

HAMPSHIRE COUNTY COUNCIL

Report

Decision Maker:	Cabinet
Date:	19 June 2017
Title:	<i>Shaping Hampshire</i> – 2016/17 Year End Performance Report
Report From:	Chief Executive

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1. Report purpose

1.1. The purpose of this report is to:

- Provide strategic oversight of the County Council's performance during 2016/17 against priorities within the *Shaping Hampshire* Strategic Plan for 2013-2017
- Set out the approach taken to revising the County Council's Performance Management Framework (PMF)
- Outline activity planned to improve further the County Council's approach to performance reporting.

2. Background: current performance reporting arrangements

2.1. The County Council's Performance Management Framework (PMF) provides the local governance structure for performance management and reporting to Cabinet. The PMF specifies that Cabinet receives an annual report on the County Council's performance against the strategic priorities set out in *Shaping Hampshire*. Performance information on Children's and Adults' safeguarding, major transformation programmes and the County Council's financial strategy are reported separately to Cabinet.

2.2. In order to report progress against *Shaping Hampshire*, departments are asked to rate performance against success measures on a quarterly basis. For each measure, a simple risk-based 'red, amber, green' rating is applied, informed by the most recent data and management information. Departments are also asked to provide an overview of key achievements and risks/issues against agreed priorities.

3. Performance against *Shaping Hampshire*

3.1. **Overall performance** against *Shaping Hampshire* remained *good* during 2016/17, evidencing strong performance in the delivery of core services.

3.2. **Performance against targets and improvement trend:** Based on the most recent data available at the start of 2016/17, 56% of all measures reported showed improvement or consistent performance. The County Council sets ambitious targets to drive continuous high performance. 52% of all improvement targets, as set by departments, were met.

3.3. The majority of measures were rated *green, low risk*, indicating they were either on track to achieve their performance target or, where performance was not in line with the departmental target, performance remains within tolerance levels and has not declined for more than one consecutive period.

3.4. Performance highlights for 2016/17 include:

- Over 98% of parents applying for a Year 7 place at a Hampshire secondary school from September 2017 were offered a school of their choice - with over 93% getting a place at their preferred first choice school. This is consistent with performance in previous years
- Hampshire students continue to outperform the national average in their GCSEs. Under the new Attainment 8 system Hampshire students achieved a score of 51.1 - performing above the national average of 49.9
- Hampshire's Children's Services' and partners' response to domestic abuse is *strong, robust and highly effective*, according to the results of a Joint Targeted Area Inspection undertaken by national agencies in December 2016
- The rate of admissions of people aged 65 (per 100,000 population) into new permanent residential and nursing care reduced from 617 in March 2016 to 565 in 2016/17.
- The County Council's 2016 surface dressing programme was successfully completed two weeks early, prolonging the life of over 165 miles of roads across Hampshire
- The County Council was presented with *Gold Award* by the Ministry of Defence Employer Recognition Scheme in acknowledgement of its commitment to the Armed Forces, both as a local authority and employer
- Hampshire's five country parks have all been recognised with Green Flag awards, reflecting their status as some of the best parks and green spaces across the country
- CO2 emissions from local authority activity have fallen by 35.8% since 2010 - on target for a 40% reduction by 2025
- Five athletes who won medals at Rio's Olympic and Paralympic games were supported through the Hampshire Talented Athlete Scheme (HTAS), winning a total of eight medals - six golds, one silver and one bronze
- £420,000 was awarded to the County Council by the Cabinet Office as part of the One Public Estate programme to develop projects and initiatives that will increase efficiency through joint working with other local authority organisations
- The County Council successfully secured £440,000 funding from the Government to promote green forms of transport in rural areas

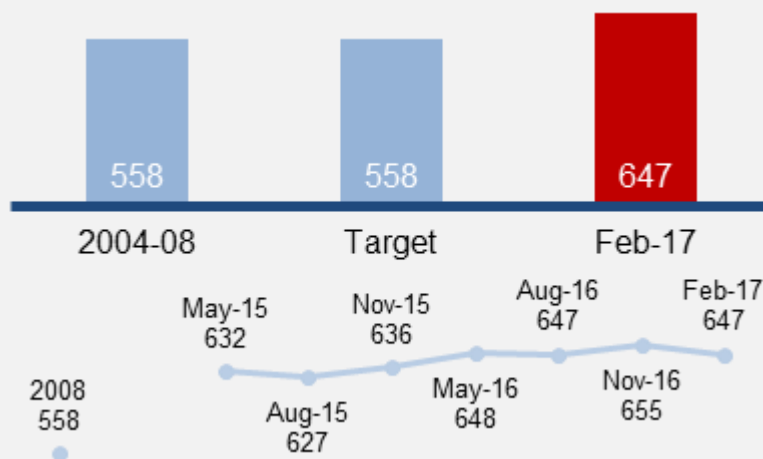
- £4.3m in savings were generated this year by County Supplies, with prices over 40% cheaper compared with six key providers (based on a sample basket of items)
- The County Council was assessed as providing *high assurance* for how it manages data protection by the Information Commissioner's Office (ICO) following an external audit – the highest level that can be achieved
- As part of its award winning web content strategy, the County Council redesigned 4,000 web pages and reduced the total number of pages by 57% - making it easier for residents to find the information they need online

A more extensive list of key performance achievements is included in appendix one.

3.5. Key performance risks - for all areas where performance had decreased or failed to meet targets, departmental improvement plans were in place and mitigating action was being taken. Of these, the majority were considered low risk with only one area rated high risk:

Number of people killed or seriously injured on Hampshire roads

Current status: **Red**
Unit of measure: Number (three year average)



The figure for people killed or seriously injured (KSI) is calculated by combining the number of fatal and the number of serious incidents, as defined by the Police Accident Reports. There is a national trend of increasing road casualties, which also affects Hampshire.

In 2014 there was a particularly high number of incidents and because the measure used is a 3 year average, therefore the 2016 update remains high. Although the number of serious incidents has steadily increased over recent years (from 623 in 2013 to 678 in 2014), the number of fatal incidents has reduced (from 42 in 2013 to 30 in 2014).

A new traffic management policy, which took effect from April 2017, focuses on progressing schemes and projects that target the identified causes of injury accidents, where these can be addressed by engineering and physical measures. This replaces the more recent approach of incorporating community request led identification of projects for inclusion in our Programmes. Requests for traffic management schemes will, therefore, in future be fully targeted on evidence of where injury accidents are occurring. This will enable the limited funding available to be channelled where it can have the greatest impact in terms of reducing the causes of injury accidents. The approach is also built into the revised traffic management agency agreements with district councils, which came into effect at the same time.

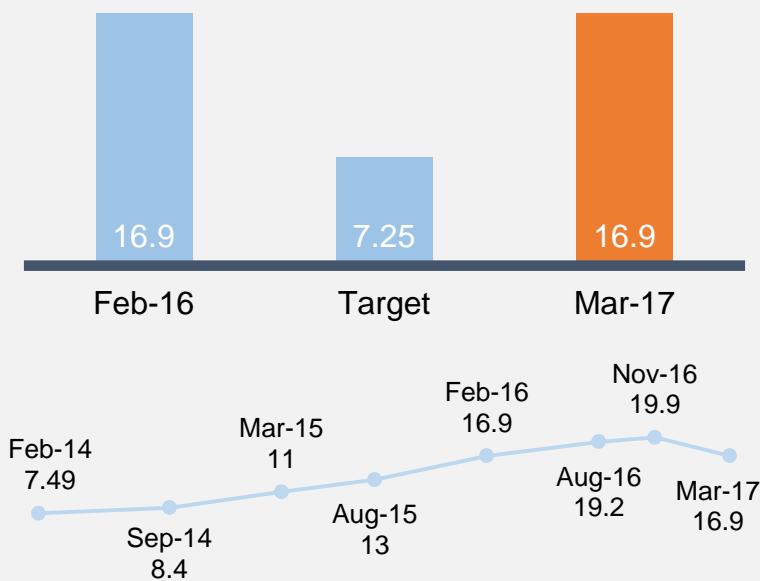
Driver and road safety education and awareness make an important contribution to reducing road casualties. During 2016/17, the County Council has continued with its road safety programmes with schools and young drivers, including the junior road safety officer initiative. The County Council also runs free driver awareness workshops for motorists aged 60 and over

to help people to keep driving safely for longer, and to maintain their independence.

As a result of identifying an increase in accidents involving cyclists on our roads, during March 2017 the County Council ran a road safety campaign to encourage cyclists and drivers to be more aware of each other to stay safe on Hampshire's roads. The campaign involved adverts on buses, on local radio stations and on social media aimed at both drivers and cyclists. The Council is also working with the Road Safety Foundation through a pathfinding exercise to formulate a bid to secure Department for Transport funding for measures on three poor performing routes in southern Hampshire, identified by the EuroRAP risk rating report.

Number of people delayed leaving hospital

Current status: **Amber**
Unit of measure: Rate (per 100,000 population)



The upwards trend in the number of people delayed leaving hospital is reflected nationally and is a system wide issue. The figures reported reflect all delays, attributable to both the NHS and social care. The County Council is directly responsible for less than half of delayed days and it is the capacity of the domiciliary care market for people funded by both the County Council and the NHS that continues to be the most significant cause of delayed transfers.

A comprehensive programme of work is underway to support system resilience and to tackle Delayed Transfers of Care. This includes a revised social

care 'hospital offer' within acute trusts and targeted triage work to move so called Hard to Place Patients into community settings.

Alongside this collaborative programme of work, the County Council has established 58 Discharge to Assess Beds within its nursing homes, plus seven bed spaces in the independent sector to facilitate timely discharge. Work also continues to support new Care at Home providers and the wider market, particularly on the recruitment and retention of care workers.

Since half year performance has improved, with day delays attributed to Adult Services in February reducing for the fourth consecutive month. Day delays are presently 31% lower than the number in November; a reduction of 1,200 days.

4. Annual equalities statement

4.1. The County Council's strategic aim for Equalities and Diversity is a *commitment to securing genuine equality of opportunity in all aspects of its activities as an employer and service provider*. Activities taken forward this year to support this aim include:

Equality Impact Assessment

- An audit of Equality Impact Assessments (EIA) found the County Council to have a robust system in process, whilst identifying areas for further improvement. As a result, the online EIA form and its

guidance have been updated. The EIA Co-ordinators group has grown in effectiveness and continues to add value and exert influence across the organisation. For example, the group is playing an important role in quality assuring and improving EIAs submitted as part of the County Council's transformation programme.

Communication and engagement

- Two staff networks continue to flourish – focused on Lesbian, Gay, Bisexual and Transgender (LGBT) and disability - and links have been made with the Police and Royal Navy to identify areas of promising practice with regard to equalities and diversity.

LGBT

- The County Council moved up from 335 to 310 on the Stonewall Index. Transgender policies have been developed and made available to all staff and the County Council hosted the Hampshire Pride event in February, which was addressed by the Leader of the County Council.

Inclusive recruitment

- The County Council was again awarded the Two Ticks accreditation, demonstrating that the County Council encourages job applications from disabled people. In addition, two sessions have been held for staff.

5. Future performance reporting

Revising the Performance Management Framework (PMF) – background and activity since December 2016

- 5.1. The current PMF has been in existence since 2011, providing a local governance structure for performance reporting to Cabinet. On 7 December 2015, Cabinet endorsed proposals to revise the PMF. As a first step towards this, in June 2016, Cabinet agreed to halt the annual self-assessment process, which had previously formed part of the PMF, in order to consider its ongoing effectiveness within the County Council's changing business environment.
- 5.2. Following service reviews, in December 2016, Cabinet further agreed that the County Council should place greater reliance on the outcomes of external assessments and customer feedback in judging the organisation's overall, annual performance and areas for improvement.
- 5.3. Since December, further work has been undertaken to support the development of the revised PMF including:
 - development of a new draft Strategic Plan – *Serving Hampshire Strategic Plan for 2017-2021*, which sets out four strategic aims, each supported by a set of priorities, and eight 'ways of working'
 - engagement with departments to agree an updated set of key performance measures for reporting against the new Strategic Plan, including a greater number of customer satisfaction measures

- implementation of the County Council's digital strategy, providing greater insight into the future potential for analytics and performance reporting.

The revised PMF

5.4. As a result of this ongoing work, a revised approach will be taken to corporate performance management reporting. Although this does not mark a significant change in terms of business processes, it does contain some important shifts in emphasis as follows:

- **The revised PMF is driven from the County Council's new *Serving Hampshire Strategic Plan*.** The Plan's aims, priorities and ways of working flow throughout all aspects of the improvement cycle, service planning and delivery.
- **Greater emphasis is placed on resident feedback as a source of performance information.** Key performance measures include resident experience metrics reflecting how the County Council is perceived to be performing, which will be developed and added to over time.
- **Increased focus is given to the findings of external assessment,** providing a source of objective performance judgements. Appendix two details the sources of external validation used throughout the 2016/17 performance year, alongside the most up to date results.

5.5. A set of robust, core performance measures will continue to be used to monitor the County Council's performance, complementing the increased use of resident feedback and external sources of validation.

5.6. This revised approach is set out within the revised PMF, which provides a short, accessible document with detailed guidance for staff.

Planned activity to further improve corporate performance reporting

5.7. It is intended that the PMF will be kept under review and updated on a regular basis in line with the changing needs and capabilities of the business. For example, in June 2016, Cabinet recognised that the revised PMF should seek to minimise bureaucracy and increase efficiency by drawing on new digital capabilities to provide timely, automated reporting. Due to developments to take forward the County Council's digital strategy, the organisation is in a position to build more sophisticated analytical reporting tools.

5.8. As a result, from autumn 2017, the County Council will explore the potential to develop automated corporate performance dashboards, similar to those already developed by other county councils, including Northumberland,

Surrey and West Sussex¹. These developments could provide residents and Members with direct access to up to date performance information against a range of more detailed key performance measures. As part of the feasibility study for this work, it will be important to ensure that solutions are fully automated and do not lead to any unintended increase in demand for performance resource.

6. Conclusion

- 6.1. This report and its supporting appendices demonstrate that Hampshire County Council performed well in the delivery of core public services during the 2016/17 performance year, with capacity to improve.
- 6.2. Work has been undertaken to develop a new Strategic Plan and to develop a revised approach to corporate performance management, providing an updated governance structure for performance reporting to Cabinet.
- 6.3. Further actions have been identified to improve the efficiency, timeliness and transparency of performance reporting, which will be taken forward over the next 12-18 months.

7. Recommendations

- 7.1. It is recommended that Cabinet:
 - a) Note the County Council's key performance outcomes against the *Shaping Hampshire* plan for 2016/17;
 - b) Approve the approach taken to revising the County Council's Performance Management Framework, as set out in section 5
 - c) Note the activity planned to improve further the County Council's approach to performance reporting, as set out in section 5.

¹ <http://www.northumberland.gov.uk/About/Policy/Performance.aspx?nccredirect=1>
<https://performance.westsussex.gov.uk/en/stat/goals/w6h8-vure/vech-36rz/j72h-nyri/view>
<https://performance.surreycc.gov.uk/stat/goals/98tw-b5pa>

Links to the Corporate Strategy

Hampshire safer and more secure for all:	Yes
Corporate Improvement plan link number (if appropriate): All	
Maximising well-being:	Yes
Corporate Improvement plan link number (if appropriate): All	
Enhancing our quality of place:	Yes
Corporate Improvement plan link number (if appropriate): All	

Other Significant Links

Links to previous Member decisions:	
<u>Title</u> Shaping Hampshire: Quarter Two Performance Update	<u>Date</u> 12 December 2016
Direct links to specific legislation or Government Directives	
<u>Title</u> None.	<u>Date</u>

Section 100 D - Local Government Act 1972 - background documents

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

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

IMPACT ASSESSMENTS

1. Equality Duty

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

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

1.2. **Due regard in this context involves having due regard in particular 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 which participation by such persons is disproportionately low.

2. Equalities Impact Assessment:

2.1. The *Shaping Hampshire* Strategic Plan supports improved outcomes for vulnerable and disadvantaged groups, specifically under priority one.

3. Impact on Crime and Disorder:

3.1. The Shaping Hampshire Plan supports reduced crime and disorder, through priority three.

4. Climate Change:

4.1. Planned measures and outcomes associated with priority two are aimed to directly enhance and protect Hampshire's environment, and promote sustainability.

Appendix 1: Summary of achievements in 2016/17

Shaping Hampshire priority	Achievement
<p>Priority one:</p> <p>Health and wellbeing - Improve health and wellbeing for all</p>	<p>Children across the county are protected from abuse and neglect at home, according to a joint Targeted Area Inspection of the County Council's Children's Services and its partners. The inspection, which was carried out by Ofsted, HMI Constabulary, the Care Quality Commission and HMI Probation in December 2016, concluded:</p> <ul style="list-style-type: none"> • Overall practice in response to domestic abuse is <i>strong</i>, with <i>robust and highly effective</i> strategic arrangements • All partners are dedicated to improving outcomes for vulnerable children, including those experiencing domestic abuse • The Hampshire Safeguarding Children Board is <i>dynamic and forward thinking</i>.
	<p>The County Council has invested c. £24 million in the provision of additional school places. For example, Leesland Church of England Junior School in Gosport has recently completed a £1m extension of their classrooms to provide 120 additional school places, and an additional 700 school places are planned through schemes agreed in Basingstoke, Hart, Havant and Test Valley.</p>
	<p>Over 98% of parents applying for a Year 7 place at a Hampshire secondary school from September 2017 have been offered a school of their choice - with over 93% getting a place at their preferred first choice school. This high level of performance is consistent with previous years.</p>
	<p>Provisional 2016 results indicate that 92% of post-16 A-level students achieved two or more passes at A*-E grade, and 78% achieved three passes. Both results are above the 2015 national average (91% and 77% respectively). The percentage of those achieving high pass rates of three grades at AAB or better, at 13%, is again above last year's national average (12%).</p>
	<p>Hampshire students continue to outperform the national average in their GCSEs. Under the new Attainment 8 system, Hampshire students achieved a score of 51.1 - performing above the national average of 49.9. This means that the average grade attained by Hampshire students was the equivalent of a grade C, whereas the national average was a grade D.</p>
	<p>Students studying for the English Baccalaureate (EBacc) also performed above the national average, with 25.9% of students achieving the suite of qualifications against 24.6% nationally.</p>
	<p>59% of pupils have reached the national standard in reading, writing and mathematics at Key Stage 2, higher than the national average of 53%.</p>
	<p>Over 97% of Hampshire's 16 and 17 year olds secured a further education or training placement for the start of the 2016/17 academic year, maintaining consistent performance with 2015/16 and evidencing the County Council's strong performance in supporting young people to stay in education or training.</p>
	<p>The rate of admissions of people aged 65 (per 100,000 population) into new permanent residential and nursing care reduced from 617 in March 2016 to 565 in 2016/17.</p>

Shaping Hampshire priority	Achievement
	<p>The County Council has invested £3 million in supporting older people to live independently for longer. The funding will allow 24 hour care to be provided at the new Chesil Lodge Extra Care Scheme in Winchester, currently under construction and due to be completed later this year.</p>
<p>Priority two:</p> <p>Economy – Promoting economic prosperity and protecting the environment</p>	<p>Small businesses are now able to dispose of the same waste as residents at all of Hampshire’s Household Waste and Recycling Centres, with the exception of Efford, as a result of a new commercial option developed by Veolia, who manage the HWRC contract for the County Council. Businesses are charged based on the amount and type of waste material disposed.</p> <p>Since 2010 the level of CO2 emissions produced through local authority activity has reduced in Hampshire by 35.8% to 86,684 tonnes, which is on track to meet the Cabinet target of 40% reduction by 2025. The CO2 reduction between 2015 and 2016 alone was 12.4%.</p> <p>The County Council is the lead partner in delivering a new service to support young people who are not in education, employment or training. Solent Traineeships, Engagement and Participation (STEP) - includes a new offer of <i>Enhanced Traineeships</i> providing young people with work experience placements, and support with Mathematics and English, as a stepping stone into full apprenticeships.</p> <p>The County Council's 2016 surface dressing programme was successfully completed early, prolonging the life of over 165 miles of roads across Hampshire. The £7 million investment was completed two weeks ahead of schedule. Extending the life of Hampshire’s roads allows more money to be focused on sites requiring extensive treatment or full resurfacing.</p> <p>The County Council invested £209 million between 2017/18 and 2019/20 to improve roads and infrastructure across the county. Major highway schemes make up half of the proposed investment, including seven new projects expected to start in the next couple of years. These schemes include:</p> <ul style="list-style-type: none"> • Stubbington Bypass, Fareham (£34 million) • M27 Junction 9 and R1, Fareham (£19.6 million) • Newgate Lane South, Fareham (£9.5 million) • Farnborough Corridor (£8 million) • A30 Thornycroft Roundabout, Basingstoke (£7.6million) • Whitehill / Bordon A325 Integration (£4 million) • Redbridge Lane Roundabout, Nursling (£2.5 million) <p>All of the schemes are designed to relieve congestion, improve safety, and journey times, as well as unlock economic growth across the county. Road and bridge maintenance makes up the other half of the planned budget, which will be spent on highways maintenance, including pothole repairs and road resurfacing.</p>
<p>Priority three:</p> <p>Communities – Working with communities to enhance local services</p>	<p>Close to 12,000 Hampshire residents responded to the County Council's public consultation (March – May 2016) on how savings could be made in the running of Household Waste Recycling Centres (HWRCs). As a result of resident feedback and views, the decision was made not to close any HWRC sites and instead to deliver efficiencies through changes to opening hours.</p> <p>The County Council's Youth Offending Team was awarded the Restorative Services Quality Mark from the Restorative Justice Council following a robust external validation process.</p>

Shaping Hampshire priority	Achievement
	<p>11 of the County Council's biggest libraries have joined a national scheme offering a set of 35 expert-endorsed books to help young people with mental health issues. <i>Reading Well</i> for young people provides 13-18 year olds with high-quality information, support and advice on a wide range of mental health issues.</p> <p>The County Council's commitment to the Armed Forces as a local authority and employer was recognised with a Gold Award within the MOD Employer Recognition Scheme. The County Council was one of the first local authorities to sign the Armed Forces Covenant and establish a strategic Civilian Military Partnership to ensure those who serve, or have served, and their families are treated fairly.</p> <p>Hampshire's five country parks have been recognised with Green Flag awards. The national award, handed out by environmental charity Keep Britain Tidy, identifies and rewards the best parks and green spaces across the country. The country parks are:</p> <ul style="list-style-type: none"> • Lepe Country Park, New Forest • Manor Farm Country Park, near Bursledon • Queen Elizabeth Country Park, near Petersfield • Royal Victoria Country Park, at Netley • Staunton Country Park, Havant <p>There was a 500% increase in interest in countryside volunteering opportunities following the redesign of the County Council's volunteering pages, with over 5,000 visits to the countryside volunteering pages since the new content went live. Volunteers play a vital role in the County Council's services, with almost 230,000 volunteer hours recorded with the County Councils cultural and community services in 2016/17 as well as supporting services for adults and children.</p> <p>Around 770 disadvantaged people and their families are to benefit from a tablet computer lending service, intended to help tackle social isolation and improve digital literacy. The tablets are pre-loaded with relevant online library services and useful applications linked to themes such as health and wellbeing, money management, and information about local communities and services. This scheme is being run after receiving nearly £250,000 funding from Arts Council England.</p> <p>Five athletes who won medals at Rio's Olympic and Paralympic games were supported through the Hampshire Talented Athlete Scheme (HTAS), winning a total of eight medals - six golds, one silver and one bronze. The County Council-funded scheme is co-ordinated by Sport Hampshire and the Isle of Wight and includes: grants for competition and travel costs; fast track physiotherapy and sport science support; and training in public speaking. The 2017 cohort of the Hampshire Talented Athletes Scheme includes 181 sportsmen and women from across the county.</p>
<p>Priority four:</p> <p>Efficiency – Delivering high quality, cost effective public services</p>	<p>The County Council was awarded £420,000 funding from the Cabinet Office as part of the One Public Estate programme. The funding is intended to develop projects and initiatives that will increase efficiency through joint working with other local authority organisations.</p> <p>A record 11.3 million primary school lunches produced by HC3S, the County Council's school meal provider, between April 2015 and March 2016 – nearly twice the number in 2010. All HC3S school meals meet the Department for Education's rules for healthy school dinners, ingredients are approved under the 'Good Egg', 'Good Chicken' and 'Good Pig' Award standards set by Compassion in World Farming, and fish is sourced from well-managed, sustainable fisheries.</p>

Shaping Hampshire priority	Achievement
	<p>The County Council put in place three new contractual frameworks for civil engineering, highways and transportation and infrastructure works. The Generation 3 Frameworks can be used by local authorities from Devon to Kent, and north to Oxfordshire and offer significant savings on procurement costs, offering better value for taxpayers' money. The frameworks have been in place for a year with positive feedback from users. To date authorities have procured 120 projects through the frameworks at a value of £50m.</p>
	<p>The highways service ran a series of pilots to see how new technology can improve services. For example, one pilot run by Amey, working with Mayflower Smart Control and Wintersense, used infrared sensors to read road surface temperatures, sending data through the Wi-Fi network installed in the County Council's street lighting. This intelligence is enabling the County Council to pinpoint where roads need salting to tackle icy conditions, making better use of resources.</p>
	<p>As part of its award winning web content strategy, the County Council has redesigned 4,000 web pages and reduced the total number of pages by 57% - making it easier for residents to find the information they need online. In addition, since launching its new online service platform in February, almost 7,000 resident online accounts have been opened – a first step towards providing a single, online portal for residents to interact with County Council services.</p>
	<p>The Information Commissioner's Office (ICO) has awarded the County Council its highest assessment - that of <i>High Assurance</i> - following an external audit in 2016. The ICO concluded that the County Council provided a <i>high level of assurance</i> that processes and procedures are in place to ensure that the data it holds is protected.</p>
	<p>The County Council has won £440,000 funding from the Government to promote green forms of transport in rural areas. The funding will go towards connecting different ways of making journeys throughout Hampshire, addressing issues specific to a large and rural county, such as longer distances, higher costs and greater reliance on cars.</p>
	<p>£4.3m in savings were generated this year by County Supplies, with prices over 40% cheaper compared with six key providers (based on a sample basket of items)</p>

Appendix two: external sources of validation

Children's Services			
Assessment title	Area	External/internal	Latest judgement
Inspection of services for children in need of help and protection, children looked after and care leavers	Full children's social care inspection	External - Ofsted	Overall <i>Good</i> 2014
Inspection of local area's effectiveness in identifying and meeting the needs of children who have special educational needs and/or disabilities	SEND reforms pilot inspection 2014	External – Ofsted/Care Quality Commission	None provided - pilot
Inspection of children's homes	Residential care homes inspection	External - Ofsted	Individual for each care home – reports are online at https://reports.ofsted.gov.uk/
Joint Targeted Local Authority Inspection	Front door and thematic inspection looking at an aspect of children's social care and agency working	External – Ofsted, Her Majesty's Inspectorate of Constabulary, Care Quality Commission, Probation	No overall judgement given but positive letter of findings published February 2017: https://www.justiceinspectors.gov.uk/hmic/publications/joint-targeted-area-inspection-of-the-multi-agency-response-to-abuse-and-neglect-in-hampshire/
Targeted Local Authority inspection	Not a programme of inspection but for use where there is a concern about a local authority	External – Ofsted	NA
School Inspections	Inspections of schools	External - Ofsted	Ongoing - as at February 2017, 90% of schools judged to be <i>Good</i> or <i>Outstanding</i> by Ofsted
Supporting troubled Families Programme	Audit to look at claims	External – Department for Communities and Local Government	October 2016 letter from DCLG states there is confidence that the County Council is ' <i>working within the terms of the programme's financial framework</i> ' with evidence that ' <i>demonstrated the high quality work that Hampshire is carrying out with families</i> '.
Social care self-assessment		Internal – will be used by Ofsted as a starting point for inspection	2016 version in progress
File audits of social work	Survey audit of case file work alongside the social worker. Undertaken to determine quality of practice and as a learning exercise	Internal – feedback required in new Ofsted framework for 2018 Also multi-agency file audits undertaken by Hampshire Safeguarding Children Board	No judgements recorded as learning exercise
External moderation of Innovation programme	External moderation of Family Intervention Team as part of the innovation programme	External – Department for Education	Department for Education report published in March 2017 shows an increased level of family engagement through the programme, from below 30% beforehand to 70% with the introduction of the Family Intervention Team.

			DfE report can be found at https://www.gov.uk/government/publications/social-care-innovations-in-hampshire-and-the-isle-of-wight .
Restorative Justice Council's Restorative Services Quality Mark	Youth Offending Team	External	Restorative Services Quality Mark awarded
Adults' Health and Care			
Residential Adult Social Care Services Inspection	Inspection of in house provided services <ul style="list-style-type: none"> - All Residential & nursing Homes - Community Response Team (at home reablement service) 	External – Care Quality Commission	Ranges from <i>Outstanding</i> to <i>Inadequate</i> All CQC ratings of services provided by Hampshire County Council can be found at http://www.cqc.org.uk/provider/1-101663766 .
Economy, Transport and Environment			
Accreditation to ISO9001:2008		External	Maintained
Culture, Communities and Business Services			
UKAS Accreditation	Hampshire Scientific and Asbestos Management services following an annual assessment	External – UKAS (UK Accreditation Service)	UKAS provide accreditation that Hampshire's asbestos surveys are conducted to the standard set out through 'HSE publication HSG264 – Asbestos: The Survey Guide' http://documents.hants.gov.uk/health-and-wellbeing-board/Asbestos.pdf https://www.ukas.com/news/hampshire-county-council/
Adventure Activities Licensing Services Inspection -	Hampshire Outdoor centres	External – Adventure Activities Licensing Authority	Calshot Activities Centre Licence renewal
Green Flag Awards	Outdoor accreditation for a variety of areas	External	Award maintained
General Register Office – Stock and Security Audit	Registration –provides assurance under the HMG Security Policy Framework that Local Authorities, as delivery partners, have systems and processes in place to minimize risk and protect both assets and services appropriately and supports the wider Home Office Public Protection agenda.	External	December 2016 report by HM Passport Office states that 'stock and related security responsibilities are being extremely well managed and controlled'.
Hyperactive Children's Support Group (HACSG)	HC3S annual assessment to retain accreditation for removal of specific additives in primary school meals	External	Accreditation has been maintained, with the last update in November 2016
Environmental Health Officers assess the kitchens on a regular basis	HC3S	External	EII Restaurant and Coffee Shop was accredited by Allergy UK for their Allergy Aware Scheme in January 2017 (https://www.allergyuk.org/get-

			help/eating-out)
Annual kitchen audits	HC3S internal audit covering various aspects of catering operation i.e. health and safety, training, finance	Internal	2016/17 summary pending EII Restaurant and Coffee Shop was accredited by Allergy UK for their Allergy Aware Scheme in January 2017
European Notified body Status for Non-automatic Weighing machines	Trading Standards	External - European Notified body Status for Non-automatic Weighing machines	Status maintained (reported to Regulatory Delivery at BEIS)
Corporate Services			
Accreditation to ISO20000 Service Management and ISO27001 Information Security for IT services	IT services	External	Maintained
Accreditation to ISO90001	Audit services	External – Institute of Internal Auditors	Maintained
Public Sector Internal Audit Standards	Audit services	External - Institute of Internal Auditors	Fully complaint
Travelers audit	Audits of insurance claim handling by Legal Services	External – Travelers (insurance)	Excellent rating
Data protection audit report	Data Protection	External - Information Commissioner's Office	High Assurance
Lexcel inspection – law Society's standard for legal practice	Legal Services	External - Lexcel	Maintained accreditation
Matrix award	Hampshire County Council's Careers and Employability Service	External	Quality accreditation awarded in recognition of the organisation's high standards in providing education and careers advice and guidance for young people – Awarded in March 2017