

HAMPSHIRE COUNTY COUNCIL

Report

Decision Maker	Cabinet
Date:	8 February 2022
Title:	<i>Serving Hampshire</i> – 2021/22 Half Year Performance Report
Report From:	Director HR, OD, Communications and Engagement

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Purpose of this Report

1. The purpose of this report is to:
 - provide strategic oversight of the County Council's performance during the first half of 2021/22 against the *Serving Hampshire Strategic Plan for 2021-2025*;

Recommendation

2. It is recommended that Cabinet notes the County Council's performance for 2021/22 to date.

Executive Summary

3. This report demonstrates that the overall performance measured against *Serving Hampshire* has been assessed as good during Q1 and Q2, as services have remained resilient, with improvement in most measures.
4. The County Council is on track to meet target in almost half of its corporate performance measures despite the continued impact of the COVID-19 pandemic on some aspects of service delivery.

Contextual information

5. 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 receives bi-annual reports on the County Council's performance against the strategic priorities set out in the Serving Hampshire Strategic Plan.
6. The four strategic aims 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.
7. To report progress against the Strategic Plan, departments are asked to rate performance against a core set of performance metrics on a quarterly basis. For each measure, a risk-based 'red, amber, green' rating is applied, informed by the most recent data and management information.
8. Departments also provide a quarterly Director's Performance Assessment to summarise each department's delivery of its aims, introduced in the new PMF. As with previous years, the results of any recent external assessments and resident feedback are also submitted by departments. These assessments have informed the achievements and risks highlighted in this report.
9. The full impact of COVID-19 on County Council services is reported separately to Cabinet and performance will continue to become evident over 2021/22. This is therefore not detailed in this report, which covers performance up to the end of September 2021.
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.

Overall performance

11. Overall, the majority of corporate performance measures were reported as low performance risk, and the remainder as medium performance risk. No measures were identified as high risk. Where measures were reported as medium performance risk, mitigating actions are being undertaken by relevant services.
12. The majority of measures were showing improved or maintained performance during Q1 and Q2 2021/22.
13. The County Council is on track to meet target in almost half of its corporate performance measures. Where targets were not on track, this was generally attributable to reduced activity during COVID-19, with the situation expected to improve as the year progresses. However, five targets do continue to show a negative direction of travel where related external challenges (such as global supply chain issues, resourcing, inflation and energy price increases) continue to restrain recovery. These measures were:
 - Value of private sector investment into Hampshire secured as a result of HCC direct support;
 - Number of jobs created or safeguarded by businesses that HCC has supported;
 - Level of development contribution secured (total) – Corporate Infrastructure Group measure;
 - Outstanding T2019 and T2021 savings to be delivered;
 - County Council's working hours lost to sickness absence in the previous 12 months.
14. Mitigation plans are already in place to support these programmes, and the picture will become clearer in the coming months as the recovery from the pandemic continues.
15. Performance highlights during the period of April to September 2021 were as follows:
 - Outcome one: Hampshire maintains strong and resilient economic growth and prosperity
 - The Transfer to Transform campaign has been launched to enable small and medium businesses to access unspent Apprenticeship Levy funding to take on and develop apprentices.
 - 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. Prior to update Government guidance in December 2021, staff had been returning to County Council sites as part of phased programme with hybrid working in place across much of the Organisation.

- Outcome two: People in Hampshire live safe, healthy, and independent lives
 - Hampshire Children's Services and our safeguarding partners, Hampshire Constabulary and pan-Hampshire Clinical Commissioning Groups hosted a pilot Joint Targeted Area Inspection (JTAI) in November 2021. The inspection, undertaken by Ofsted, the Care Quality Commission (CQC) and Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS), was focussed on the 'Front Door' of our services, this is where we receive all information from any professional or member of the public regarding concerns they might have about a child and where we make joint decisions on whether and how to progress the referrals. The inspectorates also looked at our collective responses, such as our social work assessments (with or without the police, depending on the concerns), provision of Early Help services or signposting to other forms of support. The outcome of the inspection was a significant positive endorsement of our continued strong performance in safeguarding children, coming on the heels of our Ofsted inspection in 2019, graded 'Outstanding' in all areas. As the inspection was a pilot, there will be no published report, however the letter detailing the inspectorates conclusions, is appended to this report.
 - 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.
 - 2,135 additional school places have been provided in the first half of 2021/22, following the completion of six school development projects that included the opening of three new schools.
 - Food vouchers were provided during the May half term break 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. In addition, 108 DWP grants, totalling just over £2 million, were awarded to summer schemes that provide food and activities to Hampshire children who are eligible for free school meals.
 - 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.

- 1.7 million physical books were issued in Hampshire libraries in the first half of 2021/22 whilst the number of eBooks issued in the period (519,268) was more than double the number issued before the COVID-19 pandemic (252,720 in the first half of 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 £150,000 grant scheme, funded from the Department for Travel's Active Travel Fund, will allow businesses to develop cycle facilities to support cycling as a means of commuting to work.
 - Manor Farm opened its new Play Barn, which saw an increase in membership numbers. The attraction delivered 50% of its annual income target in its first 12 weeks of the year.
 - The 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.
- Outcome four: People in Hampshire enjoy being part of strong, inclusive, resilient communities
 - The County Council conducted two consultations, on Balancing the Budget and options for Public Health services, in June 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. Consultations form an important aspect of our decision-making process, helping the County Council to understand the potential impact of changes being considered on particular groups of service users, our residents, and businesses, and why people feel the way they do. This valuable feedback has been used to consider any further changes that could be incorporated in to any proposals, but also to help address any possible misconceptions, and to ultimately enable informed decisions to be taken.
 - The Council has been supporting the Government's programme to resettle Afghan refugees following the withdrawal of UK troops from Afghanistan, including housing refugees in temporary 'bridging hotels' before finding them permanent homes. The Council expects to resettle approximately 30 Afghan refugee families in Hampshire through this work.
 - '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 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.
- 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 safely start accessing their local communities again and return to more normal ways of life.

16. The full list of performance achievements is included as Appendix 1.

17. Performance Risks: No performance measures were rated as high risk during Q1 or Q2 2021. However, departmental returns and Directors Performance Assessments highlighted several wider areas of risk. These included:

- Labour force pressures are impacting departments, including the HGV driver shortage, pressures on care home staffing (which has been increased with the legal requirement for staff to be COVID-19 vaccinated from November 2021), social workers, and staff in catering and hospitality roles. In addition to a greater focus from senior management on recruitment, staff are being reallocated to support where needed (where this is appropriate), and managers remain mindful of the strain on staff who have continued to work over the pandemic;
- Costs and availability of construction materials are impacting highways maintenance and development, and property construction services. Work programmes are being 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;
- Pressure on essential services remains 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 are reviewed frequently to maintain required standards and additional short-term capacity has been procured to support vulnerable service users.

Conclusions

18. This report and its supporting appendices demonstrate that the County Council performed well in the delivery of core public services during the first half of 2021/22 against its *Serving Hampshire* Strategic Plan, with nearly three quarters of performance measures showing improved or maintained performance. Despite the continuing impact of COVID-19, budget constraints and other on-going externally driven challenges, no areas of performance

were identified as high risk and Directors provided assurance against this positive picture for the first two quarters of 2021/22. This reflects ongoing work by departments in the recovery from the pandemic and the exemplary ongoing commitment of staff.

REQUIRED CORPORATE AND LEGAL INFORMATION:

Links to the Strategic Plan

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

Other Significant Links

Links to previous Member decisions:	
<u>Title</u> Serving Hampshire Strategic Plan 2021-2025 and Corporate Performance Management Framework	<u>Date</u> 13 July 2021
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

EQUALITIES IMPACT ASSESSMENT:

19. 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.

20. 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.

21. 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: 2021/22 key performance achievements at half year

Serving Hampshire priority	Achievement
<p>Outcome one: Hampshire maintains strong and resilient economic growth and prosperity</p>	<p>The Transfer to Transform campaign has been launched to enable small and medium businesses to access unspent Apprenticeship Levy funding to take on and develop apprentices</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>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 extended support for community transport services further six months until 31 March 2022. This will assist operators in the recovery and operation of their services, covering them for loss of service user income which they may continue to experience due to COVID-19 over the winter and into early spring 2021/22</p>
	<p>All Council-managed corporate office buildings have been reopened by late-October, supported by new workspace booking technology solutions and meeting room technology to support hybrid working</p>
	<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>Outcome two: 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>2,135 additional school places have been provided in the first half of 2021/22, following the completion of six school development projects that included the opening of three new schools</p>

Serving Hampshire priority	Achievement
	<p>Food vouchers were provided during the May half term break 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. In addition, 108 DWP grants, totalling just over £2 million, were awarded to summer schemes that provide food and activities to Hampshire children who are eligible for free school meals</p>
	<p>Hampshire's primary schools took part in the national 'Eat Them to Defeat Them' campaign, encouraging children to eat more vegetables. The initiative includes vegetable tasting sessions, 'cook-along' demonstrations, recipe suggestions and vegetable-inspired lesson plans</p>
	<p>A pilot scheme has started in September to create low traffic areas at the start and end of the school day near three schools in Hampshire. Findings will support a study into a healthier and safer environment for young people walking and cycling to school</p>
	<p>1.7 million physical books were issued in Hampshire libraries in the first half of 2021/22 whilst the number of eBooks issued in the period (519,268) was more than double the number issued before the COVID-19 pandemic (252,720 in the first half of 2019/20).</p>
	<p>Work on a segregated cycleway route between Brighton Hill Roundabout and Sullivan Road in Basingstoke has begun, 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>The Call to Care campaign launched, showcasing the careers available in social 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>Outcome three: 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>

Serving Hampshire priority	Achievement
	<p>A £150,000 grant scheme, funded from the Department for Travel's Active Travel Fund, will allow businesses to develop cycle facilities to support cycling as a means of commuting to work</p>
	<p>Manor Farm opened its new Play Barn, which saw an increase in membership numbers. The attraction delivered 50% of its annual income target in its first 12 weeks of the year</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>Changes at Staunton Country Park in Havant have been completed, including improved visitor facilities and the restoration of the historic Georgian landscape</p>
	<p>Hilliers launched the new extension to Jermyn's House, 'The Garden Restaurant' in July 2021</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>Outcome four: People in Hampshire enjoy being part of strong, inclusive, resilient communities</p>	<p>The County Council launched two consultations, on Balancing the Budget and options for Public Health services, in June 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. The following links show two specific examples of how the feedback from these consultations has been used to inform decision making:</p> <p>Balancing the Budget</p> <p>Public Health</p>

Serving Hampshire priority	Achievement
	<p>The Council has been supporting the Government's programme to resettle Afghan refugees following the withdrawal of UK troops from Afghanistan, including housing refugees in temporary 'bridging hotels' before finding them permanent homes. The Council expects to resettle approximately 30 Afghan refugee families in Hampshire through this work</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 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>
	<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>A Community Researchers Programme has launched, which has recruited 13 community researchers 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 2: Sources of internal and external validation

Assessment title	Area	External/internal	Latest judgement
Children's Services			
Inspection of Local Authority Children's Services	Full children's social care inspection	External – Ofsted	Hampshire was judged as <i>Outstanding</i> across all areas in June 2019.
Inspection of children's homes	Residential care homes inspection	External – Ofsted	<p>Ofsted resumed graded inspections of residential and secure children's homes with effect from 1 April 2021.</p> <p>Six of the 10 homes in Hampshire have been inspected since April 2021 and five are currently graded Outstanding or Good.</p> <p>Three homes were temporarily closed in April 2020 to support the service during the COVID-19 pandemic re-opened in July 2021. Two have been reopened, while one remains temporarily closed.</p>
School Inspections	Inspections of schools	External – Ofsted	As at the end of August 2021, 93.2% of schools were judged to be <i>Good</i> or <i>Outstanding</i> by Ofsted. Ofsted inspections were suspended due to COVID-19, but have now restarted.
Social care self-assessment	Self-evaluation is an integral element of inspection of the local authority children's services (ILACS) framework	Internal and external – shared with Ofsted prior to annual conversation with the Director of Children's Services	The 2020 Social Care Self-Assessment was sent to Ofsted ahead of the annual conversation which took place on 31 March 2021.

Assessment title	Area	External/internal	Latest judgement
Inspection of Hampshire youth offending services	YOT inspection	Her Majesty's Inspectorate of Probation	Overall <i>Good</i> 2018. The inspectorate considered the arrangements for organisational delivery, the quality of court disposals, and out-of-court disposals work when making its judgement www.justiceinspectorates.gov.uk/hmiprobation/inspections/hampshireyos/ This is a four-year inspection programme which will be extended because of COVID-19.
Restorative Justice Council's Restorative Services Quality Mark	Youth Offending Team	External – Restorative Justice Council	Restorative Services Quality Mark awarded in April 2016 and applies until March 2023
Adults' Health and Care			
Adult Social Care Services Inspection	Inspection of in house provided residential and nursing homes	External – Care Quality Commission	Of 29 registered Council-run services (covering nursing homes, residential care homes, domiciliary care, and the shared lives service) 25 are rated <i>Good</i> Three care homes are rated as <i>Require Improvement</i> , and the Shared Lives Service has not yet been inspected.
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: <ul style="list-style-type: none"> • Emsworth House • Fleming House • Malmesbury Lawn • Westholme
Economy, Transport and Environment			

Assessment title	Area	External/internal	Latest judgement
Accreditation to ISO9001:2015 – Quality Management	Economy, Transport & Environment (ETE) Department – whole department	External – British Standards Institute (BSI)	Last assessment (May 2021) resulted in accreditation being successfully maintained. Audits occur twice a year, with surveillance assessments continuing remotely following COVID-19 restrictions. The next assessment is due in November 2021.
Culture, Communities and Business Services			
Operational Authorisation (Replaces the Permission for Commercial Operations)	Drone Service (Asbestos)	External – The Civil Aviation Authority	Permission granted from 19 th Aug 2021 until and including 19 th 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

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 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 January 2022
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 January 2022
British Canoeing Quality Mark (BC)	Hampshire Outdoor Centres	External - British Canoeing	Calshot Activities Centre – Quality mark – expires December 2021

Assessment title	Area	External/internal	Latest judgement
Green Flag Awards	Outdoor accreditation for a variety of areas	External - Keep Britain Tidy	Awards resumed post-COVID-19 and Green Flag awarded in 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	A minimum of 5% of the network is audited each year (2.5% twice a year, in May and November), based on a set methodology. There are no available figures in May 2021 due to scaled down activity with Ramblers Association.
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 . One of the largest grassland sites in southern England owned by HCC and Natural England has recently been reassessed as in 'Favourable' condition, improving on its previous rating of 'Unfavourable Recovering' condition.
Rural Payment Agency (RPA) Inspections	Countryside sites with Pillar 1 and Pillar 2 common agricultural agreements in place	External - Rural Payment Agency (RPA)	The Rural Payments Agency (RPA) inspects a percentage of agreements each year on behalf of Natural England. The inspections check agreement holders are meeting the schemes' terms and conditions
Animal and Plant Health Agency (APHA) checks	Inspect animal health and welfare	External - Animal and Plant Health Agency	Spot check countryside sites for animal health and welfare and plant disease

Assessment title	Area	External/internal	Latest judgement
Food Hygiene Ratings	Countryside Country Park cafes	Environmental Health Officer	Current ratings: 5-star ratings at Manor Farm, Staunton Farm, Titchfield Haven, Royal Victoria, Lepe Country Parks and 4-star ratings at Queen Elizabeth Country Park
General Register Office (GRO) – Stock and Security Audit	Registration – provides assurance to the GRO Compliance and Performance Unit	External - General Register Office	Received positive high rating in 2016, Next assessment was due November 2020 (4-year cycle for those with a high rating), but this has been delayed by GRO due to impact of COVID-19 and date for next assurance review will be 3 rd May 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 will be June 2022
Hyperactive Children's Support Group's Highest Award for Excellence in School Catering	HC3S annual assessment to retain accreditation for removal of specific additives in primary school meals	External - Hyperactive Children's Support Group	Current accreditation has been extended to September 2021 due to COVID-19. New date for re-accreditation yet to be confirmed
Annual allergen audits	HC3S	Internal	Allergen audits are now completed internally. During the academic year, Sept to Aug, 69 were completed, with an average score of 91.2% compliance against HC3S standards

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). 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
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

Assessment title	Area	External/internal	Latest judgement
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
Corporate Services			
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)
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.

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. Self assessment successfully completed, assessed 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 2020, with an updated assessment planned for December 2021.