FUTURE NORTHANTS

Service Blueprint
# North Northamptonshire

What this pack contains

- This is the **detailed blueprint** for the Council - It builds on the high level blue print previously published and reflects the decisions and agreements reached.

- it is split into service areas with each chapter using a consistent format to provide further detail on the functions within the service and specifically:

  - The source of the function (whether staff will be coming from the District and Borough council, the County Council or both,

  - The scope of activities included

  - The potential staff in scope of the service (subject to ongoing updates and final validation), and

  - Any investment that has already been identify to support transformation or to support the safe disaggregation of NCC services into the two new Councils.

- It also provides further detail of key aspects of the service, its activities, offer, systems, partners and also they key transformation and year 1 activities.
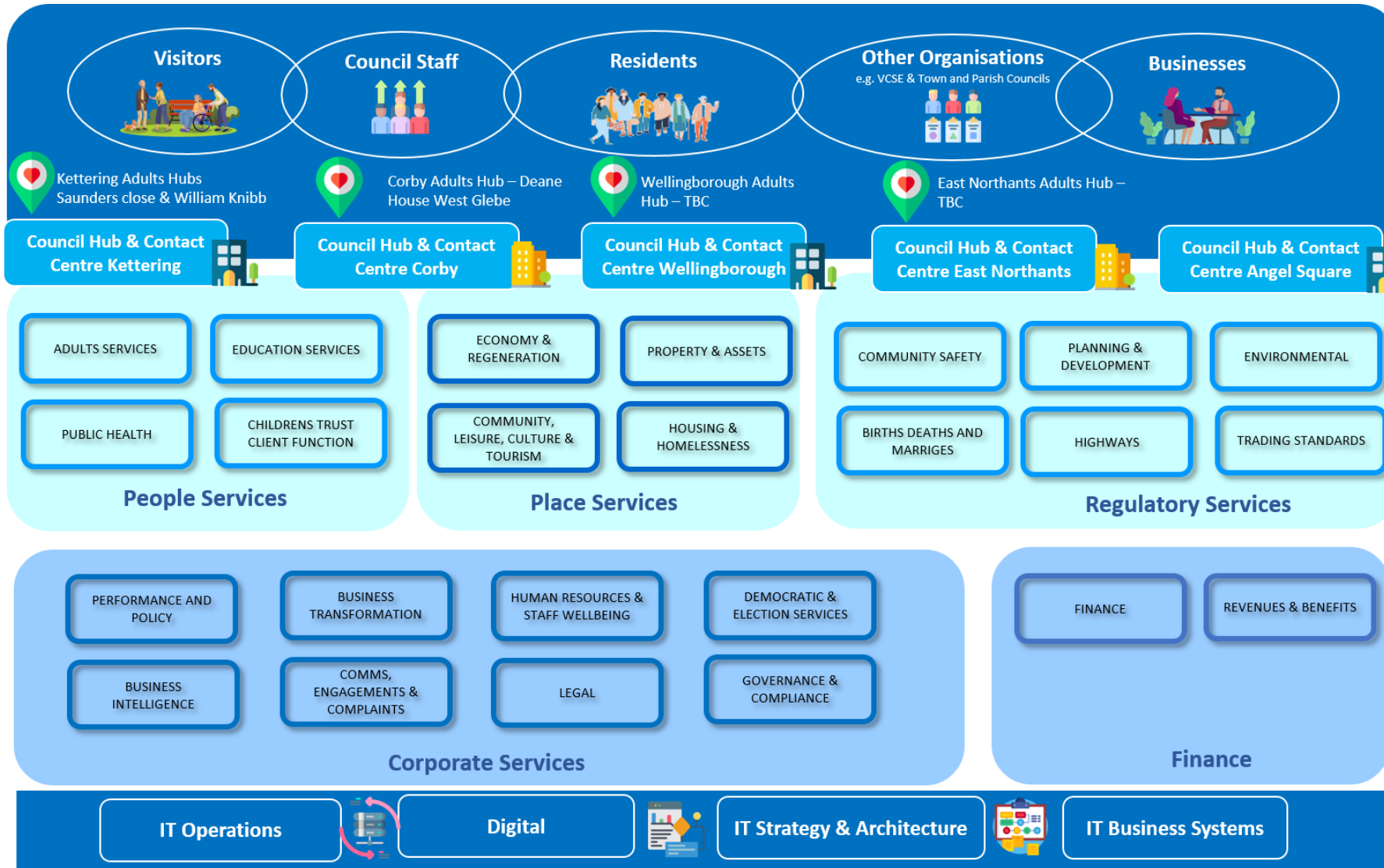
FUTURE
NORTHANTS

North Portfolios
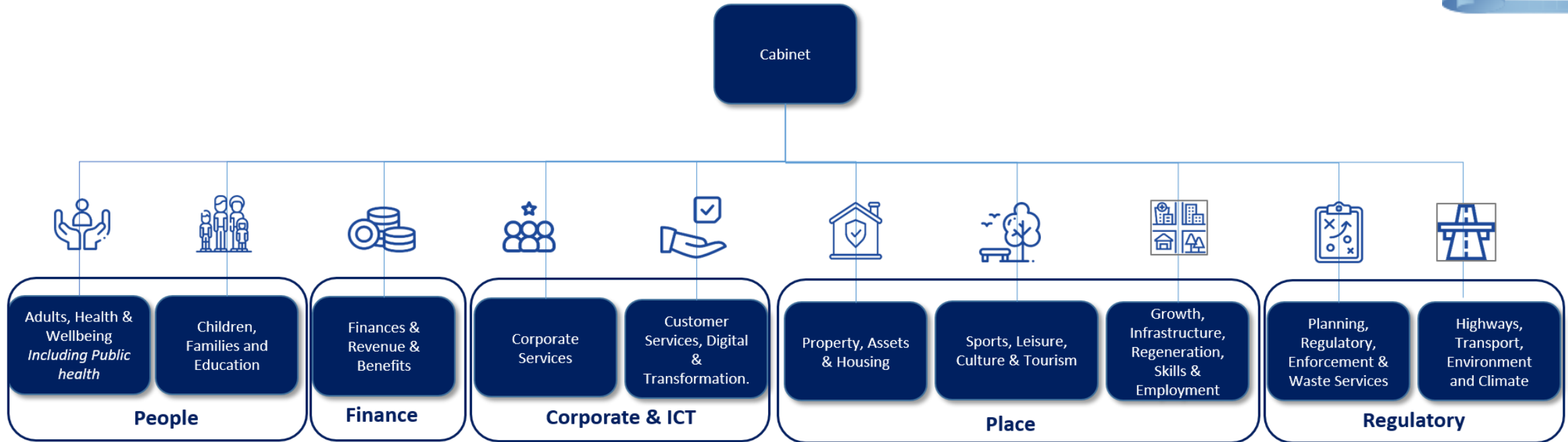
The Blueprints have been set out in chapters that reflect key themes or directorates that underpin in Unitary Councils portfolios

FUTURE NORTHANTS

North blueprint

Customer Service Front door

Range of access points supported by professionals & contact centre technology to route calls and automate more on-line transactions

Visitors · **Council Staff** · **Residents** · **Other Organisations** e.g. VCSE & Town and Parish Councils · **Businesses**

Kettering Adults Hubs Saunders close & William Knibb

Corby Adults Hub – Deane House West Glebe

Wellingborough Adults Hub – TBC

East Northants Adults Hub – TBC

Council Hub & Contact Centre Kettering

Council Hub & Contact Centre Corby

Council Hub & Contact Centre Wellingborough

Council Hub & Contact Centre East Northants

Council Hub & Contact Centre Angel Square

Fulfilment Services

Providing a range of services to the people and places within the unitary footprint

People Services
- ADULTS SERVICES
- EDUCATION SERVICES
- PUBLIC HEALTH
- CHILDRENS TRUST CLIENT FUNCTION

Place Services
- ECONOMY & REGENERATION
- PROPERTY & ASSETS
- COMMUNITY, LEISURE, CULTURE & TOURISM
- HOUSING & HOMELESSNESS

Regulatory Services
- COMMUNITY SAFETY
- PLANNING & DEVELOPMENT
- ENVIRONMENTAL
- BIRTHS DEATHS AND MARRIGES
- HIGHWAYS
- TRADING STANDARDS

Enabling and Support Services
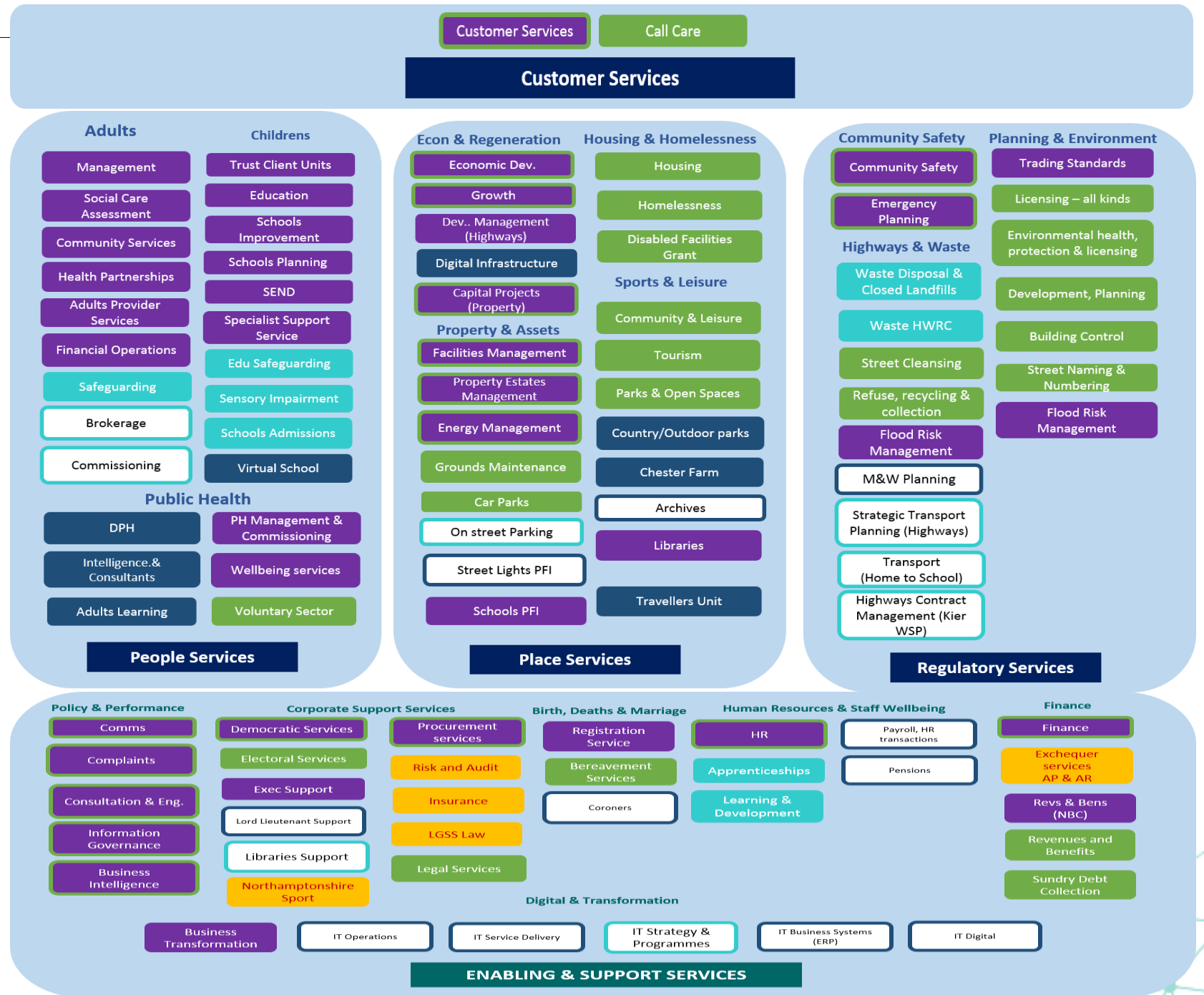
Provide the underpinning back office support services and ICT infrastructure to keep the Council running and performing its business

Corporate Services
- PERFORMANCE AND POLICY
- BUSINESS TRANSFORMATION
- HUMAN RESOURCES & STAFF WELLBEING
- DEMOCRATIC & ELECTION SERVICES
- BUSINESS INTELLIGENCE
- COMMS, ENGAGEMENTS & COMPLAINTS
- LEGAL
- GOVERNANCE & COMPLIANCE

Finance
- FINANCE
- REVENUES & BENEFITS

- IT Operations
- Digital
- IT Strategy & Architecture
- IT Business Systems

FUTURE NORTHANTS

North Draft Blueprint

This is how the North blue print is made up from the NCC & D&B services
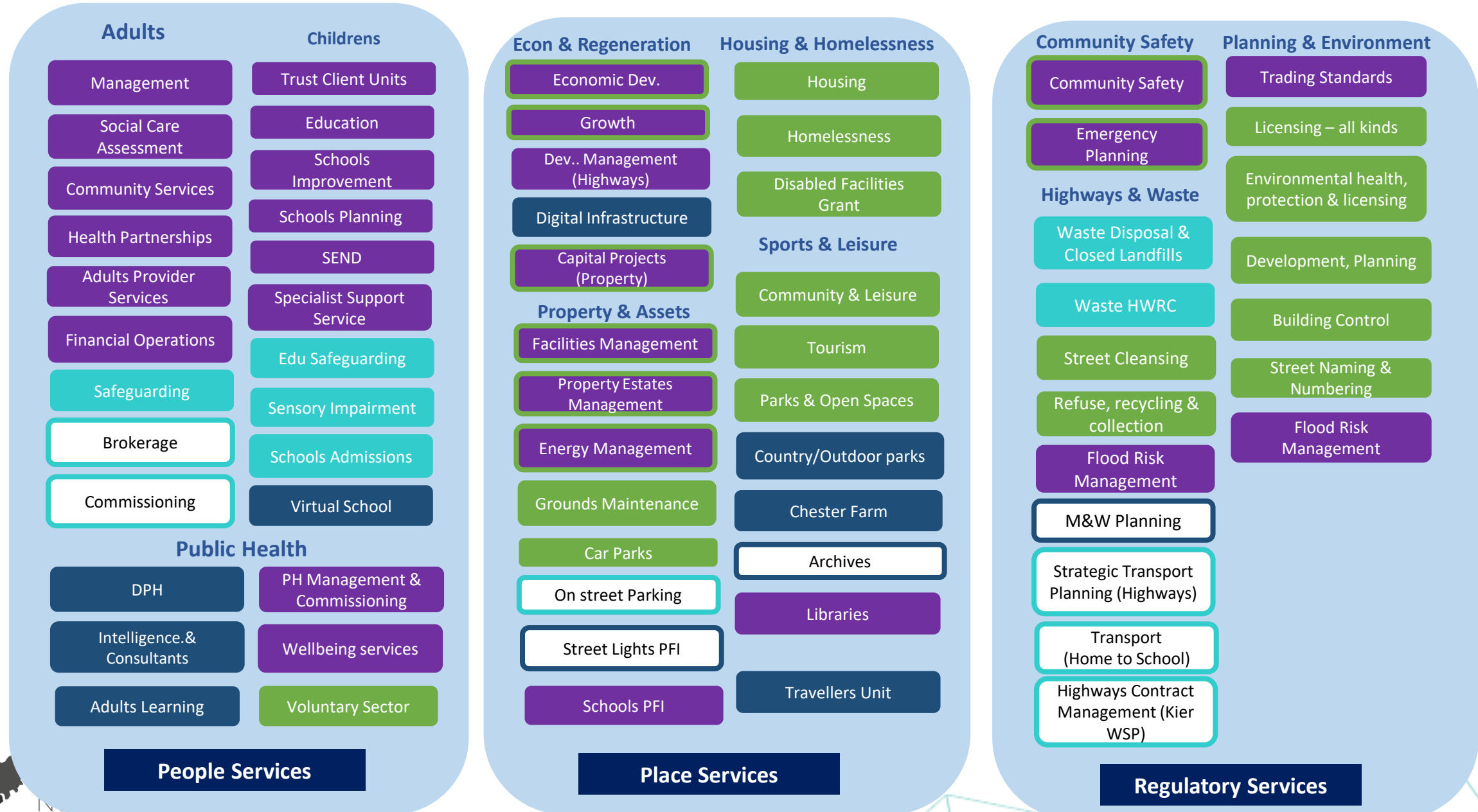
Key:

- NCC only function that is disaggregated
- NCC & D&B Common function
- District & Borough only function that is aggregated
- NCC function that is Lead Authority - Provider
- NCC function that is Lead Authority - Receiver
- NCC function hosted for up to 12 months - Provider
- NCC function hosted for up to 12 months - Receiver
- NCC function hosted for more than 12 months - Provider
- NCC function hosted for more than 12 months - Receiver
- Function provided by other organisations to the new authorities

FUTURE NORTHANTS

Customer Services

Customer Services | Call Care

People Services

Adults
Management | Social Care Assessment | Community Services | Health Partnerships | Adults Provider Services | Financial Operations | Safeguarding | Brokerage | Commissioning

Childrens
Trust Client Units | Education | Schools Improvement | Schools Planning | SEND | Specialist Support Service | Edu Safeguarding | Sensory Impairment | Schools Admissions | Virtual School

Public Health
DPH | Intelligence.& Consultants | Adults Learning | PH Management & Commissioning | Wellbeing services | Voluntary Sector

Place Services

Econ & Regeneration
Economic Dev. | Growth | Dev.. Management (Highways) | Digital Infrastructure | Capital Projects (Property)

Property & Assets
Facilities Management | Property Estates Management | Energy Management | Grounds Maintenance | Car Parks | On street Parking | Street Lights PFI | Schools PFI

Housing & Homelessness
Housing | Homelessness | Disabled Facilities Grant

Sports & Leisure
Community & Leisure | Tourism | Parks & Open Spaces | Country/Outdoor parks | Chester Farm | Archives | Libraries | Travellers Unit

Regulatory Services

Community Safety
Community Safety | Emergency Planning

Highways & Waste
Waste Disposal & Closed Landfills | Waste HWRC | Street Cleansing | Refuse, recycling & collection | Flood Risk Management | M&W Planning | Strategic Transport Planning (Highways) | Transport (Home to School) | Highways Contract Management (Kier WSP)

Planning & Environment
Trading Standards | Licensing – all kinds | Environmental health, protection & licensing | Development, Planning | Building Control | Street Naming & Numbering | Flood Risk Management

Enabling & Support Services

Policy & Performance
Comms | Complaints | Consultation & Eng. | Information Governance | Business Intelligence

Corporate Support Services
Democratic Services | Electoral Services | Exec Support | Lord Lieutenant Support | Libraries Support | Northamptonshire Sport | Procurement services | Risk and Audit | Insurance | LGSS Law | Legal Services

Birth, Deaths & Marriage
Registration Service | Bereavement Services | Coroners

Human Resources & Staff Wellbeing
HR | Apprenticeships | Learning & Development | Payroll, HR transactions | Pensions

Finance
Finance | Exchequer services AP & AR | Revs & Bens (NBC) | Revenues and Benefits | Sundry Debt Collection

Digital & Transformation
Business Transformation | IT Operations | IT Service Delivery | IT Strategy & Programmes | IT Business Systems (ERP) | IT Digital

North Blueprint – Customer Layer

Customer Services

Call Care

Customer Services

North Blueprint – Fulfilment Layer (*Expanded*)

People Services

Adults
- Management
- Social Care Assessment
- Community Services
- Health Partnerships
- Adults Provider Services
- Financial Operations
- Safeguarding
- Brokerage
- Commissioning

Childrens
- Trust Client Units
- Education
- Schools Improvement
- Schools Planning
- SEND
- Specialist Support Service
- Edu Safeguarding
- Sensory Impairment
- Schools Admissions
- Virtual School

Public Health
- DPH
- PH Management & Commissioning
- Intelligence.& Consultants
- Wellbeing services
- Adults Learning
- Voluntary Sector

People Services

Place Services

Econ & Regeneration
- Economic Dev.
- Growth
- Dev.. Management (Highways)
- Digital Infrastructure
- Capital Projects (Property)

Property & Assets
- Facilities Management
- Property Estates Management
- Energy Management
- Grounds Maintenance
- Car Parks
- On street Parking
- Street Lights PFI
- Schools PFI

Housing & Homelessness
- Housing
- Homelessness
- Disabled Facilities Grant

Sports & Leisure
- Community & Leisure
- Tourism
- Parks & Open Spaces
- Country/Outdoor parks
- Chester Farm
- Archives
- Libraries
- Travellers Unit

Place Services

Regulatory Services

Community Safety
- Community Safety
- Emergency Planning

Highways & Waste
- Waste Disposal & Closed Landfills
- Waste HWRC
- Street Cleansing
- Refuse, recycling & collection
- Flood Risk Management
- M&W Planning
- Strategic Transport Planning (Highways)
- Transport (Home to School)
- Highways Contract Management (Kier WSP)

Planning & Environment
- Trading Standards
- Licensing – all kinds
- Environmental health, protection & licensing
- Development, Planning
- Building Control
- Street Naming & Numbering
- Flood Risk Management

Regulatory Services

North Blueprint – Enabling Services Layer (*Expanded*)

Policy & Performance
- Comms
- Complaints
- Consultation & Eng.
- Information Governance
- Business Intelligence

Corporate Support Services
- Democratic Services
- Electoral Services
- Exec Support
- Lord Lieutenant Support
- Libraries Support
- Northamptonshire Sport
- Procurement services
- Risk and Audit
- Insurance
- LGSS Law
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- Sundry Debt Collection

Digital & Transformation
- Business Transformation
- IT Operations
- IT Service Delivery
- IT Strategy & Programmes
- IT Business Systems (ERP)
- IT Digital

ENABLING & SUPPORT SERVICES

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SCOPE OF SERVICE AREA BLUEPRINT

Children's Education Services

Staff Source: *NCC Services Only*

Service Functions included:
Schools, Specialist Support Service, EHCP, High Needs Funding, Early Years Funding, Early Years Advisory, Education Inclusion, Schools Improvement, School Place Planning, Commissioning and Sufficiency, IASS.

(School Admissions, Safeguarding in Education, Sensory Impairment Service, Virtual School will be Provided by the North)

Staff in scope: *193 Staff Split based on a 50/50 N & W further work required   (additional 21.81 FTE required to Disaggregate)*

Investment: *£1,018,546. to fund the additional 21.81 FTE required to Disaggregate Services posts required to disaggregate services*

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – EDUCATION

1. Statutory Duties

Legal Duties. A service that meets its statutory duties and the associated timescales expected of a Local Authority.

2. Financial Stability

Disaggregation of the DSG and Base Budget for Education to meet the service requirements.

3. Future proofed

Services: A service that is focused upon improving Education outcomes for all of our Children and Young People in such a manner that it continuously learns and improves through best practice and integration with partners.

4. Shared systems and information

Working with key partners, e.g. DfE, Ofsted, Regional School Commissioner, Early Years Settings, Children's Trust, Adult Services and Schools Stakeholders to support and challenge improvement where needed through solid performance information.

5. Child Centred Pathways for Universal and Vulnerable Children

Ensuring quality across Education Services: through pathways which meet the children and young peoples needs both of Education and for the Children's Trust.

Key areas of collaboration:

- An Education Service that is clearly joined-up with the Children's Trust and Adult Services

- Closely working with Public Health colleagues to ensure a more co-ordinated service across well being,

- Improved working relationships with Schools , FE Colleges

- Clear processes and links to wider corporate functions e.g. Place Planning and Economic development

FUTURE NORTHANTS

BLUEPRINT FOR DAY ONE SAFE AND LEGAL – CHILDREN'S EDUCATION DISAGGREGATED SERVICES

Service Offer

Early Education And Childcare:
Secure sufficient childcare for working parents. Secure early years provision free of charge ,For 2 year olds: based on eligibility and for 3 and 4 years olds: 15 hours/ week to all; 30 hours/ week to eligible families. Deliver the funding entitlements to approved settings (Early Years Designated School Grant)

Education Psychology, VIG & Therapy :
Ensure compliance with SEND duties. Oversight and reporting to Schools Forum of High Needs Funding Block of DSG circa £65,000,000. Ensure sufficiency of special educational placements. Promote and develop joint working and commissioning arrangements with health and social care (children and adults)

EHCP, High Needs & 16-19 Team
Manage the assessment and placements of children and young people, 0-25, with special educational needs and disabilities (SEND), ensure sufficient provision and allocate funding to schools and education providers, including post-16

Specialist Support Service
Support the inclusion of children and young people both at home and in their educational settings and reduce the risk of exclusion or the escalation into more specialist services and support

Education Inclusion:
Ensure exclusions are avoided, and where pupils are excluded, they still receive full entitlement; support regular attendance and prosecute parents when this isn't achieved; monitor home educated children, and together with other agencies, support the safeguarding of children missing education; administer and oversee licensing for children in entertainment and employment

School Improvement:
The assessment and improvement of education provision in order to increase the numbers of pupils attending Good and Outstanding settings in the county; focus on working with maintained schools and maintained nurseries

School Place Planning
Provision of sufficient school places in all areas of the county; prioritising provision in Good and Outstanding schools, and value for money per new school places delivered in line with industry standard per pupil and per m2 rates; maintenance of the schools estate

Key Activities

- Service Design

- Working protocols between Education and The Trust

- Delivery of BAU service Plans for each Functional Area

- Dialogue with Children's Trust and NCC

- Business case development for areas of Improvement

- Clear Communication Plan with LSE workforce for future.

- Integration of Support function for 2 new unitaries.

Planned Locations

No Change Planned for Day 1

IT Systems

- Capita One Client, Capita One Online
- Capita One V3, Mash Protect
- CareFirst
- Carecalc. For the Resource Allocation System (RAS)
- VIG, EPEP, FFT Aspire
- NCER Nexus/Nova, eVisit
- Eligibility Checking System (ECS)
- S2S, AVCO
- Early Years Funding Portal
- StaffPay, Key to Success
- Duxbury Licence
- Abbey Fine Reader Licences
- FIS
- Local Offer
- ViewPoint
- Mailchimp
- NCC Survey Software
- Twitter
- Instagram
- Governor Hub
- Alps - A-level Performance System ALPS (A-level Performance System)
- Dfe Secure sign in
- Standards and testins agency (STA)
- Primary Assessment gateway
- Newly qualified teacher (NQT) Manager
- K2
- NaSacre (Nat assocof SACRE)
- CLEAPSS

Customer & Channels

- Children And Young People accessing Education

- Schools Requiring Support

- EY settings requiring Support

- EY Providers requiring Payments for 2 ,3 and 4 Year olds

- Provider Portals

- Web forms

- Phone/Email

Key Partners & Suppliers

- Schools, Further Education Providers and Alternative Provision
- LGSS
- Early Years Providers
- DfE
- Regional School Commissioner
- Children's Trust
- Unions
- Corporate Services in the new Authorities
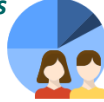
Plus

- Work with Children's Trust to embed SLA and KPI – efficient pathways for children accessing both services
- Schools Sufficiency and Specialist School Placements – medium term transformation
- Medium term strategy for DSG and Vulnerable Learners – specifically use of EHE, AP and culture with the schools

Key Activities Year 1

- Deliver Schools Strategy
- Deliver against Improvement Plans (SEND, Education Inclusion and Educational Psychology Service)
- Prepare for SEND Inspection
- Improve and deliver in year sufficiency requirements
- Embed joint processes with the Children's Trust
- Embed processes within new Unitary structure across new organisations.

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DAY 1 SAFE AND LEGAL – CHILDREN'S EDUCATION HOSTED SERVICES
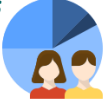
Service Offer

Safeguarding in Education:
- Ensuring safeguarding in all education settings (including private schools) are monitored and effective

School Admissions:
- Primary and Secondary 'Co-ordinated Schemes' allocations delivered in accordance with national timeframes;
- 'In Year' allocations made within published timeframes;
- 'Fair Access' Protocol in place and applications processed in specified timeframes

Sensory Impairment Service:
- Support children and young people with hearing/ vision impairment (ages 0-19 years)

Key Activities

- Service Design
- Plan to Disaggregate Service
- Working protocols between Education and The Trust
- Delivery of BAU service Plans for each Functional Area
- Dialogue with Children's trust and NCC
- Clear Communication Plan with LSE workforce for future.

Planned Locations

No Change Planned for Day 1

IT Systems

- Capita One Client
- Capita One Online
- Capita One V3
- CareFirst
- Firmstep
- QGIS
- Duxbury Licence
- Abbey Fine Reader Licences

Customer & Channels

- Children And Young People accessing Education
- Parent/Carers applying for School Placements
- Citizen Portal
- Web Forms
- Phone/Email

Key Partners & Suppliers

- Schools, Further Education Providers and Alternative Provision
- LGSS
- Early Years Providers
- DfE
- Regional Schools Commissioner
- Children's Trust
- Unions
- Corporate Services in the new Authorities

Plus

- Define and improve the relationship and processes between the Virtual School and the Trust
- Future plans for School Admissions and transformation in to the new authorities
- Potential to improve traded offer (and income) for Safeguarding in Education Services

Key Activities Year 1

- Work with Unitaries and Trust for Children in Care Services
- Agree approach and future plans for Schools Admissions whilst safely delivering BAU

DAY 1 SAFE AND LEGAL – CHILDREN'S EDUCATION LEAD SERVICES

Service Offer

Virtual School:

The education attainment and progress of the authority's Children in Care (CiC) is monitored and evaluated as if those children attended a single school

Key Activities

- Delivery against Service Plan

Planned Locations

No Change Planned for Day 1

IT Systems

- Capita One Client
- Capita One Online
- Capita One V3
- CareFirst
- Firmstep
- EPEP
- FFT Aspire
- NCER Nexus/Nova
- eVisit

Customer & Channels

Current Children in Care

Key Partners & Suppliers

- Schools, Further Education Providers and Alternative Provision
- LGSS
- Early Years Providers
- DfE
- Regional Schools Commissioner
- Children's Trust
- Unions
- Corporate Services in the new Authorities

Plus

Ongoing work with the Children and The Children's Trust

Key Activities Year 1

Delivery of Service Plan

NORTHANTS

JOURNEY TO SPLIT SERVICES – HOSTED SAFEGUARDING IN EDUCATION AND SENSORY IMPAIRMENT TEAM

Review and mapping of service function in detail – systems, processes, contracts etc. Understand the relation between Children and Staff

May '21

Identify traded income for Safeguarding In Education

Initial to-be service design drafted

Jun '21

Staff engagement and consultation, initiate any third party contract requirements (i.e. splitting from one service contract to two where/if applicable)

Nov '21

Dec '21

Apr '21

REVIEW AND DESIGN PERIOD

Proposal to Unitary regarding service design and future requirements for splitting (indicative budgets, staffing levels, system requirements)

IMPLEMENTATION PERIOD

Define and confirm scope and service baseline data following vesting day

Jul '21

Jan '22

Implementation Plans developed and agreed

Sep '21

Aug '21

Apr '22

Engagement with West Northants Unitary regarding service split and relevant proposals / requirements

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Service Blueprint
North Northamptonshire

Day 1 Service Design for Adults

SCOPE OF SERVICE AREA BLUEPRINT

Adult Social Care: North
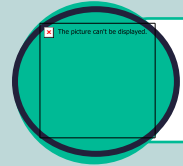
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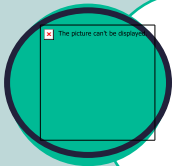
Service Functions included:

All Areas of Adult Social Care- Provider Services, Community Services, Brokerage, Commissioning, Health Partnerships, Safeguarding, Financial Operations, Social care Assessment
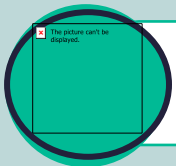
Staff in scope: *All NASS staff 576 FTE's*
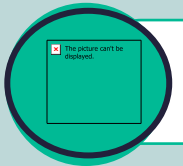
Investment: *There will be a some investment required in people subject to approval*

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES –ADULT SOCIAL CARE

1. Statutory Duties

Legal Duties. A service that meets its 6 statutory duties: advice and signposting, helping people support themselves, providing social care assessments, meeting eligible social care need, developing social care markets, protecting the vulnerable

2. Financial Stability

The money: A service that meets the needs of all residents in such a manner that it delivers the good outcomes they require, they value and within budget - helping them as far as possible to remain in their own homes.
.

3. Future proofed

Services: A service that is focused upon improving outcomes for all of our residents in such a manner that it continuously learns and improves through best practice and integration with partners. It is connected with residents and through its culture and change approach delivers good outcomes consistently

4. Targeted Intervention

Sticks like glue: Our people will have the time to understand and listen to our residents and be well connecting in the community. The service will help people maintain control over their lives, sticking like glue to them for good outcomes. There will be no presumption of ongoing support.

5. Shared systems and information

Sharing more: We will make sure that the information we share is legally compliant, yet is seen as an enabler for more joined up stories which means we are able to support the residents story only needing to be told once. Equally through the use of appropriate technology we will look to improve outcomes for all or our residents.

6. Simple and collaborative services

Ensuring quality across Adult Services: The new model of service provision means that we will provide services of a high quality and in such a manner that the whole system is simpler to use and access for all people, carers and partners. It will be joined together in such a way that collaboration is second nature and helps to drive the good outcomes that we desire for all of our residents.

Key areas of collaboration:

- Integration of Health and Social Care
- An Adults service that is clearly joined-up with other services and partners– including the Children's Trust and the CVS
- Closer working with the community in general.
- Closely working with Public Health colleagues to ensure a more co-ordinated service across well being, commissioning and and sharing of information
- Closer working relationships with colleagues across Housing, Communities and Leisure and environmental services.

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Adults "6-5-4 Design Principles"

A reminder of our responsibilities, principles and aims to underpin our future models of care and support for adults

Adults Social Care – Transformation Blueprint

Vision: For Northamptonshire Adults Social Services to be safe and sustainable and support people to live well, stay well and age well.

6 Statutory Duties – Things we must do

- **Duty 1:** Advice and signposting
- **Duty 2:** Helping people support themselves
- **Duty 3:** Providing social care assessments
- **Duty 4:** Meeting eligible social care need
- **Duty 5:** Developing social care markets
- **Duty 6:** Protecting the vulnerable

5 Principles – guidelines to delivering care

1. The Right Person
2. The right time:
3. The right place:
4. The right support:
5. The right Partner:

4 Aims – Stages of Care & Support
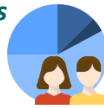
1. Prevent Need
2. Reduce Need
3. Delay Need
4. Meet Need

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – ADULT SOCIAL CARE

Service Offer

- Northamptonshire Communities and Individuals are supported to live well, age well and stay independent
- Move away from bureaucracy - spend longer with people face to face
- We exhaust informal care and solutions in a crisis before considering ongoing support.
- The right person: we support people to get on with their lives and live the life they want
- The right time: We work with people in crisis intensively to regain control of life and prevent things getting worse
- The right place: we understand the resources available in the family and community and make use of "extended networks".
- The right support: If care is needed we will consider the best resources, connectors and support will enable the person to live their chosen life in the right setting at the right cost.
- Carers: We always think about what will help carers continue caring.
- We support a person's journey – not our silo's/functional model – limited handoffs
- Help people gain the skills & education

Key Activities

- Designing Excellence within Innovation sites (process and pathways)
- Redesign of reablement
- Developing Brokerage ways of working
- Developing Acute ideal Outcomes
- Developing Inclusion
- Developing finance and operations
- Safeguarding development
- Developing structure and function
- LD Transformation
- Connect (3 conversations model)
- Accommodation development LD Supported living
- Shaw PFI – return of care services
- Health and social care integration
- Admissions avoidance to reduce demand and hospital admissions
- Case management system - Eclipse/Abacus implementation

Planned Locations

- 4 Community Hubs and Older adults community teams across North Northamptonshire
- 2 Inclusion hubs
- 1 Learning disability hub

IT Systems

- Carefirst/Eclipse/Abacus
- Cygnum
- Searchlight
- Caspar
- Sage 50
- On line banking
- Contracts register
- ERP Gold
- Pro contract
- Charity Log
- Egress (secure email with health)
- System one (Health)
- E forms
- Care Motive (Childrens)
- Broadcare
- E-recruitment
- SharePoint/O365
- Money soft payroll manager

Customer & Channels

- Older people
- Mental health
- Transitions from Childrens Trust
- Autism
- Acquired Brain injury
- Physical disability
- Learning disability
- Carers
- Prisoners
- Hospital Patients
- Family
- Councillors

Key Partners & Suppliers

- Right source market provision for the best outcome at the right cost – excellent commissioning
- Use voluntary sector or social prescribing Service to add scale and capacity
- Integrate and share services and contracts where offers value for money.
- Integration of health and social care at a community level.
- Integrated working on hospital pathways
- Train trusted Partners to deliver connecting conversations
- Collaborate around the person
- Maintain strong links and contract with childrens trust
- Join-up with other key services in community hubs
- Join up with other Councils if we can deliver more effectively together
- Closer working with public health Partners can provide delegated functions

Plus
- Community Hubs and teams to help people be more connected in their communities
- Continued review of structure, culture and practice, health and care integration
- Inclusion Hubs
- Learning Disability Hubs
- Finance and Operations will make sure that everyone receives a fair assessment of their finances for access to financial support
- Older people Reablement to help people live more independently
- Acute Discharge to support independence as well as flow out of hospital
- Brokerage being responsible for matching the most ideal package of care to each individual needs across community teams
- Safeguarding being person led and outcome focused

Key Activities Year 1
- Embedding the transformation – allowing to settle and develop
- Continued development of the Operating model – completing the journey whilst realising opportunities as unitaries develop e.g.. Housing and leisure
- Continued culture change
- Continuing transformation in accommodation, practice and technology
- Continuing health and care integration

SCOPE OF SERVICE AREA BLUEPRINT

Public Health: North

Source: *NCC*

Service Functions included:
PH Management & Commissioning, Wellbeing Services, Intelligence and Consultants incl. DPH, Adult Learning

Staff in scope: *243 FTE's*

Investment: *There will be investment required in people to split some of the services*

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – PUBLIC HEALTH

1. Statutory Duties

Legal Duties. A service that meets its duties across the system through the statutory appointment of a Director Public Health to be responsible on behalf of the council for the following functions: weighing and measuring of children, health check assessments, sexual health services, public health advice service to health partners, health protection.

2. Financial Stability

The money: Public Health will discharge its statutory duties and be able to meet the needs of residents and deliver good outcomes within its budget and according to grant conditions.

3. Evidence Led

Services: Public Health service commissioning and delivery will be based on intelligence, best practice and modelled with future demand and trajectories in mind.

4. Targeted

Focused: Public Health will target its services (commissioned and directly provided) using intelligence and insight, to address local inequalities within North Northamptonshire.

5. System and Place based

Sharing more: Public Health will have a presence at a strategic (ICS) and operational (ICP) level to ensure staff skills mix is maximised.

6. Collaborative services
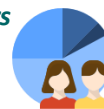
Working Together: Public Health will prevent disease, prolong life and promote health through the organised efforts of society, as per the Acheson definition (WHO, 1988)

Key areas of collaboration:

- Closer working with Adult Social Care and the Children's Trust.

- A Public Health service that is clearly joined-up with other services and partners – including the CVS, PHE and DHSC.

- Closer working across the community in general.

- Closely working with all health colleagues and partners to ensure a more co-ordinated, aligned service across all areas of Public Health.

- Closer working relationships with colleagues across Housing, Communities and Leisure and environmental services.

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – PUBLIC HEALTH

Service Offer

Every Child Gets the Best Start in Life

Maternity and neo-natal services, 0-25 Services (health visiting & school nursing), Children's safeguarding and Mental Health, Adverse Childhood Experiences ,Transitions to Adulthood, healthy schools, Sexual Health

Taking Responsibility & Making Informed Choices

NHS Health Checks, Health Improvement ,Health Inequalities, 'Make Every Contact Count', Smoking Cessation, Weight Management, Workplace Health, Digital Wellbeing Tools, PH Marketing & Communications

Promoting Independence & Quality of Life for Older Adults

Supporting Independence Service, Social Prescribing, Social Isolation, Falls Prevention, Adult Safeguarding, Participation in the management of the Better Care Fund, Cancer

Creating an Environment for all People to Flourish

Health Protection, Substance Misuse, Planning & Licencing, Sustainable Development, Voluntary & Community Sector Infrastructure, Armed Forces Covenant, Air Quality, Homelessness, Health Intelligence (including production of JSNA which inform commissioning across Health & Social Care)

Key Activities

- Health care public health
- Health improvement
- Health protection
- Embedding Health in All Polices
- Reducing inequalities
- Addressing todays issues while preventing tomorrows
- Working with partners
- Helping others understand the basics of public health

Planned Locations

- Base PH provider teams in localities with partners where possible
- Integrated Health and Care services- strategic and operational
- Back-office teams co-located in central locations
- Co-located with partners for areas of joint services, planning and care
- A Place based approach

IT Systems

- Systems connected with partners and related services e.g. Health, Childrens Services, DOH
- Secure & encrypted emails
- Holistic information about residents
- Reduce manual processes
- Legal entity and Email addresses Day 1

Customer & Channels

- Adults
- Mental health
- Children
- VCS
- Armed Forces
- NHS and Partners
- Health and Care Partners
- Environmental Services
- Education
- Housing
- GP's
- CCG's
- Businesses
- Academic partners (local, national and international)

Key Partners & Suppliers

- Right source market provision for the best outcome at the right cost
- Use voluntary sector
- Integrate and share services and contracts where offers value for money
- Integration of health and social care at a community level
- Collaborate around the person
- Maintain strong links and contract with all partners
- Join-up with other key services in communities
- Join up with other Councils if we can deliver more effectively together
- Closer working with ASC & other directorates

Plus

- Delivery of Unitary functions and services
- Delivery of Safe and Legal
- Business Plan delivery

Key Activities Year 1

- Embed services to avoid service disruption
- Operate closely with health and other partners
- Maintain service levels in challenging circumstances (Covid 19 for example)
- Delivery of business plan for key stakeholders e.g. DHSC

FUTURE NORTHANTS

FUTURE
NORTHANTS

Service Blueprint
North Northamptonshire

Day 1 Service Design for
Community and Wellbeing

SCOPE OF PORTFOLIO BLUEPRINT

Sports, Leisure, Culture & Tourism
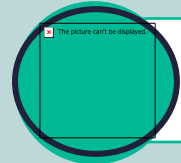
Source: *NCC and D&B*
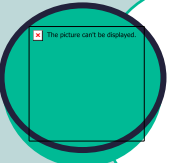
Service Functions included:

Green Spaces (Countryside Services, Country/urban parks and play areas and woodlands etc.), Sports & Leisure facilities, Physical Activities & Wellbeing, Community Development, Libraries (localities), Tourism, Archives & Heritage (including Museums, galleries, theatres, documents and archaeological archiving/storage), Community Events
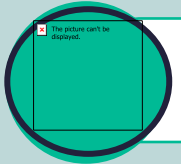
Staff in scope: *234 FTEs*
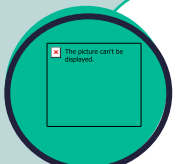
Investment:

Continued voluntary sector and community grants support & funding for minimum 12 months beyond vesting day. Costs associated with the upkeep and maintenance of major leisure and sports facilities, heritage assets, parks and open spaces and associated infrastructure, including investment programmes and grant aided projects which will have started before and continue beyond vesting day.

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – COMMUNITIES & LEISURE (NORTH)

1 Continued income & Grant Giving Models

2 Collaborative Working

3 Continued investment into Arts, Heritage and Leisure

4 Continued access to quality services and facilities

5 Services by Geography

6 Prevention and Early Intervention

Continued Income and Grant Giving Models
We need to ensure that all existing arrangements with regards to supporting voluntary and community partners continues beyond vesting day for a period of at least 12 months

Collaborative Working
A more joined up approach, with other linked authority services (such as Planning, Economic Development), voluntary sector and service delivery partners (such as Northamptonshire Sport) and other key partners in the planning and development of targeted and appropriate services for communities.

Continued investment into Arts, Heritage and Leisure
Continue to support ongoing development into arts, heritage and leisure functions to support lifelong learning and community wellbeing – investment into varied public programmes and events, ensure access to materials and sustainability of services

Continued access to quality services and facilities
Services to remain largely as-is for vesting day, with no drop of significant changes to customer offer or journey. All existing arrangements regarding maintenance/upkeep, access to services and level of service offering will remain the same

Services by Geography
All location based services will remain where they are currently provided from, and all that sit within the boundaries of the North Unitary will transfer in ownership accordingly. Staff based at localities will remain in these localities.

Prevention and Early Intervention
The new model should ensure continued focus on prevention and early intervention for health and wellbeing. Community and leisure services make a major contribution to social and economic outcomes across a range of public services. They have the potential to prevent/lower demand and reduce the financial burden on key public services such as health, social care and the justice system.

Key areas of collaboration:

• Maintaining/improving existing and developing new links and collaborative ways of working with voluntary sector partners

• Improving collaborative working (including co-production of strategies, improved access to/sharing of information) with other key partners, such as Health, Education, Police and Community Groups

• Closer working with our communities and service users to help determine priorities/needs within the local area and help shape future service design

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – SERVICE AREA - COMMUNITIES & LEISURE (NORTH)

Service Offer

- Education and outreach
- Advice and support
- Cultural facilities to visit with scheduled public programmes in place (museums, theatres, art galleries, heritage sites)
- Sports and leisure facilities, such as swimming pools, tennis courts, golf, playing pitches, indoor courts/sports halls etc.
- Bookable classes and facilities for both physical activity and cultural/enrichment activity
- Applications for community grants/support based in relevant eligibility
- Archaeological archiving and education facility at ARC/Chester Farm
- Local support and services provided at Libraries (linked to Corporate)
- Access to safe and well maintained Parks (urban and country) and Play Areas
- Access to conservation and other open green spaces for recreation and enrichment (walks, nature activities etc.)
- Community events and key activities (e.g. Bonfire Night, summer events, Xmas events, religious festivals etc.)

Key Activities

- Targeted campaigns and public programmes based on community needs/priorities
- Full programme of physical and leisure activities in place
- ARC/Chester Farm Education and outreach to customers and communities (cultural, health and wellbeing etc.)
- Implementation and further development of services for North and West partners
- Clearly mapped out grants and service support arrangements in place
- Mapping of service contracts and future arrangements

Planned Locations

All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.). Centralised management staff (i.e. Countryside Services, Community Development coordination etc. will likely be aligned to North Head Office. Archives function North to be based at ARC/Chester Farm.

IT Systems

- Corporate Systems in place for purchases and invoicing – Civica (ENC, KBC, CBC), Agresso ERP (BCW),
- Customer interface at locations (i.e. payments at arrival, POS - Gladstone, shops/cafes etc.)
- Local Leisure systems in place (continuity of) – e.g. MODEs for museums, People's Network for libraries

Customer & Channels

- Improved MI and information sharing between partners allows for flexible development of the service and improves effective commissioning
- Clear sign-posting to information available on websites and web forms as applicable
- Service information kept relevant and up to date for dissemination, both via customer contact representatives and printed / online information (e.g. opening times, events, pricing, classes etc.)

Key Partners & Suppliers

- Volunteers are actively managed within the services as a key resource for effective delivery and channel for community based feedback
- Strong links are developed with voluntary sector partners to develop sustainable service plans that meet the needs of communities
- Contracts with external providers (out-sourced services) are managed effectively with performance review and shared business plans where applicable
- Close links to other partners such as Wildlife Trust, Rockingham Forest Trust

Plus

- Community engagement activity to help determine relevant needs and priorities for service plans and development
- Single arrangement to commission voluntary sector services under multi- year SLAs
- Review into service provision to align arrangements where possible (in-house/out-sourced provision)
- Co-produced strategies (Cultural, Physical Activity & Wellbeing, Community)
- Alignment of systems and processes

Key Activities Year 1

- Review and eventual alignment of concessionary arrangements provided to partners / communities
- Re-commission services from voluntary sector for an initial four year period
- Review and alignment of systems and processes
- Implement and develop model of operation for ARC/Chester Farm
- Initiate review and development of co-produced Strategies with partners and communities – longer term shared initiatives and strategic direction
- Determine investment priorities for leisure and sports provision
- Review into business/market intelligence and best practice models

NORTHANTS

FUTURE NORTHANTS

Service Blueprint
North Northamptonshire

Day 1 Service Design for Community Safety

SCOPE OF SERVICE AREA BLUEPRINT

Community Safety & Emergency Planning

Source:

Community Safety and Emergency Planning Services are provided by all eight authorities. For North Northants this will be an aggregation of the four district and borough councils along with the disaggregation of NCC's functions.

Service Functions included:
Community Safety and Emergency Planning (including LRF)

Staff in scope: 24.5 FTEs (6.5 FTEs coming from NCC disaggregation)
Source Future Northants employee data supplied by local HR teams. On-going validation of these numbers and roles.

Investment:
LRF contributions may need to be uplifted to fund new LRF co-ordination model. Investment Business Case for growth of NCC EP team (extra 250k for staffing) – already approved by NCC.

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – COMMUNITY SAFETY

1 **Continuity of service**

Seamless service delivery for Day One
No changes to service standards for community safety services.

2 **Collaborative Working**

A more collaborative model
A more joined up approach with partners including the police to develop a new Community Safety Partnership with new priorities for North Northants.

3 **Harmonisation of services**

Smoothing the customer experience
Consistent fees and charges will be in place for some elements including bulk waste collection. Medium term harmonisation achievable in 3 of the 4 districts and borough areas.

4 **Customer centred design**

Residents and Customers will be at the centre of our services
Real opportunity to redesign these services over the medium term to embed the learning from COVID in terms of effective local response.

5 **Locality based services**

Services by Geography
All location based services will remain where they are currently provided from, and all that sit within the boundaries of the North Unitary will transfer in ownership accordingly. Staff based at localities will remain in these localities.

6 **Partnerships**

Local Resilience Forum
Working together to ensure the North can provide an appropriate response to civil contingency issues.
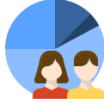
Key areas of collaboration:

- COVID response – essential services that need to be tied into organisation response and changes in service demands.

- Closer working with NHS and Adult Social Care on areas that overlap between community safety and safeguarding e.g. PREVENT, DA, knife crime, collection of medical waste.

- MOU/SLA in relation to LRF functions and county-wide EP planning with North Northants

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – SERVICE AREA COMMUNITY SAFETY & EP

Service Offer

- Deliver a safe and legal community safety function for the new unitary authorities.
- Ensure community safety partnerships are supported and engaged across the county.
- Supporting unitary wide CSPs and the CSB
- Working closely and effectively with statutory and non statutory partners
- Delivering against the authorities' statutory responsibilities, county wide strategies, and local priorities and projects
- Supporting national community safety and counter terrorism programmes
- Ensuring that the team operates effectively across all areas of North Northants providing support to local communities and helping them to feel safe.
- Compliance with Civil Contingencies Act and National Resilience Standards.
- On call Gold Silver and Bronze functions
- Development, review and testing of Emergency Plans and Procedures, geographic and county wide

Key Activities

- The establishment of a statutory community safety partnership (CSP) for the west (one already exists for the north) with agreed membership, terms of reference, and meeting arrangements.
- Strategic co-ordination and leadership of key elements of LRF work programme e.g. flood prevention; mass fatalities; psychosocial & humanitarian assistance; Pandemic flu

IT Systems

- E-Cins
- Resilience Direct

Planned Locations

All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.). Centralised management staff of staff expected to be hosted by NBC as the largest team.

Customer & Channels

- Improved MI and information sharing between partners allows for flexible development of the service and improves effective commissioning
- Clear sign-posting to information available on websites and web forms as applicable
- Service information kept relevant and up to date for dissemination, both via customer contact representatives and printed / online information

Key Partners & Suppliers

- Northants Police
- Northants Fire and Rescue Service
- Voluntary sector organisations and community groups
- Safeguarding partners
- OPFCC
- MOD
- Environment Agency
- Public Health

Plus

- Potential to create combined business intelligence function with partners for community safety.
- Potential to form part of community hub pilot models
- Working with LRF partners on future model for EP for county

Key Activities Year 1

- Review Day One service model and develop plan future model.
- Review and alignment of systems and processes
- Service stabilisation and optimisation.
- Review locality models for future target operating model

FUTURE NORTHANTS

SCOPE OF PORTFOLIO BLUEPRINT

Housing & Homelessness

Source: *Districts & Boroughs*

Service Functions included: *Housing North*

Staff in scope: *388 FTEs approx.*

Investment: *Cost of changes to the allocations system, Housing Management systems and investment in Council Housing*

FUTURE
NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – (HOUSING NORTH)

1 **Coherent & Integrated Service**

A service that is instantly recognisable and is easy for all customers, partners and other stakeholders to access, navigate and engage with.

2 **Customer-centred, solution-focused**

A customer-centred, solution-focused service that is cost effective, sustainable and improves housing conditions and life chances through effective joined-up working, innovation and choice.

3 **Positive Contribution**

A service that contributes positively to the achievement of wider outcomes, including health and wellbeing, social care, community safety, employment, community development and neighbourhood renewal

4 **Standards of service**

The standards of service that are provided from 1 April 2021 to be at least as good as they are now

5 **Collaboration**

Housing Service with capacity and resources to work collaboratively in order to benefit service users

6 **Springboard**

To provide a springboard, not just a safety net. This links in with the principles above as housing provides wider support than just bricks and mortar. It provides life chances.
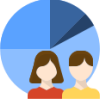
Key areas of collaboration:

Closer working with
- Adult social care
- Public health services
- Children's and Families
- NHS
- Police

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – (HOUSING NORTH)

Service Offer

- Housing Advice
- Homelessness & Rough Sleeping
- Temporary accommodation & Support
- Housing register, allocations & nominations
- Housing standards, HMO regulation
- Disability Facilities Grants
- Landlord liaison & support
- Improvement grants
- Empty properties & compulsory purchase
- Energy Efficiency
- New Build
- Repairs & maintenance
- Rent & service charges
- Tenancy and leasehold management
- Estate management
- Sheltered housing
- Tenancy support
- Out of Hours
- Strategies and policies
- Housing Development, enabling and partnership working
- Business Intelligence

Key Activities

- Council Housing
- Housing Options includes Allocations & Homelessness
- Housing Strategy
- Private Sector Housing

Planned Locations

All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.in:

Kettering

Corby

Wellingborough

East Northants

IT Systems

Currently numerous systems used between the North authorities e.g. Keyways, Locata, Jigsaw, Northgate, Callsys etc.

Integration of these systems as required

Customer & Channels

Tenants

- Applicants
- Homeless & Rough sleepers
- Registered Partners
- Private Sector Landlords & Tenants

Channels:

- Face to Face
- Email
- Tel
- Post
- Social Media
- Websites & Web forms

Key Partners & Suppliers

- Council Tenants
- Adult Social Care
- Children's Services
- CCG's
- Police
- Prison Service
- DWP
- MHCLG
- Registered Providers
- Private Rented Sector
- Third Sector
- Private Companies e.g. IT, Contractors etc.

Plus

- Harmonised Allocations policy, scheme and systems
- New standard tenancy agreement for tenancies starting after vesting day
- Introduction of new working arrangements and job descriptions for tradespersons with the aim of promoting more flexible and efficient working (as part of KBC's Reinventing Repairs project)
- Learning from Lockdown

Key Activities Year 1

- Harmonise Council Housing Services i.e. bring Kettering & Corby in to one structure
- Harmonise IT systems as required and review remaining policies
- Develop Housing Strategy for North
- Rent Harmonisation
- Review Homelessness Strategy
- Explore colocation of OT's in housing

SCOPE OF SERVICE AREA BLUEPRINT

What Does this Blueprint Cover?
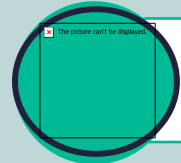
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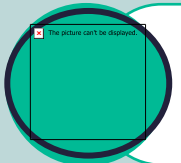
Service Functions included:
Customer services access channels including telephony, emails, face to face, out of hours, blue badge, permits, strategy for customers, online customer experience (web team)
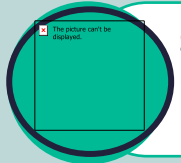
Staff in scope:
Customers = 96.27 FTE's, Headcount 121 (potential + or – 4 FTE from NCC for children's trust lead model)online customer experience (web team)= 5
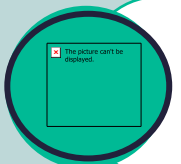
Investment:
To merge and develop the customer service centres and systems e.g. new CRM system and contact centre solution, workforce management, automating more services e.g. emails and harmonising out of hours, development of the new websites and decommissioning the old websites.

FUTURE
NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – CUSTOMER SERVICES & ONLINE CUSTOMER EXPERIENCE

1 Designed for Customer Needs

2 Excellent Customer Services Authority wide

3 Welcoming Customer Experience

4 Accessible and Personal

5 Innovative

6 Efficient and Effective

Designed for Customer Needs
To have a high level of understanding of customer needs to ensure the service is fit for purpose for all users at all times- any service, anywhere at any time! The service needs to be fit for purpose and have a continuous improvements ethos embedded within the culture. Customers expect to co-create their experience and want to take responsibility and have increased autonomy as their demands and complexity increases.

Excellent Customer Services Authority Wide
Establish a culture throughout the organisation of putting the customer, whether internal or external at the heart of what we do - every person, programme and process that shapes the customer experience. Customer excellence throughout the organisation. Empower and develop staff skillsets to deliver a service which is right first time, empathetic and means no wrong door for customers. Call handlers become expert problem solvers!

Welcoming Customer Experience
We should be approachable, friendly and trusted when dealing with all enquiries. The customer feels assured and has confidence in the service. We exceed expectations and the customer comes away feeling better about us (and potentially themselves) after their contact. Customer contact develops into customer experience.

Accessible and Personal
Services should be developed so that they are easy, accessible and available at all times through many different channels. This will provide different choices for customers to access our services so they can help themselves. Single point of access to make it easier for the customers to interact.

Innovative
Assisted Digital by default/design providing responsive technology and keeping all access channels open with the channel being selected by the customer according to their needs Enable the 'me-culture'- the desire for the customer contact to be tailored to the individual

Efficient and Effective
Services should be delivered efficiently and effectively. Ability for adaptation and adaptability. Advisors use their own intelligence/ skills to make the service more effective. Customers can expect a service that is responsive to their needs and be dealt with in a timely manner. Customers should have faith in a reliable service where they will receive a response within an appropriate amount of time that resolves their needs.

Key areas of collaboration:

- Maintaining/improving existing links and developing new links and collaborative ways of working with public and private partners

- Collaboration with all services / functions in the unitary council to develop and deliver integrated services that go from the start to completion - create digital services that are integrated and cover the entire customer journey

- Collaboration with ICT to enable the development of service design to meet the customer needs

- Understand the service users needs - what is good service and how we can deliver that?

- Improving collaborative working (including co-production) with other key partners, such as Health, Education, Police and Community Groups

- Use data to innovate and create new ways to deliver services

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – CUSTOMER SERVICES & ONLINE CUSTOMER EXPERIENCE

Service Offer

- Excellence in customer services
- Increased self serve and ability to enquire / find out information 24/7
- Reducing the need for customer to chase their enquiries
- Consistent and clear customer standards
- Ability for customers to access unitary services from all access channels, face to face, telephone, email..etc.......
- To provide an out of hours service
- Advice and Support, signposting to relevant partners / services
- Harmonised opening hours
- One telephone number

Key Activities

- Contracts are novated
- Customer journeys start being harmonised through process and system changes
- SLA between the children's trust (or West)
- Implement one new non-geographical telephone number
- Implement voice concierge
- Implement automation to handle non complex email enquiries
- New opening hours consistent across the unitary
- Standard KPIs and strategy for customer implemented
- Change and training plan for CSC and organisation wide

Planned Locations

- All current service delivery locations will remain as-is (i.e. staff working within localities)

IT Systems

- NCC systems either split, two versions or data sharing agreement in place
- Automation of emails rolled out across the unitary
- Voice automation rolled out across the unitary
- New CMS system
- Potential new eforms system

Customer & Channels

- Improved MI and information sharing between partners allows for more seamless customer service and opportunity for one view of the customer
- Clear information available on websites and web forms as applicable
- Service information kept relevant and up to date for dissemination to customers for all unitary services
- All access channels remain open
- Customer remain at the heart of everything we do

Key Partners & Suppliers

- Contracts with external providers (out-sourced services) are managed effectively
- Partnership links are developed to provide more joined up working
- New website partner (TBC)
- Integrated process / systems where possible
- Provision of children's trust call handling (or could be West)
- Tell Us Once process with the DWP remains
- Stronger links to health and social care services
- Out of hours suppliers stay as is

Plus

Customer service contact centres are harmonised, increased remote working

New website developed and migration begins to decommission old websites.

Systems are developed/ implemented to provide single view of the customer

Tell Us Once centralised / Out of Hours reviewed and implement a service to meet the customers needs

Face to Face to be developed to enable more self serve and be in locations customers need

Key Activities Year 1

Systems and process are aligned. Unitary CRM system and workforce management is designed

Increased self serve and digital services based on user needs. Automation developed

Telephony contact centre solution is reviewed

Out of Hours services and provision is reviewed and changes implemented

Tell Us Once is centralised process led by customer services

FUTURE NORTHANTS

SCOPE OF SERVICE AREA BLUEPRINT

Digital and Transformation
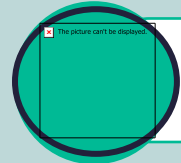
Source: *NCC and District and Boroughs*
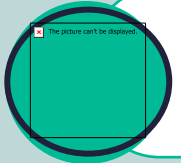
Service Functions included:.
All IT , digital and transformation services including: IT platforms, IT operations, IT digital services (note that web, online customer experience management is in Customer Services))
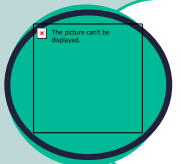
Staff in scope:
Headcount 2, FTE 2, 37 FTE Transformation. ICT – note that ICT is recommended to be Lead Authority in the West, ICT and technical Digital staff will TUPE there.
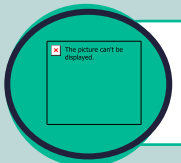
Investment: *ICT systems/platforms to support the Digital and Technology strategy. (MS365, website, digital platform, ERP, Capita One, Eclipse, LLPG, data lake, BI and reporting solutions, service desk, project management tool, etc)*

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – DIGITAL & TRANSFORMATION

1 — Designed for User Needs

2 — Digital by preference

3 — Design with Data

4 — Share re-use and collaborate

5 — Be agile, iterate and improve

6 — Cloud leaning, modern enterprise architecture

Designed for User Needs
Understand our users and their needs. Co-create services with users (users can be customers, members, partners and employees).

Digital by preference
Digital services designed around humans and their needs. Creating service designs so good that people choose to use them. These same services can also be used by employees to provide assistance to customers that are unable or choose not to use them. i.e. Assisted digital by default.

Design with Data
Use data more effectively by improving your technology, infrastructure and processes. Keep the amount of data collected to a minimum and keep it for the shortest period of time, ensure that the data can be used in many different places to develop meaningful insights.

Share re-use and collaborate
Make sure that any IT or digital service being created, is shared in the open so colleagues can re-use the service pattern and help them along their change journeys

Be agile, iterate and improve
Doing things in short sharp sprints and releasing value in bursts, rather than waiting three years to see the whole things all at once.
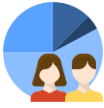
Cloud leaning, modern enterprise architecture
Taking the opportunity to look at other technologies and being able to stand up new environments at greater speed because we don't have to buy, licence and install all the physical hardware. We will also need to develop our people capability as well as out technology components.

Key areas of collaboration:

- -Maintaining/improving existing and developing new links and collaborative ways of working with public and private partners

- Working in cross functional delivery teams to create digital services that are integrated and cover the entire customer journey

- Understand the service users needs- what is good service and how we can deliver that.

- Use data to innovate and create new models of service delivery

- Improving collaborative working (including co-production) with other key partners, such as Health, Education, Police and Community Groups

- Work with national digital networks to share and reuse service patterns, technology, code and integration models.

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – DIGITAL & TRANSFORMATION

Service Offer

- Provide capacity and capability to implement transformation agenda
- Provide capacity and capability to implement the disaggregation of hosted services
- Provide PMO support to ensure governance and assurance
- Receive IT services from the West; fusing the delivery of current IT services with new unitary IT "enabling" services
- Service desk, desktop, infrastructure, networks, digital, application support and development, strategy and architecture
- Developing an internal consulting capability on the architecture, design and delivery of digital/IT services

Key Activities

Vesting day deliverables:

- MS365, ERP, Eclipse, Capita One, LLPG, website, intranet
- Strategy, target operating model and investment plan.
- Change and training plan for employees
- Updated PM Practice guidelines/templates for each authority
- Provide framework to agree transformation priorities for day 1+
- Support data sharing agreements for disaggregating services where system can't split
- Support SLA development for Lead authority services.

Planned Locations

Locations will remain as is

IT Systems

New CMS system

ERP

LLPG

MS365

Eclipse

Capita

All – IT systems and platforms

Customer & Channels

Offer services based on understanding user needs.

Aim to provide digital services so good – people choose to use them.

Ensure that current access channels are not broken on day 1.

Offer seamless points of contact for new unitary IT services (e.g. MS 365, website)

Key Partners & Suppliers

- Microsoft; the supplier of our key productivity platform
- LGSS and Unit 4, providing our ERP platform
- New website delivery partner (TBC)
- Digital platform partner (TBC)
- West Northamptonshire Council
- Children's Trust
- NHS, Police, etc

Plus

New website developed with increased self-serve and better customer experience

MS365: work from anywhere, Teams, SharePoint online, integrated solution.

ICT – Digital blueprint capability development - digital declaration lived up to

Health and Social Care Integration. Adults Eclipse, Finance Module, 24/7 working, flexible and remote working enabled by the underpinning infrastructure

Increased self-serve and digital services based on understanding user needs.
Consolidation of systems and data centres underway, and ICT support services/teams

Culture change and org wide training plan to deliver modern digital services

Master data management & business intelligence platform and capability development

Service integration and transformation including plan to decommission legacy IT systems

FUTURE NORTHANTS

JOURNEY TO SPLIT SERVICES (*WHERE HOSTED – ICT STRATEGY AND ARCHITECTURE*)

May '21

Benchmark current capability and capacity

Sep '21

Recruitment to roles

Sep '22

Dec '22

Apr '21

Define the requirement/user needs for North strategy and architecture services

Onboarding, induction and familiarisation with current state working alongside West colleagues

ICT Service on 8 networks Shared vision for a Digital and Technology Strategy in place. Prior to this we will develop an improved capability in strategy and architecture

Dec '21

Define the operating model for the North Strategy and Architecture service

Jan '23

May '22

Job descriptions and evaluation

Jan '22

Gap analysis of current capability against desired

ICT Service on two networks, with the North able to determine and manage its own Digital and ICT strategic direction

FUTURE NORTHANTS

SCOPE OF SERVICE AREA BLUEPRINT

Human Resources and Staff Wellbeing
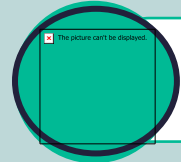
Source: *NCC and D&B*
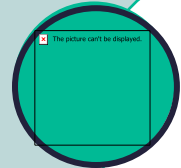
Service Functions included: *HR Advisory/Operations, HR Policies and Procedures, Pay Reward and Recognition, Diversity and Inclusion, Learning and Development, HR Systems, Performance Management, Culture/Engagement/Employee Behaviours, Transformation and Change Management, Workforce Analytics, Health and Wellbeing, Employee Relations and Trade Unions, Apprenticeships, Recruitment, Selection and Induction, H&S Policies and Procedures, Occupational Health, Statutory compliance monitoring.* **Pensions, Payroll and HR Transactions will be provided by the West as a lead authority**
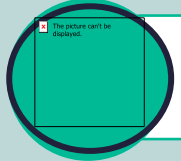
Staff in scope: *102.18 FTE transferring over (Plus 2 HR and 2 H&S FTE to be Safe and Legal)*
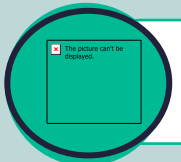
Investment: *New LMS (Learning Management System)*
Additional Cost of Safe and Legal- HR - £170k - H&S £150k

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – HUMAN RESOURCES AND STAFF WELLBEING

1 Deliver Consistent Services

Deliver consistent services
We need to ensure our services are high quality and consistent and advice given is right first time by ensuring a single set of clear policies and procedures are in place.
Operate in a transparent way, aligned to shared values

2 Focus on value for money

Focus on Value for Money
Lean, automated systems for high volume/low complexity support /transactional tasks to reduce the requirement for manual processes.
Maximise technology / Promote Manager and Employee Self Service.

3 Operate as one council

Operate as one council with one voice and shared values
Operate in a transparent way, aligned to shared values

4 Deliver shared outcomes

Deliver Shared Outcomes
Work with suppliers and partners to ensure we maximise resources and assets

5 Embrace Technological information

Embrace Technological Information
Maximise technology / Promote Manager and Employee Self Service.

6 Data gathered and shared

Data gathered and shared
Work as enablers / problem solvers to achieve the best outcomes for the authority

Key areas of collaboration:
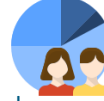
Vision,

Values,

Culture and behaviours

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – HUMAN RESOURCES AND STAFF WELLBEING

Service Offer

- Assisting line managers to understand and implement policies and procedures
- Promoting equality and diversity as part of the culture of the organisation
- liaising with a range of people involved in policy areas such as staff performance and health and safety
- Developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures and absence management
- Advising on pay and other remuneration issues, including promotion and benefits
- Negotiating with staff and their representatives (for example, trade union officials) on issues relating to pay and conditions
- Administering payroll and maintaining employee records
- Interpreting and advising on employment law
- Dealing with grievances and implementing disciplinary procedures
- Developing HR planning strategies, which consider immediate and long-term staff requirements
- Planning and delivering training, including new staff inductions
- Analysing training needs in conjunction with departmental managers.

Key Activities

- Leadership structure in each authority
- Agreed transfer/Tupe like process in place and implemented.
- Transfer of staff to new Councils completed
- New Authority Terms and Conditions finalised and approved for new starters
- Common set of policies and processes for new authorities, accessible to all employees
- Identification and rationalisation of HR contracts
- Single recruitment process in place for new Council - communicated and in place.
- Working with Trade Union Agreement in place for new Authority, covering consultation and negotiation
- Data and systems in place to ensure staff are paid after transfer
- Pensions discretions agreed for new Authority.

* Safe and Legal PLUS

Planned Locations

All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.). Centralised management will likely be aligned to North Head Office.

IT Systems

- E-recruitment for recruitment to ensure links with ERP
- ERP for HR and payroll management
- i-Learn for LMS with a view to re-procure

Customer & Channels

- Improved MI and information sharing between partners allows for flexible development of the service
- Clear sign-posting to information available on websites and web forms as applicable
- Service information kept relevant and up to date
- Self-service logging for internal customers

Key Partners & Suppliers

- Contracts with external providers are managed effectively with performance review and shared business plans where applicable (Agency supplier etc.)
- Trade Unions

Plus

- Review into service provision to align arrangements where possible
- Co-produced strategies
- Alignment of systems and processes
- Learning and Development transformation and split from hosted authority

Key Activities Year 1

Review and alignment of systems and processes

Terms and Conditions/ Pay/ Harmonisation

Journey to greater self service

Hosted Authority transformation and split for L&D

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – CORPORATE HEALTH & SAFETY

Service Offer

- Produce and maintain H&S Policies and Procedures
- Provision of H&S advice and guidance
- Ensure legislative reporting compliance (RIDDOR)
- Routinely monitor and audit to ensure H&S procedures are followed
- Produce, review & deliver H&S training materials
- Periodically consult with the Trade Unions on H&S matters
- Investigate serious health & safety incidents

Key Activities

- Development of overarching H&S Policy
- Alignment of H&S Procedures
- Alignment of H&S induction training course
- Audit schedule to cover all unitary service areas
- Alignment of consultation with the Trade Unions
- Alignment of communications with one process for reporting accidents *
- Mapping of service contracts and future arrangements *

Planned Locations

- One Angel Square – Northampton
- Swanspool House – Wellingborough
- 3 Lammas Rd – Corby
- East Northamptonshire House – Thrapston
- Robinson Way – Kettering

IT Systems

- Awaken
- Ecins
- Huddle (Schools)

Customer & Channels

- All staff and contractors
- Phone contact
- Intranet
- Email

Key Partners & Suppliers

- Public Health
- Schools and Academies
- Veolia
- Amey
- Norse
- Occupational Health
- Employee Assistance Programme
- Lone worker Protection Service
- CLEAPSS
- Trade Unions
- Leisure centres, Community centre committees / sports clubs

Plus

- Restructure of H&S team to amalgamate staff and co-locate
- Alignment of H&S software systems

* Safe and Legal plus

Key Activities Year 1

- Development and delivery of training in line with new policy and procedures
- Agreement and delivery of an audit plan
- Develop relationships with employee health and safety representatives
- Develop health and safety intranet pages

FUTURE NORTHANTS

JOURNEY TO SPLIT SERVICES – HOSTED LEARNING AND DEVELOPMENT INCL. APPRENTICESHIPS

Review and mapping of service function in detail – systems, processes, contracts etc.
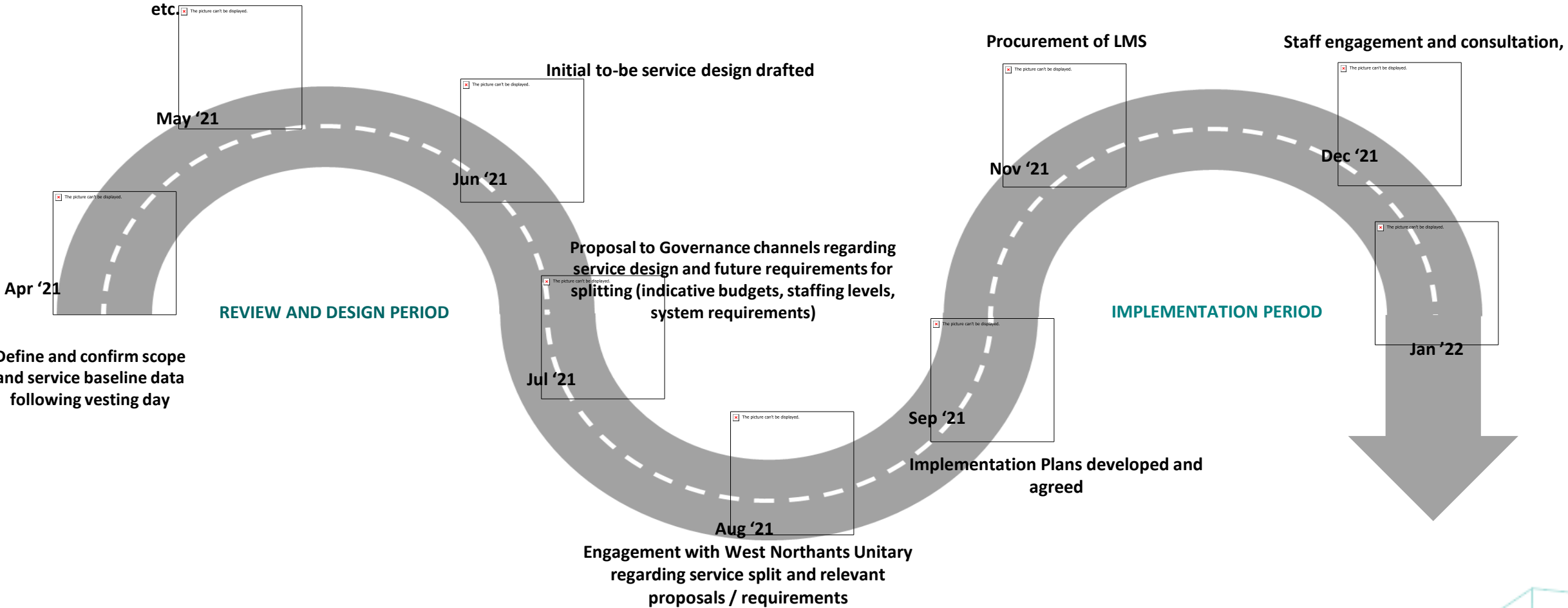
Procurement of LMS

Staff engagement and consultation,

Initial to-be service design drafted

May '21

Jun '21

Nov '21

Dec '21

Apr '21

Proposal to Governance channels regarding service design and future requirements for splitting (indicative budgets, staffing levels, system requirements)

REVIEW AND DESIGN PERIOD

IMPLEMENTATION PERIOD

Jan '22

Define and confirm scope and service baseline data following vesting day

Jul '21

Sep '21

Implementation Plans developed and agreed

Aug '21

Engagement with West Northants Unitary regarding service split and relevant proposals / requirements

FUTURE NORTHANTS

SCOPE OF SERVICE AREA BLUEPRINT

Corporate Support Services

Source: *Both County, Borough and District services*

Service Functions included:
Procurement, Legal, Democratic and Elections, Information Governance, Insurance, and Risk and Audit.
Libraries central management will be provided by the West (hosted), Insurance services will be provided by CCC under the lead authority model, Risk and Audit will be provided by MKC

Staff in scope: *80.92 FTE   (Plus 3 IG and 3 Procurement FTE to be Safe and Legal)*

Investment: *Additional Cost of Safe and Legal- £350K (Procurement - £200k and IG £150k)*

FUTURE
NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – CORPORATE SUPPORT SERVICES

1 **Deliver Consistent Services**

Deliver consistent services
We need to ensure our services are high quality and consistent and advice given is right first time by ensuring a single set of clear policies and procedures are in place.
Operate in a transparent way, aligned to shared values

2 Focus on value for money

Focus on Value for Money
Lean, automated systems for high volume/low complexity support /transactional tasks to reduce the requirement for manual processes.
Maximise technology / Promote Manager and Employee Self Service.

3 **Operate as one council**

Operate as one council with one voice and shared values
Operate in a transparent way, aligned to shared values

4 **Deliver shared outcomes**

Deliver Shared Outcomes
Work with suppliers and partners to ensure e maximise resources and assets

5 **Embrace Technological information**

Embrace Technological Information
Maximise technology / Promote Manager and Employee Self Service.

6 **Data gathered and shared**

Data gathered and shared
Work as enablers / problem solvers to achieve the best outcomes for the authority

Key areas of collaboration:

Senior leadership team

Corporate Directors

FUTURE NORTHANTS
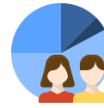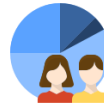
DAY 1 SAFE AND LEGAL – SERVICE AREA - INFORMATION GOVERNANCE

Service Offer

- Produce and maintain Information Governance Policies and Procedures
- Provision of advice and guidance
- Produce and review GDPR training materials
- Processing information requests from customers
- Maintaining the NHS Data security and protection toolkit
- Provide support with producing data sharing agreements & DPIA's
- Provide support in writing information asset registers, data flows and privacy notices
- Ensuring publication of transparency data and publication scheme
- Reviewing contracts and MOU's

Key Activities

- Registration with the ICO
- DPO and Caldecott guardian in place
- Development of overarching data protection and data security policies and procedures
- Data sharing agreements in place between the N & W and with our partners
- Privacy notices and information asset registers in place
- Alignment of GDPR and data security induction training course
- Alignment of communications with one process for requesting information & reporting a security incident *
- Publication scheme and transparency data owners in place

Planned Locations

- One Angel Square – Northampton
- Swanspool House – Wellingborough
- Kettering Borough Council – Kettering
- East Northamptonshire House (Thrapston)

IT Systems

- Redaction software
- Iken (N)

Customer & Channels

- All staff and contractors
- Partners
- Residents of Northamptonshire
- Face to Face
- Phone contact
- Letter
- Intranet
- Email
- Website

Key Partners & Suppliers

- Northamptonshire Police
- NFRS
- ICO
- NHS & health partners
- Children's Trust

Plus

- Further alignment of Information Governance communications
- Alignment of software systems

Key Activities Year 1

- Restructure of Information Governance team to amalgamate staff and co-locate
- Further alignment of templates

FUTURE NORTHANTS
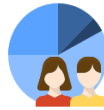
DAY 1 SAFE AND LEGAL – PROCUREMENT

Service Offer

- Tendering above/below threshold, Requests for Quotation, Waiver Management, Contract Regs. Reporting, Procurement Activity Reporting, Spend Reporting, Contract Register Maintenance, Procurement Advice, Procurement Training, Documentation Development & Maintenance, Procurement Intranet & Internet Content Management, Corporate Management, Public Data Publishing, Audit Support, Provision of Procurement Performance Data, Supplier Engagement, Market Knowledge Research, Contract Management Governance.

- Assist service areas to identify the best way to deliver those outcomes at the lowest cost, via the most robust procurement frameworks, consolidate procurement practices and help bring together commissioning teams with wide ranging expertise.

Key Activities

- Provision of a Functioning Procurement team for NNC. Regardless of physical location at this point.
- Corporate Contract Registers
- E-Tendering Systems *
- Procurement & Contract Management Policy
- Comprehensive Documentation *
- Outline SLA *
- Intranet Page(s) *
- Provision of template Letters for contract novation/assignment (change of organisation)
- Ensure consistent procurement advice and support on the corporate governance of procurement and contractual queries to other programmes in the transfer to Safe and Legal

Planned Locations

- All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.).

IT Systems

- Corporate Systems in place
- Intend or Proactis.
- ERP Gold.

Customer & Channels

- Development of dashboard reporting and analysis for services and corporate management.
- Clear sign-posting to information available on websites and web forms as applicable.
- Service information kept relevant and up to date for staff and members.

Key Partners & Suppliers

- Significant contracts with suppliers.

- All services across the council.

Plus

- Review into service provision to align arrangements where possible.
- Alignment of systems and processes. Streamlining of systems, services and contracts will provide cost savings compared to current position.

Key Activities Year 1

- Review and refine contract register.
- Review and refine staffing.
- Embedding Procurement process into BAU.
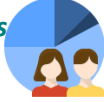- Review and alignment of systems and processes.

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – SERVICE AREA - LEGAL, DEMOCRATIC AND ELECTIONS

Service Offer

- Legal Services provide legal advice and guidance to the council and all its services. MO is incorporated within this, it is also responsible for corporate governance arrangements.
- Democratic Services provides support to Councillors , officers and members of the public on the Council's decision making processes. The service also provides support to Councillors to ensure they are able to undertake their roles effectively .
- Provision of a comprehensive Electoral Registration and Election Management to the unitary council

Key Activities

- Systems in place e.g. case management
Established legal provision or contract in place
Robust process for the transfer of legacy and ongoing cases from the sovereign councils
List of authorised officers able to take legal action on behalf of each council.
Updated standards regime including appointment of Independent Persons
Official seal for each unitary.

- CMS system and support teams in place
Agreed operating model for services and functions.
Statutory scrutiny officers in place for North Governance and locality arrangements in place (Cabinet vs Committee)
Website as a means of publishing papers
A nominated clerk to the Lord Lieutenant
Civic and ceremonial arrangements for the new councils approved
Updated and adopted North and West Constitutions
Updated members' allowances scheme

- Single electoral register *
Single electoral management system *
Designated Returning Officer
Electoral Registration Officer

Planned Locations

All current service delivery locations will remain as-is.

IT Systems

- CMIS or ModGov Democratic Services case management system

- Corporate Systems in place for payroll etc (ERP)

- Electoral Management Software

- Legal case management system

Customer & Channels

- Improved MI and information sharing between partners allows for flexible development of the service and improves effective implementation of SLA's
- Clear sign-posting to information available on websites
- Service information kept relevant and up to date

Key Partners & Suppliers

- Additional Legal Services to be commissioned from either LGSS Law or District Law

Plus

- Review into service provision to align arrangements where possible
- Alignment of systems and processes

Key Activities Year 1

- Availability of a new CMS system – needs to be in place by Mar 21 in readiness for May elections and subsequent paper provision
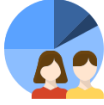
FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – INSURANCE

Service Offer

- Insurance services for West Northamptonshire Council.
- Insurance Policy procurement and management.
- Claims administration and management services.
- Provision of insurance and indemnity related advice and guidance.
- Provision of insurable risk management advice.

Key Activities

- Provision of the insurance for Shadow Authorities.
- Provision of the insurance for the New Unitary Authority.
- Agreed process for claims management *
- Updated Policies
- Contribution to the SLA for the Lead Authority model

Planned Locations

- Cambridge
- Milton Keynes
- All current Northamptonshire locations

IT Systems

- Claims Management System – MIMS FMX.
- ERP.

Customer & Channels

- Intranet pages will be fully developed and delivered to enable self service delivery.
- Creation of e-claims form for public to make highways related claims.

Key Partners & Suppliers

- Insurance Brokers – A J Gallagher.
- Insurers – TBC subject to procurement.
- Software Prover – Fusemetrix.
- Insurance services to be provided via Cambs CC under new LGSS ToM.

Plus

- Subject to change of LGSS target operating model.
- No other service Plus at this time.

Key Activities Year 1

- Delivery and implementation of insurance services to Council.
- Development of claims management processes to meet council needs.
- Agreement of service deliverables and PI for council.

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – SERVICE AREA – RISK & AUDIT

Service Offer

- Internal Audit
- External Audit
- Audit Governance
- Financial Procedures and Regulations
- Anti Money Laundering Policy
- Anti Fraud and Counter terrorism policy
- Risk Management Strategy and monitoring.

Key Activities

For Day 1

- To ensure an Internal Audit function is in place to deliver the Internal Audit Plan
- To ensure External Auditors have been appointed.
- The Authority's Financial Procedures and Regulations are defined and approved.
- To ensure Anti Money Laundering and Anti Fraud & Counter Terrorism policies have been approved for the Authority.
- Risk Management Strategy has been defined and approved and Authority wide Risk Monitoring processes are in place
- Contribution to the SLA for the Lead Authority model *

* Safe and Legal PLUS

Planned Locations

Lead Authority Model in line with Blueprint

IT Systems

- N/A

Customer & Channels

Key Partners & Suppliers

- External Auditors (tbc)
- Internal Audit services (MKC)

.

Plus

For Day 1

- Alignment of policies and procedures ensuring Authority wide best practice is in place.

Key Activities Year 1

- Risk monitoring and enhancements
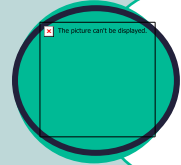- Embedding processes and procedures
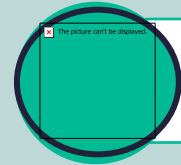
FUTURE NORTHANTS

# SCOPE OF SERVICE AREA BLUEPRINT

Births, Deaths & Marriages

Source: *Registrations, Ceremonial and Coroners Services are provided by NCC. There are additional bereavement services including crematoria publically operated by KBC in North Northants. The current model is the registrations service will disaggregate into West and North on a 50/50 model. Coroners service cannot be disaggregated and will be West led.*

Service Functions included: *Registrations, ceremonies (marriages), crematoria, burial sites.*
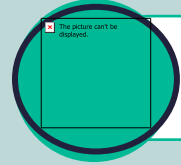
Staff in scope: *20.35FTE* Disaggregated NCC staff to the North. 13.5FTE from registrations.*
*Source Future Northants employee data supplied by local HR teams. On-going validation of these numbers and roles.
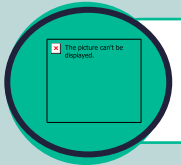
Investment: *Three statutory roles identified as requirement for North Registrations. Current assumption is disaggregation may require 2 of these roles to be identified in the North.*

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – BIRTHS, DEATHS AND MARRIAGES (NORTH)

1 **Continuity of service**

Seamless service delivery for Day One
No changes to service standards. Coroner's Service operated by the West will provide single service for the North.

2 **Safe and Legal**

Smoothing the customer experience in registration and bereavement services
Deliver 'Safe & Legal' registration & bereavement services for the new Unitary authorities for 1st April 2021.

3 **Continued access to quality services and facilities**

Digital front door
Ensuring customers have both excellent web-based access to services but also those participating in ceremonies have a good customer experience.

4 **Services by Geography**
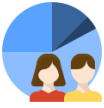
Promoting the North and delivering to local expectations
Opportunity to do more customer service evaluation and review of operational sites.

Key areas of collaboration:

- COVID response – essential services that need to be tied into organisation response and changes in service demands.

- Working with assets teams on venues and operational premises.

- Host/Client relationship with the West Northants unitary.

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – BIRTHS, DEATHS AND MARRIAGES (NORTH)

Service Offer

- Seamless transition for North registrations services into service model.
- No changes to service levels.
- Suitable wedding venues managed for the West.
- Ensuring that national registration channels are maintain for reporting of official statistics and data to governmental organisations.

Key Activities

- Successful disaggregation of Registrations Service.
- Confirming arrangements for Coroners Service under lead authority model in the West.
- Integrating bereavement and registrations service in the North operating model.

Planned Locations

All current service delivery locations will remain as-is (i.e. staff working locations, services offered etc.). Centralised management function will operate from existing locations for Day One but with KBC as potential host.

IT Systems

RON

Customer & Channels

- Clear sign-posting to information available on websites and web forms as applicable but with no major changes anticipated for Day One.
- Service information kept relevant and up to date for dissemination, both via customer contact representatives and printed / online information.

Key Partners & Suppliers

NHS primary and secondary care.

MHCLG

Police

Plus

- Implementing second instance of RON database for the West and North.
- New integrated service model for bereavement and registrations function.

Key Activities Year 1

- Review service model and develop plan for future service management and optimisation.
- Review and alignment of systems and processes.
- Service stabilisation and optimisation.

FUTURE NORTHANTS

SCOPE OF PORTFOLIO BLUEPRINT

Policy & Performance

Source: NCC and D&B

Service Functions included: *Crisis and emergency comms, strategic comms advice and support for staff and members, PR, press and media relations service, Service marketing and promotion, Social media activity, management and development, Graphic Design Services, New brand management, Website and intranet content development, Video/photography services, Internal comms, Events management and promotion, Speech writing, Behavioural change campaigns, Awards submissions/ national case studies, Publications, Income generation/advertising, Place marketing promotions, Public affairs, Compliments, comments and complaints policies and procedures, processing compliments, comments and complaints, dealing with ombudsman complaints, performance reporting, statutory returns, report development, equalities policies, technical report writing, strategic planning, analysis and benchmarking.*

Staff in scope: *28.27FTE   (Plus 5 BI and 1.5 Complaints FTE to be Safe and Legal)*

Investment: *Additional cost of safe and legal (BI - £300k, Complaints £50k)*

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – POLICY & PERFORMANCE

1 **Deliver Consistent Services**

Deliver consistent services
We need to ensure our services are high quality and consistent and advice given is right first time by ensuring a single set of clear policies and procedures are in place.
Operate in a transparent way, aligned to shared values

2 Focus on value for money

Focus on Value for Money
Lean, automated systems for high volume/low complexity support /transactional tasks to reduce the requirement for manual processes.
Maximise technology / Promote Manager and Employee Self Service.

3 **Operate as one council**

Operate as one council with one voice and shared values
Operate in a transparent way, aligned to shared values

4 **Deliver shared outcomes**

Deliver Shared Outcomes
Work with suppliers and partners to ensure and maximise resources and assets

5 **Embrace Technological information**

Embrace Technological Information
Maximise technology / Promote Manager and Employee Self Service.

6 **Data gathered and shared**
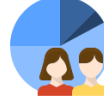
Data gathered and shared
Work as enablers / problem solvers to achieve the best outcomes for the authority

Key areas of collaboration:

- **Senior leadership team,**
- **Corporate Directors**
- **Benchmarking groups- external**

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – COMMUNICATIONS, CONSULTATION AND ENGAGEMENT

Service Offer

- PR, press and media relations.
- Crisis and emergency communications.
- Social media activity and management.
- Internal communications.
- New brand management.
- Strategic communications, advice and support.
- Advice and support for formal Consultations

Key Activities

Branding Audit to understand day 1 must have's for safe and legal

Create logo and branding for Shadow Executive

Create logo and branding for North Northants

Update Policies, procedures and strategies for new authority

Oversee web content *

Control of branding to ensure brand integrity*

New system in place to support consultation *

* Safe and Legal Plus

Planned Locations

All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.).

IT Systems

Media monitoring and news distribution platforms.

Graphic design contracts and software.

Social media channels and management platforms.

Image and photo libraries.

Video and photo editing software.

Web and e-zine software.

Customer & Channels

- Clear sign-posting to information available on websites and web forms as applicable
- Service information kept relevant and up to date (e.g. opening times, events, signposting etc.).

Key Partners & Suppliers

Local and National Press.

Other Councils in the area/country.

Members.

Staff.

Residents and general public.

Plus

Review into service provision to align arrangements where possible.

Alignment of systems and processes.

Key Activities Year 1

- Review and alignment of systems and processes.
- Initiate review and development of co-produced Strategies with partners and communities – longer term shared initiatives and strategic direction.
- Review into best practice models – what's working and what needs to change.

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – COMPLIMENTS, COMMENTS & COMPLAINTS

Service Offer

- Produce and maintain Compliments, Comments and Complaints Policies and Procedures
- Provision of advice and guidance
- Processing compliments, comments and complaints from customers
- Dealing with Ombudsman complaints/enquiries
- Produce regular performance reports

Key Activities

Development of Compliments, Comments and Complaints and Vexatious Persons policies and procedures

Alignment of communications *

Mapping of service contracts and future arrangements *

* Safe and Legal Plus

Planned Locations

One Angel Square – Northampton
Swanspool House – Wellingborough
Kettering Borough Council – Kettering
East Northamptonshire House - Thrapston
Corby cube – Corby

IT Systems

Respond

Customer & Channels

All staff and contractors
Partners
Residents of Northamptonshire
Face to Face
Phone contact
Letter
Intranet
Email
Website

Key Partners & Suppliers

LGSCO
Health & parliamentary Ombudsman
Housing Ombudsman
Norse
Veolia
Care home providers
Health Partners

Plus

- Restructure of Compliments, Comments and Complaints team to amalgamate staff and co-locate
- Alignment of software systems

Key Activities Year 1

- Moving towards a centralised operating model

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – BUSINESS INTELLIGENCE

Service Offer

Performance Reporting

Statutory Returns/Reporting

Equalities advice and guidance

Technical Report Writing (SQL)

GIS & Geography Analysis

Service Performance Reporting

Strategic Planning, Analysis & Benchmarking

Internal/External Communication

Financial Reporting/data provision

Brokerage case management

Report Development

Key Activities

Support the production of statutory returns

Identification and allocation of performance reports *

Support the development of the SORPs *

Support the development of the Council Plan *

Develop new equalities policies

Consolidated EQIA process *

* Safe and Legal Plus

Planned Locations

All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.).

IT Systems

Trello
SSMS
Postgre SQL
Microsoft Power BI
SSRS
Searchlight/V2
MS Office
Cygnum
CareFirst/Eclipse
Capita One
QGIS
Crystal Reporting
Actuate
Business Objects
INPHASE

Customer & Channels

Central Government

HMRC

Public

Councillors

ADASS

LGA

Public Health

NHS

NHfT

MHCLG

Email

Phone contact

Website

Intranet

Key Partners & Suppliers

OLM

Oracle

Ofsted

NHS

NHFT

Children's Trust

Public Health

Adults service area

Plus

Central BI team in place for the Unitaries reporting and returns

Consolidation of disparate datasets through currently 8 local councils.

Consolidated reporting

Corporate business planning and performance framework

Key Activities Year 1

Creation of two new BI functions

New performance reporting for new local authorities

Statutory Returns/Reporting for closed down authorities

Strategic Planning, Analysis & Benchmarking
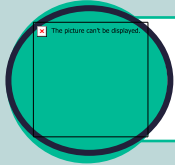
FUTURE NORTHANTS

FUTURE NORTHANTS

Service Blueprint
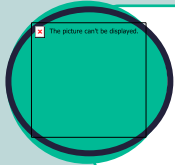## North Northamptonshire

Day 1 Service Designs for Finance
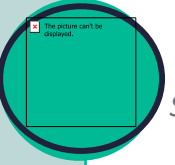
SCOPE OF SERVICE AREA BLUEPRINT

Finance

Source: *A number of the functions within the Finance service are present in all districts, boroughs and the county.*
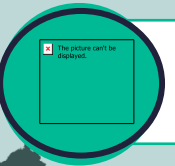
Service Functions included:

Finance (General Ledger, External and Internal Reporting, Capital planning, budgeting, Treasury, Taxation, Corporate Finance & Projects, Financial Control)

Staff in scope:

Staff will be aggregated/ disaggregated in line with service designs and the overarching blueprint. Finance – 55.27 FTE- this is countywide

Investment: *To be defined*

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – SERVICE AREA FINANCE

1 Data
Accurate data underpins the finance service. Comprehensive understanding of the data will empower informed decisions by sound business intelligence and data analytics

2 Service Design
Appropriate resources to support the functions that the service deliver, incorporating all statutory roles and responsibilities. Consistent approach to working practices & policies with a continual drive to enhance efficiencies

3 Technology
The service will endeavour to maximise the potential of all technology available, including partner and customers alike, using the most effective, efficient and compliant methods of contact and data transfer available

4 Financial Management
To drive good financial management whilst providing good quality services to the residents of the county. Whilst providing strategic and business support across the council to enable robust and efficient decision making by management and members. Effective process and procedures are in place to ensure robust financial controls are exercised in both unitary authorities to ensure the safeguarding of assets and minimisation of liabilities.
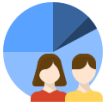
5 Culture
Building upon the existing cultures to be enhanced for each of the two authorities by both senior management and the workforce collaboratively. These will harmonise further as the new authorities mature. Governance and policies will support a vision for Finance

6 Quality
The output of the service quality will continue to be of a high standard. Key performance indicators will empower any areas of focus or improvement required based on evidence. Services will be based on the right insight & evidence

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – FINANCE

Service Offer

- Accounting – maintenance of the general ledger in order to hold and enable the reporting of the Authority's financial data.
- External reporting – to enable the Authority to meet statutory and legal obligations (e.g. statutory government returns - RO, RA, WGA etc, annual Statement of Accounts, VAT and Tax reporting to HMRC)
- Management Reporting – providing internal reporting (single source of truth) to support the Authority in monitoring performance and making decisions.
- Financial planning, setting Medium Term Financial Plans, setting revenue and capital budgets, ongoing monitoring
- Taxation compliance
- Financial control – providing a framework and oversight to ensure the Authority can safe guard assets and minimise liabilities

Key Activities

- Accounting – general ledger
- Reporting to meet statutory and legal obligations.
- Management information reporting.
- Financial control
- Capital Planning and budgeting
- Treasury
- Taxation
- Corporate Finance & Projects

Planned Locations

Lead Authority Model in line with Blueprint

IT Systems

- Accounting and reporting services are provided by ERP Agresso
- Treasury Live

Customer & Channels

- Meet Customer and Channels management information reporting requirements

Key Partners & Suppliers

- CCC Exchequer Services (accounts receivable & payable
- External Auditors (tbc)
- Internal Auditors (MKC)
- Treasury Advisors (tbc)
- Financial services providers (Barclays and D&Bs banking services transferred to the new Authority

Plus

- For day 1

  Consolidation from multiple policies, processes, systems and organisations to common instances in the North and West leading to efficiency and control improvements

Key Activities Year 1

- Close out remaining 2020/21 open items (creditors/debtors)
- Review adequacy and changes to reporting via ERP
- Embedding new processes and procedures

FUTURE NORTHANTS

FUTURE NORTHANTS

Service Blueprint
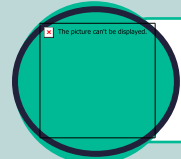## North Northamptonshire

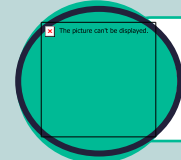Day 1 Service Designs for Revenues and Benefits
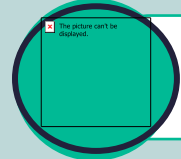
SCOPE OF SERVICE AREA BLUEPRINT

Revenues and Benefits Service (North)
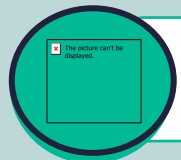
Source: *Districts and Boroughs*

Service Functions included: *Revenues, Benefits, Money and Debt Advice*

Staff in scope: *95.47 FTEs*

Budget:
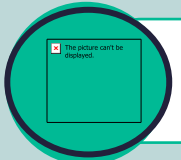
Investment: *Future investment to harmonise ICT Systems*

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – REVENUES AND BENEFITS

1 — Service Delivery

Maintain service excellence
Continue to employ best service practice and improve collections rates where possible, whilst transitioning through to unitary authorities. Maintain or improve performance on time taken to assess claims for Housing Benefit and Council tax Reduction. Consistent approach to working practices & policies with a continual drive to enhance efficiencies

2 — Customers

Place customers at the centre of all we do
Ensure services continue to be easy to access, digital services are evolved further whilst we are still able to cater for our most vulnerable residents

3 — Harmonisation

Steps towards a harmonised service
Customers can access any office within the unitary area and get the same or similar service through our collaborative approach backed up with appropriate training plans. Policies, procedures and working practices are harmonised along with the Council Tax and Council Tax Reduction schemes

4 — Technology

Drive Technology Forward
The service will endeavour to maximise the potential of all technology available, including partner and customers alike, using the most effective, efficient and compliant methods of contact and data transfer available

5 — Culture

Positive culture
Building upon the existing cultures to be enhanced for each of the two authorities by both senior management and the workforce collaboratively. These will harmonise further as the new authorities mature. Governance and policies will support a vision for Finance

6 — Collaboration

Collaborative Teams
Build on collaborative working arrangements between teams to provide a more integrated and harmonised service

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL –
REVENUES AND BENEFITS

Service Offer

- Easy to access service with a variety of easy payment methods
- Financial support provided to those most vulnerable to avoid homelessness, financial insolvency and bankruptcy
- Maximisation of income to the Council from collection of Council Tax and Business Rates

Key Activities

- Council Tax
- Council Tax Reduction Scheme including new claims and change event assessments
- NNDR Business Rates
- Recovery & Enforcement
- Sundry Debts
- Subsidies & Returns
- Money & Debt Advice
- Assessment of new claims and change events for Housing Benefit
- Housing Benefit subsidy including audit
- Performance and systems

Planned Locations

- Wellingborough
- East Northants
- Kettering
- Corby

IT Systems

- Capita One including PAYE.net
- Northgate
- Document Management systems including Northgate enterprise

Customer & Channels

- Push towards digital services whilst recognising the need for a more flexible service for vulnerable residents may bring further efficiencies

- Harmonisation and further development of online website forms may bring further efficiencies and better customer access

Key Partners & Suppliers

- LGSS
- Northgate
- Capita One
- BID
- Citizens Advice
- DWP
- Landlords
- Valuation Office Agency
- Community Law Service
- Kettering Futures Partnership
- CEEA
- Internal and external audit
- Enforcement agents
- Housing providers

Plus

- Working assumption is that we 'lift and shift' current arrangements into
- the new organisations

- Operating model review will commence from Year 1

Key Activities Year 1

- Harmonisation of subsidies and returns through DWP action plan

- New unitary arrangements for Money & Debt Advice

FUTURE NORTHANTS

FUTURE
NORTHANTS

Service Blueprint
North Northamptonshire

Day 1 service Design for Place

SCOPE OF PORTFOLIO BLUEPRINT

Regulatory: Planning, Environment & Trading Standards

Source: *NCC and D&B*

Service Functions included*: Bereavement services, Building control, Emergency planning, Environmental Health, Flood risk management/flood defences and land drainage, Development control services including waste, minerals, Planning policy, Sports grounds certification, Street naming and numbering, Trading standards, Travellers unit*

Staff in scope: *118*
*Source Future Northants employee data supplied by local HR teams. On-going validation of these numbers and roles.

Investment: *NCC investment in 6 new Trading Standards posts to facilitate disaggregation (Total: £198k pa = £99k pa West) – already agreed by NCC.*

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – PLANNING & DEVELOPMENT AND REGULATORY & ENFORCEMENT SERVICES (NORTH)

1. Safe, Legal and Accessible Services

Safe, Legal and Accessible Services
We need to ensure that safe, legal and accessible services continue to be delivered with no interruption for residents, customer and the public.

2. Strategy & Policy Harmonisation

Strategy and Policy Harmonisation
We will harmonise strategies, policies and procedures with proper and through consultation. Where harmonisation could lead to an impractical or unfair burden on customers a transitioning period will be determined and agreed.

3. Business Continuity

Business Continuity
We will ensure that there is a seamless transition for approvals, applications, consultations, advice, inspections, investigations and case management.

4. Authorisations

Authorisations
We will ensure that all officers have the appropriate delegated authority to be able to provide a legal service. We will ensure that Members with responsibilities for these service or committees are able to commence work seamlessly post election.

5. Services by Geography

Services by Geography
All location based services and staff will remain where they currently are. Staff will only be moved when business delivery model has been developed and agreed, post Vesting day. Day One accommodation for the North.

6. Legal Governance Structures

Legal Governance Structures
We will develop proposals for the new council to consider when establishing new governance structures that are legal, effective and efficient.

Key areas of collaboration:

- Maintaining/improving existing and developing new links and collaborative ways of working with statutory, strategic and business partners

- Improving collaborative working (including co-production of strategies, improved access to/sharing of information) with other key partners, such as Health, Education, Police and Community Groups

- Closer working with our communities and service users to help determine priorities/needs within the local area and help shape future service design

- Interfaces with town and parish councils on special planning and developments in North Northants.

- Ensuring that the North has strong working relationship with West where operational and strategic collaboration is necessary

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – REGULATORY: PLANNING, ENVIRONMENT & TRADING STANDARDS (NORTH)

Service Offer

This broad portfolio covers a range of services that must be safe and legal for Vesting Day. There are no major changes in service offer planned in the service areas in scope of this blueprint. They are as follows:

- Environmental Protection
- Trading Standards
- Licensing
- Health & Safety advice and investigations
- Food Safety
- Building Control
- Development Management
- Planning Policy
- Local Land Charges
- Climate and environmental protection
- Flood Management
- Minerals and Waste

Key Activities

- Seamless administration and determination of applications across all service areas.
- Ensuring the authority has all necessary legal requirements in place to enable enforcement (Inspection, investigation and intervention) from Vesting Day.
- Ensuring seamless progression of private & commercial planning and development work.
- Establishing any area planning committees for the North and shaping the strategic planning arrangements with West Northants.
- Supporting staff through unitary formation through change

Planned Locations

- All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.).

IT Systems

- Existing case management and licensing systems will remain in place and be accessible by staff
- Existing planning portal and back office systems remain accessible to North staff.

Customer & Channels

- Ensuring seamless routing of enquiries and applications to the correct service team across the current authorities.
- Improved MI and information sharing between partners allows for flexible development of the services.
- Clear sign-posting to information available on websites and web forms as applicable
- Service information kept relevant and up to date for dissemination, both via customer contact and printed / online information.

Key Partners & Suppliers

- Relationships with partners are maintained with minimal disruption.
- Improved information sharing.
- Continued ability to take account of future growth proposals in their investment decisions, to understand and incorporate local priorities/ opportunities and to pilot innovation and invest in exemplary developments to help deliver sustainable growth.

Plus

- Develop a business delivery and investigation model in Regulatory Services based on geography and specialisms.
- Robustly pursue IT opportunities to mobilise the work force.
- Integration of trading standards into regulatory service team in the West.
- Disaggregation of county wide services provided by NCC into North.

Key Activities Year 1

- Review and harmonise existing scheme of delegations, policies, statements and procedures.
- Review and alignment of systems and processes
- Confirm future service structures for maximum efficiency.
- Develop, implement and refine a business delivery models.
- Develop client interface with the West for Travellers Unit services in the West.

FUTURE NORTHANTS

SCOPE OF SERVICE AREA BLUEPRINT

Highways and Waste

Source: *Waste Management Services are provided by all eight authorities. The District and Borough councils are responsible for collection services and recycling. The County Council is responsible for waste disposal and Household Waste Recycling Centres*

Service Functions included:
Waste Collection, Recycling, Waste Disposal, Closed Landfill sites, Household Waste Recycling Centres (HWRCs), Grounds Maintenance, Street Cleansing.

Staff in scope:
10.46 FTE from NCC Waste Management function moving to North Northants.
178 FTE* District and Borough staff in the North.
*Source Future Northants employee data supplied by local HR teams. On-going validation of these numbers and roles.

Investment: *SLA & Agency agreement management function for highways & transport works*

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – WASTE MANAGEMENT, STREET CLEANSING AND GROUNDS (NORTH)

1 Continuity of service

Seamless service delivery for Day One
No changes to service standards for household services for collection of waste and recycling.

2 Harmonisation of services

Smoothing the customer experience in waste services
Consistent fees and charges will be in place for some elements including bulk waste collection. Medium term harmonisation achievable in 3 of the 4 districts and borough areas.

3 Strong Host Authority for Waste Disposal functions

Hosting key functions for the West
Host authority model will be in place for 12 months to allow full disaggregation of NCC functions to the North with alignment to BCW service decision.

4 Collaborative Working
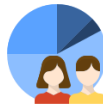
Collaboration
Working with the West as a customer to deliver highways and transport related functions

Key areas of collaboration:

- COVID response – essential services that need to be tied into organisation response and changes in service demands.

- BCW waste collection service model could lead to collaboration with KBC/CBC shared service.

- Working with Highways Team on verge cutting elements of that contract.

- Relationships with town and parish councils on grounds maintenance contracted or devolved to local councils.

- Closer working with NHS and Adult Social Care on collection of medical waste.

- Host/Client relationship with the West Northants unitary.

FUTURE NORTHANTS

DAY 1 SAFE AND LEGAL – SERVICE AREA WASTE, STREETS AND GROUNDS (NORTH)

Service Offer

- Seamless collection of black bin household waste from households to current specifications. Collection of recycling materials from households.
- Management of disposal contracts for both West and North unitaries including closed landfill.
- Management of Household Waste Recycling Centres (HWRCs).
- Developing a competitive commercial waste service.
- Continued street cleansing to local and COVID specifications.
- Management of grounds and open spaces to North Northants service standards.

Key Activities

- Successful transition of NCC Waste function into North Northants.
- Hosting arrangements identified and confirmed.
- Creation and adoption of a single waste management policy for North Northants.
- Harmonisation of fees for chargeable service elements e.g. bulky waste collection.

Planned Locations

All current service delivery locations will remain as-is (i.e. staff working locations, services offered etc.). Centralised management function potentially at KBC. This would include relocation of NCC Waste Management function to North Northants.

IT Systems

Bartec in cab technology

Outsystems HWRC ePermits

Waste Data Flow

Customer & Channels

- Harmonised fees for chargeable services e.g. bulky waste collections.
- Clear sign-posting to information available on websites and web forms as applicable but with no major changes anticipated for Day One.
- Service information kept relevant and up to date for dissemination, both via customer contact representatives and printed / online information.

Key Partners & Suppliers

Veolia – collection supplier for ENC.

Norse – collection JV supplier for BCW.

Town and Parish Councils – Devolution of grounds functions to local administrators.

Plus

- Potential integration of BCW waste collection service into KBC/CBC shared service model.
- Business case for strategic infrastructure investment for waste disposal and recycling.

Key Activities Year 1

- Review hosted service model and develop plan for permanent lead authority model.
- Review and alignment of systems and processes
- Confirm status of BCW service provider as current arrangements end in 21/22.
- Service stabilisation and optimisation.

FUTURE NORTHANTS

JOURNEY TO SPLIT SERVICES (*WASTE DISPOSAL, HOUSEHOLD WASTE RECYCLING CENTRES (HWRCS)*)

Stabilisation and trouble shooting check

May '21

Review of service arrangements in the North and West requirements identified for client side SLAs

Consultation with staff and unitary cabinets on model

Staff consultation on new model

Jun '21

Nov '21

Dec '21

Apr '21

Initial options tested and reviewed for lead authority functions, structures and process engineering

Restructuring to model

NCC Waste Management Service commences operation in hosted model in the North with SLA in place with the West.

Jul '21

Sep '21

Mar '22

Aug '21

North Northants KPIs agreed.

Full lead authority options established and presented to both unitaries

FUTURE NORTHANTS

SCOPE OF SERVICE AREA BLUEPRINT

Economy and Regeneration

Source: *NCC and D&Bs*

Service Functions Included: *Economic Development and Regeneration*

Staff in Scope: *10.78*

- *£3 million from ERDF and £6 million through SEMLEP for the Vulcan Works Regeneration*
- *Northampton has a successful Future High Street Fund bid. Both Northampton and Corby are part of the Towns Fund programme (up to £25m funding per place).*
- *£2 million funding from the Local Growth Fund – Catesby Aerodynamic Research and Innovation Centre and £4.2 million for the Catesby Aerodynamic Research Facility*
- *£1.695 million from the Local Growth Fund for the Enterprise Centre in East Northamptonshire*
- *Kettering High Street Heritage Action Zone of up to £2m.*

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – ECONOMY REGENERATION (NORTH)

1 **Freedom**

Freedom
It is essential that we all have the freedom to share our opinion and complete our work without blockages.

2 **No Autocratic Structures**

No Autocratic Structures
Autocratic structures will hinder progress and cost Northampton dearly. Avoid a top down structure.

3 **Access to Information**

Access to Information
Information must be freely and easily shared with appropriate decision making processes that we can see and influence.

4 **Interaction and Collaboration**

Interaction and Collaboration
All staff across the two new unitary authorities must be able to interact and collaborate with the right individuals to allow service functions and progress to be made.
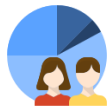
5 **Raising Awareness**

Raising Awareness
To allow economic development to thrive, an awareness of key assets and income streams need to be increased.

FUTURE NORTHANTS

DAY 1 SAFE & LEGAL PLUS – ECONOMY REGENERATION (NORTH)

Service Offer

This is an important function for all authorities which broadly covers;

- Promoting local business
- Advising potential inward investors
- Brand/identity development to attract investment
- Supporting the business community
- Provision of Business Centre space enable start-up and growing businesses
- Improving and regenerating areas of deprivation
- Disseminating Government funding, European Funding, (soon to be Shared Prosperity Fund)
- Strategic regeneration plans to enable place shaping
- Strengthening investment links through the Department of International Trade
- Promoting business growth

Key Activities

- Engage effectively with businesses through excellent communications, and resourcing specific business engagement roles where possible
- Coordination between Northamptonshire West and North, SEMLEP grouping and wider (not just the traditional links), and Ox CAM ARC through working groups and effective communications and continued engagement with wider bodies outside of Northamptonshire
- Engagement with key EDR groups with North Northamptonshire representation
- Further development of key communications around what Northamptonshire has to offer, using existing websites and social media
- Development and publication of a Masterplan for promoting North Northants
- Developing non targeted communications within the service
- Publishing a Business Charter, highlighting what Northamptonshire North has to offer, and its offer to businesses

Planned Locations

All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.).

IT Systems

- Agresso, Civica,
- ERP Gold,
- Auto CAD,
- Asset management systems
- Excel spreadsheets,
- Email,
- Slack,
- ONS,
- GIS,
- Springboard,
- QGIS Mapping System

Customer & Channels

- Policy Maker and Shaper
- Regulator
- Developer, Landowner and Landlord
- Service Provider
- Buyer or goods and Services
- Employer
- Community Leader
- Tax Collector
- Tenants
- Northamptonshire residents and businesses

Key Partners & Suppliers

- KIER wsp & Business Cases
- BRADSAD Suppliers – Far Point (Commercial technical service)
- Business Support
- Design & Building Operations Possible Consultancy
- Consultation Delivery (County)
- Stakeholder engagement QS
- In formal relationship with key consultant
- Delivering One to one workshops Business Adviser Function Velocity Growth Hub
- BID
- SEMLEP
- Homes England
- MHCLG
- S106
- National Lottery Funding

Plus

- Alignment of systems and processes

Key Activities Year 1

- Review and alignment of systems and processes
- Review into business/market intelligence and best practice models
- Continue to attract new businesses to the area through various platforms, containing the positive occupancy levels seen over the past 10 years.

FUTURE NORTHANTS

SCOPE OF SERVICE AREA BLUEPRINT

Property and Assets

Source: *NCC and D&Bs*

Service Functions Included: *Facilities Management, Asset (Property Estate) Management.*

Staff in Scope: *39.74*

Budget: *being disaggregated and aggregated as part of MTFP task and finish group work*

Investment: *No Inward Investment for Facilities and Property Management.*

FUTURE NORTHANTS

BLUEPRINT DESIGN PRINCIPLES – SERVICE AREA PROPERTY AND ASSETS (NORTH)

1 Communication

Communication
We need to target our communications at all stakeholders who need the most support as early as we can, helping them deal with issues and support their services to grow and develop.

2 Alignment

Alignment
To ensure the success and sustainability of the new initiative or process brought on by this project, everyone it will directly impact must be onboard. The message must include the WIIFM "what's in it for me" at every level; otherwise most stakeholders will not be interested or engaged around the new initiative..

3 Access to Quality Service and Facilities

Access to quality services and facilities
Services to remain largely as-is for vesting day, with no drop of significant changes to customer offer or journey. All existing arrangements regarding maintenance/upkeep, access to services and level of service offering will remain the same

4 Geographical Split

Services by Geography
All location based services will remain where they are currently provided from, and all that sit within the boundaries of the North Unitary will transfer in ownership accordingly. Staff based at localities will remain in these localities.

5 Collaborative Working

Collaborative Working
A more joined up approach, with other linked authority services (such as Planning, Economic Development), voluntary sector and service delivery partners and other key partners in the Facilities and Asset Management of targeted and appropriate services.

FUTURE
NORTHANTS

DAY 1 SAFE AND LEGAL – PROPERTY AND ASSETS (NORTH)

Service Offer

Facility Management is a profession that encompasses multiple disciplines to make sure the places in which people work, play, learn and live are safe, comfortable, productive and sustainable.

Facilities Management contributes to the organization's bottom line through their responsibility for maintaining what are often an organisation's largest and most valuable assets, such as property, equipment and other environments that house personnel, productivity, inventory and other elements of operation.

Asset Management is the management of County, District & Borough property assets. It is the process which aligns property strategies to the corporate strategy ensuring the optimisation of assets in a way which best supports its key objectives.

Asset management includes some 1,300 separate assets in the West and 1,480 separate assets in the North. Assets range from large office buildings to garages, allotments, and Enterprise centres.

Key Activities

Asset Management:

Asset Valuation, Estates Management, Premise Running Costs, Property Income, Corporate asset management database, Management of commercial estates, Property data in Council databases, Provide advice on all property related matters, Review of property contracts, Acquisitions (commercial and regeneration), Condition surveys and defect analysis, Property and Assets, Property disposal, Property Disposal Revenue Costs, Strategic Asset Management, Commercial Investments (strategic planning), Corporate Landlord principles, Energy and renewables strategies, Property operational and exploitation

Facilities Management: Asbestos Management, Building Security, Car Parking (linked to buildings), Catering, Cleaning, Helpdesk, Mailroom, Out of Hours Support, PAT Testing, Reception Services, Room Booking, Statutory Compliance, Supplies, Utilities, Repairs & Maintenance.

Planned Locations

All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.).

There may be some exceptions depending on Day One Accommodation

IT Systems

For Asset/Property Management: Agresso, Civica, ERP Gold, K2 Facilities & Asset Management Software, Microsoft Excel, Huddle, Microsoft Sharepoint, Microsoft Outlook

Zoom/Skype

Citrix

Customer & Channels

- For Asset/Property Management the external customers include: RICS, Consultants, Suppliers/Contractors, Tenants, Adjoining Landlords, Towns/Parish councils, Central government, Valuers
- BAU accommodation team will be an internal customer, requiring provision of suitable accommodation/or retraction of accommodation depending on future strategic decisions around location and recruitment.
- Clear sign-posting to information available on websites and web forms as applicable
- Service information kept relevant and up to date for dissemination, both via customer contact representatives and printed / online information (e.g. opening times, events, pricing, classes etc.)

Key Partners & Suppliers

- Superfast Northamptonshire
- Government departments
- Sub-national and Local Planning Bodies e.g. the Arc, England's Economic Heartlands, North Northamptonshire and West Northamptonshire Joint Planning Units
- Sub-national Economic Development and Regeneration Bodies e.g. SEMLEP
- Private sector
- Business Improvement Districts
- Voluntary Sector
- Police, Fire & Health
- English Heritage
- Historic England
- Civic Societies
- Accommodation project

Plus

- Alignment of systems and processes
- Review into service provision to align arrangements where possible (in-house/out-sourced provision)
- Review of Assets – Aligning North and West assets

Key Activities Year 1

- Review and alignment of systems and processes
- Review into business/market intelligence and best practice models

FUTURE NORTHANTS