



Director of Transformation Update

Overview and Scrutiny – January 2021

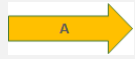
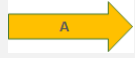
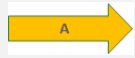
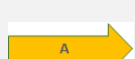

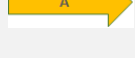


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Programme Status Summary

Presented to Shadow Executive on 7th January

Programme	Programme Lead	Status	Commentary	Estimated direction of travel for next period
Place North	Martin Hammond	A	Risks around resources for Housing work as SMEs are also working on BAU and COVID.	
Place West	Jane Carr	A	Risks around Trading Standards move out of Wootton Hall after disaggregation and risk of increased associated costs.	
Finance	Barry Scarr	A	Risks around resources for configuration work before Vesting Day and closedown work after.	
Corporate	Martin Cox	A	TU negotiations remain high risk, along with some risks around ERP, SLAs and GDPR issues. Considerable mitigation work has taken place where possible this month.	
Children's	Cathi Hadley	A	Issues around recruiting to new split functions remain but are mitigated by a new proposed Day 1 structure. Work is ongoing for agreeing support service dependencies with the Trust.	
Adults	Anna Earnshaw	G	Some issues around splitting Eclipse and Cygnum into N and W with appropriate IG but team is working well with suppliers to resolve these issues in good time, with suitable mitigation plans in place if needed.	
ICT	Richard Ellis	A	Risks emerging around Data Sharing Agreements and around NCC's ability to roll out MS365 due to legacy NCloud issues. Mitigation underway with NCloud healthcheck and a programme of hardware upgrades across the estate.	
Customer Contact/ Digital	Richard Ellis	G	Minor risks articulated but under control. Mainly around SME resources needed for implementation of new brands and content approaching Vesting Day	

Change Managers' Update

Change manager action	Impact achieved
CM facilitated BBC Radio Northampton interview about community hubs https://www.bbc.co.uk/sounds/play/p08wjwyb	Achieved wider awareness of the positive transformation in Northamptonshire Adult social care through the media to citizens, partners members and local government workforce.
Wrote article for NHCP Newsletter to keep Health Partners updated on new ways of working in Adult Social Care https://northamptonshirehcp.co.uk/wp-content/uploads/2020/11/NHCP-Newsletter-November-2020-FINAL.pdf	Increased awareness of the changes to ways of working which provided opportunities for new conversations to take place which has strengthened the trust between partners.
Facilitated Change Champions feed back on new ways of working to Acting Director Adult Social Care	Change Champions had a platform with their Acting Director giving them a new forum to engage in 2-way dialogue with their senior leader.
Gathered information and completed case studies to highlight the positive results of the new way of working in Adult social care	Demonstrated best practice and insight into the power of positive change in a relatable environment to encourage fellow change champions to embrace and adopt the changes.
CM retained and recruited Eclipse Super Users and co-ordinated training activity. This commenced 23 rd November	Retaining super users from CareFirst to Eclipse has strengthened colleagues knowledge, skills and confidence for the smooth transition to Eclipse. Super users feel valued and invested in.
Engaged Trading Standards colleagues to understand how they will manage disaggregation to manage the impact of the change.	Colleagues going through disaggregation felt listened to and supported. Improved awareness and perception of the change and provided a feedback loop back into the programme.
Supported the move to MS365 via Change Champions, providing essential information and FAQs.	Users felt informed, assured and confident about the change with a trusted single point of contact for support if required. Successfully moved 7.5 million emails, 786 personal inboxes, 293 shared email inboxes. Respond and adapt quickly to circumstances to realise the benefits of change.
Supported the collation and publication of North Engine Room content, set up a storyboard and arranged filming for the virtual engine room tour.	Prepared colleague and member content for the North unitary authority to ensure a succinct and consistent level of information and understanding about the FN programme and give a foundation for the vision and culture of North Northants.

Change Managers Update

You said – We did!



You said: manager engagement (below Tier 3) could be improved, increased focus on move to unitary

We did : a managers' toolkit and change management framework is in development and the upcoming change champion workshops will equip them to engage managers

You said: the impact of Tier 1-3 consultation activities may lead to disengagement

We did: further analysis and engagement with HR required to assess potential impact. Create support mechanisms

You said: loss of subject matter expert knowledge associated with the outcome of Tiers 1-3 consultation activities could adversely impact delivery timelines

We did: greater understanding of the support available to this group needed. Change Managers to link in with HR and seek further clarity around other opportunities to retain colleagues

You said: lack of clarity around operational aspects of hosted services is causing concern among the workforce

We did: collaborate with Comms to improve communications around working assumptions and principles of hosting. Change managers can support creation of messaging and distribution via change champions

Communications and engagement

Recent activity

- Publishing and promoting new authority logos – all audiences
- All-staff comms on future council structures
- Support for MS 365 roll out
- Shadow Execs' approval of Day One rebranding priorities
- Developing and delivering comms plans for budget consultations
- Working on videos with Anna and Rob
- Implementation focuses:
 - Working with change managers around comms and engagement approaches
 - Showcasing transformation – Adults hubs coverage
 - Scoping Day One Readiness campaign

Next steps

- Developing a one-stop-shop online hub for FN info and updates
- Designing programme and comms plan-on-a-page/timeline visual
- Support for the Housing Allocation consultation launches
- Ongoing support for Day One branding decision-making process
- Ongoing support for development of vision / values
- Ongoing support for North and West leadership
- Development of Day One Readiness campaign (100 Days to go – 22nd December)



Update since Shadow Executive on 7th January 2021

Adults

Work continues with Eclipse (ICT) suppliers to split the systems for North & West.

Children's

Support services' dependency assessment is now complete.

Recruitment to senior roles is underway.

Corporate

Trade Union engagement regarding staff Terms & Conditions continues.

Inter Authority Agreements between North & West under development.

GDPR/Information Governance – work continues including recent engagement with the Information Commissioner Officer (ICO) and consideration of processes to mitigate risks

ERP – good plans in place to rollout the system – e.g. running a parallel payroll process.

Customer and Digital

Resources identified to support the customer & digital programme.

ICT

Working with Adults ref Eclipse issues described above.

All North authorities now migrated to MS365

NCC last nCloud environment being reviewed to remove risk to MS365 migration.

Specialist skills being brought in as required e.g. Cyber Security.

Update since Shadow Executive on 7th January 2021

Finance

Staff resources identified for closedown of sovereign authorities' accounts after Vesting Day.

Place North

Considerable progress made on Housing issues.

Identification of proposed member accommodation in case virtual meetings not extended by regulations from April 2021.

Service Level Agreement work progressing with Registration Service regulator to ensure uninterrupted delivery after Vesting Day.

Change Management

14 "Facts about" sheets for staff published, covering a range of topics including TUPE, Office accommodation Day 1, Devices, MS365

A further 16 in production for end of Jan, covering ERP - payslips/P60s, booking annual leave, pay dates, host and services delivered as lead authorities.

Over 500 hits since launch

Feedback so far: Easy to access, nice and simple to understand, we want more.

An example of the ICT and Systems information is on the next slide.



Your first day at North/West Northamptonshire Unitary Council



Easily call any colleague using Teams!

Same login

Login

Username:

Password:

NEW



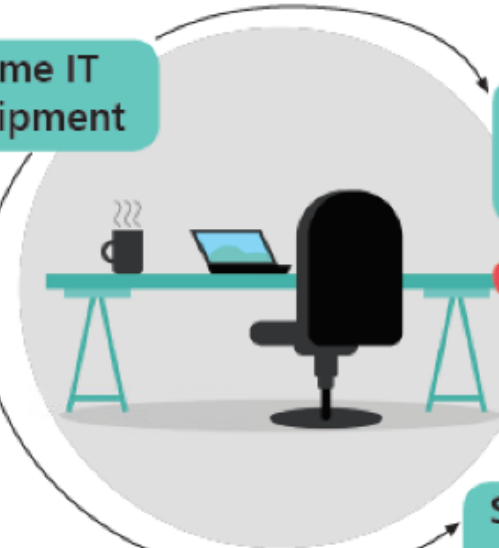
Email address
name.surname@northnorthants
name.surname@westnorthants

NEW



Search for colleagues using first name, surname.

Same IT equipment



Same Contact Numbers for Helpdesk

NEW



New IT Helpdesk Portal

Same printing processes



Same room booking system

NEW



Access to rooms in different buildings and locations

Microsoft 365

- Word
- Excel
- PowerPoint
- OneDrive
- OneNote
- SharePoint
- Outlook
- Teams

NEW



ERP Gold
New HR and Finance system enabling self-service for all managers and employees

NEW



Intranet
A new central hub for information and 'how-to' guides.

NEW



New IT Acceptable Use Policy
Please make sure that you have read it.

Critical Deliverables

- Less than 50 working days to Vesting Day
- Team now focused on the final sprint
- Twice weekly Stands Ups for the Programme Team to ensure progress
- Identified the final critical deliverables into a single “Day One” focused plan.
- Daily monitoring of progress across the Programme
- Resourcing Rapid Response Team (North)
- Hotline for Members, staff and customers to report any Day One issues
- Identified Liaison who will prioritise and be solution focused

Finance Report Summary

Glenn Hammons

