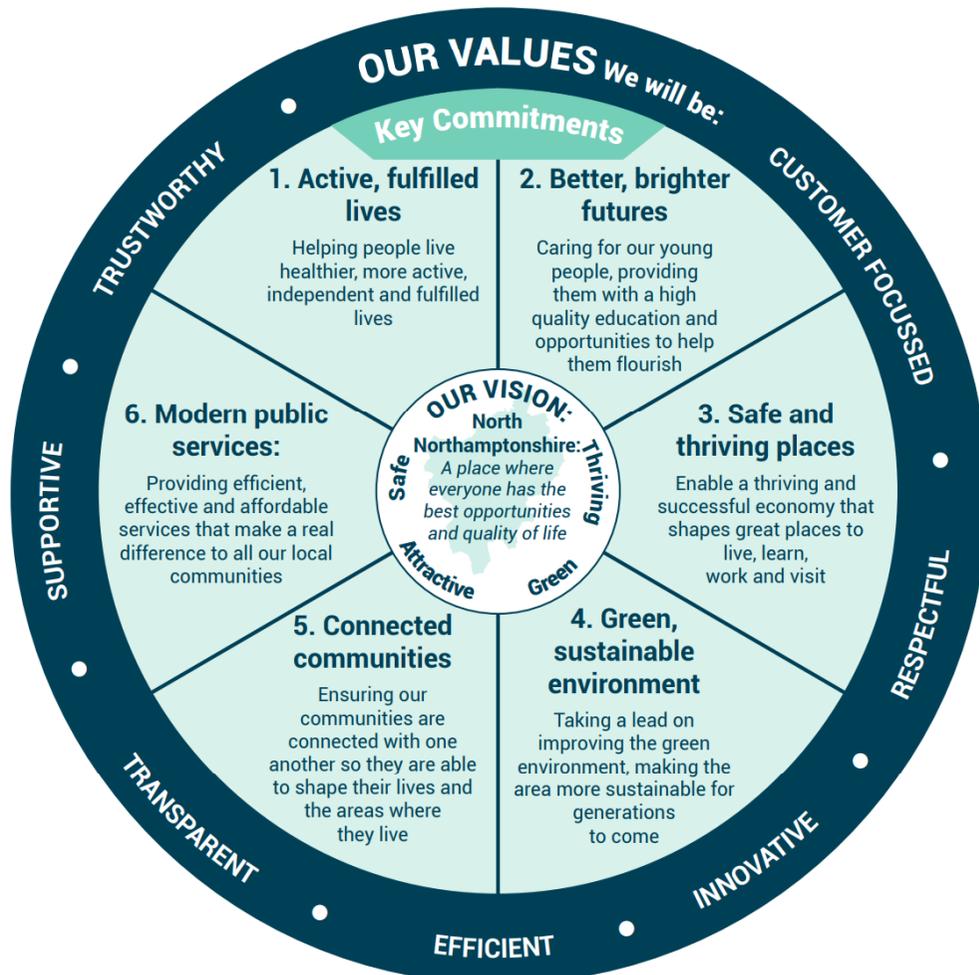


# Our vision, values and key commitments



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# Our priorities for North Northamptonshire:

## 1. Active, fulfilled lives

- Greater access to better quality adult social care
- Value and support our carers and volunteers
- Improve the accessibility and use of leisure, culture and sport
- Provide enhanced support to improve mental health and wellbeing
- Tackle the causes of complex problems such as homelessness

## 2. Better, brighter futures:

- Ensure every child has equal access to a high standard of education
- Assist the Children's Trust to provide higher standards of support
- Promote better training, further education and employment opportunities for young people

## 3. Safe and thriving places:

- Strengthen the cultural identity of towns, villages and rural communities
- Help town centres and villages respond to changing trends
- Attract tourism, visitors and inward investment
- Support the creation of high-quality, better-skilled jobs
- Improve the standard of new and existing homes and ensure housing supply meets demand
- Tackle the causes of difficult issues leading to nuisance, crime and anti-social behaviour
- Promote sustainable, active travel
- Maintain our highways infrastructure to keep people moving safely around North Northamptonshire
- Enable people to travel across North Northamptonshire, and beyond
- Ensure everyone has access to high-speed internet connectivity

## 4. Greener, sustainable environment:

- Work with communities and businesses to tackle climate change and improve air quality
- As an exemplar to other organisations, demonstrate clear leadership on tackling sustainability
- Embed low carbon technology, sustained and improved green infrastructure, and sustainable forms of transport fit for the future
- Protect and further enhance the natural environment and ecology
- Ensure we all throw away less, reuse more, and recycle as much as we can
- Protect the countryside and ensure it is accessible for everyone to enjoy

## 5. Connected communities:

- Inform and listen to our communities, giving them a greater say in their future
- Respect and engage our local communities
- Empower a thriving voluntary and community sector

## 6. Modern public services:

- Provide good quality and efficient services valued by our customers
- Enhance the services provided at our community hubs
- Value our staff and become an employer of choice
- Use our assets, skills, knowledge and technology to make a real difference
- Robust financial and performance management

## 6. Modern public services:

*will provide efficient, positive and affordable services that make a real difference to all our local communities*

### Key Tasks

Customer Experience Strategy co-developed with our customers

#### Provide good quality and efficient services valued by our customers

We will:

1. Be honest, only making promises we can deliver, and do what we say we will.
2. Establish processes and practices that ensure that queries are correctly dealt with at the initial contact.
3. Work to provide a faster response to customers when they contact us via the telephone.
4. Take responsibility for every contact received anywhere in the organisation. If we cannot help, we will connect customers to other organisations that can.
5. Work with our customers to develop quality, joined-up services that are accessible to all and to make every contact count.
6. Understand and care about customer's concerns, demonstrating through our actions that customer's issues matter to us.
7. Ensure that our staff are helpful, polite, friendly and treat people fairly and with respect.
8. Meet our customer service standards when we respond to people and regularly monitor and publish how well we are doing this.
9. Provide clear and up to date information about our services.
10. Explain our decisions and the reasons for them.
11. If things go wrong, we will say sorry and do our best to put things right. We will learn from our mistakes and adapt our approach, processes and systems.
12. Enable customers to access more information and services online.

#### Enhance services provided at our community hubs

We will:

1. Develop Community Hubs that are responsive to the needs of the community they serve.
2. Ensure Community Hubs empower local communities, playing host to a variety of support groups and external community organisations.
3. Develop a partnership approach to service delivery and provision of advice at Community Hubs to ensure a joined-up approach to solving community needs.
4. Ensure a common standard of council service is provided by each Community Hub, with the range of queries answerable on par with services provided in the Council's customer service centres.
5. Explore the feasibility of a mobile Community Hub that is responsive to the needs of smaller and more isolated communities.

## 6. Modern public services:

*will provide efficient, positive and affordable services that make a real difference to all our local communities*

### Key Tasks

Capital Delivery Plan  
Workforce Development Strategy  
Member Development Strategy

### Value our staff and become an employer of choice

We will:

1. Strive to become an employer of choice for the local community and further afield. We will offer stability and flexibility as well as the opportunities for career development and to learn new skills.
2. Increase the use of apprenticeships, providing employment and training opportunities for young people locally and helping to develop the skills of tomorrow's workforce today.
3. Deliver a strategy that helps embed and develop future working practices, building on the learning of the remote working of the COVID-19 pandemic. This strategy will build on the findings and analysis of what works well and will ensure that services, efficiency and staff-wellbeing is positively impacted by the approach.
4. Invest in the development of our workforce. We will ensure our managers have the behaviours, skills and tools necessary to effectively manage and support staff, working, locally, remotely and flexibly.
5. Develop fit for purpose approach to operational premises. These will complement our new ways of working strategy and focus on ensuring we get the maximum benefit from the Council's operational premises.
6. Ensure that our working practices and use of operational premises minimise the negative impact on the environment.

### Use our assets, skills, knowledge and technology to make a real difference

We will:

1. Capture information that we need to improve outcomes
2. Increase knowledge and the digital skills of the local community.
3. Reduce our environmental footprint through the use of new technology. Technology can help reduce the need for travel for work-based meetings. We will also reduce our footprint as an organisation as we move our technology to a greener state i.e. from old desktop PCs to new, more energy efficient devices.
4. Digital services will allow us to add value to services for our residents. Digital technology will allow us to create services for residents based on need, allowing us to be highly responsive to what is most in demand.
5. Create a more attractive area for businesses as we create an area with good technology and asset infrastructure.
6. Support our most vulnerable residents with more knowledge and quicker services

## 6. Modern public services:

*will provide efficient, effective and affordable services that make a real difference to all our local communities*

### Key Tasks

Development of a Balanced Budget

### Robust financial and performance management

#### Finance - We will:

1. Ensure the cost of services represent good value for money for local people. We will provide good quality information to local residents and businesses about the resources available and how they are used for the benefit of the local community.
2. Ensure we effectively communicate the capital investments that are being made in the local community.
3. Place greater emphasis on the important of procuring through local supply chains in order to better support the local economy.
4. Ensure continued financial monitoring by the Executive and Scrutiny Committees, demonstrating that the Council is committed to open and transparent financial performance.
5. Ensure our governance processes are robust and support effective decision making, and that the Medium-Term Financial Strategy reflects the significant challenges being faced and remains responsive to the uncertainties in the economy by continuing to deliver against savings targets.
6. Review our Medium-Term Financial Plan as a live document and as a key tool in assessing the financial viability of the Council.
7. Ensure our savings plans are clearly communicated and linked to specific policy decisions, with the impact on service provision clearly articulated.
8. Ensure we have the appropriate levels of reserves and that we closely monitor liquidity to underpin financial resilience.
9. Provide support to members and officers responsible for managing budgets.
10. Prepare the annual statement of accounts in an accurate and timely manner.

#### Performance - We will:

1. Be open and transparent with performance information.
2. Use data intelligently to understand, improve and transform services. We will capture and use data to positively improve outcomes for our local residents and employers.
3. Develop a strong outcome-focussed culture within the organisation that values and develops the Council's staff and drives improvement in services.
4. Develop and embed performance management arrangements that provide timely, accurate and relevant performance information to inform operational and political decision-making and scrutiny.
5. Develop effective measures for understanding customer and staff satisfaction and pride in the area and services provided.
6. Use performance information to develop high quality, high performing, award-winning services.

### Key Measures of Success for Modern Public Services

- High Levels of customer satisfaction
- Customer response times (face-to-face, digital, telephone)
- High levels of customer confidence in North Northamptonshire Council
- High levels of service accessibility
- High levels of employee satisfaction
- Good financial sustainability