

# Public Document Pack



## NOTICE OF MEETING

<b>Meeting</b>	Policy and Resources Select Committee
<b>Date and Time</b>	Thursday, 23rd June, 2022 at 10.00 am
<b>Place</b>	Ashburton Hall, Ell Podium, The Castle, Winchester
<b>Enquiries to</b>	members.services@hants.gov.uk

Carolyn Williamson FCPFA  
Chief Executive  
The Castle, Winchester SO23 8UJ

## FILMING AND BROADCAST NOTIFICATION

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## 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 5 - 8)

To confirm the minutes of the previous meeting held on 21 April 2022.

**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. BROADBAND UPDATE** (Pages 9 - 18)

To receive a presentation from the Director of Culture, Communities and Business Services giving an update on Broadband matters within Hampshire.

**7. SERVING HAMPSHIRE - 2021/22 YEAR END PERFORMANCE REPORT** (Pages 19 - 70)

To consider a report of the Director HR, OD, Communications and Engagement giving an update on the year end performance against the Serving Hampshire Strategic Plan for 2021-2025.

**8. ANNUAL REPORT OF THE SELECT COMMITTEES** (Pages 71 - 84)

To consider a report of the Chief Executive on the County Council's scrutiny activity during April 2021 to March 2022, for submission to Full Council.

**9. WORK PROGRAMME** (Pages 85 - 92)

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 attend the public sessions of the meeting. If you have any particular requirements, for example if you require wheelchair access, please contact [members.services@hants.gov.uk](mailto:members.services@hants.gov.uk) for assistance.**

County Councillors attending as appointed members of this Committee or by virtue of Standing Order 18.5; or with the concurrence of the Chairman in

connection with their duties as members of the Council or as a local County Councillor qualify for travelling expenses.

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# Agenda Item 3

AT A MEETING of the Policy and Resources Select Committee of HAMPSHIRE  
COUNTY COUNCIL held at The Castle, Winchester on Thursday, 21st April,  
2022

Chairman:

\* Councillor Jonathan Glen

* Councillor Tom Thacker	Councillor Stephen Philpott
* Councillor Graham Burgess	* Councillor Jackie Porter
* Councillor Adrian Collett	* Councillor Bill Withers Lt Col (Retd)
* Councillor Alex Crawford	* Councillor Stephen Parker
* Councillor Tim Davies	
* Councillor Zoe Huggins	
* Councillor Wayne Irish	
Councillor Peter Latham	
* Councillor Rob Mocatta	
* Councillor Kirsty North	

\*Present

Also in attendance with the agreement of the Chairman: the Deputy Leader of the Council, Councillor Humby and the Executive Member for Commercial Strategy, Estates and Property, Councillor Forster.

## 45. **APOLOGIES FOR ABSENCE**

Apologies were received from Councillors Peter Latham and Stephen Philpott. Councillor Stephen Parker attended as the Conservative deputy.

## 46. **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.

No declarations were made.

47. **MINUTES OF PREVIOUS MEETING**

The minutes of the last meeting were agreed as a correct record and signed by the Chairman.

48. **DEPUTATIONS**

There were no deputations on this occasion.

49. **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman made the following announcements:

Honorary Alderman Sharyn Wheale

It was with great sadness that the Chairman advised the Committee of the passing of former County Councillor and Honorary Alderman Sharyn Wheale earlier this month. Members gave tributes and expressed deepest sympathies to her family.

LGA article "Getting Under the Skin"

The Chairman advised Members of the recently published Local Government Association article on "Getting under the skin of council budgets" and announced that this could feature on the Committee's work programme at the appropriate time.

50. **COUNTY DEAL**

The Committee considered a report from the Chief Executive on the draft County Deal prospectus which set out the continuing work and positive direction of travel of a potential County Deal for Pan Hampshire and the surrounding area, which was endorsed by Cabinet in December last year.

The key points of the report and accompanying presentation were highlighted. During discussion, Members expressed general support to the paper and the opportunities it offered.

Several questions were answered around finances and the levels of devolution and which was being applied to Pan-Hampshire. Members were advised that close attention was being paid to the governance models being progressed in Devon, which had a similar mixture of County and Unitary authorities.

RESOLVED:

The Committee noted the opportunities contained in the White Paper and the current progress being made across Pan-Hampshire and the wider area.

51. **WORK PROGRAMME**

The Committee considered a report from the Chief Executive regarding the work programme.

In considering the report, Members requested that a focus topic on restorative justice accompany the update on work of Hampshire Community Safety Strategy Group, which is to be considered at its meeting in November 2022. The Committee also asked that the Hampshire Police and Crime Commissioner be invited to this meeting.

RESOLVED:

That the work programme be approved.

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Chairman,

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# Update on Broadband

P&R Select Committee

23 June 2022

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Agenda Item 6



## Social Tariffs £15/month

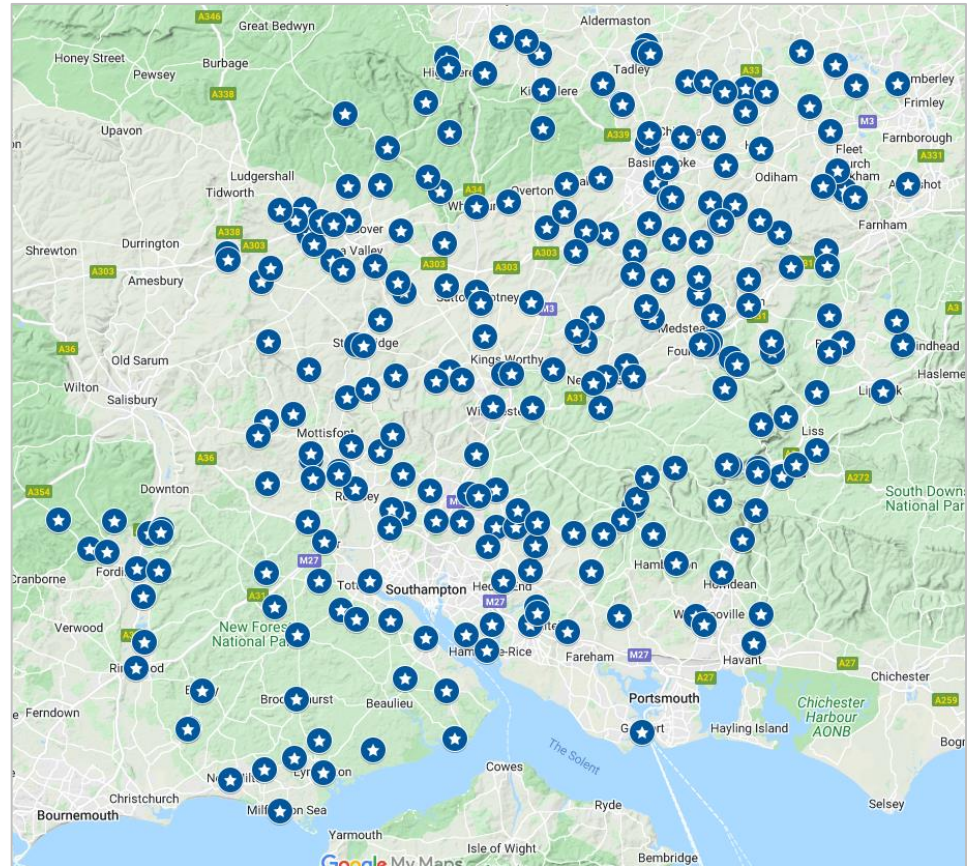
Universal Credit  
Pension Credit  
Employment and Support Allowance  
Jobseeker's Allowance  
Income Support



## Superfast programme delivered (2013-2022)

- 97.4% coverage across Hampshire
  - Upgraded broadband in 261 parishes
  - Installed 487 miles of new fibre optic cables
  - Upgraded 115,000 premises
    - 12,000 Gigabit Capable FTTP
- |                          |         |
|--------------------------|---------|
| • HCC Contribution       | £12.95M |
| • Districts Contribution | £1.2M   |
| • BDUK Contribution      | £19.8M  |

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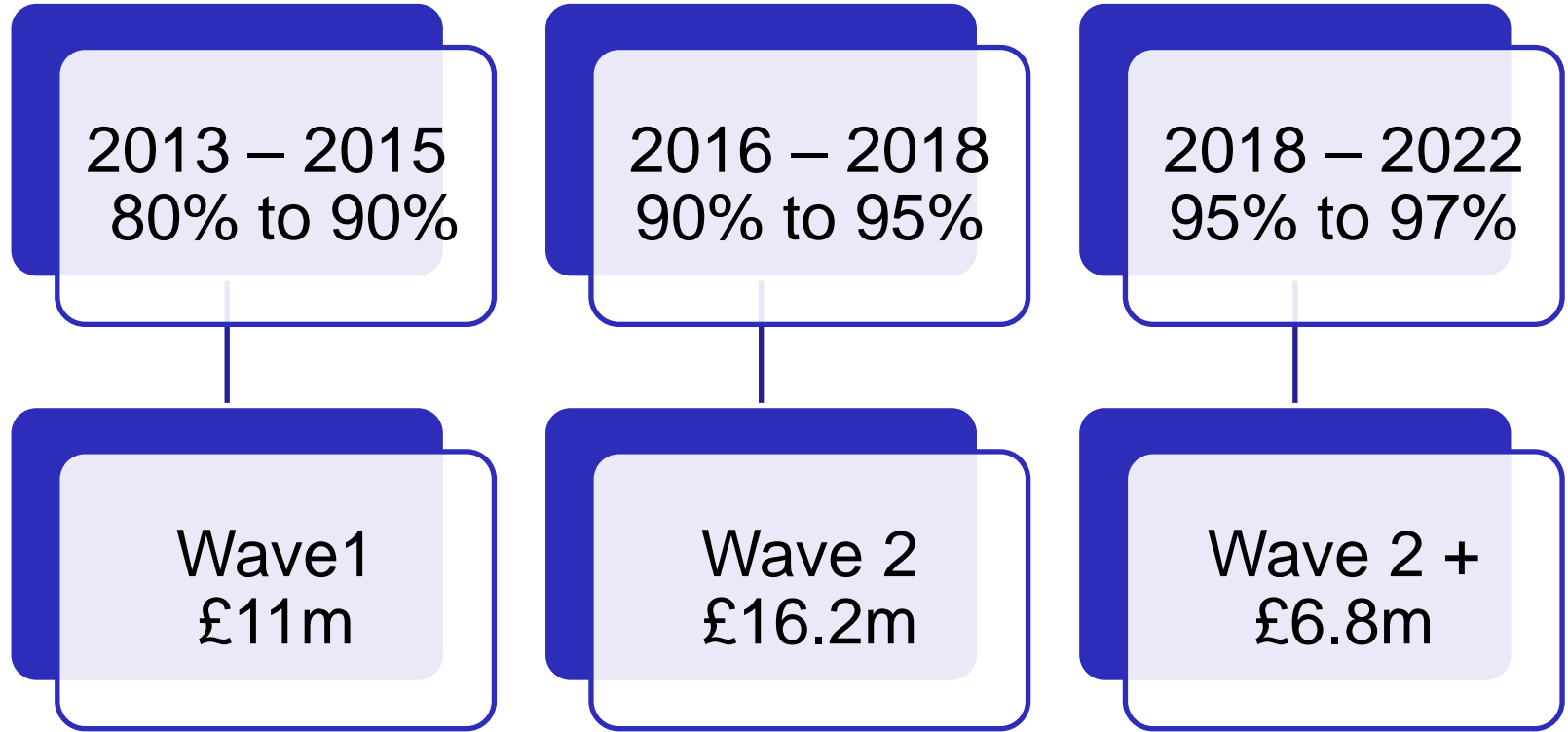
# Where are the c.20,000 premises?

- Remaining premises are spread across the county in every district and parish.
- Promoting the government's Rural Gigabit Connectivity Voucher (RGC) to address this.
- Project Gigabit Procurement to Start Summer 2022.



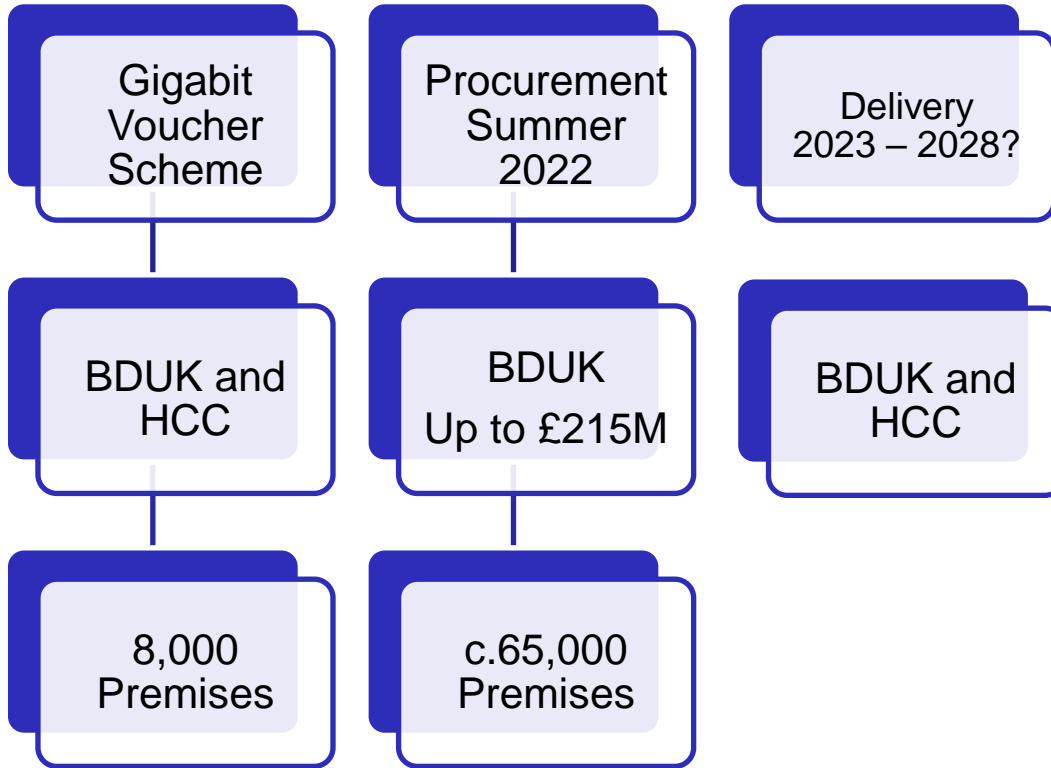
# Hampshire Superfast Programme

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# BDUK Project Gigabit in Hampshire

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# BDUK Voucher Scheme Projects

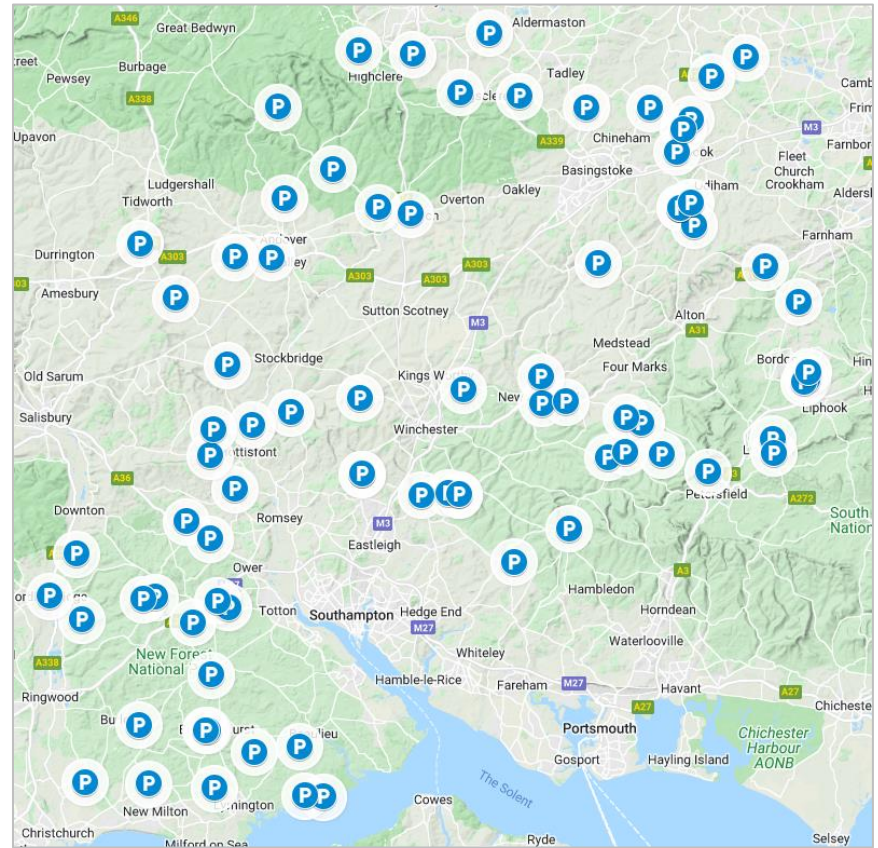
## Community Led

80 Schemes in delivery across Hampshire

59 BDUK Projects  
c. 5,000 premises

11 Top Up Scheme Projects  
c. 3,000 premises

Closed to new applications whilst procurement  
takes place



# Gigabit Voucher Scheme & HCC Top Up

- Funding
  - £1,500 per residential property from BDUK
  - HCC provides an additional £1,500 per residential property
  - £3,500 per SME from BDUK
- HCC Top Up - £2m
  - 21 Projects Approved
  - 3,000 premises
  - £1.4M allocated so far
- Current uptake of Vouchers is 45% in project areas
  - Increase uptake of vouchers to make the HCC funding go further

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# BDUK Gigabit Procurement

- Hampshire in Phase 1b
- Invitation To Tender summer 2022?
  - c.70,000 premises
- Split into two areas
  - New Forest
  - Rest of Hampshire
- Contracts Awarded 2023?

# Questions ?

## HAMPSHIRE COUNTY COUNCIL

### Cover Report

<b>Decision Maker:</b>	Policy and Resources Select Committee
<b>Date:</b>	23 June 2022
<b>Title:</b>	<i>Serving Hampshire – 2021/22 Year End Performance Report</i>
<b>Report From:</b>	Director HR, OD, Communications and Engagement

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

**Tel:** 0370 779 1776

**Email:** Stephanie.randall@hants.gov.uk

#### Purpose of this Report

1. The purpose of this item is for the Policy and Resources Select Committee to monitor performance against the *Serving Hampshire Strategic Plan for 2021-2025*. 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 2021/22;
  - b) notes progress to advance inclusion and diversity;
  - c) note progress against the Council's Climate Change Strategy and Action Plan 2020-2025; and
  - d) notes the overview of Local Government and Social Care Ombudsman (LGSCO) Determinations in 2021/22, and assessment decisions contained in the LGSCO 2020-21 annual report letter.

#### Contextual information

3. Cabinet is due to consider the attached report providing oversight of the County Council's performance during 2021/22 when it meets on 19 July 2022.
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**

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

**Other Significant Links**

<b>Links to previous Member decisions:</b>	
<u>Title</u>	<u>Date</u>
Serving Hampshire Strategic Plan 2021-2025 and Corporate Performance Management Framework	13 July 2021
<b>Direct links to specific legislation or Government Directives</b>	
<u>Title</u>	<u>Date</u>

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

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

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

## **IMPACT ASSESSMENTS:**

### **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**

Hampshire County Council utilises two decision-making tools to assess the carbon emissions and resilience impacts of its projects and decisions. These tools provide a clear, robust, and transparent way of assessing how projects, policies and initiatives contribute towards the County Council's climate change targets of being carbon neutral and resilient to the impacts of a 2°C temperature rise by 2050. This process ensures that climate change considerations are built into everything the Authority does.

The Carbon Mitigation Tool and/or Climate Change Adaptation Tool was not applicable to this report as it relates to performance against the County Council's overarching Strategic Plan rather than any specific interventions. It is expected that these tools will be applied to any relevant projects which support the delivery of the Strategic Plan outcomes.

## HAMPSHIRE COUNTY COUNCIL

### Report

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

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

**Tel:** 0370 779 1776      **Email:** Stephanie.randall@hants.gov.uk

#### Purpose of this Report

1. The purpose of this report is to:
  - provide strategic oversight of the County Council's performance during 2021/22 against the *Serving Hampshire Strategic Plan for 2021-2025*;
  - outline ongoing work and achievements to advance inclusion and diversity
  - report progress against the [Council's Climate Change Strategy and Action Plan 2020-2025](#); and
  - provide an overview of Local Government and Social Care Ombudsman (LGSCO) Determinations in 2021/22, and assessment decisions contained in the LGSCO 2020-21 annual report letter.

#### Recommendation(s)

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

## Executive Summary

3. This report demonstrates that:

- During 2021/22, good progress has been made towards achieving the objectives of the 2021-25 Serving Hampshire Strategic Plan. Almost all corporate performance measures have shown improvement during the year, with nearly half meeting challenging targets set at the start of the year. This is despite the continuing impact of the COVID-19 pandemic, increasing inflationary pressures, and labour market challenges.
- The County Council has continued to advance inclusion and diversity within its workforce, with staff reporting that they felt more engaged and treated more fairly. Progress is expected to continue, with the newly published 2021-24 Inclusion Strategy and associated Inclusion Action Plans committing to further action over the next three years.
- The County Council has also continued to make progress towards its commitments for Hampshire to be carbon neutral by 2050, and to improve the County's resilience to manage a 2°C rise in temperature. This has been aided by investment in and support for projects to improve environmental sustainability, a fall in net carbon emissions from the Council's operations, and faster than anticipated behaviour change prompted by the COVID-19 pandemic.
- There is a statutory duty on the Monitoring Officer to report to Cabinet references to the LGSCO, where the LGSCO has made a determination of maladministration or injustice in respect of the exercise of Executive Functions. This report provides details of determinations received in 2021-22.



## Contextual information

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

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

11. The principal purpose of the PMF is to provide commentary on the County Council's performance in delivering against the Serving Hampshire Strategic Plan. The following paragraphs provide an update regarding performance highlights in 2021/22 aligned to its four key outcomes:
- **Outcome one: Hampshire maintains strong and resilient economic growth and prosperity**
    - The County Council has seen 352 apprenticeships start within the Organisation in 2021/22, of which 205 were in the Council and 145 in schools. This represents an increase of 88 on 2020/21 and a near-return to pre-pandemic levels, bringing the total number of apprentices on the programme to 751 at the end of March 2022. The 87% retention rate of apprentices within the organisation is higher than the national average (59%) and has remained around this level for around five years, demonstrating the long-term return on investment. The rate of apprentices achieving their accreditations (66%) is also higher than the national average (58%).
    - In addition, the County Council manages an Apprenticeship Levy scheme that allows Hampshire businesses and public sector organisations to apply for funds to support their own apprenticeship schemes. £915,000 was paid from this scheme in 2021/22, funding 453 new apprenticeship starts at a value of £2.9 million within these organisations through the year.
    - The lengthening of the Eclipse Rapid Transit busway in Gosport was completed and opened in December 2021.
    - As part of measures to support businesses recover from the COVID pandemic, reducing economic impacts and encouraging Hampshire's economic growth, the County Council agreed to maintain contract payments for community transport operators at 100% from 1 April 2022 to 31 March 2023. This will assist operators in the recovery and operation of their services, as they continue to experience lower passenger numbers (currently 35% lower than before the COVID-19 pandemic) as user confidence returns.
  - **Outcome two: People in Hampshire live safe, healthy, and independent lives**
    - Hampshire Children's Services and safeguarding partners (Hampshire Constabulary and pan-Hampshire Clinical Commissioning Groups) received positive feedback on continued strong performance in safeguarding children was received through a pilot Joint Targeted Area Inspection (JTAI) of 'Front Door' services in November 2021. The report highlighted that front door services deliver the support that Hampshire families need at the right time, as a result of the leadership in Hampshire, the drive for continuous

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

- As at the end of February 2022, 93.3% of Hampshire schools were judged to be 'good' or 'outstanding' by Ofsted.
  - Just over 98% of parents were offered a reception year place for their child in one of their three preferred choice schools from September 2021, and just over 93% were allocated a place at their first choice of school, consistent with the performance in previous years.
  - Food vouchers were provided during the school holidays to the children of vulnerable families affected by the pandemic. The COVID-19 Local Support Grant Scheme was organised through the 'Connect4communities' programme, which is led by Hampshire County Council, in collaboration with community partners. This scheme has now been further extended through 2022, to ensure that children in Hampshire eligible for free school meals, and other children deemed vulnerable by the Council, will have access to free healthy meals and enriching activities during the year's Easter, Summer and Christmas school holidays.
  - Performance against the national indicator N14.1s (percentage of children's social care first assessment timeliness within 45 days) was consistently strong and above both national and south east averages.
  - The first 'Independence Hub' opened in Alton in December 2021, offering post-16 education tailored specifically for young people with special education needs and disabilities (SEND). Three more Independence Hubs are planned to open over the coming two years, with an expectation that additional sites will also be identified.
  - The *Call to Care* campaign took place, showcasing the careers available in social in Hampshire, as part of a strategic approach to addressing recruitment challenges in the sector.
  - The release of CIPFA Public Library Stats for 2020/21 showed Hampshire Libraries to have the highest number of both physical and digital book issues and the highest number of visits of any county authority. A further 3.4 million physical books were issued in Hampshire libraries in 2021/22 whilst the number of eBooks issued in the same year (1.8 million) was more than double the number issued before the COVID-19 pandemic (869,081) in 2019/20.
- **Outcome three: People in Hampshire enjoy a rich and diverse environment**
    - Hampshire's first recycling road materials site opened in Micheldever in June 2021, allowing the Council to reuse road materials dug up during road maintenance operations to reduce CO2 emissions by 67,500kg, and save £320,000 per year.

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

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

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

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

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

13. At the end of 2021/22 of the 26 corporate performance measures, the majority (21, or 81%) were reported by departments as being at low performance risk<sup>1</sup> and the remainder (5, or 19%) as being at medium

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

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

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

- **Condition of the principal highways network which should be considered for maintenance** – 4% of highways were rated as requiring consideration for maintenance in 2020/21 (the latest available figure), compared with a target of 3% and baseline of 3% in 2019/20. This has been caused by a combination of factors, including COVID-19, which forced a change in highways maintenance schedules during the year, a reduction in the scope of the maintenance programme due to increasing costs, and prolonged periods of poor weather, all impacting on a deteriorating network. In practise this will continue to impact on the highway network with further pressure on the Highways Service created by factors including global supply issues and rising costs, as well as the ongoing impact of three weather events experienced during the final months of 2021/22 on subsequent maintenance programmes. With the current fragile condition of the network, it is unlikely this position will improve in the near future.
17. Additionally, a number of other measures did not meet their targets for 2021/22, whilst still demonstrating performance better than, or similar to, that of the previous year. The main drivers for this include:
- Impacts of the pandemic during 2021/22:
    - Some sites (such as libraries, cultural venues, and outdoor sites) closed or offered reduced services as required by lockdown restrictions. These sites are now operating normally, following the end of pandemic restrictions.
    - The National Child Measurement Programme (NCMP) in Hampshire could not undertake the number of measurements that it could in previous years.
  - Behaviours of providers and residents impacting performance:
    - The uptake of school meals took time to return to pre-pandemic levels as staff vacancies and absence impacted performance and some schools continued to serve lunch in classrooms rather than in dining halls for a period following the relaxation of COVID restrictions.
    - Parents were more likely to opt out of participation in the NCMP survey study, which is believed to be due to concerns about the mental wellbeing of students following changes in their lifestyles during the lockdown.
    - In-person visits to libraries took time to recover.
18. Mitigation plans are already in place to support these programmes, and the picture will become clearer in the coming months as the economic recovery from the pandemic continues and the economic impacts on households and services from inflation and supply issues develop.

19. Performance Risks: No performance measures were rated as high risk during 2021/22. However, departmental returns highlighted several wider areas of risk for the County Council. These included:

- labour force pressures which have impacted departments, including the HGV driver shortage, pressures on care home staffing, social workers, and staff in catering and hospitality roles. Work is underway to develop our attraction strategy and employee value proposition, to better understand patterns of external and internal turnover/retention, and to further develop our insight about the future skills and workforce needs of the organisation, all with the intention of gaining a competitive edge in the recruitment market. This includes seeking to improve attraction rates for those under the age of 25 through the development of appropriate interventions aimed at the post 16 market and reviewing and updating our Leadership and Management development framework in line with emerging needs. In addition to a greater focus from senior management on recruitment, staff had been reallocated to support where needed and appropriate, for example to support Afghan and Ukrainian resettlement programmes. Managers remain mindful of the strain on staff who have continued to work over the pandemic, as some front-line services have continued to experience significant levels of COVID-related sickness absence;
- inflationary pressures which have affected the business, both in terms of increasing costs for materials and supplies as well as the impact of service users struggling to pay service charges; it is anticipated that there will be an increase in service users requesting financial reassessment of their circumstances as costs of living are expected to rise further over the coming year;
- costs and availability of construction materials which impacted highways maintenance and development, and property construction services. Work programmes have been prioritised to allow essential work to be undertaken, although the expectation from the impacted services is that this pressure will continue for the foreseeable future; and
- pressure on essential services, which remained high, with the volume and complexity of adult safeguarding work having increased as well as growing service user needs as a result of pressures on NHS services. To counter this, waiting lists have been reviewed frequently to maintain required standards and additional short-term capacity has been procured to support vulnerable service users.

### **Inclusion, Diversity and Wellbeing update**

20. In May 2021 all County Council employees were invited to take part in an employee survey covering inclusion and wellbeing, following surveys in 2018 and 2019. 4,885 employees responded, and the results indicated that there has been an improvement in employee wellbeing. In particular, staff reported better engagement with managers and fairness in the application of policies



and in recruitment, and reduced levels of harassment, discrimination, bullying and abuse.

21. Following the publication of the County Council's Zero Tolerance Statement in July 2021, the Dignity at Work policy and how to guide have been updated to include guidance for managers on how to manage situations with service users, the public, and other stakeholders.
22. The County Council has celebrated the diversity in its workforce, through events organised with the Council's staff networks. This included activities to support Black History Month (October 2021), Disability History Month (18 November - 20 December 2021), and LGBT+ History Month (February 2022), and events are planned to celebrate Pride Month in June 2022.
23. The County Council published its Inclusion Strategy for 2021-2024 in September 2021. The Strategy outlines how the Council will improve inclusion and diversity, and the benefits for staff, service users, and partner organisations. As part of this, over 2022 the County Council will focus on the following:
  - Making flexible working more accessible for colleagues from specific groups as identified in the staff survey
  - Raising awareness of and sharing information about the diversity and cultures of colleagues and their lived experiences (linked to the Let's Talk About... series and Diversity Role models project)
  - Representation at all levels, through initiatives to increase the numbers and profiles of people from protected characteristics groups in senior roles
  - The Resolving Conflict scheme, to explore and evidence the value of a 'conflict resolution' approach, modelled on a restorative justice and alternative dispute resolution process
  - By addressing incidences and increasing satisfaction, such as incidents of bullying, harassment, abuse, discrimination and microaggressions, with the aim of increasing satisfaction with outcomes
  - Developing the use of data and insight through the Annual Workforce Report and People data strategy, supported by an updated Data Statement
  - Communications, branding and information, to improve the internal and external offer for inclusion, diversity and wellbeing communications and information
  - Projects to embed health and wellbeing in the organisation over the longer-term
  - A wellbeing session schedule of regular internal events and activities which support and enhance colleague wellbeing
  - The manager support and toolkit which explores, identifies and provides relevant wellbeing resources to support managers around wellbeing

24. An Inclusion Action plan has been developed in respect of the inclusion priorities. In addition, Departments have developed their own Inclusion Action plans which will support delivery of the Strategy, following self-assessments of the inclusivity and accessibility of their services, including assessment against the Modern Slavery statement.
25. The Strategy will also be supported with updated policies, guidance and accreditation, including the following:
- Guidance on ‘Supporting employees with caring responsibilities’
  - HR and Finance policies and processes to support inclusion and diversity objectives – including areas of current good practice and areas for future improvement
  - Level 2 accreditation of the Disability Confident Scheme, supporting the recruitment, retention and development opportunities for disabled people

### **Climate Change update**

26. Four Climate Change projects, [launched by Cabinet on 14 July 2020](#), have progressed as described below.
- Through the Greening Campaign 42 communities have been engaged to encourage behaviour change by residents, and Community Renewal Funding has been awarded to work with 20 communities.
  - The Community Energy Network supports and enables local communities to build their own capacity for renewable energy and energy efficiency, with funding awarded to support the development of five community projects to date in Hampshire.
  - The Environment Centre is a free advice phone line for residents on various issues such as energy efficiency and sustainability, available at [www.environmentcentre.com](http://www.environmentcentre.com). Work is underway, supported by the County Council, to develop the hub as a trusted and accurate information source on Hampshire’s work to improve sustainability, ways to save energy, how to retrofit existing facilities to be more environmentally sustainable, how to make use of renewable energy sources, and information on local air quality. The site will support residents by signposting them to grants and other funding sources available to install sustainable measures in their properties, with an emphasis on web-based tools such as webchat.
  - Hampshire Solar Together is a group-purchasing scheme for homeowners wishing to install solar panels at their properties. There have been some delays to the scheme as a result of the pandemic, although supply chain issues have now been resolved and approximately 700 solar installations are planned to be completed by Autumn 2022.

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

#### **Local Government and Social Care Ombudsman determinations 2021/22**

32. There is a duty on the Monitoring Officer to report to the County Council / Executive on matters including maladministration or injustice under Section 5 and Section 5A of the Local Government and Housing Act 1989 (LGHA).
33. Where complainants have exhausted the County Council's complaints processes and remain dissatisfied, reference can be made to the Local Government and Social Care Ombudsman (LGSCO). Complaints to the Ombudsman can be made regarding the exercise of the County Council's administrative functions (maladministration), and/or its service provision (injustice in consequence of maladministration). Upon receipt of a complaint the Ombudsman makes a determination whether or not to investigate. Cases are only investigated where the Ombudsman has jurisdiction to do so, and where the Ombudsman considers it appropriate to investigate under the LGSCO Assessment Code.
34. In 2021/22 (April 2021 – March 2022), 23 determinations were received from the LGSCO. In 20 cases the LGSCO determined that there had been maladministration or injustice. In 2 cases the LGSCO determined that there had been maladministration but no injustice. In 1 case the LGSCO determined that there had been no maladministration or injustice. More details of individual decisions are provided at Appendix 3. It should, however, be noted that this represents only a very limited number of references to the LGSCO.
35. The overwhelming majority of complaints made to the LGSCO regarding the County Council are rejected without investigation by the LGSCO, and the County Council therefore only receives notification of those references to the LGSCO which the LGSCO determines they will investigate. It may be noted that all determinations received related to complaints regarding the provision of Adults and Childrens Services, in particular referring to pressures within Special Education Needs services which experienced a significant increase in the number of Education and Healthcare Plans (EHPs) in recent years (in 2014 there were in the region of 5,000 EHPs, compared with around 13,000 at the current time – an increase of over 160%). It should also be recognised that this is in the context of the significant pressure on these services caused by the Covid-19 pandemic.
36. An annual report is published by the LGSCO in July each year with assessment decisions. In 2020/21, being the latest year for which statistics from the LGSCO are available. 27 of the 31 complaints against the County Council investigated by the LGSCO were upheld, (around 12% more than comparator councils). However, it should be noted that the LGSCO conducted significantly fewer (around 62%) investigations in respect of complaints made to the LGSCO against Hampshire County Council than other comparator Councils.

## Conclusions

37. This report and its supporting appendices demonstrate that the County Council performed well in the delivery of core public services during 2021/22 against its *Serving Hampshire* Strategic Plan, with over three quarters of its corporate performance measures showing improved or maintained performance, and no measures being rated as representing a high-performance risk to the County Council.
38. The County Council delivered this performance against a complex backdrop of ongoing and emerging challenges during the year, including the continuing impact of COVID-19, budget constraints, workforce and inflationary pressures, and other on-going externally driven challenges.
39. Where measures did not meet their targets, the causes for this are understood and, where necessary, further work and regular monitoring are ongoing to help deliver these targets in the future.
40. The sources of internal and external validation listed in Appendix 1 demonstrate that the Council's services continue to adhere to national standards and are tracked by service managers to maintain the quality expected of them.
41. The County Council also continues to deliver against its strong commitment to inclusion, diversity and wellbeing for its staff, and this progress is recognised by employees.
42. The first Climate Change Annual Progress Report (2020/21) documents significant progress being made via a range of actions designed to reduce carbon emissions and ensure that Hampshire is prepared for the impact of climate change.

**REQUIRED CORPORATE AND LEGAL INFORMATION:**

**Links to the Strategic Plan**

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

**Other Significant Links**

<b>Links to previous Member decisions:</b>	
<u>Title</u> Serving Hampshire Strategic Plan 2021-2025 and Corporate Performance Management Framework	<u>Date</u> 13 July 2021
<b>Direct links to specific legislation or Government Directives</b>	
<u>Title</u>	<u>Date</u>

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

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

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

## **EQUALITIES IMPACT ASSESSMENT:**

### **1. Equality Duty**

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

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

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

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

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

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

### **3. Climate Change Impact Assessment**

Hampshire County Council utilises two decision-making tools to assess the carbon emissions and resilience impacts of its projects and decisions. These tools provide a clear, robust, and transparent way of assessing how projects, policies and initiatives contribute towards the County Council's climate change targets of being carbon neutral and resilient to the impacts of a 2°C temperature rise by 2050. This process ensures that climate change considerations are built into everything the Authority does.

The Carbon Mitigation Tool and/or Climate Change Adaptation Tool was not applicable to this report as it relates to performance against the County Council's overarching Strategic Plan

rather than any specific interventions. It is expected that these tools will be applied to any relevant projects which support the delivery of the Strategic Plan outcomes.



## Appendix 1: Sources of internal and external validation

Assessment title	Area	External/internal	Latest judgement
<b>Children's Services</b>			
Inspection of Local Authority Children's Services	Full children's social care inspection	External – Ofsted	Hampshire was judged as <i>Outstanding</i> across all areas in June 2019.
Inspection of children's homes	Residential care homes inspection	External – Ofsted	Ofsted resumed graded inspections of residential and secure children's homes with effect from 1 April 2021.  Nine out of 10 homes have been inspected during the current Ofsted inspection cycle. The only home not inspected remains temporarily closed.  Five out of 10 homes are currently graded Outstanding or Good.
School Inspections	Inspections of schools	External – Ofsted	As at the end of February 2022, 93.3% of schools were judged to be Good or Outstanding by Ofsted.
Social care self-assessment	Self-evaluation is an integral element of inspection of the local authority children's services (ILACS) framework	Internal and external – shared with Ofsted prior to annual conversation with the Director of Children's Services	The 2021 Social Care Self-Assessment was sent to Ofsted ahead of the annual conversation which took place on 7 March 2022.

Assessment title	Area	External/internal	Latest judgement
Inspection of Hampshire youth offending services	YOT inspection	Her Majesty's Inspectorate of Probation	Overall <i>Good</i> 2018. The inspectorate considered the arrangements for organisational delivery, the quality of court disposals, and out-of-court disposals work when making its judgement <a href="http://www.justiceinspectorates.gov.uk/hmiprobation/inspections/hampshireyos/">www.justiceinspectorates.gov.uk/hmiprobation/inspections/hampshireyos/</a> 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
<b>Adults' Health and Care</b>			
Adult Social Care Services Inspection	Inspection of in house provided residential and nursing homes	External – Care Quality Commission	21 in-house care providers are rated <i>Good</i> (including the four Community Response Teams that deliver reablement to clients at home)
Gold Standards Framework	Residential and nursing homes	External - National Gold Standards Framework (GSF) Centre in End of Life Care	Four of the County Council's residential and nursing homes have maintained their Platinum accreditation with the Gold Standards Framework as at the end of 2021/22: <ul style="list-style-type: none"> <li>• Emsworth House</li> <li>• Fleming House</li> <li>• Malmesbury Lawn</li> <li>• Westholme</li> </ul>
<b>Economy, Transport and Environment</b>			

<b>Assessment title</b>	<b>Area</b>	<b>External/internal</b>	<b>Latest judgement</b>
Accreditation to ISO9001:2015 – Quality Management	Economy, Transport & Environment (ETE) Department – whole department	External – British Standards Institute (BSI)	Audited twice a year, with surveillance assessments continuing to happen remotely during COVID restrictions. Last assessment (November 21) resulted in accreditation being successfully maintained. The next assessment is due in May / June 2022.
<b>Culture, Communities and Business Services</b>			
Operational Authorisation (Replaces the Permission for Commercial Operations)	Drone Service (Asbestos)	External – The Civil Aviation Authority	Permission granted from 19 <sup>th</sup> Aug 2021 until and including 19 <sup>th</sup> Aug 2022.
UKAS Accreditation	Hampshire Scientific and Asbestos Management services following an annual assessment	External – UKAS (UK Accreditation Service)	UKAS provide accreditation that Hampshire's scientific testing and inspection activities are conducted to the standard set out in ISO 17020 and 17025 and comply with the Forensic Regulators Code of Practice.  UKAS audit Hampshire Scientific Service annually for compliance and the last assessment was in May 2021 - accreditation was maintained
Adventure Activities Licensing Services (AALS) Inspection	Hampshire Outdoor Centres	External – Adventure Activities Licensing Authority	Calshot Activities Centre: Validation expires July 2023  Hampshire and Cass Foundation Mountain Centre: Validation expires July 2022

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

<b>Assessment title</b>	<b>Area</b>	<b>External/internal</b>	<b>Latest judgement</b>
Green Flag Awards	Outdoor accreditation for a variety of areas	External - Keep Britain Tidy	Awards resumed post-COVID-19 and Green Flag awarded in 2021 to all the Country Parks.  Royal Victoria Country Park and Staunton Country Park have also been awarded the Green Heritage Award October 2021.
Ease of Use Survey	Volunteer survey of the Rights of Way network	External	Audits a minimum of 5% of the network each year (2.5% twice a year, in May and November), based on a set methodology. The Ramblers were able to provide figures for both May and November 2021 the average pass rate was 65.5% pass against all criteria.
Sites of Special Scientific Interest (SSSIs)	Countryside sites in Hampshire, as part of UK wide assessment	External – Natural England	Natural England assesses the condition of SSSIs using Common Standards Monitoring (CSM) <sup>1</sup> . One of the largest grassland sites in southern England owned by HCC and Natural England has recently been reassessed as in Favourable Condition from unfavourable recovering.
Rural Payment Agency (RPA) Inspections	Countryside sites with Pillar 1 and Pillar 2 common agricultural agreements in place	External - Rural Payment Agency (RPA)	The Rural Payments Agency (RPA) inspects a percentage of agreements each year on behalf of Natural England. The inspections check agreement holders are meeting the schemes' terms and conditions

Assessment title	Area	External/internal	Latest judgement
Animal and Plant Health Agency (APHA) checks	Inspect animal health and welfare	External - Animal and Plant Health Agency	Spot checks of countryside sites for animal health and welfare and plant disease. Last check undertaken in August 2021, with one recommendation on administrative process timeliness noted and addressed.
Food Hygiene Ratings	Countryside Country Park cafes	Environmental Health Officer	Current 5-star ratings at: <ul style="list-style-type: none"> <li>Manor Farm (Feb 2020),</li> <li>Staunton Farm (Oct 2019),</li> <li>Titchfield Haven (May 2022),</li> <li>Royal Victoria (Jan 2020), and</li> <li>Lepe Country Parks (Jan 2022)</li> </ul> Current 4-star rating at Queen Elizabeth Country Park (Nov 2021)
General Register Office (GRO) – Stock and Security Audit	Registration – provides assurance to the GRO Compliance and Performance Unit	External - General Register Office	Received positive high rating in 2016, Next assessment due November 2020 (4-year cycle for those with a high rating) This has been delayed by GRO due to impact of C-19 and date for next assurance review will be 10 <sup>th</sup> Oct 2022
General Register Office (GRO) Annual Performance Report	Registration-provides assurance to the GRO on local performance against agreed KPIs and improvement plan	External - General Register Office	Last report – Aug 2021 (slight delay in submission due to Covid-19 impacts). Positive comments received regarding performance and development of service. Next report and submission is to be June 2022

<b>Assessment title</b>	<b>Area</b>	<b>External/internal</b>	<b>Latest judgement</b>
Annual allergen audits	HC3S	Internal	Allergen audits are now completed internally. During the academic year, Sept 2020 to Aug 2021, 69 were completed with an average score of 91.2%.
Annual kitchen audits	HC3S internal audit covering various aspects of catering operation i.e. health and safety, training, finance	Internal	Healthy Kitchen Assessments (HKA's) are undertaken throughout the year and records are held of all those completed per academic year (Sept to Aug). COVID-19 impacted access to schools for 20/21 and 100 HKAs were completed. The average score was 95.2% compliance against the standards set by HC3S
Food for Life Served Here	HC3S	External - Soil Association	Bronze re-accreditation achieved in January 2021 having been assessed against their criteria as providing freshly made, locally sourced food
Institute of Road Transport Engineers (IRTE) Workshop and Technician Accreditation	Hampshire Transport Management	External - Freight Transport Association (FTA)	HTM have an external accreditation and audit by the FTA every 3 years for the workshop and technicians to be IRTE accredited. All 5 workshops were audited and passed in 2021, with the next audit due by Easter 2024.
Compliance with the Port Marine Safety Code	River Hamble Harbour Authority	External - Maritime and Coastguard Agency	Certification of compliance with the Port Marine Safety Code. Compliance at 3 yearly intervals. Expires March 2024

Assessment title	Area	External/internal	Latest judgement
Compliance with Merchant Shipping (Oil Pollution Preparedness Response and Co-operation Convention Regulations 1998)	River Hamble Harbour Authority	External - Maritime and Coastguard Agency	Endorsement of Oil Spill Contingency Plan. Compliance with Merchant Shipping (Oil Pollution Preparedness Response and Co-operation Convention Regulations 1998). 5 yearly intervals. Expires August 2023
Compliance with the Merchant Shipping and Fishing Vessels' (Port Waste Reception Facilities) Regulations 2003	River Hamble Harbour Authority	External - Maritime and Coastguard Agency	Endorsement of Port Waste Management Plan. Compliance with the Merchant Shipping and Fishing Vessels' (Port Waste Reception Facilities) regulations 2003. 3 yearly intervals. Expires September 2023
<b>Corporate Services</b>			
Disability Confident Employer	Corporate	External – HM Government Disability Confident scheme	Awarded in October 2021. Accreditation valid until October 2024.
2019 National Inclusion Standard	Corporate	External – Inclusive Employers	Participated in the 2019 Standard Assessment and awarded <i>Bronze</i> (September 2019) – accreditation remains valid in 2021/22
Accreditation to ISO20000 Service Management and ISO27001 Information Security for IT services	IT services.	External - British Standards Institute (BSI)	Audited on compliance in September 2020, which was awarded with no areas of non-conformity. The accreditation remains valid until September 2023
Public Sector Internal Audit Standards	Audit services	External - Institute of Internal Auditors	Fully compliant – awarded September 2020 (valid 2020-2025)



<b>Assessment title</b>	<b>Area</b>	<b>External/internal</b>	<b>Latest judgement</b>
Shared Services infrastructure and business processes have been independently accredited to ISAE3402	Shared Services	External – audit undertaken by Ernst and Young	ISAE3402 was achieved in March 2021 based on the design and operating effectiveness of the control environment. This enables all partner organisations to get independent assurance comfort to an external accredited standard on the overall control environment.
Annual Payment Card Industry (PCI) Data Security Standard	Corporate	Internal audit	Self-assessment against an industry standard, but is subject to Independent Internal Security Assessor. Self-assessment successfully completed, and submitted in October 2021.
Lexcel Accreditation for Legal Services	Legal Services	External – Law Society	Awarded by the Law Society to practices that are committed to Legal Excellence. Last assessed in December 2021, with an updated assessment planned for December 2022.

## Appendix 2: 2021/22 key performance achievements

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

Serving Hampshire priority	Achievement
	<p>Services have been returning to full capacity following the lockdowns and restrictions of the pandemic being lifted. Library, heritage, and outdoor services have reopened, face-to-face visits have resumed for Adult Social Care clients, and social distancing and visit frequency restrictions at HWRCs have been reduced. In addition, office-based staff have been returning to County Council sites as part of phased programme with hybrid working now in place in much of the organisation</p>
<p><b>Outcome two:</b> People in Hampshire live safe, healthy and independent lives</p>	<p>Just over 98% of parents have been offered a reception year place for their child in one of their three preferred choice schools from September 2021, and just over 93% have been allocated a place at their first choice of school, consistent with the performance in previous years</p> <p>The Corporate Infrastructure Group delivered 1,870 school places, through new schools and extensions to existing schools, in 2021/22</p> <p>The first 'Independence Hub' opened in Alton in December 2021, offering post-16 education tailored specifically for young people with special education needs and disabilities (SEND). Three more Independence Hubs are planned to open over the coming two years, with an expectation that additional sites will also be identified</p> <p>20 additional school places for children with Special Educational Needs and Disabilities will be available from September 2023, following a £2.2 million investment by the Council to expand The Mark Way School in Andover, with work underway to develop two new classrooms and refurbish other areas of the school site</p> <p>Food vouchers were provided during school holidays to the children of vulnerable families affected by the pandemic. The COVID-19 Local Support Grant Scheme was organised through the 'Connect4communities' programme, which is led by Hampshire County Council, in collaboration with community partners. This scheme has now been further extended through 2022, to ensure that children in Hampshire eligible for free school meals, and other children deemed vulnerable by the Council, will have access to free healthy meals and enriching activities during the year's Easter, Summer and Christmas school holidays.</p> <p>The 'Connect4communities' programme has also helped families in poverty to access food at reduced prices through the five Community Pantries that have opened in Hampshire</p>

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

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

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

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

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



### Appendix 3: Local Government Ombudsman Determinations 2021/22

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

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

Children's Services	Failure to issue an amended Education, Health and Care Plan (EHC Plan) for child and provide them with suitable education while it found a new placement.	Upheld	Financial remedies £11,800, reminder to staff of need to promptly decide whether there is duty to secure alternative provision.	Yes
Children's Services	Delay in completion of the review of her child's Education, Health and Care Plan within the statutory timescale.	Upheld	Financial remedy £250, apology, share learning from decision with SEN and reminder to allow sufficient time to complete phase transfer.	In progress (within the timescale set by the LGSCO and due for completion by 28 June 2022)
Children's Services	Delay in issuing child's Education, Health and Care (EHC) Plan.	Upheld	Apology, financial remedies £2,000, develop protocol with partner agencies to ensure professional advice within timescale, signpost parents to advocacy/SEN agencies to assist with appeal, issue amended EHCP, complete investigation into school actions.	Yes
Children's Services	Failure to properly monitor child's alternative education package while child was educated outside of school.	Upheld	Apology, financial remedies £400, staff training for monitoring progress of EHCPs and reminder to ensure alternative education continues to be suitable for child through school period.	In progress (within the timescale set by the LGSCO and due for completion by 30 June 2022)
Children's Services	Delay in completing annual reviews of their child's Education, Health and Care Plan.	Upheld	Apology, financial remedies £3,000, reimbursement of mileage, reminder to SEN case officers of right to appeal if reassessment refused.	Yes

Children's Services	Delay in responding to complaint about its management of the case relating to complainant and their child.	Upheld	Commence stage 2 complaint investigation, financial remedy £300.	Yes
Children's Services	Delay in completing the Education, Health and Care (EHC) Plan; and failure in regard to adequately monitoring child after being taken out of school by parent.	Upheld	Financial remedies £8,050, improvements to process for assessing the suitability of elective home education.	Yes
Children's Services	Delay in preparing child's Education, Health and Care Plan and, as a result, the child missed out on receiving a suitable education and support.	Upheld	Financial remedies £8,400	Yes
Children's Services	Failure in assessment and delay in progressing complaint.	Upheld	Apology, financial remedy £240, additional awareness and training given, resources available for stage two complaints increased.	Yes



Hampshire maintains strong and resilient economic growth and prosperity



People in Hampshire live safe, healthy and independent lives

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

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People in Hampshire enjoy a rich and diverse environment

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



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

# Purpose of this report

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

# Overall performance against the Strategic Plan

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

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

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

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

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

# Performance Highlights



Maintaining strong and resilient economic growth and prosperity by:

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

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Sustaining a rich and diverse environment by:

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





# Performance Highlights



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

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

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Developing strong, inclusive, resilient communities by

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



# Performance measures to be noted

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

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

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

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

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

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

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

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

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

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

# Advancing inclusion and diversity at the County Council

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

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

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

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





# Climate Change update

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

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

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# Local Government and Social Care Ombudsman

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

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## HAMPSHIRE COUNTY COUNCIL

### Report

<b>Committee:</b>	Policy and Resources Select Committee
<b>Date:</b>	23 June 2022
<b>Title:</b>	Scrutiny Annual Report
<b>Report From:</b>	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 2021 to March 2022; Children and Young People Select Committee, Culture and Communities Select Committee, Economy, Transport and Environment Select Committee and the Policy and Resources Select Committee.
5. The Health and Adult Social Care Overview and Scrutiny Committee reports to Full Council separately.
6. The summary for each Select Committee has been agreed by the respective Chairman.

**REQUIRED CORPORATE AND LEGAL INFORMATION:**

**Links to the Strategic Plan**

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

<p><b>This proposal does not link to the Strategic Plan but, nevertheless, requires a decision because:</b></p> <p>This is not a decision report. An annual report of the scrutiny function is a requirement of the Constitution.</p>
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<b>Section 100 D - Local Government Act 1972 - background documents</b>	
<p><b>The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)</b></p>	
<u>Document</u>	<u>Location</u>
None	



## **EQUALITIES IMPACT ASSESSMENT:**

### **1. Equality Duty**

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

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

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

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

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

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

### **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 2021 to March 2022

**Select Committee:** Children and Young People

**Report of Chairman:** Councillor Kirsty North

**Reviews undertaken/outcomes being monitored:**

- Update on Autism Services Commissioning for Children and Young People in Hampshire (November 21/Regular)

Following an update received in September 2020, regular written updates were requested by the Select Committee for future meetings on progress made towards improving Autism services for children and young people in Hampshire.

In addition, a full update was received in November 21. While this assured the Select Committee that progress had been made, there remained outstanding issues to solve and further steps for the project to ensure further success.

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

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

- Savings Programme to 2023 - Revenue Savings Proposals (September 21)  
In September 2021, the Select Committee considered the proposed changes within the Children's Services Department that had been developed as part of the Savings Programme to 2023. Following debate, The Committee supported the recommendations to the Executive Lead Member for Children's Services.

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

**Scrutiny of Budgets and Performance:**

- 2022/23 Revenue Budget Report for Children's Services (January 22)  
At the January 2022 meeting, the Select Committee pre-scrutinised the 2022/23 budget proposals for Children's Services. Following debate, the Select Committee supported the recommendations to the Executive Lead Member for Children's Services.
- Children's Services Capital Programme 2022/23 to 2024/25 (January 22)  
At the January 2022 meeting, the Select Committee also pre-scrutinised the 2022/23 to 2024/25 Capital Programme proposals for Children's Services. Following debate, the Select Committee supported the recommendations to the Executive Lead Member for Children's Services.

**Policy Review:** None in this period

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

The Committee received items on the following issues:

- Child and Adolescent Mental Health Services (CAMHS) Update (September 21)
- Fostering Update (September 21)
- Annual Safeguarding Report – Children's Services 2020-21 (November 21)

- Holiday Activities and Food Programme - Summer Delivery (November 21)
- Special Educational Needs and Disabilities (SEND) 0-25 Update Report - SEN Performance and Joint Working (November 21)
- Attainment of Children and Young People in Hampshire Schools during the 2020/21 Academic Year (January 22)
- Elective Home Education (January 22)

## **Scrutiny Annual Report: April 2021 to March 2022**

**Select Committee:** Culture and Communities

**Report of Chairman:** Councillor Rob Mocatta

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

#### Income Generation Task and Finish Group

In November 2021, the Select Committee resolved to set up a Task and Finish group to examine Income Generation for those services within the Culture, Communities and Business Services Department, that lie within the remit of the Culture and Communities Select Committee in the context of the SP23 programme. A cross party group of members was established, and the first meeting was held in January 2022. The work of the Task and Finish group has been ongoing with regular meetings being held.

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

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

- Savings Programme to 2023 – Revenue Savings Proposals  
In September 2021, the Select Committee considered the proposed changes for Recreation, Heritage and Rural Affairs services within the Culture, Communities and Business Services Department that had been developed as part of the Savings Programme to 2023 Programme. The Committee supported the recommendation to the Executive Member for Recreation, Heritage and Rural Affairs. The Committee also acknowledged that Income Generation posed the most significant risk to achieving the savings programme, and a proposal for a Task and Finish group to monitor this would be developed and considered.

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

**Referrals:** None in this period

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

#### 2022/23 Revenue Budget proposals

At the January 2022 meeting, the Select Committee pre-scrutinised the 2022/23 budget proposals for Recreation, Heritage and Rural Affairs services. Following debate, the Select Committee supported the proposals to the Executive Member for Recreation, Heritage 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
- Cultural Strategy
- Arts Council England Overall Delivery Plan
- Library Service

- Outdoor Education Service
- Registration Service
- Hampshire Archives and Records

**Scrutiny Annual Report:** April 2021 to March 2022

**Select Committee: Economy Transport and Environment**

**Report of Chairman:** Councillor Stephen Philpott

**Reviews undertaken / outcomes being monitored:**

- Government Consultation on Regulatory Review of Zero Emissions Vehicles (November 2021) - The Select Committee received a report on progress on the County Council's draft response to the Government's consultation on a regulatory review of zero emission vehicles and in particular the recharging of electric vehicles (EV).
- Environment Bill Update (November 2021) - The Select Committee received a presentation on the proposals within the Environment Bill.

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

The Committee received items on the following issues:

- Bus Back Better (September 2021) - The Select Committee received a presentation on Bus Back Better.

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

- Active Travel Fund Tranche 2 Programme (July 2021) - The Select Committee received a report on the proposals for each of the Active Travel Fund Tranche 2 programme schemes.
- Environment Strategy (July 2021) - The Select Committee received a report that detailed proposals for the preparation of an environment strategy setting out the County Council's environmental principles and priorities in relation to its activities
- Hampshire Highways – Service Update (July 2021) - The Select Committee received a report on proposals for measures being taken to ensure minimum standards of service delivery can be sustained despite the current pressures and challenges facing the County Council's highway maintenance service.
- Joint Municipal Waste Management Strategy (September 2021) – The Select Committee received a report on the proposals for a Joint Municipal Waste Management Strategy which sets the strategic direction for the Project Integra partnership.
- HWRC Booking System (January 2022) - The Select Committee received a report on the proposals for the booking system that has been in place at all Hampshire Household Waste Recycling Centres (HWRCs) since June 2020.

- Hampshire Highways – Highway Network Recovery Strategy (March 2022)  
The Select Committee received a report that detailed proposals for a longer-term strategy for managing and maintaining the highway network in Hampshire in light of additional County Council funding and also improving how the highway maintenance service is delivered.
- Parking – Service Consolidation Efficiencies (March 2022) - The Select Committee received a report on proposals for serving notice on the remaining Traffic Management and Civil Parking Enforcement district agency agreements.
- School Streets (March 2022) - The Select Committee received a report on proposals for a potential future Hampshire School Streets programme.

### **Call-in of Significant Executive Decisions:**

#### Bikeability Cycle Training (March 2022)

The Select Committee agreed to NOT recommend that the Executive Lead Member for Economy Transport and Environment re-considers his decisions.

#### On-Street Chargeable Parking – High Street, Lymington (March 2022)

The Select Committee agreed to NOT recommend that the Executive Lead Member for Economy Transport and Environment re-considers his decisions.

#### Parking – Service Consolidation Efficiencies (March 2022)

The Select Committee agreed to NOT recommend that the Executive Lead Member for Economy Transport and Environment re-considers his decisions.

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

#### ETE Capital Programme Year End 2020/21 and Quarter 1 2021/22

At the July 2021 meeting the Select Committee pre-scrutinised a high-level summary of progress and delivery within the capital programme and confirmation of the year end position for 2020/21.

#### Savings Programme to 2023 – Revenue Savings Proposals

At the September 2021 meeting the Select Committee pre-scrutinised the detailed savings proposals for Economy, Transport and Environment that have been developed as part of the Savings Programme to 2023 (SP2023) Programme

#### ETE Proposed Capital Programme 2022/23, 2023/24 and 2024/25.

At the January 2022 meeting the Select Committee pre-scrutinised the 2022/23 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.

#### 2022/23 Revenue Budget Report for Economy, Transport and Environment.

At the January 2022 meeting the Select Committee pre-scrutinised 2022/23 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:**

Task & Finish Group – 20MPH Speed Limit Policy (January 2022)

The Select Committee received a report proposing the establishment of a Task & Finish Group to look at 20mph Speed Limit Policy.

Local Transport Plan 4 (February 2022)

The Select Committee received a report inviting comments on the draft Local Transport Plan 4 before a decision is made to undertake public consultation.

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## **Scrutiny Annual Report: April 2021 to March 2022**

**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 2021, the Select Committee received an update on the Hampshire Community Safety Strategy Group and how it was addressing Hampshire's community safety priorities. In addition, the Committee also received a joint presentation from the Director of Children's Service and Hampshire Constabulary on County Lines and the county-level multi-agency working on exploitation, serious violence and drug related harm through organised crime, including how this related to concerns regarding anti-social behaviour in local communities.

**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 – 2020/21 Year End Performance Report

In June 2021, the Select Committee considered the Serving Hampshire – 2020/21 Year End Performance Report.

#### Serving Hampshire Strategic Plan 2021-2025 and Corporate Performance Management Framework

In June 2021, the Select Committee received Serving Hampshire Strategic Plan for 2021-2025, and its accompanying corporate Performance Management Framework.

#### Savings Programme to 2023 – Revenue Savings Proposals

At the September 2021 meeting the Select Committee pre-scrutinised the detailed savings proposals for Corporate Services, Emergency Planning, Property and Health and Safety that had been developed as part of the Savings Programme to 2023 (SP2023) Programme.

#### Revenue Budget reports for Corporate Services and Culture, Communities and Business Services (incl Corporate Health and Safety and Emergency Planning) for 2022/23 and the Capital Programme for Culture, Communities and Business Services for 2022/23 to 2024/25

At the January 2022 meeting the Select Committee pre-scrutinised the proposed Revenue Budget for Corporate Services and Culture, Communities and Business Services (incl Corporate Health and Safety and Emergency Planning) for 2022/23 and the proposed Capital Programme for Culture, Communities and Business Services for 2022/22 to 2024/25.

Following debate, the Select Committee supported the proposals to the Executive Member for Policy and Resources, Executive Lead Member for Economy, Transport and Environment, Executive Member for Performance, Human Resources and Partnerships and Executive Member for Commercial Strategy, Estates and Property respectively.

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

- New Serving Hampshire Strategic Plan for 2021-2025, and its accompanying corporate Performance Management Framework – June 2021
- County Council's approach to consultation and engagement – November 2021
- Annual IT Update – January 2022
- Serving Hampshire - 2021/22 Half Year Performance Report – January 2022

**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.

## HAMPSHIRE COUNTY COUNCIL

### Report

<b>Committee:</b>	Policy and Resources Select Committee
<b>Date:</b>	23 June 2022
<b>Title:</b>	Work Programme
<b>Report From:</b>	Chief Executive

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

**Tel:** 0370 779 1898

**Email:** [louise.pickford@hants.gov.uk](mailto:louise.pickford@hants.gov.uk)

#### Purpose of the Report

1. To consider the Committee's forthcoming work programme.

#### Recommendation

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

**REQUIRED CORPORATE OR LEGAL INFORMATION:**

**Links to the Strategic Plan**

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

<b>Section 100 D - Local Government Act 1972 - background documents</b>	
<p>The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)</p>	
<u>Document</u>	<u>Location</u>
None	

## **EQUALITIES IMPACT ASSESSMENT:**

### **1. Equality Duty**

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

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

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

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

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

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**

<b>Topic</b>	<b>Issue</b>	<b>Reason for inclusion</b>	<b>Status and Outcomes</b>	<b>23 Jun 2022</b>	<b>22 Sept 2022</b>	<b>17 Nov 2022</b>	<b>19 Jan 2023</b>
<b>Pre-scrutiny</b>	Consideration of revenue and capital budgets within P&R	To pre-scrutinise the budget proposals, prior to approval by the Executive Members within P&R	Considered annually in advance of Council in February. Transformation savings pre-scrutiny alternate years at Sept meeting.				<b>X</b>
<b>Budget Monitoring</b>		<p>(a) End of Year Financial Report considered at 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>					



Topic	Issue	Reason for inclusion	Status and Outcomes	23 Jun 2022	22 Sept 2022	17 Nov 2022	19 Jan 2023
<b>Overview</b>	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				
<b>Overview</b>	Serving Hampshire - Performance	To monitor how performance is managed corporately and consider the performance information to support identification of areas to focus scrutiny.	Members requested to consider the performance report annually. Last received June 2021, next update expected summer 2022.  Mid-year update due Jan 2022.	<b>X</b>			
<b>Overview</b>	IT developments and issues (including Digital Strategy)	Monitoring contribution of IT to change programmes, major projects and policy issues in relation to underpinning council services (e.g. disaster recovery plans)	Update considered at January mtg.				<b>X</b>
<b>Crime &amp; Disorder (Annual Item for Nov mtg)</b>	Duty to review, scrutinise, and report on the decisions made,	This duty passed from the Safe & Healthy People Select Committee to this	Annual update on work of Hampshire Community Safety Strategy Group <b>plus particular focus topic:</b>			<b>X</b>	

Topic	Issue	Reason for inclusion	Status and Outcomes	23 Jun 2022	22 Sept 2022	17 Nov 2022	19 Jan 2023
	and actions taken by 'responsible authorities' under the Crime and Disorder Act.	committee in May 2014	<b>Child Exploitation</b> - Nov 2018 <b>Reducing Serious Violence</b> - Nov 2019 <b>County Lines</b> – Nov 2021 <b>Restorative justice</b> – Nov 2022				
<b>Collation of Annual Report of Select Committees activity (Annual Item)</b>	To support oversight of the scrutiny function, and the role of this committee to ensure scrutiny activity is having impact and being 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 for submission to Full Council in July	X			
<b>Overview</b>	Broadband matters	Requested by the Committee at its Sept 2021 mtg	To receive a presentation on Broadband. Openreach be invited to the meeting	X			
<b>Overview</b>	Climate Change Strategy	**only in respect of resources in the context of budget provision					

Topic	Issue	Reason for inclusion	Status and Outcomes	23 Jun 2022	22 Sept 2022	17 Nov 2022	19 Jan 2023
<b>Overview</b>	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.				

Item for future (timings to be confirmed)

- Apprenticeships

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