

Shaping Hampshire 2015/16

Key performance highlights
and next steps



Performance headlines

- Overall performance remained **good** during 2015/16, evidencing strong performance in the delivery of core services.
- This is despite on-going cost reductions and service transformation and is evidence **by external inspection and validation, buy-back of services & customer satisfaction** results.
- Self-assessment also found the County Council's performance to be **good**, with some **outstanding** features

Performance highlights

In 2015/16 Hampshire County Council:

- Offered 90% of parents a place for their child in a primary school of their choice, and 98% in a secondary school of their choice;
- Delivered health checks to 55.5% of eligible residents (the highest level to date);
- Had the highest level of satisfaction with road maintenance of any County Council;
- Connected 64,500 premises to superfast broadband; and
- Achieved £3m of savings through reductions in the County Council's carbon emissions.

Performance highlights

Areas for improvement:

- **Delayed transfers of care from hospital** have been rising nationally. The County Council has:
 - **provided support** to hospitals and **extra capacity** to improve the rate of discharge; and
 - been working with partners to **improve resilience** through the 2016/17 Better Care Fund plan and Clinical Commissioning Group Operational Plans.
- **People killed or seriously injured on Hampshire roads** have risen over the past few years. The County Council has:
 - developed a new Traffic Management Policy in May 2016 which focuses on schemes and projects that **target causes of injury accidents**; and
 - continued its **road safety programmes** with schools and young drivers, and delivered free driver awareness workshops for motorists aged 60+

Future performance reporting

- Cabinet on 7th December – agreement to revise the performance framework and annual self-assessment process
- Enabled and informed by:
 - **Digital Project** - using new technology platforms intended to enable a single, real time, view of ‘the customer’
 - **New Customer Operating Model** – new customer performance measures
 - **Repositioned Customer Engagement Service** – supporting departments to put the customer at the centre of our business
 - **New Corporate Strategy** – revised *Shaping Hampshire* document by April 2017

Future performance reporting (2)

- Proposed principles of the revised framework:
 - **Be more customer focused** - increased emphasis on the customer and their experience, with measures to reflect this
 - **Support employees** in understanding how their roles contribute to delivering outcomes for customers
 - **Minimise bureaucracy and increase efficiency** – using digital to reduce cost of reporting and ensuring reporting and self-assessment is robust, proportionate and fit-for-purpose
 - **Be more forward-looking** – using insight from analytics to drive proactive performance management by departments

Existing customer focus:

Some customer measures already included:

- 90% of Adult Social Care users claim that services make them feel safe (higher than the national average)
- Best levels of satisfaction of all County Councils for providing advance warning of road works, treating the roads through the winter, and the speed at which street lights are repaired
- 97% of Registration Service users describe themselves as pleased or extremely pleased with the service
- Property Services measured a satisfaction score of 91.5% amongst its customers

Future customer focus

Areas for discussion

- Business need to report on '**showstopper**' areas is likely to remain
- **Gain consistency across the business for customer measures**, e.g. customer satisfaction reported by different services in different ways
- **Make sure obvious areas are included**, e.g. complaints handling, IBC?
- **Understand what digital capability will be available / is needed and by when**, e.g. to reduce reporting effort and make data more transparent, readily available and increasingly 'real time'

Questions and discussion