



North
Northamptonshire
Council

ISSUE NO 1 | DECEMBER 2021



Transformation

Quarterly Update

Transformation News

Welcome to our first Quarterly Transformation Update. The purpose of this newsletter is to keep you informed and up to date on the transformational activity across North Northamptonshire Council and is an opportunity to celebrate the success and achievements as we deliver transformation. I hope you find this newsletter beneficial, any feedback please let the team know PMOtransformation@northnorthants.gov.uk

For those that were able to join the Members Transformation Briefing in September 2021, which was very well attended, we introduced you to the three programme areas; Critical Business, Service Improvement Structures and Disaggregation, which remain our focus for 2021/22. It was fantastic to have great engagement, challenge and discussion, and we look forward to planning another session with you in the new year.

Message from the Executive Member

“Transformation of our services is not just about doing things differently; it’s about doing different things. As a Council we are committed to shaping and delivering accessible services which are valued by our businesses and residents. Throughout 2021/22 the priority is to ensure residents are able to continue to access the services and support they need as we stabilise operations and bring together multiple teams, services and operations from legacy councils, as well as progress the disaggregation of previous county council services. It is fantastic to witness and be involved within the reimagining of local government services, and recognise that we are working together to build a robust foundation for future transformational improvement for North Northamptonshire”

-Cllr Lloyd Bunday

What's next

December will mark the 7th Member Transformation Board, and it is encouraging to report the progress and volume of work being delivered across service areas, some of the completed projects include; elections one system, staff alert register, trading standards physical disaggregation, and the exciting transformation projects we are proposing within the Transformation Plan. There is a lot of work being undertaken to complete disaggregation of services, which is the first stage of seeking ways to transform disaggregated services in future.

- Transformation Plan (draft) to the Executive Committee on 23rd December alongside the budget draft report.
- Review and refine Transformation Plan to present back to Executive on 17th March 2022
- Review and confirm the new programme with the team and communicate this with Members
- Review the governance arrangements to streamline where possible

Changes and communication

A draft Transformation communications plan has been developed to identify our key stakeholders and how we inform, consult, and engage with them. We will be looking to engage Members and the public in the design of services through the transformation activity to cocreate services.

Key dates

- Executive – Transformation Plan - **23rd December 2021 and 17th March 2022**
- Members face to face session - **January/ February- date to be confirmed**

Programme Overview

Completion
The planned completion date for the project



KEY

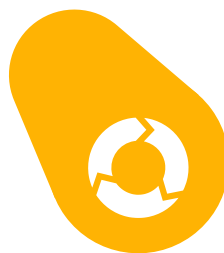


Discovery

Discovery Phase includes initial fact finding and research to understand issues and scope of project

Delivery

Delivery Phase is the process of implementing changes - A "Go / No Go" decision point takes place between Design & Delivery



















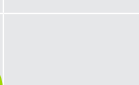
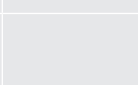


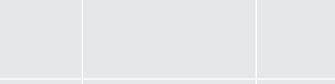
























Design

Design Phase includes preparation of a detailed business case for each project

DISAGGREGATION

This programme has really developed over the past 8 months, key highlights include: 9 services planned to disaggregate this year (Waste Disposal, Children's Education Safeguarding, Children's Sensory Impairment, Personal Budget Support Service, Learning, Independence, Volunteering and Employment (LIVE), Deprivation of Liberty Safeguards (DoLS), Emergency Planning, Schools Traded HR Advisory service, Country Parks (to be confirmed). 9 services have started the Discovery and Design to be delivered 2022/2023

	Project Name	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	
Place	Waste Disposal							
Place	Country Parks							
Place	Emergency Planning Service							
Childrens	Childrens Education Safeguarding							
Childrens	School Admissions							
Childrens	Childrens Education Sensory Impairment							
Adults	School Swim Service							
Adults	Adults Personal Budget Service (PBSS)							
Adults	Adults Learning, Independence, Volunteering and employment (LIVE)							
Adults	Deprivation of Liberty Safeguards (DOLS)							

	Project Name	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022
Place - Highways & Transport	Highways Services Contract Management						
Place - Highways & Transport	Children's & Adults Transport Services						
Place - Highways & Transport	Highways Projects						
Place - Highways & Transport	Network Management						
Place - Highways & Transport	Transport Planning, Travel Choices and Public Transport						
Place - Highways & Transport	Development Management-adoptions team highways						
Place - Highways & Transport	Parking & Bus Lane enforcement						
HR, Legal and Democratic Services	HR Traded Advisory Service						
HR, Legal and Democratic Services	Learning and Development						



Discovery



Design





















Delivery



Completion

CRITICAL BUSINESS

We are working on 8 critical business projects. 6 projects are currently in discovery at various stages (Customer Case Management System, Revenues and Benefits Single System, Housing Options Service Review, Waste and Grounds Review, Liberty Protection Service, Information Governance Single System) 1 project in design (Elections Printing) and 1 project in implementation (Income Management). This programme will be reviewed in the new year as we stabilise, and projects are planned through the Transformation Plan to deliver service improvements in a prioritised order.

	Project Name	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	
Finance	Income Management System							
Finance	Revenues and Benefits Single System							
HR, Legal and Democratic Services	Information Governance Case Management System Review							
HR, Legal and Democratic Services	Review Elections printing contract							
Transformation	Customer Case Management System							
Adults, Communities & Wellbeing	Housing Options Service Review							
Adults, Communities & Wellbeing	Liberty Protection Safeguards (Adults)							
Place	Waste and Grounds Review and Service Improvement							



Discovery



Design



Delivery



Completion

SERVICE IMPROVEMENT STRUCTURE

15 projects inflight to be delivered this year. Children's Education, Parks and Open Spaces Management, Fleet, Property and Accommodation, Democratic Services, Electoral Services, Legal, Regulatory Services, Growth and Regeneration (Planning Services), Ways of Working – One Angel Square staff relocation, Information Governance, GLaM (Kettering Gallery, Library & Museum) Business Plan, Performance (Corporate Support & other teams reporting to CEx), Print Room (Reprographics), NNC Future Ways of Working – Proposal.

	Project Name	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022
HR, Legal and Democratic Services	Democratic Services						
HR, Legal and Democratic Services	Electoral Services						
HR, Legal and Democratic Services	Legal						
HR, Legal and Democratic Services	Print room services harmonisation						
Adults, Communities & Wellbeing	Business Plan Kettering Gallery, Library and Museum						
Adults, Communities & Wellbeing	Corporate Support Services						
Place	Parks and open spaces management procedures						
Place	Fleet location						
Place	Property and Accommodation						
Place	Regulatory Services						
Place	Growth and Regeneration (Planning Services)						
Place	Way we work relocation to NNC area from One Angel Square						
Corporate	Implementation of how we work strategy						