Environmental Health Officer	Current ratings: 5-star ratings at Manor Farm, Staunton Farm, Titchfield Haven, Royal Victoria, Lepe Country Parks and 4-star ratings at Queen Elizabeth Country Park
General Register Office (GRO) – Stock and Security Audit	Registration – provides assurance to the GRO Compliance and Performance Unit	External - General Register Office	Received positive high rating in 2016, Next assessment due November 2020 (4-year cycle for those with a high rating)
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 rating was <i>Good</i> with positive comments on performance and development of service. Submitted annually in April (will be delayed in 2020 due to impact of Covid-19)

Assessment title	Area	External/internal	Latest judgement
Hyperactive Children's Support Group's Highest Award for Excellence in School Catering	HC3S annual assessment to retain accreditation for removal of specific additives in primary school meals	External - Hyperactive Children's Support Group	Current accreditation has been extended to September 2020 due to Covid-19
Food Hygiene Rating Scheme	HC3S	External – Allergen Accreditation	EII Restaurant and Coffee Shop, SHHGA, secondary schools, Fareham Library, Winchester Discovery Centre, Eastleigh Borough Council Coffee Shop – annual re-accreditation awarded July 2019
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. For the 2018/19 academic year there were 338 HKA's completed
Food for Life Served Here	HC3S	External - Soil Association	Bronze re-accreditation achieved in January 2020 having been assessed against their criteria as providing freshly made, locally sourced food
Eat Out Eat Well	HC3S	Trading Standards, Environmental Health and others by Public Health	EII Restaurant and Coffee Shop accredited to July 2020
European Notified body Status for measuring instruments and Non-automatic Weighing machines	Trading Standards	External - National Weights & Measures Laboratory (NWML) on behalf of the Secretary of State for BEIS	Status maintained. Latest full external reassessment undertaken on 30 Jan 2020. Due for external surveillance audit between September and November 2020  (Reported to Regulatory Delivery at the Department for Business, Energy & Industrial Strategy)

Assessment title	Area	External/internal	Latest judgement
Institute of Road Transport Engineers (IRTE) Workshop 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 to be IRTE Workshop accredited. All 5 workshops were audited and passed in February 2018. The duration is 3 years and is due again in February 2021
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 2021
Compliance with Merchant Shipping (Oil Pollution Preparedness Response and Co-operation Convention Regulations 1998)	River Hamble Harbour Authority	External - Maritime and Coastguard Agency	Endorsement of Oil Spill Contingency Plan. Compliance with Merchant Shipping (Oil Pollution Preparedness Response and Co-operation Convention Regulations 1998). 5 yearly intervals. Expires August 2023
Compliance with the Merchant Shipping and Fishing Vessels' (Port Waste Reception Facilities) Regulations 2003	River Hamble Harbour Authority	External - Maritime and Coastguard Agency	Endorsement of Port Waste Management Plan. Compliance with the Merchant Shipping and Fishing Vessels' (Port Waste Reception Facilities) regulations 2003. 3 yearly intervals. Expires September 2020
<b>Corporate Services</b>			
2019 National Inclusion Standard	Corporate	External – Inclusive Employers	Participated in the 2019 Standard Assessment and awarded <i>Bronze</i> (September 2019)
Accreditation to ISO20000 Service Management and ISO27001 Information Security for IT services	IT services.	External - British Standards Institute (BSI)	Audited on compliance in July 2019, with certificate of compliance reissued in August 2019 to run until August 2020

Assessment title	Area	External/internal	Latest judgement
Public Sector Internal Audit Standards	Audit services	External - Institute of Internal Auditors	Awarded for 2015-2020
Shared Services infrastructure and business processes have been independently accredited to ISAE3402	Shared Services	External – audit undertaken by Ernst and Young	ISAE3402 has been successfully achieved for 19/20 based on the design of the control environment. This enables all partner organisations to get independent assurance comfort to an external accredited standard on the overall control environment. In 2020/21, this assurance work will extend to both the design and operation of controls
Annual Payment Card Industry (PCI) Data Security Standard	Corporate	Internal audit	Self-assessment against an industry standard, but is subject to Independent Internal Security Assessor

## Appendix two: Response to Covid-19

The County Council implemented an effective response to the COVID-19 pandemic across all service areas, in line with central Government guidance, and commenced Recovery planning, working closely with wider partners across all Sectors. The County Council continues to adapt its response in line with the evolving situation. Key measures are outlined below.

- The County Council's Personal Protective Equipment (PPE) warehouse operation – a collaboration between County Supplies, Emergency Planning and Hampshire's voluntary network - was described as 'gold standard' by the Royal Logistics Corps, commissioned by the Government to review England's LRF procedures. Designed to ensure the County Council's care and nursing homes are stocked with compliant PPE, the warehouse acted as a 'resource of last resort' for Local Resilience Forum partners' key workers, and the county's independent care sector. The warehouse operation has made more than 750 deliveries and collections across the county since lockdown began on 23 March 2020.
- Extensive partnership arrangements were established to implement the Government's shielding programme, thereby reducing the risk of severe illness to Hampshire's most vulnerable residents. This included establishing the *hantshelp4vulnerable* helpline and implementing a network of *Local Response Centres* to coordinate provision of voluntary support within local communities. Care homes also stopped all but emergency visits to protect vulnerable residents.
- Hampshire's schools and childcare providers remained open to vulnerable children and the children of Key Workers, including throughout the Easter break
- The restriction on the use of free bus passes by Hampshire's older and disabled residents before 9:30am was lifted to enable these residents to access dedicated early morning shopping hours.
- Hampshire Transport Management organised delivery of Personal Protective Equipment for Adults Services and maintained school meals distribution over the Easter break. In addition, the service modified its courier vans for mortuary purposes and provided transit vans to enable occupational therapists to transport large equipment around Hampshire.
- The County Council's catering service *HC3S* maintained provision of school meals to children who need them, including take-away food for those on free school meals who are not in school, and during school holidays.
- Hampshire's Domestic Abuse Service remained operational via a phone and online service. Access to refuge for those with urgent needs continues to be provided.

- Hampshire's libraries increased digital resources whilst libraries are closed, leading to an increase in membership of the digital platform, *Borrowbox*, by 770% in a single week in late-March 2020. In addition, fees for overdue items were frozen and the maximum loan limited was increased prior to library closures.
- Bus subsidy, concessionary fares, and home to school transport payments where students use bus services were maintained, providing support to Hampshire's bus operators. A retention rate is also giving financial assistance to contractors who provide taxi and minibus journeys for Home to School Transport purposes.
- Essential highway maintenance and support services continued to keep highways and buildings operating safely and effectively. Non-essential maintenance works, and new developments were suspended temporarily.
- Facilities Management maintained the cleanliness of buildings during the pandemic, and security and building checks continued on closed site.
- Support and advice was provided to Hampshire businesses across a range of areas including: the Job Retention Scheme; Business Interruption Loan Scheme; Self-Employed Income Support Scheme; Business Rate holidays for nurseries and the retail, leisure and hospitality sector; VAT and Tax payments; cash grants for retail, hospitality and leisure businesses; and the extension of Business Improvement Districts (BIDs) arrangements.
- The County Council communicated over 500 plus news items, with 91% neutral or positive media coverage.



## Appendix three: 2019-20 key performance achievements

Serving Hampshire priority	Achievement
<p><b>Outcome one:</b> Hampshire maintains strong and sustainable economic growth and prosperity</p>	<p>361 County Council staff started an apprenticeship in 2019-20, bringing the total to c.900. The County Council's Levy Transfer Scheme was also rolled out to small and medium sized employers in Hampshire, supporting employers who train apprentices within Hampshire, prioritise apprenticeships for vulnerable people and priority sectors.</p>
	<p>In May 2019, work started on a £45m maintenance, repair and overhaul facility for the jet manufacturer Gulfstream, in Farnborough. The 200,000 sq ft state of the art facility is due for completion in June 2020 and will create up to 600 new jobs.</p>
	<p>The County Council's Economic Development function has worked with the Enterprise M3 Local Enterprise Partnership, Farnborough Airport and Rushmoor Borough Council to deliver a package of measures to support the company's relocation, and the County Council won the Best Implementation award from the Institute of Economic Development (IED) for its role in securing this investment.</p>
	<p>The County Council maintained a score of 53% satisfaction with highways maintenance in the 2019 National Highways and Transport Public Satisfaction Survey, higher than the national average (52%). Performance also exceeded the national average for satisfaction with the cleanliness of roads (61%, compared with a national average of 56%) and cold weather gritting operations (65%, compared with a national average of 60%).</p>
	<p>The County Council committed an extra £5m funding for 2020-21 to repair potholes and road damage following the wettest autumn on record. Hampshire Highways deployed over 50 repair teams, four pothole patching machines and 21 drain cleansing units across the county in early 2020 address road damage.</p>
	<p>£13m funding was secured by the County Council from the Enterprise M3 Local Enterprise Partnership for the Brighton Hill improvement scheme in Basingstoke. The investment totals £20 million, which will involve improvements to roads and roundabouts in the area.</p>
	<p>The County Council signed up to the <i>Positive Parking Agenda</i> - a national initiative between local authorities and the British Parking Association, which works to promote best practice in the parking sector</p>

Serving Hampshire priority	Achievement
	<p>Effective plans were put in place to ensure Hampshire's readiness for the UK's departure from the European Union on 31 January. This included:</p> <ul style="list-style-type: none"> <li>• working with the local stakeholders and national Government agencies to identify and prepare sites for Heavy Goods Vehicles to wait in a safe and managed way;</li> <li>• surveying Voluntary and Community Sector organisations in Hampshire to understand concerns regarding EU Exit, and support required;</li> <li>• launching dedicated webpages signposting information, advice and guidance as part of a wider communications and engagement strategy;</li> <li>• supporting local Chambers of Commerce to secure funding from the Government's Business Readiness Fund, used to deliver bespoke events on trade (export and import) and to support Small and Medium Sized Enterprises; and</li> <li>• promoting the European Settlement Scheme.</li> </ul>
<p><b>Outcome two:</b> people in Hampshire live safe, healthy and independent lives</p>	<p>Ofsted rated the County Council's Children's Services as <b>Outstanding</b> in all areas. The County Council is one of only two authorities to have received this judgement across the board.</p> <p>Over 97% of parents in Hampshire were offered a place for their child at one of their preferred choices for a secondary school. Of those who applied for a Year 7 place for September 2020 by the application deadline, more than 92% were offered a place at their first-choice school.</p> <p>In addition, more than 98% of Hampshire families (not including Portsmouth and Southampton) applying for school places for Year R and Year 3 were successful in obtaining one of their top three choices for September 2019, consistent with 2018's performance of 99%</p> <p>At the end of Key Stage 2 (Year 6, age 11) 68% per cent of Hampshire's primary school children met the required standards for reading, writing and mathematics, compared with 65% nationally.</p> <p>As well as the overall score, the percentage of Hampshire children who achieved the expected level in individual subjects was higher than the national average:</p> <ul style="list-style-type: none"> <li>• reading: 76% versus 73% nationally;</li> <li>• writing: 81% versus 78% nationally; and</li> <li>• mathematics: 80% compared with 79 per cent nationally.</li> </ul>

Serving Hampshire priority	Achievement
	<p>A-level, vocational and technical results showed improvement when compared with the previous year, with the average A-level grade moving up to a B minus from a C plus in 2018. Point scores (translating to UCAS points) across all types of qualification have also improved to an average of:</p> <ul style="list-style-type: none"> <li>• 35.5 at A-level (up from 33.4 in 2018);</li> <li>• 29.9 for technical qualifications (compared with 28.2 the previous year); and</li> <li>• 39.6 for vocational qualifications (against 27.8 last year)</li> </ul>
	<p>In Hampshire, 68.4% of pupils taking GCSE exams in 2019 achieved a pass at grade 4 in English and Mathematics, compared to 66.7% in the previous year and a national average of 64.9%. The 'attainment 8' outcome, which measures the results across the wider curriculum, also improved from a score of 47.2 in 2018 to 47.6 in 2019, above the national average of 46.8.</p>
	<p>Children in Hampshire read over 174,000 books over the summer period as part of this year's Summer Reading Challenge – 73,500 more than in 2018.</p>
	<p>The Hampshire Safeguarding Children Board and NHS West Hampshire Clinical Commissioning Group were recognised at national level for the ICON initiative, being awarded <i>Regional Winner for Excellence</i> in Primary Care in the NHS Parliamentary Awards.</p> <p>The ICON Preventative Programme (<a href="https://iconcope.org">https://iconcope.org</a>) takes a multi-agency approach to supporting parents and carers to cope with a crying baby, reducing the risk of Abusive Head Trauma.</p>
	<p>The County Council successfully increased the number of people receiving support for substance misuse, with 999 people accessing the Hampshire Substance Misuse Treatment Service in 2019 compared to 744 in 2016 (a 34% increase – the highest growth across the South East).</p>
	<p>The Carers' Support and Dementia Advisor Service, provided by Andover Mind, launched across the county on 1 September 2019. This Hampshire-wide service was commissioned jointly by the County Council, NHS Hampshire Clinical Commissioning Group (CCG) and the Hampshire and Isle of Wight Partnership of CCGs to provide support and advice to people aged 18 and over who care for another adult, as well as people living with dementia.</p>

<b>Serving Hampshire priority</b>	<b>Achievement</b>
<p><b>Outcome three:</b> People in Hampshire enjoy a rich and diverse environment</p>	<p>The Hampshire 2050 Commission concluded its inquiry into key issues likely to shape Hampshire over the next 31 years. The Commission’s final report set out a vision for Hampshire’s future that addresses the challenges of climate change, whilst taking advantage of opportunities. The report and recommendations were endorsed by the County Council in September 2019.</p>
	<p>CO2 emissions from the County Council’s operations continued to reduce, down to 75,868 tonnes in 2018/19 (the most recent data) from 78,685 tonnes in 2017/18, and surpassing the target of 78,000 tonnes.</p>
	<p>Annual bus patronage figures for 2018/19 show that passenger numbers in Hampshire rose from 31.0m to 31.m, in contrast to a national reduction from 4.34bn to 4.32bn</p>
	<p>The County Council announced £370,000 to provide 136 new charging points for electric vehicles, following a 55% increase in electric vehicle registrations in 2018. This is just one aspect of the County Council’s programme of work to address the Climate Change emergency and support carbon neutrality.</p>
	<p>A virtual tour of the Royal Victoria Hospital was introduced at the County Council’s Royal Victoria Country Park enabling people to experience the Hospital online, as well as through Virtual Reality headsets, which can be used for free within the chapel.</p>
	<p>The County Council’s Country Parks were awarded the <i>Green Flag</i> status in 2019. Lepe, River Hamble, Queen Elizabeth and Royal Victoria country parks have the highest possible environmental standards. Royal Victoria Country Park also received the Green Heritage Site Accreditation for the management of its historic features.</p>
<p><b>Outcome four:</b> people in Hampshire enjoy being part of strong, inclusive communities</p>	<p>The Hampshire Domestic Abuse Service launched on 4 June 2019, providing crisis accommodation and community-based support to break the cycle of abuse for families across Hampshire.</p>
	<p>Between 2015 and 2019 Hampshire’s Supporting Families programme saved and avoided costs totalling £27million to the public purse, according to an independent evaluation by Solent University. The multi-agency approach to working with families was embedded within the County Council’s Family Support Service Hubs.</p>

Serving Hampshire priority	Achievement
	<p>The County Council supported a range of events to commemorate the 75<sup>th</sup> anniversary of D-Day across the county. These included the <i>Lepe into History</i> Festival in June and a concert in Gosport which brought together 90 Junior School children and students from the Hampshire Music Service.</p> <p>The County Council secured the 15<sup>th</sup> July as a designated <i>Hampshire Day</i>, providing an annual opportunity for people across the county to share in celebrating Hampshire's history, its traditions, and the diverse culture of Hampshire communities.</p> <p>As part of the national campaign to celebrate historic counties of England, the Lord-Lieutenant of Hampshire, together with Hampshire local authorities and other organisations, supported the design and registration of a county flag. The flag is not owned by any one organisation but signifies the whole of Hampshire.</p> <p>The County Council signed up to the Mental Health Prevention Concordat, which was officially launched at an event for World Mental Health Day on 10th October. The Concordat involves a pledge to work with partners to collectively develop an approach to improve wellbeing and prevent mental ill health across the county.</p> <p>A new video explaining the steps that Armed Forces parents and carers need to take to secure a school place for their child was developed and launched by the County Council, helping to remove disadvantage for Service families.</p> <p>Furthermore, during 2019/20 the Council has secured £125,041 from the Covenant Trust Fund, and organisations were supported to secure £62,998 grant funding for projects, to support the Armed Forces Community in Hampshire.</p>
<p><b>The way we work:</b></p> <ul style="list-style-type: none"> <li>• Develop accessible and efficient online services</li> <li>• Work closely with our partners</li> <li>• Use taxpayers' money wisely</li> <li>• Value people's differences</li> <li>• Keep improving</li> </ul>	<p>Customer satisfaction within the County Council for its Integrated Business Centre averaged 88% satisfied and 84% highly satisfied at the end of 2019, the highest level on record, with the satisfaction of service users assessed by the Institute of Customer Services (ICS). The service recorded a UK Customer Satisfaction Index (UKCSI) score of 69% for 2019, 5% higher than seen in 2018.</p> <p>A new Joint Working Agreement was agreed between Hampshire's Property Services and Southampton City Council, providing a potential further source of income for the County Council.</p>

<b><i>Serving Hampshire</i> priority</b>	<b>Achievement</b>
	The County Council retained the <i>Bronze</i> Inclusion Standard for the second year following an external assessment by Inclusive Employers. Of the 20 organisations that participated in the 2019 Standard, the County Council ranked third and top of the <i>Bronze</i> category.

## Appendix four: draft Modern Slavery Statement

### HAMPSHIRE COUNTY COUNCIL

#### DRAFT MODERN SLAVERY STATEMENT FOR FINANCIAL YEAR 2020-21

#### ISSUED PURSUANT TO SECTION 54 OF THE MODERN SLAVERY ACT 2015

### 1. Introduction

Modern slavery, which includes human trafficking, is the illegal exploitation of people for personal or commercial gain. It can take various forms, including:

- Domestic exploitation;
- Labour exploitation;
- Organ harvesting;
- EU Status exploitation;
- Financial exploitation;
- Sexual exploitation<sup>8</sup>; and
- Criminal exploitation.

Hampshire County Council (the Council) is fully committed to preventing slavery and human trafficking in its business activities and across its supply chains – and to being open and transparent about any specific instances of slavery identified.

In line with best practice, and in compliance with Section 54 of The Modern Slavery Act 2015 (The Act), this statement sets out the actions taken by the County Council to understand, prevent and address all modern slavery risks within its services (directly provided and commissioned) and supply chains.

The County Council also recognises its legal duties under Section 43 of the Act, which states that specified public authorities (including local authorities) have a duty to cooperate with the Independent Anti-Slavery Commissioner. Specifically, this means that:

- the Commissioner may request the County Council to cooperate in any way that the Commissioner considers necessary for the purposes of the Commissioner's functions;
- the County Council must, in so far as reasonably practicable, comply with a request made to it under Section 43.

The Commissioner's Strategic Plan identifies several priorities, including *best practice within partnership working*. The County Council demonstrates this through its membership of the Hampshire and Isle of Wight Modern Slavery Partnership, which takes a cohesive approach to addressing the risks of modern slavery, and ensuring Hampshire is a supportive place for victims and a hostile place for perpetrators of slavery.

### 2. Organisation and supply chains

Hampshire County Council is a large upper tier authority in the South East of England. It spends around £1.9 billion a year on serving Hampshire's 1.3 million residents across eleven

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<sup>8</sup> Further information about the modern slavery, its types and prevalence can be found on the Hampshire and Isle of Wight Modern Slavery Partnership's website: <https://www.modernslaverypartnership.org.uk/index.php>.

districts/boroughs: Basingstoke and Deane, Eastleigh, East Hampshire, Fareham, Gosport, Hart, Havant, New Forest, Rushmoor, Test Valley and Winchester.

This statement directly supports the County Council's *Serving Hampshire Strategic Plan* (2017-2021). This contains four strategic aims, including a commitment to ensuring people in Hampshire enjoy being part of strong, inclusive communities and can live safe, healthy and independent lives.

In achieving its objectives, the County Council provides a diverse range of public services delivered both in-house, through external contractors and in partnership. Consequently, the County Council has an equally diverse supply chain. For full information on the County Council's organisational structure, please refer to its website:

<https://www.hants.gov.uk/aboutthecouncil/governmentinhampshire>. Information on the County Council's business activities and supply chains is set out in Appendix A.

This statement covers all activities of the County Council and encompasses direct employees, agency workers and services delivered on behalf of the County Council by third party organisations and in its supply chains.

### **3. Country of Operation and Supply**

The County Council operates in the United Kingdom<sup>9</sup>, where data suggests incidents of modern slavery are growing in prevalence. For example, according to the Government's UK Annual Report on Modern Slavery, there was a 36% rise between 2017 (5,138) and 2018 (6,985) in the potential victims referred to the National Referral Mechanism. The number of modern slavery crimes recorded by the police grew by 49% between March 2018 and March 2019, when there were 5,059 recorded offences in England and Wales<sup>10</sup>. In this context, the County Council remains vigilant and will take all steps available to manage risks presented.

Any organisation that works with the County Council, i.e. partnerships and suppliers, which are covered by Section 54 of the Act, are expected to understand and comply with the Act's requirements.

The County Council's procurement and contract management activities (set out below) help to ensure that the Authority works with compliant organisations. In addition, suppliers are expected to carry out checks on their sub-contractors to ensure there is no slavery or human trafficking in their own supply chains.

### **4. Responsibilities**

The County Council's Corporate Management Team is responsible for ensuring appropriate recruitment, employment and purchasing policies are in place and reviewed on an annual basis.

Directors are responsible for ensuring that robust risk assessments are undertaken across relevant service areas where there is deemed to be a risk of modern slavery, including human trafficking. Modern Slavery risks are identified and mitigated within departmental risk

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<sup>9</sup> The County Council also has an officer presence in Brussels

<sup>10</sup>

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/840059/Modern\\_Slavery\\_Report\\_2019.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/840059/Modern_Slavery_Report_2019.pdf)



registers, with areas of medium – high risk added to the Corporate Risk Register, held centrally, as deemed necessary by departmental Directors.

Service managers are responsible for ensuring that corporate policies - such as those relating to the recruitment of personnel or procurement of goods and services – are adhered to by staff, and that all relevant training relating to modern slavery is undertaken and kept up to date (see section eight below).

It is the responsibility of all staff – including those directly employed by the County Council, agency staff and within commissioned services, to report any concerns regarding modern slavery.

## **5. Policies**

The County Council has a wide range of policies and processes in place which support its commitment to preventing and tackling modern slavery throughout its business operations. All policies are subject to robust assurance processes, are agreed by the relevant Board or Committee, and are reviewed on a regular basis to ensure they remain compliant and fit for purpose. These include:

**Employee code of conduct** – The County Council expects the highest standards of behaviour and ethical conduct from its employees. This code sets out the standards expected of staff when representing the Authority. The code also applies to contractors, agency staff and volunteers. Any breaches are investigated, and action taken as necessary.

**Expectations of suppliers** – The County Council requires its suppliers to provide safe working conditions where necessary, treat workers with dignity and respect, and act ethically and legally in their use of labour. Violations of these expectations will lead to review and investigation and ultimately may lead to the termination of the business relationship, if the supplier is found not to have taken appropriate corrective actions.

**Pay** – The County Council operates a job evaluation system which is objective and non-discriminatory and supports the principles of equal pay. All County Council employees are in receipt of at least the UK minimum wage.

**Agency workforce** – The County Council uses a Managed Service provider – Connect2Hampshire – to source temporary agency staff, apart from a small number of very specific exceptions. Connect2Hampshire is a joint venture partnership between the County Council and Commercial Services Kent Ltd. Connect2Hampshire directly sources agency workers, as well as through reputable employment agencies (who are part of their procurement framework), to provide agency workers. The County Council's contract to source temporary staff, delivered through Connect2Hampshire, similarly mandates the use of the UK minimum wage and robust immigration and other compliance checks as required for specific roles, prior to placing a candidate within the County Council. Connect2Hampshire also conduct compliance audits with their supply chain.

**Emergency planning** – The County Council has a duty to partake in the multi-agency response to investigations into modern slavery by assisting victims. Its Children's Services

and Adults' Health and Care teams work daily to uphold the Authority's duties to safeguard adults and children, as set out in legislation<sup>11</sup>.

**Safeguarding Hampshire's residents** – The County Council has a duty to safeguard Hampshire residents and has a range of policies and procedures in place to protect vulnerable groups from harm and abuse. For example, modern slavery is referenced throughout the Adults' Health and Care Department's care governance including, for example, being embedded within the social work practice manual. Similarly, Children's Social Care Safeguarding policies and procedures set out the County Council's duty to identify the risks associated with Child Exploitation and to stop children becoming the victims of Child Exploitation, including Trafficking and Modern Slavery.

**Inclusion and diversity** – The County Council is committed to ensuring all Hampshire residents enjoy being part of strong, inclusive communities – and that it continues to be an inclusive employer with a diverse workforce. The Authority's Equality Objectives set out how it will support the aims of the Equality Act 2010. These are upheld by a range of policies and procedures designed to advance equality of opportunity and provide fair access and treatment in employment, the delivery of services and partnership working.

**Whistleblowing policy** – the County Council is committed to the highest standards of openness, probity and accountability. As such, employees, customers and other business partners are encouraged to report any concerns related to the direct activities, or the supply chains, of the organisation. This includes any circumstances that may give rise to a heightened risk of modern slavery. The County Council will endeavour to resolve such concerns without the need to raise a whistleblowing complaint – however, it is also recognised that this is sometimes necessary. The whistleblowing procedure is designed to make it easy for people to voice serious concerns without fear of harassment or victimisation.

## **6. Due diligence and risk management**

The County Council undertakes due diligence in both its recruitment processes, and when reviewing or taking on new suppliers.

**Recruitment processes** – The County Council has robust recruitment policies and processes in place which ensure that all prospective employees undergo immigration and pre-employment checks in line with the latest UK guidance on Right to Work Checks (e.g. can confirm personal identifies and qualifications, are paid directly into an appropriate, personal bank account and can supply evidence of eligibility to work in the UK). All staff with responsibilities for recruitment and selection receive appropriate training, including their legal obligations under existing employment legislation. Agency appointments are subject to the same rigour.

**Managing Supply Chains:** The County Council takes a practical, risk-based approach to managing its supply chain by identifying key risk areas and working with suppliers to monitor and mitigate these where practicable. Contract management is devolved across the County

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<sup>11</sup> The Care Act 2014; the Children Act 1989; Working Together to Safeguard Children 2018

Council and it is the responsibility of individual contract managers to undertake appropriate due diligence checks when taking on new suppliers.

As a Contracting Authority, the County Council undertakes procurement in compliance with the UK Public Contract Regulations 2015. The Standard Selection Questionnaire (asked in all competitive tenders) includes a requirement to declare and evidence (where applicable) compliance with the Modern Slavery Act 2015.

The County Council's due diligence and reviews include:

- requiring suppliers covered by the Act to self-certify that they comply with the Modern Slavery Act, as part of the tender process;
- including provisions in all new contracts requiring compliance with the Modern Slavery Act and enabling contract suspension / termination in the event of a breach where deemed necessary; and
- introducing action plans / sanctions where areas of poor compliance and/or performance are identified.

## **7. Reporting suspicions of modern slavery**

If the County Council, or any of its staff, suspects slavery or human trafficking activity either within the organisation or through its supply chain, it will be reported to Hampshire Constabulary via the Modern Slavery Helpline (08000 121 700)<sup>12</sup>. Concerns with regard to children are also reported through the Hampshire Multi-Agency Safeguarding Hub (MASH). The County Council will also fulfil its statutory obligations to refer via the National Referral Mechanism where required.

## **8. Staff training and capacity building**

All staff undertaking recruitment are required to complete Hiring Manager eLearning. This includes tailored information on how to recruit safely and mitigate the risk of modern slavery occurring in the supply of labour. The eLearning also signposts to a separate online learning tool intended to raise awareness of the signs of modern slavery and human trafficking. This is available to all staff via the County Council's Learning Zone.

The County Council also works through the Hampshire Modern Slavery Partnership to improve professionals' understanding of their responsibilities, and to increase the level of reporting by both professionals and the public. For example:

- establishing a partnership engagement plan which incorporates a quarterly media campaign focusing on how to spot the signs of modern slavery and promotes the Modern Slavery Helpline;
- providing awareness raising materials, training and events, including the 'enslaved' theatre production to mark Anti-Slavery Day 2019; and
- utilising the partnerships website and Community Partnership forum to share to information.

Regular communication activity and involvement in national events and campaigns support awareness raising. Examples include:

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<sup>12</sup> <https://www.modernslaverypartnership.org.uk/contact-us/>

- supporting Anti-Slavery Day (18<sup>th</sup> October 2019), which included alerting staff to its message, via HantsHeadlines;
- marking the International Day of Abolition of Slavery (2<sup>nd</sup> December 2018), which included dedicated staff communications, via HantsHeadlines;
- contributing to, and signposting, external resources, including a regional awareness raising video produced by South East England Councils, of which the County Council is a member.

**Signed:**

**Chief Executive:**

**Date:**

## **Appendix A – Business Activities and Supply Chains**

A wide range of business activities are undertaken by the Council and across its five departments, as summarised below:

**Corporate Services** - activities include Human Resources, IT, Finance, Legal, Audit and Procurement, Marketing and Communications

**Adult's Health and Care (AHC)** - activities include Safeguarding, Care Homes, Support for Adults with Disabilities

**Children's Services** - activities include Education (including schools) Fostering and Adoption, Care Homes, Youth Offending and Safeguarding

**Culture, Communities and Business Services (CCBS)** - activities include Property Services, Facilities Management, Country Parks, Fleet Management, Printing, Catering (including in Schools, Country Parks and Staff Canteen), Asbestos Management, Libraries, Registration Service, Trading Standards and County Supplies.

**Economy, Transport and Environment (ETE)** – activities include Highways, Traffic, Transport, Waste, Economic Development.

**Appendix five: Detail of individual decisions made by the Local Government and Social Care Ombudsman during 2019-20**

<b>Department</b>	<b>Complaint</b>	<b>Decision</b>	<b>Remedy</b>	<b>Remedy Completed</b>
Children's Services	The Council failed to consistently provide the school transport their son was legally entitled to.	Upheld	Financial remedy £2535	Yes
Adult's Health and Care	The Council's billing for care services it provided his mother was inaccurate.	Upheld	Send revised bill to complainant	Yes
Adult's Health and Care	The Council failed to deal properly with their son's placement at Care Home B, resulting in the placement breaking down and significant inconvenience to them. The Council failed to ask the Care Provider to sign a new contract and failed to take action which may have prevented the dispute over fees from escalating.	Upheld	Financial remedy £300 and apologise	Yes
Adult's Health and Care	The Council failed to deal properly with the complainant's request for an increase in the client's direct payments. While accepting it has not dealt with this matter properly, the Council has also failed to pay an increase in the cost of the live-in carer.	Upheld	Financial remedy £250, increased cost of live-in carer to be backdated, apology letter	Yes
Children's Services	The complainants' child was out of education for 18 months, and the Council handled their complaint poorly. The delays in getting their child into education have disadvantaged their child.	Upheld	Apologise	Yes

Department	Complaint	Decision	Remedy	Remedy Completed
Children's Services	The Council decided to close the school the complainant's child attended.	Not upheld	N/A	N/A
Children's Services	There was fault in the way the Council dealt with the complainant's application and appeal for home to school transport for the complainant's child.	Not upheld	N/A	N/A
Adult's Health and Care	There was fault in the quality of care given by a care home and NHS Trust to the complainant's family member.	Upheld	Apologise, financial remedy £1011.20	Yes
Children's Services	A school transport appeals panel failed to properly consider the complainant's appeal against a decision by the Council to withdraw home to school transport.	Not upheld	N/A	N/A
Adult's Health and Care	Staff from the Council and Southern Health NHS Foundation Trust failed to follow the proper procedures and the guiding principles of the Code of Practice when deciding that her family member should be detained under section 3 of the Mental Health Act 1983.	Not upheld	N/A	N/A
Economy, Transport and Environment	There was fault in the actions of the Council over highways works to create a new pedestrian crossing place on a street close to his home.	Not upheld	N/A	N/A
Children's Services	The Council delayed placing her daughter in an appropriate school, which resulted in her missing out on	Upheld	£1,200	Yes

Department	Complaint	Decision	Remedy	Remedy Completed
	special educational need (SEN) provision for a term.			
Children's Services	The Council mishandled the annual review of the complainant's child's Education, Health and Care plan, and failed to advise of the right to appeal to the Special Educational Need and Disability Tribunal. This meant the child remained at a school which was unsuitable and led to the child's exclusion. The Council failed to make alternative provision for the child in good time; and when it did, the provision was inadequate.	Upheld	Financial remedy £1500, reminders to staff to ensure plan is being delivered by provider. Update website to identify named officer. Update policy on provision of education for children out of school with medical needs. Undertake a full review of how it handles the key elements of the complaint	Yes
Children's Services	The Council failed to complete the complainant's child's EHC Plan before the start of a new school term.	Upheld	Financial remedy £100, undertake EHCP	Yes
Adult's Health and Care	The Council has failed to approve the complainant's application for a disabled facilities grant (DFG) to provide the complainant with a downstairs toilet. The complainant says the toilet is necessary because of a disability, but the Council it is not as the condition is temporary.	Not upheld	N/A	N/A
Children's Services	The Council failed to provide the complainant's child with education for four months and there were delays handling the complaint. The complainant's child missed out on education and exacerbated the	Upheld	N/A	N/A



Department	Complaint	Decision	Remedy	Remedy Completed
	child's illness. The complainant had to provide the child with education.			
Children's Services	The Council included inaccurate information in its assessment. The Council failed to implement actions included in the Child Protection Plan. The Council failed to address these issues in its responses to the complaint.	Not upheld	N/A	N/A
Adult's Health and Care	A care home failed to properly deal with allegations that the complainant made inappropriate comments to a carer. The Council funded the complainant's care, therefore, it is responsible for any fault by the care home.	Upheld	Apologise – unfortunately this can not be delivered as complainant is now deceased	N/A
Adult's Health and Care	The Council failed to carry out an assessment of his care needs.	Not upheld	N/A	N/A
Children's Services	The Council did not handle the annual review process for the complainant's children's Education and Health Care (EHC) Plans properly.	Upheld	Financial remedy £200	Yes
Children's Services	The Council's handling of child protection matters concerning the complainant's grandchild.	Not upheld	N/A	N/A

Department	Complaint	Decision	Remedy	Remedy Completed
Children's Services	The Council failed to have a policy in place that complied with relevant legislation with regard to home to school transport for young people of sixth form age. As a result the complainant's application for home to school transport to enable the complainant's child to attend the college named on the child's Education, Health and Social Care Plan was refused and this resulted in the child missing out on two terms of education for which transport should have been provided.	Upheld	Financial remedy £5100 and review other affected cases	In progress
Children's Services	The Council's decision to change the complainant's child's home-to-school transport arrangements.	Upheld	Resubmit appeal, revise Home to School transport policy	In progress
Corporate Services	The Council agreed to deal exclusively with the complainant when he was buying a house from it. The complainant then spent £2,000 on searches and a survey. The Council received a higher offer and withdrew from the sale to the complainant.	Upheld	Financial remedy £2,250, apologise	Yes
Corporate Services	The Independent Appeal Panel did not admit the complainant's child to the first preference school. This caused the complainant inconvenience and distressed the complainant's child.	Not upheld	N/A	N/A

Department	Complaint	Decision	Remedy	Remedy Completed
Children's Services	The Council did not provide her son with adequate alternative education in a timely manner when he was out of school.	Upheld	Financial remedy £200, apologise	Yes.
Economy, Transport and Environment	The Council initially agreed to process a stopping-up order to extinguish the highway rights but then decided not to go ahead. The Council suggested a licence agreement instead but the complainant considered that unworkable.	Not upheld	N/A	N/A
Corporate Services	There was fault in the way the Council dealt with the school admissions appeal process the complainant's child.	Upheld	N/A	N/A
Corporate Services	There was fault in the way an independent admission appeals panel considered the complainant's appeal for a place for the complainant's child.	Upheld	N/A	N/A
Adult's Health and Care	The care home, which provides care for the complainant's parent, implemented an increase to its fees which was not in accordance with its terms and conditions.	Upheld	Financial remedy £100, review of financial arrangements with complainant, remove increased payments, apologise	Yes.
Corporate Services	There was fault in the way an independent admission appeals panel considered the complainant's appeal for a place for the complainant's child.	Not upheld	N/A	N/A

Department	Complaint	Decision	Remedy	Remedy Completed
Adult's Health and Care	The Council failed to properly support the complainant's child during an emergency placement and the complainant says the care plan does not meet the complainant's child's needs.	Upheld	Financial remedy £200, apologise, provide detailed care plan	Yes.
Adult's Health and Care	The Council failed to fully investigate safeguarding concerns the complainant raised about their partner. The complainant also complains about how the Council dealt with the complaint about this matter.	Upheld	N/A	N/A

# Serving Hampshire 2019/20 Performance Report

Policy and Resources Select Committee  
July 2020

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# Performance reporting arrangements

- Report against the **Serving Hampshire Strategic Plan**
  - Set of **core performance metrics** and risk rating
  - **Directors' reports** – key achievements and risks
  - Increased focus on **external sources of validation**
- Safeguarding and major programmes reported separately

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**Outcome 1:**

Hampshire maintains strong and sustainable economic growth and prosperity



**Outcome 2:**

People in Hampshire live safe, healthy and independent lives



**Outcome 3:**

People in Hampshire enjoy a rich and diverse environment



**Outcome 4:**

People in Hampshire enjoy being part of strong, inclusive communities



# Future arrangements

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- Current Strategic Plan is due to be refreshed in 2021, covering the period up to 2025
- New plan will consider:
  - wider policy landscape
  - impact of COVID-19 on County Council operations and Hampshire as a whole
  - corporate priorities, e.g. carbon reduction

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To be considered by Cabinet alongside half year 2020-21 performance report

Come into effect from April 2021

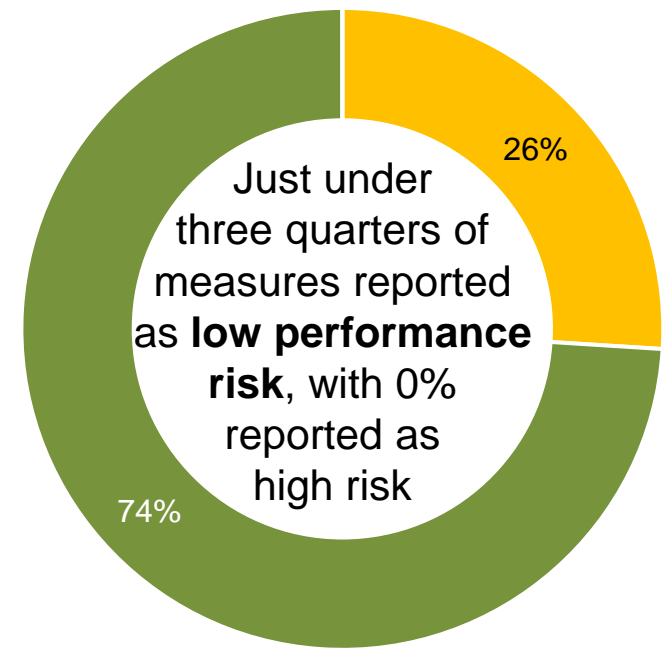
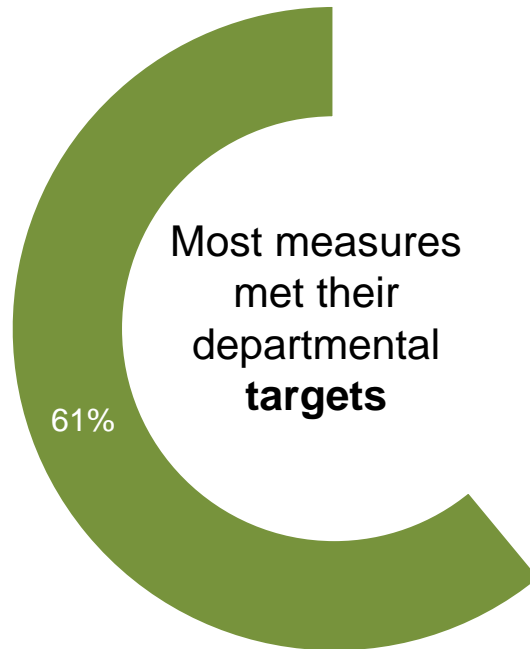
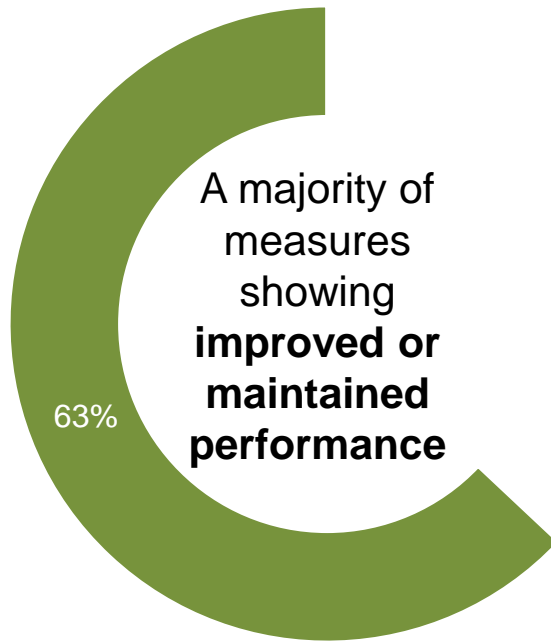
- Performance Management Framework to be reviewed alongside the revised plan

# Overall performance

**Overall performance** remained **good** - evidencing strong performance

Significant achievement – given context of increased demand, cost pressures and ongoing savings

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Where targets were not met, improvement plans were in place



# Performance highlights

- Ofsted rated the County Council's **Children's Services *Outstanding*** in all areas
- Over 97% of parents in Hampshire were offered a place for their child at one of their **preferred choices of secondary school**
- **68% of pupils achieved a pass at grade 4 in English and Mathematics**, compared to 67% in the previous year and a national average of 65%
- **CO2 emissions from the County Council's operations reduced to 75,868 tonnes in 2018/19** from 78,685 tonnes in 2017/18, and surpassing the target of 78,000 tonnes
- **£13m funding was secured** for the Brighton Hill improvement scheme, Basingstoke
- **Hampshire Domestic Abuse Service** launched in June 2019
- **Country Parks all received Green Flag status**, reflecting highest possible environmental standards
- **Video for school admissions process for Armed Forces** parents and carers – gained very positive profile
- **Children in Hampshire read 174,000+ books** as part of the Summer Reading Challenge – 73,500 more than 2018



# Performance during the Covid-19 pandemic

All service areas contributed to the County Council's **effective response to the COVID-19 pandemic**.

Achievements included:

- managing the County Council's **Personal Protective Equipment (PPE) warehouse operation, described as 'gold standard'** by the Royal Logistics Corps;
- **establishing the *hantshelp4vulnerable* helpline** and implementing a network of Local Response Centres to coordinate provision of voluntary support within local communities;
- **keeping schools and childcare providers open** to vulnerable children and the children of Key Workers;
- **lifting the restriction on the use of free bus passes by Hampshire's older and disabled residents before 9:30am, enabling residents to access dedicated early morning shopping hours;**
- **increasing the availability of digital library resources** whilst libraries are closed, leading to an increase in membership of the digital platform;
- **continuing essential highway maintenance and support services** to keep highways and buildings operating safely and effectively; and
- **providing support and advice to Hampshire businesses** across a range of areas
- **communicated over 500+ news items** – with 91% neutral/positive media coverage

# Climate change

- **43% reduction in County Council emissions over last nine years** – with target for estate to become carbon neutral by 2025
- Wider **ambition to achieve carbon neutrality** for Hampshire by 2050, and **plan for a rise in temperature** of 2%
- Areas of progress include:
  - commenced a **review of County Council policies and strategies**, including Local Transport Plan
  - established a **programme of tree and wildflower planting** on highways amenity land, funded through the sale of surplus highway land
  - agreed a **strategic alliance with Forestry England, Forestry Commission and the Woodland Trust**
  - undertook **behavioural insight research** to inform evidence-based, targeted comms to reduce domestic emissions
  - **supported grass roots initiative** *the Greening Campaign*; and
  - **commissioned the Carbon Trust** to develop Hampshire' carbon baseline, budget, adaptation framework and impact assessment tool.

# Equality update

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## Achievements:

- Retained **Bronze Standard, top of the Bronze category** and third out of 20 participating organisations in Inclusive Employers' National Inclusion Standard
- Developed **positive action Statement of Intent** for recruitment
- Further **strengthened staff networks** – including hosting first staff networks' conference
- Delivered a programme of activity to **celebrate National Inclusion Week** (28 September to 04 October 2019) and **World Mental Health Day** (10 October 2019);
- **Launched new inclusion e-learning** for staff;
- Produced a **cumulative Equality Impact Assessment** on potential impacts of T21 savings proposals

## Looking ahead:

- Work will be further informed by events surrounding the tragic death of George Floyd – and emerging national evidence as to the impact of COVID-19 on social inequalities, including the disproportionate impact on people from BAME backgrounds

# Local Government and Social Care Ombudsman

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- Where complainants have exhausted the County Council's complaints processes and remain dissatisfied, reference can be made to the Local Government and Social Care Ombudsman (LGSCO)
- The overwhelming majority of complaints to the LGSCO are not investigated.
- In 2019/20, 33 determinations were received from the LGSCO:
  - In 21 cases the LGSCO determined that there had been maladministration/injustice
  - In 12 cases the LGSCO determined that there had not been maladministration/injustice
- 6% fewer complaints regarding Hampshire County Council are received by the LGSCO, compared with other large comparator County Councils in the region, according to the LGSCO annual report, produced in July 2018/19

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# Modern slavery

- Includes human trafficking and is the **illegal exploitation of people for personal or commercial gain**
- **Hidden crime** – but we know it exists in Hampshire
- Government signalled its intention to require councils to publish annual '**transparency in supply chain statements**' – akin to commercial organisations with £36m turnover
- Regarded as **good practice** – 132 councils already published Statements according to LGA
- **Supports business opportunities** – e.g. where required to provide Statement during tender processes
- **Draft Statement developed** and intended to drive further improvement actions
- Focuses on **actions taken to understand, prevent and address all modern slavery risks** within the County Council's services and supply chains

## HAMPSHIRE COUNTY COUNCIL

### Report

<b>Committee:</b>	Policy and Resources Select Committee
<b>Date:</b>	25 June 2020
<b>Title:</b>	Scrutiny Annual Report
<b>Report From:</b>	Director of Transformation and Governance – Corporate Services

**Contact name:** Louise Pickford, Democratic Services Officer

**Tel:** 01962 847355

**Email:** Louise.pickford@hants.gov.uk

#### Purpose of this Report

1. The purpose of this report is to provide a summary of the work of each of the Select Committees over the past year.

#### Recommendation

2. That the Policy and Resources Select Committee approves the attached summary of the work of each of the Select Committees over the past year, for submission to County Council as the Scrutiny Annual Report.

#### Contextual Information

3. Under the Hampshire County Council Constitution, it is the role of the Policy and Resources Select Committee to submit an annual report on the work of the scrutiny function to County Council.
4. Attached is a summary of the work of the following Select Committees covering the period April 2019 to March 2020; Children and Young People Select Committee, Culture and Communities Select Committee, Economy, Transport and Environment Select Committee and the Policy and Resources Select Committee.
5. The Health and Adult Social Care Overview and Scrutiny Committee reports to Full Council separately.
6. The summary for each Select Committee has been agreed by the respective Chairman.

**REQUIRED CORPORATE AND LEGAL INFORMATION:**

**Links to the Strategic Plan**

<b>Hampshire maintains strong and sustainable economic growth and prosperity:</b>	No
<b>People in Hampshire live safe, healthy and independent lives:</b>	No
<b>People in Hampshire enjoy a rich and diverse environment:</b>	No
<b>People in Hampshire enjoy being part of strong, inclusive communities:</b>	No

<p><b>This proposal does not link to the Strategic Plan but, nevertheless, requires a decision because:</b></p> <p>This is not a decision report. An annual report of the scrutiny function is a requirement of the Constitution.</p>
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<b>Section 100 D - Local Government Act 1972 - background documents</b>	
<p><b>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.)</b></p>	
<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:**

This report is a review of activity over the past year; it is not making any proposals, therefore an impact assessment is not relevant.

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## **Scrutiny Annual Report: April 2019 to March 2020**

**Select Committee:** Children and Young People

**Report of Chairman:** Councillor Kirsty North

**Statutory Duties Undertaken:** None this period

### **Pre-scrutiny of Significant Executive Decisions:**

#### *Transformation to 2021 – Revenue Savings Proposals*

The Select Committee considered the savings proposals for Children's Services, developed as part of the Transformation to 2021 programme at its 18 September 2019 meeting. The Committee supported the recommendations to the Executive Lead Member for Children's Services and Young People.

**Call-in of Significant Executive Decisions:** None in this period

### **Outcomes being monitored:**

#### *Reshaping Short Break Activities*

The Select Committee monitored progress made in implementing changes to the Short Break Activities Programme at its 10 January 2020 meeting, following on from pre-scrutiny of this decision on 12 July 2018 and a previous update on the 7 January 2019.

**Referrals:** None in this period

### **Scrutiny of Budgets and Performance:**

#### *Revenue Budget for Children's Services 2020/21*

The revenue budget proposals for Children's Services for 2020/21 was pre-scrutinised by the Select Committee at its 10 January 2020 meeting. The Select Committee resolved to support the recommendations being proposed to the Executive Lead Member for Children's Services and Young People.

#### *Capital Programme for Children's Services 2020/21 – 2022/23*

The proposed capital programme for Children's Services for 2020/21 – 2022/23, and the revised capital programme for 2019/20 was pre-scrutinised by the Select Committee at its 10 January 2020 meeting. The Select Committee resolved to support the recommendations being proposed to the Executive Lead Member for Children's Services and Young People.

**Policy Review:** None this period

### **Questioning and exploring areas of interest and concern:**

The Select Committee received items on the following issues:

- Annual Safeguarding Report for Children's Services 2018-19
- Attainment of Children and Young People in Hampshire Schools 2019
- Autism Assessment Services for Children and Young People
- Child and Adolescent Mental Health Services (CAMHS)

- Child Exploitation
- Children in Care and Corporate Parenting
- Elective Home Education
- New Ofsted Education Inspection Framework
- Special Educational Needs and Disabilities

**Upcoming topics:** The following topics feature on the Select Committee's Work Programme:

- Annual Safeguarding Report for Children's Services
- Autism Assessment Services for Children and Young People – Further Update as requested by the Committee
- Child and Adolescent Mental Health Services (CAMHS) – Further Update as requested by the Committee
- Covid-19 Update – Impact on Children's Services and Education
- Early Years Childcare and Childcare Sufficiency
- Ethnic Minority and Traveller Achievement Service
- Fostering Overview
- Post 16 Transport Policy Statement
- Special Educational Needs and Disabilities – Further Update as requested by the Committee
- Youth Offending Service

## **Scrutiny Annual Report: April 2019 to March 2020**

**Select Committee:** Culture and Communities

**Report of Chairman:** Councillor Anna McNair Scott

### **Reviews undertaken / outcomes being monitored:**

#### *Library Strategy to 2025 Task and Finish Group*

In September 2018, the Select Committee resolved to set up a task and finish group to develop the Library Strategy to 2025. A cross party group of members was established, and the first meeting was held in November 2018. The work of the task and finish group has been ongoing throughout the 2019/20 period with regular meetings being held at library branches throughout the county.

**Statutory Duties Undertaken:** Not applicable to this committee

### **Pre-scrutiny of Significant Executive Decisions:**

#### *Transformation to 2021 – Revenue Savings Proposals*

In September 2019, the Select Committee considered the proposed changes to cultural and community services as part of the Transformation to 2021 programme. The Committee supported the recommendations to the Executive Member for Recreation and Heritage and the Executive Member for Countryside and Rural Affairs.

**Call-in of Significant Executive Decisions:** None in this period

**Referrals:** None in this period

### **Scrutiny of Budgets and Performance:**

#### *2020/21 Revenue Budget proposals*

At the January 2020 meeting, the Select Committee pre-scrutinised the 2020/21 budget proposals for Recreation and Heritage services and for Countryside and Rural Affairs services. Following debate, the Select Committee supported the proposals to the Executive Member for Recreation and Heritage and the Executive Member for Countryside and Rural Affairs.

**Policy Review:** None in this period

### **Questioning and exploring areas of interest and concern:**

The Committee received items on the following issues:

- CCBS Sponsorship and Partnerships

**Upcoming topics:** The following topics feature on the Select Committee's Work Programme:

- Energise Me Update
- Revenue budgets 2021/22
- Transforming the Council's Country Parks

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**Scrutiny Annual Report:** April 2019 to March 2020

**Select Committee: Economy Transport and Environment**

**Report of Chairman:** Councillor Russell Oppenheimer

**Reviews undertaken / outcomes being monitored:**

- Road Safety (April 2019) - The Select Committee received an update on road safety. Strategic mapping was being done to help focus on areas of most concern and those in need of funding for improvements and driving courses were being provided to high risk groups such as the over 60's and young drivers. This topic would continue to be monitored going forwards and a further update would return to the Select Committee in 2020/21.
- Cycling Strategy (September 2019) - The Select Committee received a report providing an update on the progress of the Hampshire County Council Cycling Strategy adopted in September 2015. The County Council was working on local strategies that would sit alongside the overall cycling strategy and these would be revisited in 2020/21.

**Questioning and exploring areas of interest and concern:**

The Committee received items on the following issues:

- Air Quality (April 2019 and January 2020) - The Select Committee received an update on the department's work to improve air quality. It was anticipated that the Transforming Cities Fund would help towards more sustainable public transport as well as walking and cycling routes.
- Fly tipping (June 2019) - The Select Committee received an update on tackling fly tipping following a strategy being agreed in 2017 and an update in 2018. The Committee noted the solid progress and gave its strong support to this work programme.
- Strategic Transport Update (June 2019) - The Select Committee received an update on transport and were updated on major schemes and how they were planned and implemented. Officers were thanked for their hard work in maintaining Hampshire's high profile in highways work.
- Recycled Products Market (January 2020) - The Select Committee received a presentation on recycled products and the process involved. More work would be done on recycling once central government had confirmed the direction forward and how waste management would be done long-term.

**Pre-scrutiny of Significant Executive Decisions:**

- Government Waste Strategy Consultation Responses (April 2019) – The Select Committee received a report, which set out proposed responses to the

government consultation on waste. Following debate, the Select Committee supported the recommendations being made to the Executive Member.

- Hampshire County Council Response to Government Consultation on the Draft Flood and Coastal Erosion Risk Management Strategy for England (June 2019) - The Select Committee received a report and supporting presentation regarding the consultation and learned the amount of investment that the County Council had already made to date across the more susceptible areas of the County. Following debate, the Select Committee supported the recommendations being made to the Executive Member.

**Call-in of Significant Executive Decisions:** None in this period

**Scrutiny of Budgets and Performance:**

Transformation to 2021 – Revenue Savings Proposals.

At the September 2019 meeting the Select Committee pre-scrutinised the proposed savings for Economy, Transport and Environment budget that have been developed as part of the Transformation to 2021 (T21) programme. Following debate, the Select Committee supported the proposals to the Executive Member for Economy, Transport and Environment.

ETE Proposed Capital Programme 2020/21, 2021/22 and 2022/23.

At the January 2020 meeting the Select Committee pre-scrutinised the 2020/21 budget proposals for the Economy, Transport and Environment Department. Following the debate, the Select Committee supported the proposals to the Executive Member for Economy, Transport and Environment.

2020/21 Revenue Budget Report for Economy, Transport and Environment.

At the January 2020 meeting the Select Committee pre-scrutinised 2020/21 budget proposals for the Economy, Transport and Environment Department. Following the debate, the Select Committee supported the proposals to the Executive Member for Economy, Transport and Environment.

**Policy Review:**

Climate Change Action Plan (September 2019)

The Select Committee received an update on progress with the Action Plan. Members learned about collaborative working going on with partner organisations and the various areas under review. The Select Committee would receive a further update in 2020/21.

**Upcoming topics:** The following topics feature on the Select Committee's Work Programme:

- Verge management
- The Hampshire economy and Covid-19 recovery
- Street Light Safety



- Further updates on Fly-tipping, the Climate Change Action Plan and the Flood Defence and Mitigation strategy

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## **Scrutiny Annual Report: April 2019 to March 2020**

**Select Committee:** Policy and Resources

**Report of Chairman:** Councillor Jonathan Glen

### **Statutory Duties Undertaken:**

*Crime and Disorder* - This Select Committee has the remit to cover the statutory duty to scrutinise Crime and Disorder issues as per the Police and Justice Act 2006 (However, this does not cover the Police and Crime Commissioner, who is held to account by the Police and Crime Panel).

In November 2019, the Select Committee received a presentation on reducing serious violence and the county-wide collaborative arrangements responding to this priority including the creation of the Serious Violence Reduction Unit (VRU).

### **Pre-scrutiny of Significant Executive Decisions:**

Transformation to 2021 – Revenue Savings Proposals

In September 2019, the Select Committee considered the proposed changes to policy and resources budget as part of the Transformation to 2021 programme. The Committee supported the recommendations to the Executive Member for Policy and Resources.

**Call-in of Significant Executive Decisions:** None this period

**Referrals:** None this period

### **Scrutiny of Budgets and Performance:**

*End of Year Financial Report* – In June 2019, the Select Committee considered the 2018/19 End of Year Financial Report

*Serving Hampshire – 2018/19 Performance Report* – In June 2019, the Select Committee considered the ‘Serving Hampshire’ 2018/19 Annual Corporate Performance Report.

*Revenue Budget for Policy and Resources for 2019/20 and the Proposed Capital Programme for Policy and Resources for 2019/20 to 2021/22* – At the January 2020 meeting the Select Committee pre-scrutinised the proposed revenue budget for policy and resources for 2020/21 and the proposed capital programme for policy and resources for 2020/21 to 2022/23. Following debate, the proposals were supported to the Executive Member for Policy and Resources.

### **Questioning and exploring areas of interest and concern:**

- *Hampshire 2050 Commission: Next Steps – June 2019*
- *Broadband update – September 2019*
- *Update on IT developments - January 2020*
- *Update on Climate Change – March 2020*
- *New approach for improving customer contact – March 2020*

**Management of the Scrutiny Function/Oversight of Other Scrutiny Committees:**

The Policy & Resources Select Committee has a remit to manage the work taking place across the scrutiny function. This year this was achieved through receiving a summary of activity taking place through the other Select Committees at each meeting.

**Upcoming topics:** The following topics feature on the Select Committee's Work Programme:

- Annual IT Update
- Annual Crime and Disorder Strategy
- Serving Hampshire Performance report

## HAMPSHIRE COUNTY COUNCIL

### Report

<b>Committee:</b>	Policy and Resources Select Committee
<b>Date:</b>	25 June 2020
<b>Title:</b>	Work Programme
<b>Report From:</b>	Director of Transformation and Governance – Corporate Services

**Contact name:** Louise Pickford, Democratic and Members Services

**Tel:** 01962 847355

**Email:** Louise.pickford@hants.gov.uk

#### **Purpose of the Report**

1. To review and agree the Work Programme for the Policy and Resources Select Committee.

#### **Recommendation**

2. That the Committee agrees the Work Programme as attached and makes any amendments as necessary.

**REQUIRED CORPORATE OR LEGAL INFORMATION:**

**Links to the Strategic Plan**

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

**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:**

This is a scrutiny review document setting out the work programme of the Committee. It does not therefore make any proposals which will impact on groups with protected characteristics.

**WORK PROGRAMME – POLICY & RESOURCES SELECT COMMITTEE**

<b>Topic</b>	<b>Issue</b>	<b>Reason for inclusion</b>	<b>Status and Outcomes</b>	<b>25 June 2020</b>	<b>17 Sept 2020</b>	<b>5 Nov 2020</b>	<b>19 Jan 2021</b>	<b>4 March 2021</b>
<b>Pre-scrutiny</b>	Revenue and Capital Budgets	To pre-scrutinise the budget proposals for the Policy & Resources portfolio, prior to approval by the Executive Member.	Budget considered annually in January. (in recent years this committee has also received the budget setting item at the January meeting for additional context) In 2019 due to also scrutinise Transformation to 2021 savings proposals at Sept 2019 meeting.				✓	
<b>Budget Monitoring</b>		(a) Final Accounts considered at summer meeting, to see how the budget was managed for the year compared to plan.  (b) Medium Term Financial Strategy – considered when appropriate to provide longer term financial context.	(a) Last considered June 2019  (b) MTFS last considered June 2018.		✓			
<b>Overview</b>	Performance	To monitor how performance is managed corporately and consider the performance information to support	Members requested to consider the performance report annually. Last received June 2019, next update expected summer 2020. Mid-year	✓			✓	



Topic	Issue	Reason for inclusion	Status and Outcomes	25 June 2020	17 Sept 2020	5 Nov 2020	19 Jan 2021	4 March 2021
		identification of areas to focus scrutiny.	update due Jan 2021.					
<b>Overview (Annual Item)</b>	IT developments and issues (including Digital Strategy)	Monitoring contribution of IT to change programmes, major projects (e.g. rural broadband) and policy issues in relation to underpinning council services (e.g. disaster recovery plans)	Update has been considered annually. Last update received Jan 2020, next update due Jan 2021.				✓	
<b>Overview</b>	Local Enterprise Partnerships	Requested by Chairman summer 2018	Introductory presentation Nov 2018, to retain for further scrutiny. Chief Executive and Chairman of both LEPs gave a presentation to March 2019 meeting.  Retain for future meeting.					
<b>Overview</b>	Climate Change updates	Requested by Chairman	Last update received March 2020.					

Topic	Issue	Reason for inclusion	Status and Outcomes	25 June 2020	17 Sept 2020	5 Nov 2020	19 Jan 2021	4 March 2021
<b>Overview</b>	Covid 19 Financial Update	For the Committee to receive an update regarding the financial impact of the Covid-19 crisis.	For information	✓				
<b>Crime &amp; Disorder (Annual Item)</b>	Duty to review, scrutinise, and report on the decisions made, and actions taken by 'responsible authorities' under the Crime and Disorder Act.	This duty passed from the Safe & Healthy People Select Committee to this committee in May 2014	Introductory item on crime and disorder received at Oct 2014 meeting. Update on crime & disorder work (domestic abuse focus) received at Nov 2015 meeting. Update (with Prevent focus) Nov 2016 and short introduction from PCC. Supporting Troubled Families focus Nov 2017. Child Exploitation focus Nov 2018. Reducing Serious Violence Nov 2019.  Request update on work of county strategy group (annual update due Nov 2020)			✓		
<b>Collation of Annual Report of Select Committee activity (Annual Item)</b>	To support oversight of the scrutiny function, and the role of this committee to ensure scrutiny activity is having impact and being	The constitution requires that this committee report to full Council annually providing a summary of the activity of the select committees	In recent years this has been prepared by financial year. Report for 19/20 to be approved at June meeting and submitted to July 2020 Full Council	✓				

Topic	Issue	Reason for inclusion	Status and Outcomes	25 June 2020	17 Sept 2020	5 Nov 2020	19 Jan 2021	4 March 2021
	evaluated.							

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