

Public Document Pack



NOTICE OF MEETING

Meeting	Policy and Resources Select Committee
Date and Time	Friday, 25th June, 2021 at 10.00 am
Place	Ashburton Hall, The Podium, The Castle, Winchester
Enquiries to	members.services@hants.gov.uk

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

FILMING AND BROADCAST NOTIFICATION

This meeting is being held remotely and will be recorded and broadcast live via 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 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 Personal Interest in a matter being considered at the meeting should consider, having regard to Part 5, Paragraph 4 of the Code, whether such interest should be declared, and having regard to Part 5, Paragraph 5 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 (Pages 3 - 4)

To confirm the minutes of the previous meeting held on 4 March 2021.

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. INTRODUCTION TO SELECT COMMITTEE - GOVERNANCE

To receive a presentation on the Select Committee process and surrounding Governance.

7. SERVING HAMPSHIRE - 2020/21 YEAR END PERFORMANCE REPORT (Pages 5 - 56)

To consider a report of the Chief Executive giving an update on the year end performance against the Serving Hampshire Strategic Plan for 2017-2021.

8. SERVING HAMPSHIRE STRATEGIC PLAN 2021-2025 AND CORPORATE PERFORMANCE MANAGEMENT FRAMEWORK (Pages 57 - 78)

To consider a report of the Chief Executive detailing the new Serving Hampshire Strategic Plan for 2021-2025, and its accompanying corporate Performance Management Framework.

9. ANNUAL REPORT OF THE SELECT COMMITTEES (Pages 79 - 90)

To consider a report of the Chief Executive on the activity of the scrutiny function for the period from April 2020 to March 2021, for submission to County Council.

10. WORK PROGRAMME (Pages 91 - 98)

To consider 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.

ABOUT THIS MEETING:

The press and public are welcome to observe the public sessions of the meeting via the webcast.

Public Document Pack Agenda Item 3

AT A MEETING of the Policy and Resources Select Committee of HAMPSHIRE COUNTY COUNCIL held on Microsoft Teams on Thursday, 4th March, 2021

Chairman:

* Councillor Jonathan Glen

- | | |
|----------------------------------|-------------------------------|
| * Councillor Adam Carew | *Councillor Bruce Tennent |
| * Councillor Fran Carpenter | *Councillor Michael Westbrook |
| * Councillor Adrian Collett | *Councillor Bill Withers |
| * Councillor Roger Huxstep | |
| * Councillor Peter Latham | *Councillor Andrew Gibson |
| * Councillor Anna McNair Scott | |
| * Councillor Kirsty North | |
| * Councillor Russell Oppenheimer | |
| * Councillor Jackie Porter | |

*Present

Also present with the agreement of the Chairman: Councillors Keith Mans, Leader of the Council and Executive Member for Policy and Resources and Councillor Stephen Reid, Executive Member for Commercial Strategy, Human Resources and Performance.

168. **APOLOGIES FOR ABSENCE**

Councillor Andrew Gibson attended the meeting as a Conservative substitute to fill the current vacancy.

169. **DECLARATIONS OF INTEREST**

Members were mindful that where they believed they had a Disclosable Pecuniary Interest in any matter considered at the meeting they must declare that interest at the time of the relevant debate 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 was discussed, save for exercising any right to speak in accordance with Paragraph 1.6 of the Code. Furthermore Members were mindful that where they believed they had a Non-Pecuniary interest in a matter being considered at the meeting they considered whether such interest should be declared, and having regard to Part 5, Paragraph 2 of the Code, considered whether it was appropriate to leave the meeting whilst the matter was discussed, save for exercising any right to speak in accordance with the Code.

170. **MINUTES OF PREVIOUS MEETING**

The minutes of the last meeting held on 19 January 2021 were reviewed and agreed as a correct record.

171. DEPUTATIONS

There were no deputations on this occasion.

172. CHAIRMAN'S ANNOUNCEMENTS

The Chairman thanked Members for their contribution to this Committee over the last four years and particularly during the pandemic.

173. UPDATE ON BROADBAND

The Committee received presentations from both the Director of Culture, Communities and Business Services and Openreach giving an update on the progress of the Hampshire Superfast Broadband Programme and an overview of the developing Government plans for gigabit coverage. The Committee also received a presentation from representatives of Openreach on its delivery of the Broadband Programme.

In response to Members questions, the Committee were advised on the following matters:

- Details of the current Broadband availability checker -
- The Demand-led Scheme "GoFundMe" page and pledge to take up funding
- A report which Openreach commissioned to highlight benefits of Full-Fibre
- Details of the Government's "Outside In" programme to help residents not living close to FTTC

RESOLVED:

That the presentations be noted.

174. WORK PROGRAMME

The Committee considered a report of the Director of Transformation and Governance – Corporate Services detailing topics within the work programme.

RESOLVED:

That the work programme be agreed.

Chairman,

HAMPSHIRE COUNTY COUNCIL

Cover Report

Decision Maker:	Policy and Resources Select Committee
Date:	25 June 2021
Title:	<i>Serving Hampshire – 2020/21 Year End Performance Report</i>
Report From:	Assistant Chief Executive

Contact name: Antonia Perkins, Head of Customer Engagement Service

Tel: 03707 797390

Email: antonia.perkins@hants.gov.uk

Purpose of this Report

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).

Recommendation(s)

2. It is recommended that Policy and Resources Select Committee:
 - a) notes the County Council's performance for 2020/21;
 - b) notes progress to advance inclusion and diversity;
 - c) notes the findings of the 2019-20 Local Government and Social Care Ombudsman report; and
 - d) notes the determination of the LGSCO released on 20 May 2021.

Contextual information

3. Cabinet is due to consider the attached report providing oversight of the County Council's performance during the 2019/20 when it meets on 13 July 2021.
4. 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.

REQUIRED CORPORATE AND LEGAL INFORMATION:

Links to the Strategic Plan

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

Other Significant Links

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

Section 100 D - Local Government Act 1972 - background documents

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

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

IMPACT ASSESSMENTS:

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 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.

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.

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.

Climate Change Impact Assessment

The carbon mitigation tool and/or climate change adaptation tool was not applicable because this report relates to performance against the County Council's overarching Strategic Plan rather than any specific interventions. It is expected that these tools will be applied to any relevant projects which support the delivery of the Strategic Plan outcomes.

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HAMPSHIRE COUNTY COUNCIL

Report

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

Contact name: Antonia Perkins, Head of Customer Engagement Service

Tel: 03707 797390

Email: antonia.perkins@hants.gov.uk

Report purpose

1. The purpose of this report is to:

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

Recommendations

2. It is recommended that Cabinet:

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

Executive Summary

3. Overall, performance measured against *Serving Hampshire* has been assessed as *good* during 2020/21, as services have remained resilient, with improvement in most measures. As a result, the County Council is on track to meet target in around half of its corporate performance measures, despite the arrival of the second COVID-19 wave and the continuation of substantial levels of 'response' activity.
4. The impact of COVID-19 on County Council services and performance has been significant during 2020-21. An overview of some of the key steps taken by the County Council in response to the pandemic has been reported separately to Cabinet throughout the year - including the financial context.
5. It is a statutory requirement to report formally to the County Council, for consideration within three months of a determination of the LGSCO pursuant to Section 30 of the Local Government Act 1974. In accordance, a report is attached at Appendix Four.

Contextual Information

Current Performance reporting arrangements

6. The County Council's Performance Management Framework (PMF) provides the governance structure for performance management and reporting to Cabinet. The PMF specifies that Cabinet receives bi-annual reports on the County Council's performance against the strategic priorities set out in the *Serving Hampshire* Strategic Plan. The four strategic aims set out in the Plan are:
 - Hampshire maintains strong and sustainable economic growth and prosperity;
 - People in Hampshire live safe, healthy and independent lives;
 - People in Hampshire enjoy a rich and diverse environment;
 - People in Hampshire enjoy being part of strong, inclusive communities.
7. To report progress against *Serving Hampshire*, departments are asked to rate performance against a core set of performance metrics on a quarterly basis. For each measure, a risk-based 'red, amber, green' rating is applied, informed by the most recent data and management information.
8. Departments also provide an overview of key achievements and risks/issues against agreed the priorities, as well as the results of any recent external assessments and resident feedback.

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

Future arrangements

12. The current *Serving Hampshire* Strategic Plan is due to be refreshed in 2021, and an updated Plan which will cover the period 2021 to 2025 is presented alongside this report. The revised draft Plan includes strategic priorities identified by the *Hampshire 2050 Commission of Inquiry*, and proposed activity to support Hampshire's recovery and restoration from the COVID-19 pandemic.
13. The updated Plan will be accompanied by a revised corporate Performance Management Framework which will govern the monitoring of the new strategic plan for 2021/22 onwards.

Overall performance

Performance against targets and improvement trend

14. Overall, the majority of corporate performance measures (61%) were reported as either low or medium risk, with only three measures identified as high risk.
15. 43% of targets were met, as set by the relevant department at the end of 2020/21. The majority of measures (58%) were showing improved or maintained performance during 2020/21.
16. In the cases where targets were not met, departmental improvement plans are in place. Similarly, where measures were reported as medium or high risk, mitigating actions are being undertaken by relevant services.

Impact of COVID-19 on Hampshire County Council performance

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

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

Performance highlights:

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

Protecting Hampshire's vulnerable residents by:

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

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

- launching a Coronavirus Hampshire Helpline (Hants Help 4 Vulnerable), signposting residents to information, advice and relevant services to support with issues related to finances, mental health, domestic abuse, bereavement, and substance misuse;
- opening the Clarence Unit in Gosport in August, providing 80 beds for short-term care to free up hospital beds at the Queen Alexandra Hospital whilst longer term service needs can be assessed and arranged;
- working with partners from the voluntary and community sector to harness and co-ordinate voluntary support for vulnerable residents during COVID-19, including the provision of grants totalling £625,000 from the Government's Contain Outbreak Management Fund;
- directly providing extra support to local communities in response to COVID-19, awarding £100,000 to 20 community organisations as part of the Local Authority's Supporting Families Programme, and increasing County Councillor's devolved grant budget to £10,000 for 2020/21 to support local projects, initiatives, and organisations; and
- lifting the restriction on using free Older Person's Bus Passes before 9:30am in January 2021, enabling older people to use their bus pass at any time to attend vaccination appointments and to travel for essential trips at quieter times.

Supporting local economic growth and employment by:

- securing an award of almost £1 million from the Department for Education's (DfE) Construction Skills Fund and the Construction Industry Training Board (CITB) and a further £1 million in European Social Funding to fund training opportunities for people in Hampshire looking for a career in construction;
- delivering the successful Southampton Freeport bid for as a lead partner in a consortium of public and private sector organisations. As one of eight successful English Freeports in the Spring Budget Speech, this programme will support economic growth by facilitating international trade in Hampshire;
- implementing Operation Transmission, the plan to deal with non-border ready HGV congestion and disruption on Hampshire's and Portsmouth's road network, within time and budget, delivering full mitigation against the realistic worse-case scenario for the UK's departure from the European Union predicted by the Government;

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

Investing in a sustainable future for Hampshire by:

- adopting a Climate Change Strategy and Action Plan and committing to work with partners to make Hampshire carbon neutral by 2050;
- reducing CO2 emissions in 2019/20, down to 72,394 tonnes compared with 75,868 tonnes the previous year, and delivering on the County Council's 74,700 tonne target ahead of the 2025 target date;
- securing £1,937,800 of National Lottery funding, as part of the Watercress and Winterbournes Landscape Partnership Scheme, to enhance and protect the unique chalk headwater streams of the Test and Itchen rivers;
- providing an additional £1 million of investment to 'top-up' the Government's existing Gigabit Broadband Voucher Scheme (GBVS) and help improve broadband for people in hard-to-reach locations; and
- creating 915 new primary school places for the start of the 2020/21 school year through the development of two new schools and the extension of two existing schools.

Recognition for delivering positive service and innovation by:

- obtaining two Modeshift National Sustainable Travel Awards for the 'Walktober' and Transition Time scheme projects that helped encourage sustainable journeys to school;

- achieving a 'positive' report following joint inspection of Hampshire's Special Educational Needs and Disability (SEND) services by Ofsted and the Care Quality Commission (CQC);
- receiving commendation in the 2020 Municipal Journal Achievement Awards for social workforce investment and transformation which allowed social workers to spend more time working with children and families;
- attaining a gold award for Sir Harold Hillier Gardens in the annual South and South East in Bloom Awards for the sixth year in a row, with praise for planned new developments, including a new restaurant and a 'frontier garden' featuring plants at the limits of outdoor hardiness in the British environment; and
- winning the Public Sector Infrastructure Strategy of the Year for the 2020 Electric Vehicle Innovation and Excellence Awards, for the County Council's Central Southern Regional Electric Vehicle Charging Infrastructure Framework.

19. A more extensive list of key performance achievements is included in **Appendix two**.

Equality update

20. The Equality Act 2010 places a duty on local authorities to prepare and publish one or more measurable and specific equality objective(s).

21. The section below provides an overview of specific activities undertaken in 2020/21, aligned to the County Council's equality objectives. These actions are predominantly internally focused to maintain and strengthen the organisation's position as an inclusive employer. Key activities included:

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

- delivery of a series of ‘Let’s Talk Race’ interventions, which provided colleagues with the opportunity to share and reflect on their personal and workplace experiences;
- development of an online programme of events for National Inclusion Week, which engaged 127 staff in webinars and online activities;
- establishment of compulsory I&D e-learning for all line managers and supervisors;
- introduction of a new Health Assured App, Health Assured workshops, mental health and wellbeing Yammer groups, counselling and talking therapies, and interactive online informal sessions, to help support employee wellbeing;
- introduction of COVID-19 self-assessment toolkits to safeguard all colleagues at work, particularly those in frontline and social care roles, with a specific assessment tailored for Black, Asian, and Minority Ethnic colleagues, as well as a SharePoint Page specifically dedicated providing information and support for mental health and wellbeing during COVID -19;
- delivery of a comprehensive offer of health and wellbeing support to staff, encompassing physical and mental health in addition to resources that support personal development and maintaining contact with people whilst working from home, including refreshing and reminding on the *Every Mind Matters* campaign;
- development of an Inclusion Strategy to communicate how the County Council will improve inclusion and diversity to colleagues and its partner organisations.

Local Government and Social Care Ombudsman Determinations 2020/21

22. There is a duty on the Monitoring Officer to report to the Authority / Executive on matters including maladministration or injustice under Section 5 and Section 5A of the Local Government and Housing Act 1989 (1989 Act).
23. Where complainants have exhausted the County Council’s complaints processes and remain dissatisfied, reference can be made to the Local Government and Social Care Ombudsman (LGSCO). Complaints to the Ombudsman can be made regarding the exercise of the County Council’s administrative functions (maladministration), and/or its service provision (injustice in consequence of maladministration). Upon receipt of a complaint the Ombudsman makes a determination whether or not to investigate. Cases are only investigated where the Ombudsman has jurisdiction to do so, and where the Ombudsman considers it appropriate to investigate under the LGSCO Assessment Code.
24. In 2020/21 (April 2020 – March 2021), 27 determinations were received from the LGSCO. In 22 cases the LGSCO determined that there had been

maladministration/injustice. In 5 cases the LGSCO determined that there had not been maladministration/injustice. More details of individual decisions are provided at Appendix Three. It should, however, be noted that this represents only a limited number of references to the LGSCO, which the LGSCO has determined should be investigated. The overwhelming majority of complaints made to the LGSCO regarding the County Council are not investigated by the LGSCO, and the County Council therefore only receives notification of those references to the LGSCO which the LGSCO determines he will investigate.

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

Local Government and Social Care Ombudsman Determination

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

Climate Change Impact Assessment

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

Conclusion

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

CORPORATE OR LEGAL INFORMATION:

Links to the Strategic Plan

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

Other Significant Links

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

Section 100 D - Local Government Act 1972 - background documents

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

<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 year end 2020/21.

Assessment title	Area	External/internal	Latest judgement
Children's Services			
Inspection of Local Authority Children's Services	Full children's social care inspection	External – Ofsted	Hampshire was judged as <i>Outstanding</i> across all areas in June 2019, the most recent inspection - and did not receive a <i>Statement of Action</i> from Ofsted, unlike the majority of local authorities.
Inspection of children's homes	Residential care homes inspection	External – Ofsted	Seven children's homes (out of ten in total) are rated Outstanding or Good. Ofsted suspended inspections in April 2020 due to the COVID-19 pandemic but have resumed graded inspections of residential and secure children's homes with effect from 01 April 2021.
School Inspections	Inspections of schools	External – Ofsted	As at the end of August 2020, 93.2% of schools were judged to be <i>Good</i> or <i>Outstanding</i> by Ofsted. Ofsted inspections have been suspended due to COVID-19, until Autumn 2021.
Social care self-assessment	Self-evaluation is an integral element of inspection of the local authority children's services (ILACS) framework	Internal and external – shared with Ofsted prior to annual conversation with the Director of Children's Services	The 2020 Social Care Self-Assessment was sent to Ofsted ahead of the annual conversation which took place on 31 March 2021.

Assessment title	Area	External/internal	Latest judgement
Inspection of Hampshire youth offending services	YOT inspection	Her Majesty's Inspectorate of Probation	Overall <i>Good</i> 2018. www.justiceinspectorates.gov.uk/hmiprobation/inspections/hampshireyos/ This is a four-year inspection programme which will be extended because of COVID-19.
Restorative Justice Council's Restorative Services Quality Mark	Youth Offending Team	External – Restorative Justice Council	Restorative Services Quality Mark awarded in April 2016 and applies until March 2023
Adults' Health and Care			
Adult Social Care Services Inspection – HCC Care	Inspection of in-house provided Residential and Nursing homes	External – Care Quality Commission	In total there are 24 in-house Homes, currently 21 are rated as 'Good', 2 as 'Require Improvement' and 1 is yet to be inspected (New Woodcote Service)
Adult Social Care Services Inspection – HCC Care	Inspection of in-house provided Residential and Nursing homes	Environmental Health	All 24 homes are inspected regarding Kitchen and Food Hygiene and have met the necessary requirements
Adult Social Care Services Inspection – HCC Care	Inspection of in-house Community Response Teams (Reablement service)	External – Care Quality Commission	4 Services are registered with CQC and all have been rated as 'Good' by CQC
Gold Standards Framework	Residential and nursing homes	External - National Gold Standards Framework (GSF) Centre in End of Life Care	Four of the County Council's residential and nursing homes have maintained their Platinum accreditation within the Gold Standards Framework: <ul style="list-style-type: none"> • Emsworth House • Fleming House • Malmesbury Lawn • Westholme

Assessment title	Area	External/internal	Latest judgement
Economy, Transport and Environment			
Accreditation to ISO9001:2015 – Quality Management	Economy, Transport & Environment (ETE) Department – whole department	External – British Standards Institute (BSI)	Audited twice a year, with surveillance assessments happening remotely during COVID restrictions. Last assessment (December 2020) resulted in accreditation being successfully maintained. The next assessment is due in June 2021.
Culture, Communities and Business Services			
Permission for Commercial Operations	Drone Service (Asbestos)	External – The Civil Aviation Authority	Permission granted from 18 August 2020 until and including 19 August 2021.
UKAS Accreditation	Hampshire Scientific and Asbestos Management services following an annual assessment	External – UKAS (UK Accreditation Service)	<p>UKAS provide accreditation that Hampshire's scientific testing and inspection activities are conducted to the standard set out in ISO 17020 and 17025 and comply with the Forensic Regulators Code of Practice.</p> <p>UKAS audit Hampshire Scientific Service annually for compliance and the last assessment was in May 2020 - accreditation was maintained</p>
Adventure Activities Licensing Services (AALS) Inspection	Hampshire Outdoor Centres	External – Adventure Activities Licensing Authority	<p>Calshot Activities Centre: Validation expires July 2021</p> <p>Hampshire and Cass Foundation Mountain Centre: Validation expires July 2022</p>

Assessment title	Area	External/internal	Latest judgement
Learning Outside the Classroom (LOtC)	Hampshire Outdoor Centres	External - Council for Learning Outside the Classroom (CLOtC)	Calshot Activities Centre: Validation expires June 2021 Tile Barn Outdoor Centre: Validation expires Aug 2022 Runway's End Outdoor Centre. Expires February 2023
Adventuremark	Hampshire Outdoor Centres	External - Adventure Activity Industry Advisory Committee (AAIAC)	Calshot Activities Centre: Validation expires June 2021 Tile Barn Outdoor Centre: Validation expires Aug 2022 Runway's End Outdoor Centre. Expires February 2023
National Indoor Climbing Award Scheme (NICAS)	Hampshire Outdoor Centres	External - ABC Training Trust	Calshot Activities Centre: Validation expires at the end of Sept 2021
Royal Yachting Association (RYA) Recognised Training Centre	Hampshire Outdoor Centres	External - Royal Yachting Association (RYA)	Calshot Activities Centre – Recognised Training Centre – expires January 2022
Royal Yachting Association (RYA) Sailability accreditation	Hampshire Outdoor Centres	External - Royal Yachting Association (RYA)	Calshot Activities Centre – Recognised Training Centre – expires January 2022 to provide accessible shore-based facilities for sensory, physical or other disabilities
British Canoeing Quality Mark (BC)	Hampshire Outdoor Centres	External - British Canoeing	Calshot Activities Centre – Quality mark – expires December 2021

Assessment title	Area	External/internal	Latest judgement
Green Flag Awards	Outdoor accreditation for a variety of areas	External - Keep Britain Tidy	Awards resumed post-COVID-19 and Green Flag awarded in 2020 to Lepe, Royal Victoria and Queen Elizabeth Country Parks, River Hamble will be applying in 2021. Royal Victoria Country Park has also been awarded the Green Heritage Award and Staunton Country Park will be applying for both Green Flag & Heritage awards in 2021
Ease of Use Survey	Volunteer survey of the Rights of Way network	External	Audits a minimum of 5% of the network each year (2.5% twice a year, in May and November), based on a set methodology
Sites of Special Scientific Interest (SSSIs)	Countryside sites in Hampshire, as part of UK wide assessment	External – Natural England	Natural England assesses the condition of SSSIs using Common Standards Monitoring (CSM) ¹ , developed by the Joint Nature Conservation Committee (JNCC) for the whole of the UK
Rural Payment Agency (RPA) Inspections	Countryside sites with Pillar 1 and Pillar 2 common agricultural agreements in place	External - Rural Payment Agency (RPA)	The Rural Payments Agency (RPA) inspects a percentage of agreements each year on behalf of Natural England. The inspections check agreement holders are meeting the schemes' terms and conditions
Animal and Plant Health Agency (APHA) checks	Inspect animal health and welfare	External - Animal and Plant Health Agency	Spot check countryside sites for animal health and welfare and plant disease

Assessment title	Area	External/internal	Latest judgement
Food Hygiene Ratings	Countryside Country Park cafes	Environmental Health Officer	Current ratings: 5-star ratings at Manor Farm, Staunton Farm, Titchfield Haven, Royal Victoria, Lepe Country Parks and 4-star ratings at Queen Elizabeth Country Park
General Register Office (GRO) – Stock and Security Audit	Registration – provides assurance to the GRO Compliance and Performance Unit	External - General Register Office	Received positive high rating in 2016. Next assessment has been delayed by GRO due to impact of COVID-19 and a date for next assurance review has not yet been scheduled
General Register Office (GRO) Annual Performance Report	Registration- provides assurance to the GRO on local performance against agreed KPIs and improvement plan	External - General Register Office	Last report - May 2020 (slight delay in submission due to COVID-19 impacts). Positive comments received regarding performance and development of service. Next report and submission is to be June 2021
Hyperactive Children's Support Group's Highest Award for Excellence in School Catering	HC3S annual assessment to retain accreditation for removal of specific additives in primary school meals	External - Hyperactive Children's Support Group	Current accreditation has been extended to September 2020 due to COVID-19. HACSG to provide new date for re-accreditation.

Assessment title	Area	External/internal	Latest judgement
Food Hygiene Rating Scheme	HC3S	External – Allergen Accreditation	EII Restaurant and Coffee Shop, SHHGA, secondary schools, Fareham Library, Winchester Discovery Centre, – annual accreditation awarded July 2019. Re-accreditation delayed due to COVID-19 and current award extended to end summer 2021.
Annual kitchen audits	HC3S internal audit covering various aspects of catering operation i.e. health and safety, training, finance	Internal	Healthy Kitchen Assessments (HKA's) are undertaken throughout the year and records are held of all those completed per academic year, Sept to Aug. COVID-19 impacted access to schools; 263 HKAs were completed in 2020/21.
Food for Life Served Here	HC3S	External - Soil Association	Bronze re-accreditation achieved in January 2021 having been assessed against their criteria as providing freshly made, locally sourced food.
Institute of Road Transport Engineers (IRTE) Workshop and Technician Accreditation	Hampshire Transport Management (HTM)	External - Freight Transport Association (FTA)	HTM have an external accreditation and audit by the FTA every three years for the workshop and technicians to be IRTE accredited. All 5 workshops were audited and passed in 2021. As the duration is still three years, this is due again by Easter 2024. The technicians are assessed on a rolling three-year basis.

Assessment title	Area	External/internal	Latest judgement
Compliance with the Port Marine Safety Code	River Hamble Harbour Authority	External - Maritime and Coastguard Agency	Certification of compliance with the Port Marine Safety Code. Compliance at three yearly intervals. Expires March 2024
Compliance with Merchant Shipping (Oil Pollution Preparedness Response and Co-operation Convention Regulations 1998)	River Hamble Harbour Authority	External - Maritime and Coastguard Agency	Endorsement of Oil Spill Contingency Plan. Compliance with Merchant Shipping (Oil Pollution Preparedness Response and Co-operation Convention Regulations 1998). Five yearly intervals. Expires August 2023
Compliance with the Merchant Shipping and Fishing Vessels' (Port Waste Reception Facilities) Regulations 2003	River Hamble Harbour Authority	External - Maritime and Coastguard Agency	Endorsement of Port Waste Management Plan. Compliance with the Merchant Shipping and Fishing Vessels (Port Waste Reception Facilities) regulations 2003. Three yearly intervals. Expires September 2023
Corporate Services			
2019 National Inclusion Standard	Corporate	External – Inclusive Employers	Participated in the 2019 Standard Assessment and awarded <i>Bronze</i> (September 2019) – accreditation remained valid in 2020/21
Accreditation to ISO20000 Service Management and ISO27001 Information Security for IT services	IT services.	External - British Standards Institute (BSI)	Audited on compliance in September 2020, which was awarded with no areas of non-conformity
Public Sector Internal Audit Standards	Audit services	External - Institute of Internal Auditors	Fully compliant – awarded September 2020 (valid 2020-2025)

Assessment title	Area	External/internal	Latest judgement
Shared Services infrastructure and business processes have been independently accredited to ISAE3402	Shared Services	External – audit undertaken by Ernst and Young	ISAE3402 has been successfully achieved for 2020/21 based on the design and operating effectiveness of the control environment.
Annual Payment Card Industry (PCI) Data Security Standard	Corporate	Internal audit	Self-assessment against an industry standard, but is subject to Independent Internal Security Assessor. Self-assessment successfully completed, assessed and submitted in October 2020.

Appendix two: 2020/21 key performance achievements

Serving Hampshire priority	Achievement
<p>Outcome one: Hampshire maintains strong and sustainable economic growth and prosperity</p>	<p>Hampshire’s Highways teams undertook the annual programme of surface treatments in May 2020 during the COVID-19 lock down, so that work could be completed during low traffic levels. In addition, following Storm Bella in December 2020, Hampshire Highways teams responded to over 1,000 enquiries, removing fallen trees and clearing localised surface water flooding on the road network</p>
	<p>The County Council’s Travel Planning Team has won two awards in the 2020 <i>Modeshift National Sustainable Travel Awards</i>, recognising its commitment to promoting sustainable school transport. These awards were:</p> <ul style="list-style-type: none"> • ‘Excellence in Walking’, for the Council’s <i>Walktober</i> project during October to celebrate International Walk to School Month; and • ‘Best Project under £1,000’ for the Transition Time scheme to help families to plan safe, clean and sustainable journeys to school as they move to a new setting
	<p>A congestion relief scheme in Farnborough, providing a second point of access to Invincible Road, is now complete</p>
	<p>The successful Southampton Freeport bid was delivered by a consortium of public and private sector organisations, with the County Council as a lead partner. As one of eight successful English Freeports in the Spring Budget Speech, this programme will support economic growth by facilitating international trade in Hampshire</p>
	<p>Operation Transmission, the plan to deal with non-border ready HGV congestion and disruption on Hampshire’s and Portsmouth’s road network, was successfully completed within time and budget, delivering full mitigation against the realistic worst case scenario for the UK’s departure from the European Union predicted by the Government</p>
	<p>The County Council, along with Southampton City Council and New Forest District Council, has produced a joint funding package for the Hythe Ferry to compensate for financial losses due to falling passenger numbers during the COVID-19 pandemic</p>

Serving Hampshire priority	Achievement
	<p>The County Council secured an award of almost £1million from the Department for Education’s (DfE) Construction Skills Fund and the Construction Industry Training Board (CITB) to fund new training opportunities for people in Hampshire looking for a career in construction</p>
	<p>An additional £1 million of investment has been provided by the County Council to ‘top-up’ the Government’s existing Gigabit Broadband Voucher Scheme (GBVS), to help improve broadband for people in hard-to-reach locations. Residents in these areas are eligible for vouchers worth up to £3,000 for each home connected</p>
	<p>Hampshire Futures and the Hampshire Careers Partnership launched a new website, <i>Flying Start Hampshire</i>, to support the county’s young people, with a focus on Year 11 students as they prepare to move on from secondary education to further and higher education, training or employment, having secured their GCSE results</p>
	<p>The web page is a central hub for a range of information and links to online sources of support, guidance and resources for young people, including new material to support students through the current COVID-19 pandemic. The initiative has been supported by the Southern Universities Network (SUN)</p>
	<p>£3 million in new funding from the County Council and the European Social Fund (ESF) has been allocated to develop an Apprenticeship and Skills Hub, to provide apprenticeships and skills training opportunities for jobseekers through at least 360 small and medium enterprises (SMEs), and other apprenticeship</p>
	<p>The County Council has secured £1 million in European Social Funding for construction skills training for the unemployed to help 1,450 adults across Hampshire. The funding will allow people to undertake pre-employment training in a number of construction disciplines enabling them to enter apprenticeships, employment, and work experience</p>

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

Serving Hampshire priority	Achievement
	<p>The <i>Wheels to Work</i> Loan Scheme, which enables young people to borrow mopeds so they can get to work or vocational training, has been extended until 2023, beyond the original March 2021 contract. The scheme, funded by the County Council and district partners, currently operates in East Hampshire, New Forest, Test Valley and Winchester and has the capacity to loan out 28 mopeds across these four districts, with the new contract to also offer the service to young people over 25. During the pandemic in 2020/21 the scheme supported 26 young people, with an average age of 21, travelling a combined total of over 50,000 miles</p>
	<p>In 2020/21 251 apprenticeships were enrolled by the County Council, recovering from the impact of the pandemic in the first quarter. Since the programme was introduced in 2017 the retention rate for completed apprenticeships has been 84%, compared with a national average of 68%</p>
	<p>The Clarence Unit opened in Gosport in August 2020, providing 80 beds for short-term care to free up hospital beds at the Queen Alexandra Hospital whilst longer term service needs can be assessed and arranged</p>
	<p>The Coronavirus Hampshire Helpline (Hants Help 4 Vulnerable) was launched, signposting residents to information, advice and relevant services to support with issues related to finances, mental health, domestic abuse, bereavement, substance misuse, volunteering, and local community support. Since shielding was reintroduced in December 2020, the Hampshire Coronavirus Support and Helpline has received calls from, and provided support or advice to more than 1150 local residents</p>
	<p>The County Council established a Local Tracing Service to support NHS Test, combining national resources and data with local knowledge</p>
	<p>A free 12-week programme funded by the County Council in partnership with Weight Watchers (WW) opened in March 2021, providing free support to Hampshire residents through face-to-face virtual coaching, online workshops and on-demand fitness classes, all available via Zoom</p>
	<p>Approval has been given for the County Council to proceed with building 60 affordable units of Extra Care Housing in Gosport as part of the County Council's wider £45 million investment in the development of Extra Care accommodation for Hampshire residents. The units are expected to be developed by the end of 2022, along with facilities including a restaurant, café and hairdressing salon, and communal residents' lounge</p>

Serving Hampshire priority	Achievement
<p>Outcome three: People in Hampshire enjoy a rich and diverse environment</p>	<p>The County Council's Wessex Film and Sound Archive's '100 days of film' online scheme, launched in August 2020, enabling people to enjoy local film archive footage spanning from the 1910s to the 1970s, as well as providing access to historical archives during the pandemic while the Hampshire Record Office has been closed</p>
	<p>Four Hampshire venues and buildings have been shortlisted for 2020's SPACES (Society for Public Architecture, Construction, Engineering and Surveying) national awards. These awards' results have been postponed to later in 2021, owing to the COVID-19 pandemic</p>
	<p>Property Services won the UK Civic Trust Award 2021 for The Lookout – a beachside restaurant and visitor centre overlooking the Solent at Lepe Country Park</p>
	<p>The Climate Change Strategy and Action Plan were adopted by the County Council's Cabinet in September. The Strategy commits the County Council to working with partners to make Hampshire carbon neutral by 2050. As part of this, the County Council has reduced its CO2 emissions in 2019/20, down to 72,394 tonnes compared with 75,868 tonnes the previous year. This delivers on the Council's 74,700 tonne target ahead of the 2025 target date</p>
	<p>Hampshire Highway's new purpose-built recycling facility at Micheldever opened in March 2021, reducing carbon emissions, costs, and travel miles. Recycled material is used in road repairs, using a fifth of the energy of traditional materials and saving 40 per cent CO2 emissions. Within 12 months, the Micheldever facility aims to deliver a net reduction in CO2 of around 67,500kg by reducing use of virgin aggregates, replacing some warm and hot mixes with cold lay materials and reducing the total miles travelled for highway construction</p>
	<p>The County Council's Central Southern Regional Electric Vehicle Charging Infrastructure Framework has won the category of Public Sector Infrastructure Strategy of the Year in the 2020 Electric Vehicle Innovation and Excellence Awards</p>
	<p>The County Council has been awarded £56 million grant funding from the Government's Transforming Cities Fund to support 10 new infrastructure schemes in Fareham, Gosport and Havant that aim to improve travel by walking, cycling and public transport</p>

Serving Hampshire priority	Achievement
	<p>A £6.2m scheme designed to reduce the risk of flooding to 170 properties in the Buckskin Area in Basingstoke has been completed by the County Council</p>
	<p>Sir Harold Hillier Gardens has won gold in the annual South and South East in Bloom Awards for the sixth year in a row. The award committee praised new developments, including a new restaurant and the upcoming creation of a 'frontier garden' featuring plants at the limits of outdoor hardiness in the British environment</p>
	<p>The County Council, as part of the Watercress and Winterbournes Landscape Partnership Scheme, has secured £1,937,800 of National Lottery funding to enhance and protect the unique chalk headwater streams of the Test and Itchen rivers</p>
<p>Outcome four: people in Hampshire enjoy being part of strong, inclusive communities</p>	<p>The County Council has worked with partners from the voluntary and community sector to harness and co-ordinate voluntary support for vulnerable residents during COVID-19, including the provision of grants totalling £625,000 from the Government's Contain Outbreak Management Fund</p>
	<p>Extra support has been provided to local communities in response to COVID-19, awarding £100,000 to 20 community organisations as part of the Local Authority's Supporting Families Programme, and distributing £150,000 of emergency funding to support food banks and charities that are helping to support the most vulnerable families in Hampshire during winter 2020/21, including support to vulnerable families over the October half term</p>
	<p>The County Council is to receive up to £2 million in funding to continue its Supporting Families Programme for a further year to 31 March 2022. This builds on the success of the programme between 2015 and 2020, which delivered a total of £27 million of savings and costs avoided to the public purse</p>
	<p>The Council increased each County Councillors' devolved grant budget to £10,000 for 2020/21 to support local projects, initiatives, and organisations</p>
	<p>The restriction on using free Older Person's Bus Passes before 9:30am was lifted in January 2021, enabling older people to use their bus pass at any time to attend vaccination appointments and to travel for essential trips at quieter times</p>

Serving Hampshire priority	Achievement
	<p>The County Council continued to demonstrate its commitment to supporting the Armed Forces by innovatively marking the 75th anniversary of VE Day, despite COVID-19 restrictions, with a specially recorded film featuring personal reflections from the Leader and the County Council's Armed Forces Champion, as well as the former Deputy Commander of the 11th Infantry Brigade, and the Dean of Winchester Cathedral</p>
	<p>Hampshire Archives and Local Studies and Wessex Film and Sound Archive engaged with residents, documenting how lives have changed during the global pandemic, with the aim of providing a historic record of lives in 2020, to be shared in 2021 as part of the County Council's <i>Making History: Making Movies</i> project</p>
<p>The way we work:</p> <ul style="list-style-type: none"> • Develop accessible and efficient online services • Work closely with our partners • Use taxpayers' money wisely • Value people's differences • Keep improving 	<p>Decision meetings at the County Council moved online to enable the continuation of the democratic process during the pandemic, with the Authority's first ever virtual Annual General Meeting held in May 2020</p>
	<p>The ePermit system for Household Waste and Recycling Centres was successfully rolled out across Hampshire in August 2020, allowing for the introduction of a cross border charge</p>
	<p>The Children's Services Department was a finalist, and highly commended, in the 2020 Municipal Journal Achievement Awards, in the category of Workforce Transformation. The nomination takes note of investment in recruiting additional social workers and new technology to free up the social workers from many of the administrative tasks, allowing them in their role and allow them more time to spend more time working directly with children and families</p>
	<p>The pension services of London Borough of Hillingdon and Westminster City Council formally agreed to join Hampshire's Shared Services Partnership, with work to deliver this underway.</p>

Appendix three: LGSCO Determinations in 2020/21

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

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

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

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

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

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

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

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**Report by the Local Government and Social Care
Ombudsman**

**Investigation into a complaint against
Hampshire County Council
(reference number: 19 010 890)**

24 March 2021

The Ombudsman's role

For more than 40 years the Ombudsman has independently and impartially investigated complaints. We effectively resolve disputes about councils and other bodies in our jurisdiction by recommending redress which is proportionate, appropriate and reasonable based on all the facts of the complaint. Our service is free of charge.

Each case which comes to the Ombudsman is different and we take the individual needs and circumstances of the person complaining to us into account when we make recommendations to remedy injustice caused by fault.

We have no legal power to force councils to follow our recommendations, but they almost always do. Some of the things we might ask a council to do are:

- > apologise
- > pay a financial remedy
- > improve its procedures so similar problems don't happen again.

Section 30 of the 1974 Local Government Act says that a report should not normally name or identify any person. The people involved in this complaint are referred to by a letter or job role.

Key to names used

Mrs Y	The complainant
Z	Her son

Report summary

Education – Special Educational Needs and Alternative Provision

Mrs Y complained the Council delayed issuing an amended Education, Health and Care Plan (EHC Plan) for her son, Z, and failed to provide him with suitable education while it found a new placement.

Finding

Fault found causing injustice and recommendations made.

Recommendations

The Council must consider the report and confirm within three months the action it has taken or proposes to take. The Council should consider the report at its full Council, Cabinet or other appropriately delegated committee of elected members and we will require evidence of this. (*Local Government Act 1974, section 31(2), as amended*)

In addition to the requirements set out above, and to remedy the injustice caused to Mrs Y by its faults, the Council has agreed it will, within four weeks from the date of this report, pay Mrs Y:

- £100 to acknowledge the opportunity she lost to appeal the Council's decision of 14 May 2019 to keep Z's EHC Plan in place;
- £200 to acknowledge the opportunity she lost to appeal the provision made for Z in an amended EHC Plan from July 2019 to May 2020 and to reflect her time and trouble caused by this delay;
- £200 for each school month of inadequate SEN provision for Z from April 2019 to July 2019 (three school months), making a total of £600, to be used for the benefit of Z's education;
- £550 for each school month of education Z missed from September 2019 to the start of January 2020 (three school months), making a total of £1,650 to be used for the benefit of Z's education; and
- £750 to acknowledge her time and trouble in trying to get the Council to fulfil its statutory responsibilities and the distress and uncertainty caused to her and Z by its failure to do so.

It has also agreed to apologise to Mrs Y for its failings in the completion of the annual review process and amendment of Z's EHC Plan, and provision of a suitable education for him.

The Council should reflect on the service improvements it agreed to make further to our decisions in June and October 2020 on three other complaints about its provision of SEN services, in particular delays with annual reviews and amendment of EHC Plans. And, within three months of the date of this report, provide us with:

- confirmation of the steps it has taken to remind officers the statutory guidance allows parents to give their views and make representations about a draft amended plan. And where a parent suggests changes the council agrees, it should amend the draft and issue the final EHC plan as quickly as possible and within the statutory deadlines;
- an update of the number of any outstanding EHC assessments, annual reviews and draft amended plans and the timetable for finalising this work;

-
- confirmation the Director of Children's Services and the Lead Member for Children's Services have reviewed whether the resourcing of the SEN team is now sufficient to allow it to carry out its current workload within the statutory timescales; and
 - confirmation the Director of Children's Services and the Lead Member for Children's Services have reviewed the details of the SEN Recovery plan.

The complaint

1. Mrs Y complained the Council:
 - delayed issuing an amended Educational, Health and Care Plan for Z; and
 - failed to ensure Z received suitable education and his special educational provision while it reached a decision regarding his school placement.

Legal and administrative background

The Ombudsman's role and powers

2. We investigate complaints about 'maladministration' and 'service failure'. In this report we have used the word fault to refer to these. We must also consider whether any fault has had an adverse impact on the person making the complaint. We refer to this as 'injustice'. If there has been fault which has caused an injustice, we may suggest a remedy. (*Local Government Act 1974, sections 26(1) and 26A(1), as amended*)
3. Under the information sharing agreement between the Local Government and Social Care Ombudsman and the Office for Standards in Education, Children's Services and Skills (Ofsted), we will share this report with Ofsted.

Education, Health and Care Plan; annual review process

4. A child with special educational needs may have an Education, Health and Care Plan (EHC Plan). This sets out the child's needs and arrangements for meeting them. Councils are responsible for making sure these arrangements are put in place and the child's needs are met.
5. The SEND Code of Practice issued by the Department of Education, provides statutory guidance for councils.
6. The guidance says councils must review EHC Plans at least every 12 months and sets out the process they must follow for these annual reviews.
7. Within four weeks of the review meeting, the council must decide whether it will keep the EHC Plan as it is, amend or cease to maintain the plan, and notify the child's parent. If it needs to amend the plan, the council should start the process of amendment without delay.
8. The council must send the draft amended EHC Plan to the child's parent or young person and give them at least 15 days to give views and make representations about the content.
9. Following representations from the child's parent or young person, the council must issue the amended EHC Plan as quickly as possible and within eight weeks of the issue of the draft amended plan. It must also notify the child's parent of their right to appeal to the Tribunal and the time limit for doing so. The Special Educational Needs and Disability Tribunal is responsible for handling appeals against local authority decisions about special educational needs. Perhaps it could be in brackets at the end of this paragraph.

Alternative educational provision

10. The Education Act 1996 says if a child of compulsory school age cannot attend school for reasons of illness, exclusion from school or otherwise, the council must make arrangements to provide suitable education either at school or elsewhere such as home. This is known as alternative provision.

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11. The term “suitable education” is defined as efficient education suitable to the child’s age, ability and aptitude and any special educational needs they may have. The education to be arranged by the council should be on a full-time basis unless, in the interests of the child, part-time education is considered more suitable, for reasons of their physical or mental health.
 12. There is no statutory requirement as to when suitable full-time education should begin for pupils placed in alternative provision for reasons other than exclusion. But councils should arrange provision as soon as it is clear an absence will last more than 15 days.

How we considered this complaint

13. We produced this report after speaking to Mrs Y and considering all the information she and the Council provided about her complaint.
14. We gave Mrs Y and the Council a confidential draft of this report and invited their comments. The comments received were taken into account before the report was finalised.

What we found

What happened

15. Z has been diagnosed with autism and attention deficit hyperactivity disorder (ADHD) and has an EHC Plan. As at 2019 his plan identified a need for 25 hours of one to one support each week to be provided by his mainstream primary school.
16. On 1 April 2019 the school and Z’s parents met for the annual review of his plan. The school returned the annual review documents to the Council on 3 April. Mrs Y and her husband felt mainstream schooling was no longer the right environment for Z. They said his anxiety levels had greatly increased and asked for a change in his placement. They wanted Z to go to a special school and named their preferred choice. The school said Z was finding it increasingly difficult to access the classroom, his behaviour was unpredictable, and he was refusing to come to school. The school was finding it increasingly difficult to meet Z’s needs. It asked for an increase in hours to ensure Z’s safety and that of his peers and staff members.
17. Mrs Y contacted the Council on 3 May. She explained the severity of Z’s current situation, the increase in his distress and violent outbursts. She felt he was no longer able to cope with a mainstream school and needed a placement at a special school. She named her preferred new school. She contacted the Council again on 8 May with details of recent incidents at school and how Z’s mental health was deteriorating very quickly. He was becoming very anxious about going to school.
18. On 14 May the Council wrote to Mrs Y about the annual review. It told her it intended to maintain Z’s EHC Plan and the special educational provision in it. It also said it was considering the request for a change of placement and would let her know whether it intended to amend the Plan. And the delay in responding to the annual review was due to a backlog of work.
19. On 28 May the Council agreed to the school’s request to increase Z’s support hours to 32.5.

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20. In June the Council agreed to put Z's case to its Social Emotional and Mental Health (SEMH) Panel. On 5 June the Council wrote to a number of schools, including Mrs Y's preferred choice, with a copy of Z's unamended EHC Plan asking whether they would consider admitting him as soon as possible or in September 2019.
 21. At the SEMH Panel meeting in July it was decided a SEMH placement was appropriate for Z. But the Council had not yet been able to find a suitable available placement for him.
 22. On 15 July Mrs Y wrote to the Council explaining what Z would need from a new placement and that he was unable now to attend his current school because of his complex difficulties. On 16 July the school told the Council Z had not attended that month. On 17 July it forwarded information confirming Z was seen by Children and Adolescent Mental Health Services (CAMHS) on 1 July as he was refusing to come to school.
 23. On 5 August Mrs Y told the Council she understood it was not yet able to name a new placement for Z, but he was not currently receiving an education. She asked the Council for its proposals for providing Z with a full-time education suitable for his needs, and a copy of the draft amended EHC Plan. In response the Council said it did not have a draft EHC Plan to share as it was still trying to find a placement for Z at a special school.
 24. By September the Council had still not found a suitable placement for Z. It had been told by Z's school he was not attending as his anxiety was too extreme for a mainstream setting. On 9 September Mrs Y contacted the Council about her concern at the time it was taking to find a placement for Z. It was five months since the annual review and Z was currently not receiving an education.
 25. The Council replied on 25 September. It said Z's case would be presented to the SEMH Panel on 4 October. Although her preferred school was full at the moment, Z's school had offered a reduced timetable or home tutoring visits by a member of its staff, but Mrs Y had declined these offers because Z was too anxious to engage. It told her it would publish an amended plan after the SEMH Panel meeting.
 26. Mrs Y complained to the Council in October. She said it was obstructing her right to appeal by not naming a school or instructing one to accept Z. She had asked for a home tutor specialising in autism, but this had not been provided. The Council knew Z was not receiving an education. She also complained about the Council's failure to complete the annual review process, it should have named a school by May 2019. She asked the Council to provide Z with a specialist home tutor two to three hours a day as a temporary measure.
 27. The Council responded to Mrs Y's complaint in November. It said she had declined the school's offer of a reduced timetable or visits by a staff member to provide home tutoring because Z was too anxious to engage. She has been told by a member of the SEN team the school could arrange an independent tutor and suggested she speak to the school about this. It did not uphold the complaint it had failed to provide Z with a suitable education.
 28. It accepted it had not completed the annual review process within the required timescale. It said this was due to an increased workload and the difficulty in securing a new placement. It was not able to amend the plan by naming a school until it could find a new placement. It accepted this delayed her right of appeal.

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29. The Council secured a place for Z at a special school from January 2020. Mrs Y told it her complaint was now partially resolved, but the amended plan had still not been completed.
30. In its response the Council said:
- Mrs Y had made a number of comments and requests for changes to the draft amended plan. These, together with its increased workload, were delaying the completion of the final plan; and
 - if Mrs Y agreed to withdraw her comments and requests, the final amended plan, naming the new school, could be issued more quickly. Otherwise it would take several months to complete it.
31. Mrs Y replied saying she had not made any comments or requests for changes to the draft amended plan as she had still not received this. The Council responded on 28 February 2020. It said there had been a misunderstanding in its previous letter. The changes referred to were the amendments proposed in the annual review. It apologised for the confusion and said the draft amended plan had now been issued.
32. Mrs Y referred her complaint to us in February 2020. The Council issued the final amended plan, naming the new school, in May 2020.

Conclusions

Annual review process

33. The Council did not decide within four weeks of the annual review whether it would keep, amend or cease to maintain Z's plan. It should have made this decision by 29 April 2019. It did not make a decision until 14 May 2019. This is fault. We consider this caused Mrs Y injustice by adding to the cumulative impact of the delays on her injustice.
34. The Council told Mrs Y its decision was to maintain Z's current plan and special education provision. It did not inform Mrs Y of her right to ask for a review of this decision. This is fault which caused injustice. Mrs Y lost the opportunity to appeal to a SEN Tribunal.
35. At the same time the Council made its decision to keep the current plan, it told Mrs Y it was considering whether to change Z's placement and amend his plan. In our view, the Council should have made this decision within four weeks of the annual review. It did not do so and this is fault which caused delays in the process of amending the plan. The Council did not agree the increase in support hours until 28 May 2019. It did not start the process of looking for a new placement for Z until early June 2019, two months after the annual review. These delays caused Z to miss out on additional SEN support and avoidable worry and uncertainty for Mrs Y about whether the Council would agree to their requested changes to the plan.

Issue of amended EHC Plan

36. We do not consider the time taken – from 5 June 2019 to January 2020 - to find a place at a special school for Z was the Council's fault. The evidence we have seen shows the Council contacted a number of special schools, including Mrs Y's preferred choices but was told they either could not meet Z's needs or did not have a place available. In our view, the Council was not in a position to make a school accept Z if it did not have the capacity to do so.

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37. But, in our view, if it could not name a particular school, the Council should have issued a draft amended plan naming the type of school. This would have allowed the Council to meet the statutory timescales and given Mrs Y the right of appeal. By waiting until it had found a school place for Z before issuing an amended plan, the Council left Mrs Y and Z in limbo. The injustice caused by the delay in finalising the plan was the loss of appeal rights. And also the missed opportunity by the Council to make alternative educational provision for Z until it was able to name a particular school.
38. A place was found for Z in January 2020. The Council sent Mrs Y a draft amended plan and issued the final amended plan in May 2020. But the annual review was in April 2019. Notice of amendment should have been issued within four weeks of the annual review and the final amended plan within the following eight weeks, by July 2019. So there was a delay from July 2019 to May 2020. This is fault causing injustice. Z had already started his placement but the delay meant his new school did not have an up to date understanding of his needs and how to meet them. Mrs Y did not have any appeal rights until the final amended plan was issued and she was caused avoidable time and trouble chasing the Council about its completion.
39. The statutory guidance allows parents to comment on a draft plan and request changes, which Mrs Y did, and requires a council to consider these. In our view the Council was wrong to tell Mrs Y the final plan would be delayed by several months if it had to consider her representations. And wrong to tell her the plan could be issued more quickly if she withdrew her comments. The Council has now explained Mrs Y had not actually made any comments on the draft amended plan at that stage (as it had not yet been issued) but has acknowledged this suggestion should not have been made. This is fault and Mrs Y was caused injustice by the worry and uncertainty about any proposed changes to the plan, the Council's response to any comments she was entitled to make and the effect on the timescale for the issue of the final plan.

Provision of alternative education

40. It should have been clear to the Council from the annual review information, Z was now struggling with mainstream school and the current level of his SEN support was no longer fully meeting his needs. Both the school and Mrs Y provided the Council with details of the severe problems Z was now experiencing in the mainstream setting. The Council agreed to provide Z with additional help by increasing his one to one support by five hours a week from 28 May 2019. But there is no evidence it considered Z's need for alternative provision. This is fault causing injustice. Z's SEN provision was inadequate from April 2019 to July 2019 and his needs were not fully met during this period.
41. The Council was told in July 2019, before the end of the summer term, Z had not been able to attend school since the beginning of the month. Once Z had been out of education for 15 days the Council had a responsibility for providing him with alternative education.
42. And had the Council issued an amended plan by July 2019, within the statutory guidelines, naming the type of school, it could have set out appropriate alternative education provision for Z until it was able to find a school place.

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43. Mrs Y contacted the Council in August 2019 to ask for its proposals for providing Z with a suitable education while it was looking for a new placement for him, as he was no longer able to attend his mainstream school. There is no evidence to show the Council gave any thought at that stage to the arrangements it should make to provide Z with alternative provision.
 44. The Council knew in September 2019 Z had not been able to return to his mainstream school and was not receiving any education. It told Mrs Y the school had offered to make some alternative provision, which she had declined. The Council suggested she contact the school about the possibility of it arranging an independent tutor. But it was the Council's responsibility, not Mrs Y's or Z's mainstream school, to make sure Z received a suitable education. Mrs Y had told the Council she felt two to three hours a day of specialist support at home from a tutor experienced in autism would be appropriate for Z. The Council did not take action to follow this up or monitor the position and did not ensure appropriate alternative provision was in place for Z. It failed to carry out its duty to make sure Z received a suitable education and this is fault.
 45. Because of this Z missed out on an education from September 2019 until he started his new school in January 2020. And Mrs Y was left to make whatever provision she could for Z, with no support from the Council, causing her avoidable time and trouble.
 46. Where fault has resulted in a loss of educational provision, we normally recommend a remedy payment of between £200 and £600 a month to acknowledge the impact of that loss. The figure is based on the circumstances of each case, to reflect the particular impact on that child.
 47. We consider the payment for the period from April 2019 to July 2019 should be at the lower end of the scale because some SEN provision was in place during this time. But we consider the payment for the period from September 2019 to January 2020 should be at the higher end of the scale because the Council did not make any educational provision at all for Z during this time.

Recommendations

48. The Council must consider the report and confirm within three months the action it has taken or proposes to take. The Council should consider the report at its full Council, Cabinet or other appropriately delegated committee of elected members and we will require evidence of this. (*Local Government Act 1974, section 31(2), as amended*)
49. In addition to the requirements set out above, and to remedy the injustice caused to Mrs Y by the above faults, the Council has agreed it will, within four weeks from the date of this report, pay Mrs Y:
 - £100 to acknowledge the opportunity she lost to appeal the Council's decision of 14 May 2019 to keep Z's EHC Plan in place;
 - £200 to acknowledge the opportunity she lost to appeal the provision made for Z in an amended EHC Plan from July 2019 to May 2020 and to reflect her time and trouble caused by this delay;
 - £200 for each school month of inadequate SEN provision for Z from April 2019 to July 2019 (three school months) making a total of £600, to be used for the benefit of Z's education;

- £550 for each school month of education Z missed from September 2019 to the start of January 2020 (three school months), making a total of £1,650 to be used for the benefit of Z's education; and
- £750 to acknowledge her time and trouble in trying to get the Council to fulfil its statutory responsibilities and the distress and uncertainty caused to her and Z by its failure to do so.

It has also agreed to apologise to Mrs Y for its failings in the completion of the annual review process and amendment of Z's EHC Plan, and provision of a suitable education for him.

Service improvements recommended in recent decisions

50. We issued decisions in June and October 2020 on three other complaints about the Council's provision of SEN services, in particular delays with annual reviews and amendment of EHC Plans. The Council agreed to carry out the following service improvements.
- Within three months of 24 June, provide us with a copy of the business case presented to the Children and Young People's Select Committee in May 2019 and the outcome of this. The Council should also say what, if any, changes were implemented in the SEN team and its procedures and practice as a result of this, provide details of the current numbers and proportion of annual reviews completed on time and its comments on this. And provide details of a recent internal audit of its SEN services.
 - Within three months of 15 October provide a report to the Director of Children's Services, as part of its SEN recovery plan, on the number of annual reviews which have not been completed (including all administrative tasks) within statutory timescales. This will include what actions it will take to address any continuing failure to meet these deadlines. A copy of the report will also be provided to the Lead Member for Children's Services.
 - Identify all cases since January 2018 where a decision has not been communicated on time following an annual review. It will write to affected families to apologise for the delays and set out the actions the Council will take to prevent the same fault occurring in the future.
51. In the case we decided on 22 October we noted the Council accepted there had been a backlog of cases awaiting EHC assessments and EHC Plans. It said this had been reduced significantly and its aim was to have finished all outstanding EHC Plans by the end of September 2020.
52. It also said its service capacity continues to be reviewed due to the high number of requests for EHC assessments. It had recruited 24 additional Special Educational Needs caseworkers. And its Educational Psychology service has increased its capacity to complete statutory advice by employing locums and trainees.

Service improvements following this report

53. The Council should reflect on the above service improvements it recently agreed to make and, within three months of the date of this report provide us with:
- confirmation of the steps it has taken to remind officers the statutory guidance allows parents to give their views and make representations about a draft amended plan. And where a parent suggests changes the council agrees, it should amend the draft and issue the final EHC plan as quickly as possible, and within the statutory deadlines.

-
- an update of the number of any outstanding EHC assessments, annual reviews and draft amended plans, and the timetable for finalising this work.
 - confirmation the Director of Children’s Services and the Lead Member for Children’s Services have reviewed whether the resourcing of the SEN team is now sufficient to allow it to carry out its current workload within the statutory timescales.
 - confirmation the Director of Children’s Services and the Lead Member for Children’s Services have reviewed the details of the SEN Recovery plan.

Final decision

54. We have completed our investigation into this complaint. We found fault by the Council. The action we have recommended, as set out in paragraphs 48,49 and 53 is a suitable remedy for the injustice caused.

HAMPSHIRE COUNTY COUNCIL

Cover Report

Decision Maker:	Policy and Resources Select Committee
Date:	25 June 2021
Title:	<i>Serving Hampshire</i> Strategic Plan 2021-2025 and corporate Performance Management Framework
Report From:	Assistant Chief Executive

Contact name: Antonia Perkins, Senior Programme Lead

Tel: 03707 797390

Email: antonia.perkins@hants.gov.uk

Purpose of this Report

1. The purpose of this item is to provide the opportunity for the Policy and Resources Select Committee to scrutinise the new *Serving Hampshire* Strategic Plan for 2021-2025, and its accompanying corporate Performance Management Framework. 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).

Recommendation(s)

2. It is recommended that Policy and Resources Select Committee:
 - a) notes the proposed new *Serving Hampshire* Strategic Plan 2021-2025;
 - b) notes the proposed changes to the corporate Performance Management Framework.
3. Cabinet is due to consider the attached report detailing the proposed new *Serving Hampshire* Strategic Plan and the revised corporate Performance Management Framework when it meets on 13th July 2021.
4. 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.

REQUIRED CORPORATE AND LEGAL INFORMATION:

Links to the Strategic Plan

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

Other Significant Links

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

Section 100 D - Local Government Act 1972 - background documents

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

<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:

3. The Serving Hampshire Strategic Plan is intended to provide a framework for the County Council's business which supports positive outcomes for all Hampshire residents, including groups with protected characteristics. It will have either a positive or neutral impact on all protected groups.

4. The Strategic Plan has a particular emphasis on prioritising the needs of Hampshire's most vulnerable residents and specifically states that the County Council will work to ensure fair access to services and advance social equality in Hampshire.

5. Climate Change Assessment

6. The carbon mitigation tool and climate change adaptation tool was not applicable because this report relates to the County Council's overarching Strategic Plan rather than any specific interventions. It is expected that these

tools will be applied to any relevant projects which support the delivery of the Strategic Plan outcomes.

HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Cabinet
Date:	13 th July 2021
Title:	<i>Serving Hampshire</i> Strategic Plan 2021-2025 and Corporate Performance Management Framework
Report From:	Assistant Chief Executive

Contact name: Antonia Perkins

Tel: 0370 779 7390

Email: antonia.perkins@hants.gov.uk

Purpose of this Report

1. The purpose of this report is to seek approval of the new Strategic Plan for 2021-2025, and its accompanying Corporate Performance Management Framework.

Recommendation(s)

2. That Cabinet approve the Corporate Performance Management Framework.
3. That Cabinet recommend to the County Council approval of the *Serving Hampshire* Strategic Plan for 2021 – 2025.

Executive Summary

4. This paper sets out the proposed revised Strategic Plan: *Serving Hampshire* 2021-2025. The Strategic Plan comprises four strategic aims, each supported by a set of key priorities, and eight principles for 'the way we work'.
5. Accompanying the proposed new Strategic Plan is the corporate Performance Management Framework, which provides a mechanism to demonstrate progress achieved against the Strategic Plan and has been revised to take account of new strategic priorities.

Contextual information

6. The County Council's Strategic Plan is a four-year document which sets out the main outcomes that it seeks to achieve for Hampshire, as well as several key priorities. The Strategic Plan is supported by the corporate Performance Management Framework, which is reported to the Corporate Management Team (CMT) on a quarterly basis, and six-monthly to Cabinet.
7. The Serving Hampshire Strategic Plan provides the overarching framework for the County Council and its services and is intended to guide decision-making to ensure that Hampshire taxpayers' money is targeted where it is needed most, and where it can make the most impact. The Strategic Plan is informed, and underpinned, by various, more detailed departmental plans, including: The Children's and Young People's Plan, Adults' Health and Care Service's vision, the Public Health Strategy, the Climate Change Strategy, and the COVID-19 Recovery Plan. The Strategic Plan covers the period of 2021-2025, reflecting the term of office for the new administration.
8. The current Strategic Plan comes to an end this year, and there are a number of significant issues for local government which will come to the fore during the period of the next Strategic Plan. These include recovery and restoration in Hampshire following the COVID-19 pandemic, an unprecedented financial context, increasing pressure on social care, the proposed new Planning system, and the response to climate change - amongst others. Therefore, it is important that the County Council takes these into account when shaping its strategic direction over the medium term.
9. A comprehensive exercise to review the current Strategic Plan was undertaken to develop the proposed document (attached at appendix one):
 - Review of departments' business plans and other key documents which underpin the Strategic Plan to understand principal areas of focus for services;
 - Inclusion of strategic priorities identified by the Hampshire 2050 Commission of Inquiry;
 - Analysis of feedback from residents via surveys and consultation exercises over the past four years, with key themes highlighted;
 - Identification of priorities for national bodies such as the NHS, County Council Network (CCN) and the Local Government Association (LGA).
10. It is recognised that the COVID-19 pandemic has exacerbated and highlighted the impact of health and social inequality. Therefore, the proposed Strategic Plan places a strong emphasis on advancing social

equality in Hampshire. Further commentary on the main issues facing the County Council in the next five years, which will be addressed by the Strategic Plan, are set out in the overview in appendix one.

Serving Hampshire – Strategic Plan 2021 – 2025

11. The Strategic Plan sets out four strategic aims, each supported by a set of key priorities. The four strategic aims are intended to guide the County Council in prioritising its resources, whilst also reflecting the breadth of the County Council's responsibilities.
12. The proposed Strategic Plan retains the existing four strategic outcomes from the current Strategic Plan, as they remain the principle focus for the County Council's work. These are:
 - **Outcome one:** Hampshire maintains strong and sustainable economic growth and prosperity;
 - **Outcome two:** People in Hampshire live safe, healthy, and independent lives;
 - **Outcome three:** People in Hampshire enjoy a rich and diverse environment; and
 - **Outcome four:** People in Hampshire enjoy being part of strong, inclusive communities.
13. Beneath these priorities sits a new set of objectives for the County Council, aligned with its medium-term priorities and designed to focus work on the key areas of importance for the County Council. These are also set out in appendix one.

Commentary on the Strategic Plan

Outcome 1: Hampshire maintains strong and sustainable economic growth and prosperity

14. The first strategic aim relates to Hampshire's future economic growth and prosperity - this is of strategic importance because Hampshire's economic success underpins a number of other positive outcomes for Hampshire's residents and communities.
15. The new priority areas for the first outcome closely reflect the *Hampshire 2050 Commission of Inquiry's* recommendations and the significant body of evidence developed by the Commission - as well as the need to promote Hampshire's economic recovery from the pandemic in a sustainable way. There is also a focus on exploiting Hampshire's strengths around innovation,

research, and knowledge sectors - this is alongside the development of a skills agenda which is inclusive and supports the matching of people with skills that support the right type of economic growth for Hampshire.

Outcome 2: People in Hampshire live safe, healthy, and independent lives

16. The second strategic aim is about supporting people to live safe, healthy, and independent lives by focusing the County Council's resources where they are needed most. It also prioritises work to enable residents to stay well, both physically and mentally, enabling people to do more for themselves.
17. The County Council's ongoing commitment to capitalising on technological innovation to deliver services is also amplified in the proposed priority areas for outcome two. This is expressed as an opportunity across the organisation, for all its services.

Outcome 3: Hampshire enjoys a rich and diverse environment

18. The third strategic outcome provides a strong alignment to the County Council's key corporate programmes relating to climate change and place shaping – the review of the Strategic Plan for 2021-2025 now provides the opportunity to ensure these areas of work are overtly embedded in the County Council's strategic vision.
19. Reference is also made in the proposed new Strategic Plan to striving for *Environmental Net Gain*, defined by the Ministry for Housing, Communities and Local Government as the aim to reduce pressure on and achieve overall improvements in natural capital, ecosystem services and the benefits they deliver for people and nature.

Outcome 4: Hampshire enjoys strong, inclusive communities

20. This strategic aim is about recognising the resources, skills and strengths that exist in local communities and that, when utilised, can help reduce the demand and dependency on County Council services. With the support of family, friends, volunteers and carers, the majority of people are able to live full and independent lives. In this way, residents and communities become more resilient, doing more for themselves, and less reliant on County Council services. This enables more resources to be targeted where they are needed most.
21. This current review of the Strategic Plan has sought to further strengthen the County Council's essential partnership with the voluntary, community and social enterprise (VCSE), as well as its commitment to tackling health and social inequalities. Both sustaining the positive relationship with the VCSE in

Hampshire, and the need to advance social equality are two issues which will be key to the county's recovery from the COVID-19 pandemic. The review of the Strategic Plan in 2021 provides a timely opportunity to ensure that a strategic focus is maintained on these two matters.

'The way we work' principles

22. The Strategic Plan also includes eight principles for 'the way we work', which signal the approach the County Council will take in delivering the four strategic aims. These eight principles represent the Collective Wisdom design principles for an external audience and are closely aligned.
23. All eight ways of working underpin an overarching ambition to put residents at the heart of everything the County Council does. This means engaging, involving, and informing residents in understanding issues and developing solutions. This will support the County Council to ensure its resources are targeted and responsive to people's needs, thereby aiding efficiency and helping to increase customer satisfaction.
24. These principles also signal the County Council's intention to continue to develop additional accessible, efficient online services – part of its work to enable people to do more for themselves - and reducing dependency on more costly, council services.
25. The importance of working with partners is also recognised within these principles. The County Council's place-shaping role is delivered in partnership with individuals, community and voluntary sector groups and a plethora of other public and private sector organisations – all seeking to serve the same population.
26. The County Council's approach will continue to be characterised by a relentless focus on maximising efficiency and using Hampshire taxpayers' money wisely to provide good value for money. This recognises the County Council's role as the representative body in Hampshire, elected to steward the county well for future generations.
27. The Strategic Plan also recognises the importance of delivering services in ways that value people's differences and treat people fairly. This means empowering residents and employees to fulfil their potential, including by supporting positive emotional and mental health and wellbeing.
28. Finally, the ways of working highlight the County Council's intention to always keep improving. The County Council remains one of the top performing councils in the country – a significant achievement in view of the volume of change and spending reductions that the Authority has had to absorb,

combined with the challenges of the COVID-19 pandemic. Over the next four years, Officers and Members will continue to act in the interests of Hampshire, seeking to find innovative, more efficient ways of working and to maximise value for Hampshire residents.

Review of the corporate Performance Management Framework (PMF)

29. Alongside the County Council's Strategic Plan sits the corporate Performance Management Framework. The PMF offers assurance to Cabinet and CMT against the delivery of the Strategic Plan, and provides evidence that the County Council 'knows itself' as an organisation and is aware of its areas of strengths, as well as opportunities for improvement.
30. It includes a range of performance measures which are regularly monitored by departments, demonstrating measurable progress against the priorities in the Strategic Plan. In addition to this, independent, external validation of the County Council's performance is also captured and reported to Cabinet - this is achieved through recording the County Council's performance against a range of accreditations and certifications. Furthermore, corporate performance reports to Cabinet provide narrative against the County Council's progress against its Inclusion, Diversity and Wellbeing work programme, and the annual Local Government and Social Care Ombudsman determinations.
31. Currently, the corporate performance cycle as per the PMF is on a quarterly, exception basis to CMT. A half yearly and then annual performance report is presented to Cabinet, which also provides information on external validations and significant achievements relating to the Strategic Plan priorities.

Proposed changes to the PMF

32. The refresh of the County Council's Strategic Plan provides the opportunity to review the existing PMF to ensure it continues to be a fit-for-purpose vehicle to monitor its delivery.
33. The new PMF, described below, retains and amplifies key elements of the existing framework, whilst also introducing several new aspects for consideration, including a new Director's performance assessment and the incorporation of the performance monitoring of significant corporate programmes, such as the *Hampshire 2050 Commission of Inquiry* recommendations, and the *Climate Change Strategy*. These will supplement the PMF and provide CMT and Cabinet with additional assurance as well as a more rounded view of the County Council's performance.

34. The new PMF will be implemented for the start of 2021/22 for CMT's quarterly corporate performance reporting, and in the half-year performance reporting to Cabinet towards the end of 2021.

Retained elements of existing PMF

35. *Performance measures:* A revised set of measures reflect a more streamlined and focussed approach and have been proposed by departments as the key measures of their work.
36. *External validation:* The biannual corporate performance reports to Cabinet currently include an appendix which sets out all external accreditations and certifications that services hold during the relevant time period for the report. This section will be retained in the new PMF and amplified in future corporate performance reports as a key source of independent assurance for Members regarding the County Council's performance.
37. *County Council achievements:* Services' key achievements for the performance report's relevant time period are also included as an appendix for Cabinet, with significant items highlighted in the covering report. This would be retained in the new PMF.
38. *Narrative on Inclusion, Diversity and Wellbeing:* A stronger and more overt focus on fairness and equality has been woven into the new Strategic Plan, and the performance reports to Cabinet will continue to include a narrative section on progress against the County Council's Inclusion, Diversity and Wellbeing work programme.
39. *Local Government and Social Care Ombudsman determinations:* The annual summary of LGSCO determinations will continue to be included within the annual corporate performance report to Cabinet.

New, additional elements to be included in the PMF

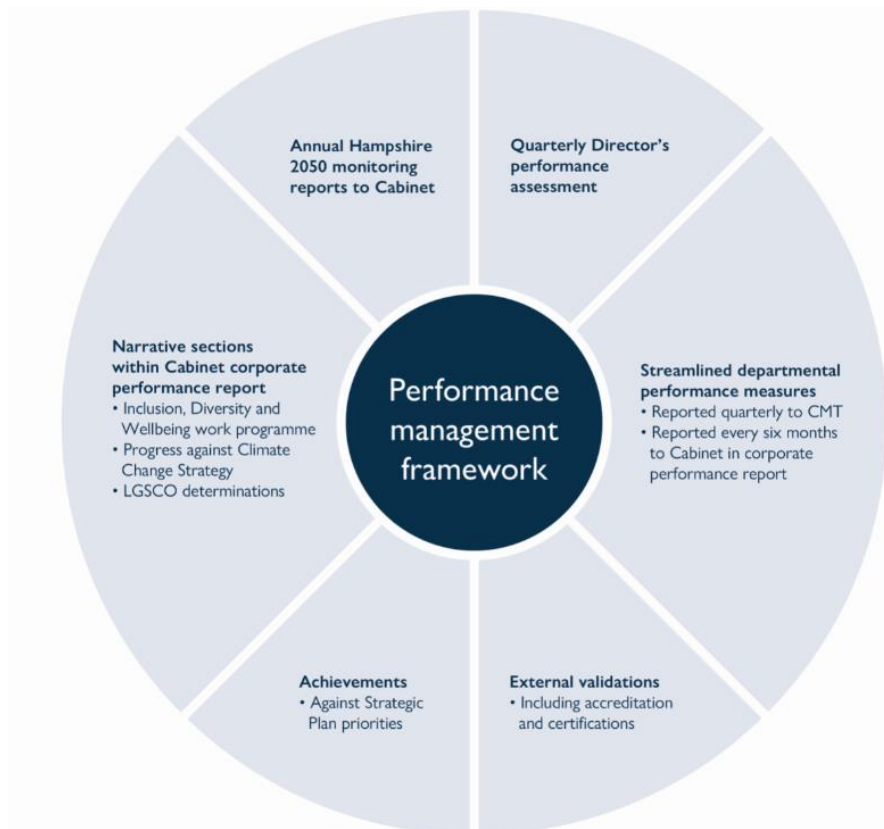
40. *Narrative on Climate Change Strategy:* The first proposed additional element to the new PMF is the inclusion of a short narrative section on progress against the Climate Change Strategy in the annual corporate performance report to Cabinet. As this programme of work requires the involvement of a number of partners, and indicators relating to carbon measures are not available on a frequent basis, an annual, activity-based narrative is proposed as the most appropriate way of integrating this key work programme into the PMF. This narrative will cross-reference to the existing reporting mechanisms for the *Climate Change Strategy* and provide sign posting as far as possible to avoid the duplication of work.

41. *Hampshire 2050 Commission of Inquiry recommendations:* The second additional element is the incorporation of the annual *Hampshire 2050* monitoring report into the wider PMF, to enable Cabinet to have a full view of some of the wider outcomes the County Council wishes to achieve via the Strategic Plan, but do not lend themselves to a direct measure of the County Council's performance.

42. *Director's performance assessment:* A further, qualitative layer of self-assessed assurance will be added to the PMF via a regular Director's performance assessment. This provides an opportunity to highlight performance risks and challenges to Cabinet and CMT and will be undertaken by departments. Directors will also be asked to provide narrative around the department's performance levels, incorporating a focus on residents' needs, and staff engagement.

43. Figure one below summarises the elements described above which will comprise the new corporate PMF.

Figure one



44. Figure two below sets out the proposed reporting cycle of the different PMF elements.

Figure two

Proposed reporting of draft corporate performance management framework

Annual corporate performance report to Cabinet (and Policy & Resources Select Committee)	Streamlined departmental performance measures set
	Narrative sections within Cabinet report: <ul style="list-style-type: none"> • Inclusion, Diversity and Wellbeing work programme • Progress against Climate Change Strategy • LGSCO determinations
	External validations
	Achievements
	Director's performance assessment
	Signpost to annual Hampshire 2050 reporting
Six-monthly corporate performance report to Cabinet (and Policy & Resources Select Committee)	Streamlined departmental performance measures set
	Narrative sections within Cabinet report <ul style="list-style-type: none"> • Inclusion, Diversity and Wellbeing • Progress against Climate Change Strategy
	External validations
	Achievements
	Director's performance assessment
Quarterly corporate performance measure reporting to CMT	Streamlined departmental performance measures set
	Director's performance assessment

Climate Change Impact Assessment

45. Hampshire County Council utilises two decision-making tools to assess the carbon emissions and resilience impacts of its projects and decisions. These tools provide a clear, robust, and transparent way of assessing how projects, policies and initiatives contribute towards the County Council's climate change targets of being carbon neutral and resilient to the impacts of a 2°C

temperature rise by 2050. This process ensures that climate change considerations are built into everything the Authority does.

46. The carbon mitigation tool and/or climate change adaptation tool was not applicable because this report relates to the County Council's overarching Strategic Plan rather than any specific interventions. It is expected that these tools will be applied to any relevant projects which support the delivery of the Strategic Plan outcomes.

Conclusions

47. The proposed new Strategic Plan for 2021-2025 sets out the ambitions and priorities for Hampshire County Council for the term of the new Administration. It reflects the significant challenges facing the County Council during this period, and where it will focus its efforts to ensure resources are targeted where they are most needed.
48. Delivery of the Strategic Plan will be monitored and reported to Cabinet and the CMT through the corporate PMF, which will provide assurance through several different elements to provide a holistic view of the County Council's performance and progress.

REQUIRED CORPORATE AND LEGAL INFORMATION:

Links to the Strategic Plan

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

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:

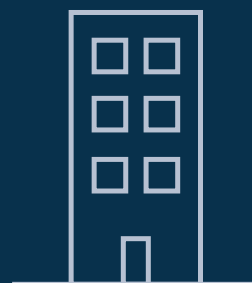
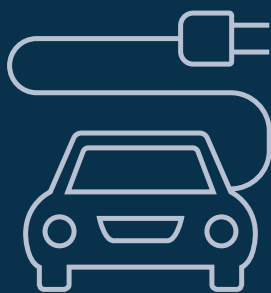
- The need to remove or minimise disadvantages suffered by persons sharing a relevant protected characteristic that are connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic that are different from the needs of persons who do not share 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:

3. The Serving Hampshire Strategic Plan is intended to provide a framework for the County Council's business which supports positive outcomes for all Hampshire residents, including groups with protected characteristics. It will have either a positive or neutral impact on all protected groups.
4. The Strategic Plan has a particular emphasis on prioritising the needs of Hampshire's most vulnerable residents and specifically states that the County Council will work to ensure fair access to services and advance social equality in Hampshire.

Serving Hampshire's residents

Strategic Plan 2021 – 2025



Hampshire County Council is the third largest shire council in the country, delivering the majority of Hampshire's public services, to almost 1.4 million residents (excluding people living in the Southampton and Portsmouth unitary council areas). We are responsible for around 80% of all spend on council services in Hampshire, amounting to £2.1 billion a year.

Along with many other public sector organisations, local government has faced significant financial pressures over the past decade. Over half a billion pounds has been removed from the County Council's budget since 2008, due to ongoing reductions in central government funding, increasing costs and a steadily rising demand for our vital services such as social care for vulnerable children and adults. This reduction in our budget has been achieved whilst also sustaining some of the highest performing public services in the country – the result of sound financial stewardship alongside an ongoing focus on delivering good public services to Hampshire residents.

We know that the next four years, covered by this Strategic Plan, will be even more financially challenging – not least because of the direct impact of the COVID-19 pandemic on public finances. During this crisis period, significant additional costs were incurred, including the extra resource required for ensuring that the most vulnerable people in Hampshire were supported.

None of us have been left unaffected by the COVID-19 pandemic – which represents a defining period of our history. Our priority will remain to keep Hampshire residents safe and do all we can to help our communities and the local economy to 'build back better'.

We want to ensure that we work with our partners to take the opportunity to rethink and reshape how we deliver public services for the future – not only to build a more resilient Hampshire, but also to take robust action to promote a green/sustainable? economy.

The findings of the Hampshire 2050 Commission – an examination of compelling and thought-provoking evidence presented by experts, academics, residents, businesses and Hampshire's young people – identified the most important and complex challenge we must face if we are to ensure quality of life for future generations in Hampshire is adapting to and mitigating the impact of a changing climate, whilst also meeting the current needs of Hampshire's population. The County Council's ability to address this challenge will also be significantly influenced and impacted by the regime changing proposals for the planning system in England, set out in the Government's 'Planning for the Future' White Paper.

With a challenge of this scale, the County Council must work collaboratively with its partners, and not least the voluntary sector, supporting the sector to thrive within Hampshire in order for us to to successfully deliver the far reaching and complex outcomes of the Commission.

The four outcomes below reflect these challenges and form the County Council's Strategic Plan. The Plan will guide all of our work for the next four years.

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

Our priorities are:

- Promoting a **green economic recovery across Hampshire**,
- Ensuring Hampshire has the right conditions for economic innovation to flourish
- Enhancing our competitiveness as an **international gateway and globally connected economy**
- Maximising **opportunities for employment and inclusion** by equipping people with the right skills to support, and benefit from, economic growth
- Promoting **Hampshire's assets and opportunities** as an excellent place to work, visit, live and do business

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

Our priorities are:

- Enabling all children and young people to **have the best possible start in life**
- Secure high achievement for all children and young people, especially those from more vulnerable groups
- Helping people to **stay well** and look after their physical and mental health, whilst maintaining their independence
- Ensuring services meet the **eligible, statutory needs** of our residents and that people are cared for in the right place, for the right time and at an appropriate cost
- Working with partners to keep our communities safe, particularly children and vulnerable adults
- Ensuring that everyone has **fair access** to services, opportunities and life chances, and supporting those groups in our communities who have been disproportionately affected by COVID-19
- Embracing **opportunities offered by technology** to enhance public services, social care and connectivity; that complement rather than compromise human relationships and quality of life

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

Our priorities are:

- Working towards securing **carbon neutrality for Hampshire** by 2050, and becoming resilient to a two degree rise in temperature – leading and collaborating on climate change action, ensuring climate change is embedded into everything we do
- Maintaining and enhancing Hampshire's **unique natural and built environment** and striving for Environmental Net Gain across both
- Protecting Hampshire's breadth of **character and heritage** and valuing both rural and urban communities
- Planning and delivering low carbon **infrastructure** that meets business need and promoting a sustainable and more resilient transport network
- Leading on opportunities to **shape places** across the County that enhance communities and environments – facilitating partners and people to come together with common vision and purpose

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

Our priorities are:

- Advancing **social equality** in Hampshire by tackling health and social inequalities, improving equity of educational achievement, and creating opportunity for all residents
- Enabling communities to be **more resilient and connected**
- Promoting the **development of communities** that support and uphold equity, diversity and sustainability
- Supporting, and working in partnership with a thriving and diverse **Voluntary and Community Sector** and body of volunteers
- Upholding our commitment to the **Armed Forces Covenant** – removing potential disadvantage for Armed Forces families and veterans, and supporting a successful transition into civilian life

The way we work

We will keep Hampshire's residents at the heart of everything we do. We will:

- be accountable and transparent in all that we do;
- use taxpayers' money wisely;
- work closely with our partners;
- engage, inform and involve residents;
- develop accessible and efficient online services;
- exploit digital innovation to deliver effective and efficient services;
- enable people to do more for themselves;
- respond flexibly to people's needs;
- value people's differences;
- treat people fairly;
- keep improving.

HAMPSHIRE COUNTY COUNCIL

Report

Committee:	Policy and Resources Select Committee
Date:	25 June 2021
Title:	Scrutiny Annual Report
Report From:	Chief Executive

Contact name: Louise Pickford, Democratic Services Officer

Tel: 0370 779 1898

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 2020 to March 2021; 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

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

<p>This proposal does not link to the Strategic Plan but, nevertheless, requires a decision because:</p> <p>This is not a decision report. An annual report of the scrutiny function is a requirement of the Constitution.</p>

Section 100 D - Local Government Act 1972 - background documents	
<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:

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

3. Climate Change Assessment:

This report is a review of activity over the past year: it is not making any proposals, therefore there is no impact on Climate Change.

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Scrutiny Annual Report: April 2020 to March 2021

Select Committee: Children and Young People

Report of Chairman: Councillor Kirsty North

Statutory Duties Undertaken: None this period.

Pre-scrutiny of Significant Executive Decisions:

Proposed Changes to Post 16 Transport Policy Statement 2020

The Select Committee pre-scrutinised the proposed changes to the Post 16 Transport Policy Statement 2020 at its 8 July 2020 meeting. The report also outlined the process followed to establish the Policy Statement. The Committee supported the recommendations to the Executive Lead Member for Children's Services and Young People with an additional recommendation for the Committee to receive an update on the effects of the new Policy within six months.

Proposed Changes to the Short Break Activities Programme and Consultation Outcomes

The Select Committee pre-scrutinised the proposed changes to the Short Break Activities Programme and the outcomes of the public consultation held between March and July 2020 at its 11 November 2020 meeting. Following presentation of the report and ensuing questions, the Select Committee unanimously supported the proposals 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:

The Impact of Changes to Post 16 Transport Policy Statement 2020 for Students Attending Post 16 Provision in the 2020/21 Academic Year

The Select Committee received a six-month update at its 13 January 2021 meeting, following pre-scrutiny of the proposed changes to the Post 16 Transport Policy Statement 2020, approved by the Executive Lead Member for Children's Services and Young People on the 8 July 2020.

Referrals: None in this period.

Scrutiny of Budgets and Performance:

Revenue Budget for Children's Services 2021/22

The revenue budget proposals for Children's Services for 2021/22 was pre-scrutinised by the Select Committee at its 13 January 2021 meeting. The Select Committee supported the proposals to the Executive Lead Member for Children's Services and Young People.

Capital Programme for Children's Services 2021/22 – 2023/24

The proposed capital programme for Children's Services for 2021/22 – 2023/24, and the revised capital programme cash limit for 2020/21 was pre-scrutinised by the Select Committee at its 13 January 2021 meeting. The Select Committee unanimously

supported the proposals 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 2019-20
- Attainment of Children and Young People in Hampshire Schools 2020
- Autism Assessment Services for Children and Young People
- Child and Adolescent Mental Health Services (CAMHS)
- Covid Response - Children's Services Update
- Childcare Sufficiency Assessment and Covid-19 Impact and Response for the Childcare Sector
- Ethnic Minority and Traveller Achievement Service (EMTAS) Biennial Update
- Special Educational Needs and Disabilities (SEND) 0-25 Reforms Update – SEN Performance and Joint Working

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

- Annual Safeguarding Report for Children's Services 2020-21
- Attainment of Children and Young People in Hampshire Schools 2021
- Autism Assessment Services for Children and Young People
- Child and Adolescent Mental Health Services (CAMHS)
- Children's Services – an Introduction
- Elective Home Education
- Ethnic Minority and Traveller Achievement Service (EMTAS) Biennial Update
- Fostering Overview
- Savings Programme 2023
- Scrutiny – an Introduction
- Special Educational Needs and Disabilities (SEND) Update
- Youth Offending Service
- Youth Services in Hampshire

Scrutiny Annual Report: April 2020 to March 2021

Select Committee: Culture and Communities

Report of Chairman: Councillor Anna McNair-Scott

Reviews undertaken / outcomes being monitored: None in this period.

Statutory Duties Undertaken: Not applicable to this Committee

Pre-scrutiny of Significant Executive Decisions:

- In March 2021, the Select Committee pre-scrutinised the following matters for consideration by the Executive Member for Recreation, Heritage, Countryside and Rural Affairs:
Winchester Discovery Centre - Future Strategy – proposals for a new partnership model between Hampshire Library Service and Hampshire Cultural Trust
Rights of Way Countryside Paths – proposal for funding remedial works to identified priority rights of way and paths to improve their condition and enable their continued use.
County Farms Policy – proposal for a revised County Farms Policy

The Committee supported each of the recommendations to the Executive Member for Recreation, Heritage, Countryside and Rural Affairs.

- Library Service Transformation and Strategy to 2025
In July 2021, the Select Committee pre-scrutinised proposals for the Library Service Transformation and Strategy to 2025. The Committee supported the recommendations proposed and added a further recommendation for consideration by the Executive Member for Recreation and Heritage.

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

Referrals: None in this period

Scrutiny of Budgets and Performance:

2021/22 Revenue Budget proposals

At the January 2021 meeting, the Select Committee pre-scrutinised the 2021/22 budget proposals for Recreation, Heritage, Countryside and Rural Affairs services. Following debate, the Select Committee supported the proposals to the Executive Member for Recreation, Heritage, 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:

- Hampshire Cultural Trust update on recent operations throughout the Covid-19 pandemic
- Country Parks update/impact of Covid-19
- CCBS Climate Change - Natural Environment Workstream

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Scrutiny Annual Report: April 2020 to March 2021

Select Committee: Economy Transport and Environment

Report of Chairman: Councillor Russell Oppenheimer

Reviews undertaken / outcomes being monitored:

- Planning White Paper (October 2020) - The Select Committee received a presentation on the Planning White Paper, which proposed fundamental reforms to the planning system.
- Flood Defence and Mitigation Strategy (January 2021) - The Select Committee received a presentation regarding the new flood and water management strategy along with information from the Environment Agency on areas and work being tackled across Hampshire.

Questioning and exploring areas of interest and concern:

The Committee received items on the following issues:

- Covid-19 Economic Recovery (July 2020 and October 2020) - The Select Committee received a presentation on the impacts of the pandemic on the economy of Hampshire and plans for recovery.
- Active Travel (October 2020 and January 2021) - The Select Committee received a presentation on the 'pop-up' schemes in place across the County as well as a 'school streets' scheme as discussed at Full Council in September 2021.

Pre-scrutiny of Significant Executive Decisions:

- Transport for South East (TfSE) Strategy (July 2020) – The Select Committee received a report, regarding TfSE proposals to Government to establish a statutory sub national transport body for the South East. Following debate, the Select Committee supported the recommendations being made to Cabinet.
- Recycling and Single Materials Recovery Facility Update (July 2020)
The Select Committee received a report that detailed work undertaken through the Hampshire Waste Partnership programme and the recently introduced Environment Bill and how it would impact waste management in Hampshire. Following debate, the Select Committee supported the proposals to the Executive Member for Economy, Transport and Environment.

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

Scrutiny of Budgets and Performance:

ETE Proposed Capital Programme 2021/22, 2022/23 and 2023/24.

At the January 2021 meeting the Select Committee pre-scrutinised the 2021/22

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.

2021/22 Revenue Budget Report for Economy, Transport and Environment.

At the January 2021 meeting the Select Committee pre-scrutinised 2021/21 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 (January 2021)

The Select Committee received a presentation on work being taken towards climate change and target areas, along with tools in development as part of the decision making process. The Environment Agency were also in attendance to answer questions relating the flooding aspects of climate change.

Scrutiny Annual Report: April 2020 to March 2021

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 2020, the Select Committee received an update on the Hampshire Community Safety Strategy Group and how it was addressing Hampshire's community safety priorities.

Pre-scrutiny of Significant Executive Decisions: None in this period

Call-in of Significant Executive Decisions: None this period

Scrutiny of Budgets and Performance:

Serving Hampshire – 2019/20 Performance Report

In June 2020, the Select Committee considered the 'Serving Hampshire' 2019/20 Annual Corporate Performance Report.

Medium-Term Financial Report

In September 2020, the Select Committee received an update on the medium-term financial prospects for the County Council to 2022/23, in particular in view of the impact of the Covid-19 pandemic.

Revenue Budgets for Corporate Services and Culture, Communities and Business Services for 2020/21 and the Proposed Capital Programme for Culture, Communities and Business Services for 2021/22 to 2023/24

At the January 2021 meeting the Select Committee pre-scrutinised the proposed Revenue Budgets for Corporate Services and Culture, Communities and Business Services for 2020/21 and the proposed Capital Programme for Culture, Communities and Business Services for 2021/22 to 2023/24.

Following debate, the Select Committee supported the proposals to the Executive Member for Policy and Resources and the Executive Member for Commercial Strategy, Human Resources and Performance respectively.

Questioning and exploring areas of interest and concern:

- Covid 19 Financial Impact – June 2020
- Climate Change Strategy and Action Plan update - September 2020

- Presentations from Local Enterprise Partnerships (Solent LEP and EM3 LEP – November 2020)
- Economic Recovery Update and Measures – November 2020
- Broadband update and Presentations with Openreach – March 2021

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

The Policy and 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:

- New draft Serving Hampshire Strategic Plan
- IT Update
- Work of Hampshire Community Safety Strategy Group

HAMPSHIRE COUNTY COUNCIL

Report

Committee:	Policy and Resources Select Committee
Date:	25 June 2021
Title:	Work Programme
Report From:	Chief Executive

Contact name: Louise Pickford, Democratic and Members Services

Tel: 0370 779 1898 **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

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

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.

3. Climate Change Impact Assessment:

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

WORK PROGRAMME – POLICY & RESOURCES SELECT COMMITTEE

Topic	Issue	Reason for inclusion	Status and Outcomes	25 June 2021	24 Sept 2021	19 Nov 2021	21 Jan 2022	3 Mar 2022
Pre-scrutiny	Savings Programme 2023 – Revenue Savings Proposals				X			
Pre-scrutiny	2021/22 Revenue Budget for Corporate Services	To pre-scrutinise the budget proposals for the Revenue budget for Corporate Services, prior to approval by the Executive Member for Policy and Resources	Budget considered annually in January.				X	
Pre-scrutiny	2021/2022 Revenue and Capital budgets (CCBS)	To pre-scrutinise the Revenue and Capital budgets for the CCBS Dept, prior to approval by the Executive Member for Commercial Strategy, Estates and Property	Budget considered annually in January				X	
Budget Monitoring		(a) End of Year Financial Report considered at	(a) Last considered June 2019					

Topic	Issue	Reason for inclusion	Status and Outcomes	25 June 2021	24 Sept 2021	19 Nov 2021	21 Jan 2022	3 Mar 2022
		<p>summer meeting, to see how the budget was managed for the year compared to plan.</p> <p>(b) Medium Term Financial Strategy – considered when appropriate to provide longer term financial context</p>	<p>(b) MTFS last considered Sept 2020.</p>		X			
Overview	Covid-19 Financial Update	For the Committee to receive an update regarding the financial impact of the Covid-19 crisis.	presented at the June 2020 mtg Retain for future update					

Topic	Issue	Reason for inclusion	Status and Outcomes	25 June 2021	24 Sept 2021	19 Nov 2021	21 Jan 2022	3 Mar 2022
Overview	Serving Hampshire - Performance	To monitor how performance is managed corporately and consider the performance information to support identification of areas to focus scrutiny.	(i) Serving Hampshire Strategic Plan 2021-2025 and Corporate Performance Management Framework (ii) Serving Hampshire – 2020/21 Year End Performance Report	X				
Overview (Annual Item)	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 2021, next update due Jan 2022.				X	
Overview	Overview of Scrutiny function	Introduction to Select Committee and Governance		X				
Crime & Disorder (Annual Item for Nov mtg)	Duty to review, scrutinise, and report on the decisions made, and actions taken	This duty passed from the Safe & Healthy People Select Committee to this committee in May	Request update on work of Hampshire Community Safety Strategy Group plus particular focus topic:			X		

Topic	Issue	Reason for inclusion	Status and Outcomes	25 June 2021	24 Sept 2021	19 Nov 2021	21 Jan 2022	3 Mar 2022
	by 'responsible authorities' under the Crime and Disorder Act.	2014	domestic abuse - Nov 2015 Prevent - Nov 2016 Supporting Troubled Families - Nov 2017 Child Exploitation - Nov 2018 Reducing Serious Violence - Nov 2019 No focus topic for Nov 2020					
Collation of Annual Report of Select Committees activity (Annual Item)	To support oversight of the scrutiny function, and the role of this committee to ensure scrutiny activity is having impact and being evaluated.	The Constitution requires that this committee report to Full Council annually providing a summary of the activity of the select committees	Annual report to this meeting in June and submitted to Full Council in July	X				
Consultation Policy	Whether improvements could be made to how the County Council engages with the public.	Members were aware of examples of consultations that had not been well received by the public and wanted to review corporate guidance on consultations.	Working group reported to July 2014 meeting and recommended to Cabinet. Cabinet agreed new policy Feb 2015. Review of implementation April 2016. To retain for future update.					

Topic	Issue	Reason for inclusion	Status and Outcomes	25 June 2021	24 Sept 2021	19 Nov 2021	21 Jan 2022	3 Mar 2022
Overview	Climate Change Strategy and Action Plan updates	Requested by Chairman	Last Strategy update received Sept 2020. Action plan to receive when timely. Retain for future meeting					
Overview	Local Enterprise Partnerships	Requested by Chairman	Introductory presentation Nov 2018. Chief Executive of both LEPs gave a presentation to Nov 2020 meeting. Retain for future meeting.					