

HAMPSHIRE COUNTY COUNCIL

Report

Decision Maker:	Cabinet
Date:	3 rd February 2020
Title:	<i>Serving Hampshire</i> – 2019/20 Half Year Performance Report
Report From:	Chief Executive and Head of Law and Governance

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1. Recommendations

1.1. It is recommended that Cabinet notes:

- a) the County Council's performance for the first half of 2019/20; and
- b) progress to advance inclusion and diversity.

2. Report purpose

2.1. The purpose of this report is to:

- provide strategic oversight of the County Council's performance during the first half of 2019/20 against the [Serving Hampshire Strategic Plan for 2017-2021](#); and
- outline ongoing work and recent achievements to advance inclusion and diversity.

3. Performance reporting arrangements

3.1. The County Council's Performance Management Framework (PMF) provides the governance structure for performance management and reporting to Cabinet. The PMF specifies that Cabinet receives bi-annual reports on the County Council's performance against the strategic priorities set out in the *Serving Hampshire* Strategic Plan. The four strategic aims set out in the Plan are:

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

- 3.2. Alongside these aims, the *Strategic Plan* contains eight 'ways of working' which support the ambition to 'put our residents at the heart of everything we do'. These are to:
- Engage, involve and inform residents
 - Develop easy and efficient online services
 - Work with our partners
 - Use taxpayers' money wisely
 - Enable people to do more for themselves
 - Respond flexibly to people's needs
 - Value people's differences, and
 - Keep improving.
- 3.3. Performance information on children's and adults' safeguarding, major change programmes, including *Transformation to 2021*, and the County Council's financial strategy are reported separately to Cabinet.
- 3.4. To report progress against *Serving Hampshire*, departments are asked to rate performance against a core set of performance metrics on a quarterly basis. For each measure, a risk-based 'red, amber, green' rating is applied, informed by the most recent data and management information.
- 3.5. Departments also provide an overview of key achievements and risks/issues against agreed priorities, as well as the results of any recent external assessments and resident feedback.
- 3.6. Alongside these sources of information, greater emphasis continues to be placed on the results of independent assessment and feedback. **Appendix one** sets out the sources of external validation which apply to the County Council's performance during the first half of 2019/20.

4. Overall Performance

Performance outcomes

- 4.1. **Overall performance** measured against *Serving Hampshire* remained **good** during the first half of 2019/20, evidencing strong performance in the delivery of core services. This has been achieved whilst continuing to manage increased demand and cost pressures, while also delivering significant savings. The County Council continues to use its resources wisely and invest prudently through the careful use of reserves in order to innovate and work more efficiently. This ongoing careful balance of maintaining quality service provision, along with sound financial stewardship, enables the County Council to provide consistent value for money for Hampshire residents.

Performance against targets and improvement trend

- 4.2. Overall **73%** of measures, where data was available, were reported as low performance risk¹, **27%** as medium risk² and **none** as high risk.
- 4.3. **57%** of measures showed improvement or that the level of performance remained consistent³.
- 4.4. In addition, **53%** of measures had met, or exceeded, the target set by the relevant department⁴.
- 4.5. In cases where targets were not met, departmental improvement plans were in place. Similarly, where measures were reported as *medium* risk, mitigating actions were being undertaken by relevant services.
- 4.6. **Performance highlights** for the first half of 2019/20 include:
- Ofsted rated the County Council's Children's Services as *Outstanding* in all areas. Hampshire is one of only two authorities to have received this judgement across the board
 - More than 98% of Hampshire families (not including Portsmouth and Southampton) applying for school places for Year R and Year 3 were successful in obtaining one of their top three choices for September 2019, consistent with 2018's performance of 99%
 - Hampshire's secondary schools reported that 69% of pupils taking their GCSE exams achieved a pass at grade 4 in English and Mathematics, compared to 67% last year. The 'attainment 8' outcome, which measures the results across the wider curriculum, has also improved from a score of 47.2 in 2018 to 47.6 in 2019
 - The County Council announced £370,000 to provide 136 new charging points for electric vehicles, following a 55% increase in electric vehicle registrations in 2018
 - CO₂ emissions continued to fall, down to 67,889 tonnes in 2018/19 (the most recent data). This is a decline from 78,685 tonnes in 2017/18 and exceeds the 2025 target of 79,080 tonnes
 - £13m funding was secured by the County Council from the Enterprise M3 Local Enterprise Partnership for the Brighton Hill improvement scheme in Basingstoke. The investment totals £20 million, which will involve improvements to roads and roundabouts in the area
 - The Hampshire Domestic Abuse Service launched on 4 June 2019, providing crisis accommodation and community-based support to break the cycle of abuse for families across Hampshire
 - The Carers' Support and Dementia Advisor Service, provided by Andover Mind, launched on 1 September 2019. This Hampshire-wide service was commissioned jointly by the County Council, NHS Hampshire Clinical Commissioning Group (CCG) and the Hampshire and Isle of Wight Partnership of CCGs to provide support and advice to people aged 18 and over who care for another adult, as well as people living with dementia

¹ 19 out of the 26 measures for which Q2 data was provided alongside a RAG status (of a total possible of 50 measures included on the performance scorecard)

² 7 of the 26 measures for which Q2 data was provided alongside a RAG status

³ 16 of the 28 measures for which Q2 data was provided alongside a 'direction of travel' rating

⁴ 10 of the 19 measures for which Q2 data was provided alongside a target status

- 126,335 volunteer hours in Culture, Community and Business Services were provided during the first half of 2019/20. This puts the County Council on track to improve on the 225,000 hours of volunteering provided in 2018/19
- The County Council's Country Parks were awarded the Green Flag status for 2019. Lepe, River Hamble, Queen Elizabeth and Royal Victoria country parks have the highest possible environmental standards. Royal Victoria Country Park also received the Green Heritage Site Accreditation for the management of its historic features
- A new video explaining the steps that Armed Forces parents and carers need to take to secure a school place for their child was developed and launched by the County Council – helping remove disadvantage from Service families

4.7. A more extensive list of key performance achievements is included in **Appendix Two**.

5. Equality update

5.1. 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.

National Inclusion Standard

5.2. In May, the County Council participated in Inclusive Employers' National Inclusion Standard for the second year running. The Standard is wide ranging and comprehensive, assessing performance against six categories. These include, for example, the extent to which staff are engaged, equipped and empowered to advance inclusion, and the degree to which diversity is embedded into the organisation's culture and evaluated, leading to continuous improvement.

5.3. The County Council was assessed by Inclusive Employers as achieving *Bronze* Standard for the second year running – ranking third out of 20 participating organisations and top of the *Bronze* category. The assessment feedback highlighted both areas of strength and for improvement, including:

Areas of strength:

- engaging staff through well established and effective networks, as well as regular surveys which are acted upon;
- implementing robust policies and developing new training packages, e.g. corporate inclusion and diversity e-learning, due to launch in Spring 2020;
- participating in external networks and groups to learn from, and share, good practice; and
- collecting data, with the ability for staff to constantly update and refresh their personal information.

Areas for further focus:

- using and monitoring data systematically to address issues within the employee lifecycle and assess progress against a range of indicators – including setting priorities and aims for each department;
- reconsidering the Equality Impact Assessment process to ensure it is used consistently;
- ensuring all staff are aware of policies and training on offer, and that these are accessible to the whole business; and
- providing further support to less established staff networks.

5.4. Actions for improvement are being considered alongside the County Council's own self-assessment against the Standard and will be incorporated into the overarching work programme for Inclusion, Diversity and Wellbeing, where appropriate.

Progress to deliver the inclusion and diversity work programme

- 5.5. During the first half of the year, work has continued to deliver the corporate work programme. Key achievements during the first half of 2019/20 included:
- developing a positive action statement of intent for recruitment, to encourage people from all backgrounds to consider a career with the County Council;
 - hosting the first staff networks conference, and establishing new staff groups within departments, e.g. an emerging 'working parents and carers' group within Children's Services;
 - extending existing governance arrangements to cover wellbeing, alongside inclusion and diversity – and identifying senior departmental 'sponsors';
 - delivering a programme of activity to celebrate National Inclusion Week (28 September to 04 October 2019) and World Mental Health Day (10 October 2019); and
 - publishing a cumulative Equality Impact Assessment to consider the potential impacts of *Transformation to 2021* savings proposals as a whole.

Conclusion

5.6. This report and its supporting appendices demonstrate that the County Council continued to perform well in the delivery of core public services during the first half of 2019/20. The organisation also continues to make good progress to advance inclusion, diversity and wellbeing, supporting its overarching equality objectives.

6. Recommendations

6.1. It is recommended that Cabinet notes:

- c) the County Council's performance for the first half of 2019/20;
- d) progress to advance inclusion and diversity.

CORPORATE OR LEGAL INFORMATION:

Links to the Strategic Plan

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

Other Significant Links

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

Section 100 D - Local Government Act 1972 - background documents

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

Document

Location

None

IMPACT ASSESSMENTS:

1. Equality Duty

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

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

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

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

2. Impact on Crime and Disorder:

2.1. The *Serving Hampshire* Plan supports reduced crime and disorder through priority 2 – *People in Hampshire live safe, healthy and independent lives.*

3. Climate Change:

3.1. Priority 3 within the *Serving Hampshire* Plan states that *People in Hampshire enjoy a rich and diverse environment.* This will be achieved by conserving and using natural resources efficiently, protecting and improving Hampshire's environment and quality of life, and maintaining the unique character of the county.

Appendix One: Sources of internal and external validation

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

Assessment title	Area	External/internal	Latest judgement
Children's Services			
Inspection of Local Authority Children's Services	Full children's social care inspection	External – Ofsted	June 2019 – Hampshire was judged as <i>Outstanding</i> across all areas. Hampshire is one of only two authorities to have received this judgement across the board
Inspection of children's homes	Residential care homes inspection	External – Ofsted	Seven of the Children's Homes operated by the County Council have been inspected this year (2019/20) including the County Council's Secure Children's Home and Respite Unit. Of these, three <i>Require Improvement to be Good</i> and actions are being taken to achieve this. Five homes are currently rated <i>Outstanding</i> . One home is awaiting inspection
School Inspections	Inspections of schools	External – Ofsted	Ongoing - as at the end of September 2019, 92% of schools were judged to be <i>Good</i> or <i>Outstanding</i> by Ofsted
Social care self-assessment	Self-evaluation is an integral element of inspection of the local authority children's services (ILACS) framework	Internal and external – shared with Ofsted prior to annual conversation with the Director of Children's Services	The 2018-19 draft self-assessment is complete, and will be amended ahead of the Ofsted conversation due to take place in March 2020
Inspection of Hampshire youth offending services	YOT inspection	Her Majesty's Inspectorate of Probation	Overall <i>Good</i> 2018 https://www.justiceinspectorates.gov.uk/hmipr-obation/media/pressreleases/2018/09/hampshireyos
Restorative Justice Council's Restorative Services Quality Mark	Youth Offending Team	External – Restorative Justice Council	Restorative Services Quality Mark awarded (April 2016) and still applies
Adults' Health and Care			

Assessment title	Area	External/internal	Latest judgement
Adult Social Care Services Inspection	Inspection of in house provided residential and nursing homes	External – Care Quality Commission	23 in-house care providers are rated <i>Good</i> (including the four Community Response Teams that deliver reablement to clients at home), and one is rated <i>Outstanding</i>
Gold Standards Framework	Residential and nursing homes	External - National Gold Standards Framework (GSF) Centre in End of Life Care	Four of the County Council's residential and nursing homes were awarded Platinum accreditation with the Gold Standards Framework: <ul style="list-style-type: none"> • Emsworth House • Fleming House • Malmesbury Lawn • Westholme
Economy, Transport and Environment			
Accreditation to ISO9001:2015 – Quality Management	Economy, Transport & Environment (ETE) Department – whole department	External – British Standards Institute (BSI)	Assessed every May and November. Last visit (May 2019) resulted in accreditation being successfully 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 scientific testing and inspection activities are conducted to the standard set out in ISO 17020 and 17025. UKAS audit Hampshire Scientific Service annually for compliance and the last assessment was in July 2018 - accreditation was maintained
Adventure Activities Licensing Services (AALS) Inspection	Hampshire Outdoor Centres	External – Adventure Activities Licensing Authority	Calshot Activities Centre: Validation expires July 2021 Hampshire and Cass Foundation Mountain Centre: Validation expires June 2020

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Assessment title	Area	External/internal	Latest judgement
Learning Outside the Classroom (LOtC)	Hampshire Outdoor Centres	External - Council for Learning Outside the Classroom (CLOtC)	Calshot Activities Centre: Validation expires June 2021 Runway's End Outdoor Centre: Validation expires February 2021 Tile Barn Outdoor Centre: Validation expires May 2020
Adventuremark	Hampshire Outdoor Centres	External - Adventure Activity Industry Advisory Committee (AAIAC)	Calshot Activities Centre: Validation expires June 2021 Runway's End Outdoor Centre: Validation expires February 2021 Tile Barn Outdoor Centre: Validation expires May 2020
National Indoor Climbing Award Scheme (NICAS)	Hampshire Outdoor Centres	External - ABC Training Trust	Calshot Activities Centre: Validation expires at the end of May 2020
Royal Yachting Association (RYA) Recognised Training Centre	Hampshire Outdoor Centres	External - Royal Yachting Association (RYA)	Calshot Activities Centre – Recognised Training Centre – expires January 2020
Royal Yachting Association (RYA) Sailability accreditation	Hampshire Outdoor Centres	External - Royal Yachting Association (RYA)	Calshot Activities Centre – Recognised Training Centre – expires December 2019 to provide accessible shore-based facilities for sensory, physical or other disabilities
British Canoeing Quality Mark (BC)	Hampshire Outdoor Centres	External - British Canoeing	Calshot Activities Centre – Quality mark – expires December 2019
Green Flag Awards	Outdoor accreditation for a variety of areas	External - Keep Britain Tidy	The award was maintained for all five country parks in 2019. Awards are received on a staggered basis
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

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Assessment title	Area	External/internal	Latest judgement
Sites of Special Scientific Interest (SSSIs)	Countryside sites in Hampshire, as part of UK wide assessment	External – Natural England	Natural England assesses the condition of SSSIs using Common Standards Monitoring (CSM) ¹ , developed by the Joint Nature Conservation Committee (JNCC) for the whole of the UK
Rural Payment Agency (RPA) Inspections	Countryside sites with Pillar 1 and Pillar 2 common agricultural agreements in place	External - Rural Payment Agency (RPA)	The Rural Payments Agency (RPA) inspects a percentage of agreements each year on behalf of Natural England. The inspections check agreement holders are meeting the schemes' terms and conditions
Animal and Plant Health Agency (APHA) checks	Inspect animal health and welfare	External - Animal and Plant Health Agency	Spot check countryside sites for animal health and welfare and plant disease
General Register Office (GRO) – Stock and Security Audit	Registration – provides assurance to the GRO Compliance and Performance Unit	External - General Register Office	Latest report to GRO was November 2016 and a <i>High</i> rating was received. Next assessment due November 2019 (3-year cycle for those with a high rating)
Hyperactive Children's Support Group's Highest Award for Excellence in School Catering	HC3S annual assessment to retain accreditation for removal of specific additives in primary school meals	External - Hyperactive Children's Support Group	Accreditation has been maintained, with the last update in December 2018.
Food Hygiene Rating Scheme	HC3S	External – Allergy UK	EII Restaurant and Coffee Shop was accredited by Allergy UK for their Allergy Aware Scheme in July 2018 (https://www.allergyuk.org/get-help/eating-out) Secondary Schools and Country Parks have been accredited for allergy awareness by Food Service Allergy Management Ltd during 2018 Review due 25 October 2019

Appendix One

Assessment title	Area	External/internal	Latest judgement
Annual kitchen audits	HC3S internal audit covering various aspects of catering operation i.e. health and safety, training, finance	Internal	Healthy Kitchen Assessments (HKA's) are undertaken throughout the year and records are held of all those completed per academic year, Sept to Aug. For the 2018/19 academic year there were 338 HKA's completed
Food for Life Served Here	HC3S	External - Soil Association	Bronze accreditation achieved in April 2019 having been assessed against their criteria as providing freshly made, locally sourced food
Eat Out Eat Well	HC3S	Trading Standards, Environmental Health and others by Public Health	Awarded to Titchfield Haven Nature Reserve and EII Restaurant and Coffee Shop in 2018/19
European Notified body Status for measuring instruments and Non-automatic Weighing machines	Trading Standards	External - National Weights & Measures Laboratory (NWML) on behalf of the Secretary of State for BEIS	Status maintained. Latest external surveillance audit undertaken on 24 September 2018. Due for full external reassessment in November 2019 (reported to Regulatory Delivery at the Department for Business, Energy & Industrial Strategy)
Institute of Road Transport Engineers (IRTE) Workshop Accreditation	Hampshire Transport Management	External - Freight Transport Association	HTM have an external accreditation and audit by the FTA every 3 years for the workshop to be IRTE Workshop accredited. All 5 workshops were audited and passed in February 2018. The duration is 3 years and is due again in February 2021.
Compliance with the Port Marine Safety Code	River Hamble Harbour Authority	External - Maritime and Coastguard Agency	Certification of compliance with the Port Marine Safety Code. Compliance at 3 yearly intervals. Expires March 2021.

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 2020
Corporate Services			
2019 National Inclusion Standard	Corporate	External – Inclusive Employers	<i>Bronze</i> <i>Bronze</i> in September 2019 Standard
Accreditation to ISO20000 Service Management and ISO27001 Information Security for IT services	IT services.	External - British Standards Institute (BSI)	Audited on compliance in July 2019, with certificate of compliance reissued in August 2019 to run until August 2020
Public Sector Internal Audit Standards	Audit services	External - Institute of Internal Auditors	Awarded for 2015-2020
Shared Services infrastructure and business processes have been independently accredited to ISAE3402	Shared Services	External – audit undertaken by Ernst and Young	ISAE3402 has been successfully achieved for 19/20 based on the design of the control environment. This enables all partner organisations to get independent assurance comfort to an external accredited standard on the overall control environment. In 2020/21, this assurance work will extend to both the design and operation of controls

Assessment title	Area	External/internal	Latest judgement
Annual Payment Card Industry (PCI) Data Security Standard	Corporate	Internal audit	Self-assessment against an industry standard, but is subject to Independent Internal Security Assessor

Appendix Two: 2019/20 half year key performance achievements

Serving Hampshire priority	Achievement
<p>Outcome one: Hampshire maintains strong and sustainable economic growth and prosperity</p>	<p>In May 2019, work started on a £45m maintenance, repair and overhaul facility for the jet manufacturer Gulfstream, in Farnborough. The 200,000 sq ft state of the art facility is due for completion in June 2020 and will create up to 600 new jobs. The County Council's Economic Development function has worked with the Enterprise M3 Local Enterprise Partnership, Farnborough Airport and Rushmoor Borough Council to deliver a package of measures to support the company's relocation.</p>
	<p>£13m funding was secured by the County Council from the Enterprise M3 Local Enterprise Partnership for the Brighton Hill improvement scheme in Basingstoke. The investment totals £20 million, which will involve improvements to roads and roundabouts in the area.</p>
	<p>The County Council signed up to the <i>Positive Parking Agenda</i> - a national initiative between local authorities and the British Parking Association, which works to promote best practice in the parking sector</p>

Serving Hampshire priority	Achievement
	<p>Good progress was made to prepare the county for the UK's planned departure from the European Union. This has included:</p> <ul style="list-style-type: none"> • working with the Hampshire and Isle of Wight Local Resilience Forum (LRF) to develop plans to identify and prepare sites for Heavy Goods Vehicles to wait in a safe and managed way; • undertaking a survey to understand Voluntary and Community Sector organisations' concerns regarding EU Exit, and what support is required; • launching dedicated webpages signposting information, advice and guidance as part of a wider communications and engagement strategy; and • supporting local chambers of commerce to secure funding from the Government's Business Readiness Fund, which is being used to deliver bespoke events on trade (export and import) and support to Small and Medium Sized Enterprises.
<p>Outcome two: people in Hampshire live safe, healthy and independent lives</p>	<p>Ofsted rated the County Council's Children's Services as Outstanding in all areas. The County Council is one of only two authorities to have received this judgement across the board</p> <p>More than 98% of Hampshire families (not including Portsmouth and Southampton) applying for school places for Year R and Year 3 were successful in obtaining one of their top three choices for September 2019, consistent with 2018's performance of 99%</p>

Serving Hampshire priority	Achievement
	<p>At the end of Key Stage 2 (Year 6, age 11) 68% per cent of Hampshire's primary school children met the required standards for reading, writing and mathematics, compared with 65% nationally.</p> <p>As well as the overall score, the percentage of Hampshire children who achieved the expected level in individual subjects was higher than the national average:</p> <ul style="list-style-type: none"> • reading: 76% versus 73% nationally; • writing: 81% versus 78% nationally; and • mathematics: 80% compared with 79 per cent nationally
	<p>A-level, vocational and technical results showed improvement when compared with the previous year, with the average A-level grade moving up to a B minus from a C plus in 2018. Point scores (translating to UCAS points) across all types of qualification have also improved to an average of:</p> <ul style="list-style-type: none"> • 35.5 at A-level (up from 33.4 in 2018); • 29.9 for technical qualifications (compared with 28.2 the previous year); and • 39.6 for vocational qualifications (against 27.8 last year)
	<p>Hampshire's secondary schools reported that 69% of pupils taking their GCSE exams achieved a pass at grade 4 in English and mathematics, compared to 67% last year. The 'attainment 8' outcome, which measures the results across the wider curriculum, has also improved from a score of 47.2 in 2018 to 47.6 in 2019.</p>
	<p>Children in Hampshire read over 174,000 books over the summer period as part of this year's Summer Reading Challenge – 73,500 more than in 2018.</p>

Serving Hampshire priority	Achievement
	<p>The Hampshire Safeguarding Children Board and NHS West Hampshire Clinical Commissioning Group were recognised at national level for the ICON initiative, being awarded <i>Regional Winner for Excellence</i> in Primary Care in the NHS Parliamentary Awards.</p> <p>The ICON Preventative Programme supports parents and carers to cope with a crying baby, reducing the risk of Abusive Head Trauma. ICON involves midwives, health visitors, GP's and other professionals, who work with families, from a range of different organisations.</p> <p>The County Council's Catering Service, HC3S, celebrated three decades of preparing nutritious, award-winning meals to thousands of school children in the county and beyond.</p> <p>Awards received by HC3S in 2019 to date include:</p> <ul style="list-style-type: none"> • the <i>Food for Life Served Here</i> (Bronze) Award from the Soil Association; • the Hyperactive Children's Support Group's (HACSG) highest award for excellence; and • the Good Egg, Good Chicken and Good Pig awards from Compassion in World Farming. <p>The County Council successfully increased the number of people receiving support for substance misuse, with 999 people accessing the Hampshire Substance Misuse Treatment Service in 2019 compared to 744 in 2016 (a 34% increase – the highest growth across the South East)</p>

Serving Hampshire priority	Achievement
	<p>The Carers' Support and Dementia Advisor Service, provided by Andover Mind, launched across the county on 1 September 2019. This Hampshire-wide service was commissioned jointly by the County Council, NHS Hampshire Clinical Commissioning Group (CCG) and the Hampshire and Isle of Wight Partnership of CCGs to provide support and advice to people aged 18 and over who care for another adult, as well as people living with dementia.</p>
<p>Outcome three: People in Hampshire enjoy a rich and diverse environment</p>	<p>126,335 volunteer hours in CCBS services were provided in the first half of 2019/20. This puts the County Council on track to improve on the 225,000 hours of volunteering provided in 2018/19.</p>
	<p>The Hampshire 2050 Commission concluded its inquiry into the key issues that are likely to shape Hampshire over the next 31 years. The Commission's final report set out a vision for Hampshire's future that addresses the challenges of climate change, whilst taking advantage of opportunities. The report and recommendations were endorsed by the County Council in September 2019.</p>
	<p>CO₂ emissions continued to fall, down to 67,889 tonnes in 2018/19 (the most recent data). This is a decline from 78,685 tonnes in 2017/18 and exceeds the 2025 target of 79,080 tonnes.</p>
	<p>The County Council announced £370,000 to provide 136 new charging points for electric vehicles, following a 55% increase in electric vehicle registrations in 2018. This is just one aspect of the County Council's programme of work to address the Climate Change emergency and support carbon neutrality</p>

Serving Hampshire priority	Achievement
	<p>Property Services completed improvements to key sites across the county, including:</p> <ul style="list-style-type: none"> • Extension projects at 28 school sites, with a total value of £11.5m • Accommodation for people with complex learning disabilities at Sonnet Court in Eastleigh • children’s facilities, a registration office and ceremony room at Aldershot Library • Beechwood Kitchen Café and visitor centre at Queen Elizabeth County Park • Refurbishment of Winchester’s Theatre Royal <p>A virtual tour of the Royal Victoria Hospital was introduced at the County Council’s Royal Victoria Country Park enabling people to experience the Hospital online, as well as through Virtual Reality headsets, which can be used for free within the chapel</p> <p>The County Council’s Country Parks were awarded the <i>Green Flag</i> status for 2019. Lepe, River Hamble, Queen Elizabeth and Royal Victoria country parks have the highest possible environmental standards. Royal Victoria Country Park also received the Green Heritage Site Accreditation for the management of its historic features.</p>
<p>Outcome four: people in Hampshire enjoy being part of strong, inclusive communities</p>	<p>The Hampshire Domestic Abuse Service launched on 4 June 2019, providing crisis accommodation and community-based support to break the cycle of abuse for families across Hampshire</p>

Serving Hampshire priority	Achievement
	<p>The County Council supported a range of events to commemorate the 75th anniversary of D-Day across the county. These included the <i>Lepe into History</i> Festival in June and a concert in Gosport bringing together 90 Junior School children and students from the Hampshire Music Service.</p>
	<p>The County Council secured the 15th July as a designated <i>Hampshire Day</i>, providing an annual opportunity for people across the county to share in celebrating Hampshire's history, its traditions, and the diverse culture of Hampshire communities.</p> <p>As part of the national campaign to celebrate historic counties of England, the Lord-Lieutenant of Hampshire, together with Hampshire local authorities and other organisations supported the design and registration of a county flag earlier this year. The flag is not owned by any one organisation but signifies the whole of Hampshire.</p>
	<p>Independent evaluation by Solent University in 2019 showed that vulnerable families have benefitted from the County Council's Supporting Families programme. The external assessment confirmed that co-ordinated ways of working between agencies was positively transforming the way support is being delivered. In addition, between 2015-19, the help given to families translated into savings, or costs avoided, of £27million.</p>
	<p>The County Council signed up to the Mental Health Prevention Concordat, which was officially launched at an event for World Mental Health Day on 10th October. The Concordat involves a pledge to work with partners to collectively develop an approach to improve wellbeing and prevent mental ill health across the county.</p>

Serving Hampshire priority	Achievement
	<p>A new video explaining the steps that Armed Forces parents and carers need to take to secure a school place for their child was developed and launched by the County Council, helping to remove disadvantage for Service families.</p> <p>Furthermore, during the first half of 2019/20, organisations were supported to secure £62,998 grant funding for projects to support the Armed Forces Community.</p>
<p>The way we work:</p> <ul style="list-style-type: none"> • Develop accessible and efficient online services • Work closely with our partners • Use taxpayers' money wisely • Value people's differences • Keep improving 	<p>Customer satisfaction within the County Council for the IBC averaged 85% satisfied and 78% highly satisfied in Q2 of 2019/20, delivering its customer feedback target.</p> <p>County Supplies were awarded a new framework for Office Stationery, achieving savings on average of 2.4% and reducing costs to County Council services</p> <p>The County Council retained the <i>Bronze</i> Inclusion Standard for the second year following an external assessment by Inclusive Employers. Of the 20 organisations that participated in the 2019 Standard, the County Council ranked third and top of the <i>Bronze</i> category.</p>