

Appendix B - Transformation Plan projects 2021-2023; Projects & Benefits

- Corporate Plan Priorities:**
1. Active Fulfilled Lives – Helping people live healthier, more active, independent and fulfilled lives
 2. Better Brighter Future - Caring for our young people, providing them with a high quality education and opportunities to help them flourish
 3. Safe and Thriving Places - Support a thriving and successful economy and a great place to live, learn, work and visit
 4. Green sustainable Environment - Taking a lead on improving the green environment, making the area more sustainable for generations to come
 5. Connected Communities - Engaging and empowering our communities so they are able to shape their lives and area where they live
 6. Modern Public Services - Providing efficient, effective and affordable services that make a real difference to all our local communities

Status	Benefit Theme	Directorate	Project / Project Grouping	Corporate Plan Priorities	Customer Benefits	Other financial/non-financial benefit(s), including climate
In Progress	Disaggregation	Adults	Learning, Independence, Volunteering and Employment (LIVE)	1, 6	Locally based teams will reduce customer need for current and future intervention and specialist services and increase customers economic and financial independence through gaining paid employment.	Better resource management; NNC service area gain an enhanced understanding of the community it serves
In Progress	Disaggregation	Adults	Libraries Support Services	1, 2, 6	Localised support services focused on supporting delivery of a comprehensive and efficient library service and enabling a community hub focus	
In Progress	Disaggregation	Adults	Adults Personal Budget Service (PBSS)	1, 6	Providing a full locally based advice and support service to recipients of Direct Payments including adults, children and families	Compliance to statutory requirements
In Progress	Disaggregation	Adults	Director of Public Health	6	NNC singular provision of the DPH role, which is Accountable for the Public Health Grant, which requires stringent adherence to specified conditions - ensuring that services best meets the needs of the local population.	Compliance to statutory requirements
In Progress	Disaggregation	Adults	Public Health Management, Commissioning & Admin	6	Localised service tailored to local demographics to ensure better life outcomes for customers	Compliance to statutory requirements
In Progress	Disaggregation	Adults	Public Health Provider Services Wellbeing	2,6	Localised service tailored to local demographics to ensure better life outcomes for customers	Compliance to statutory requirements
In Progress	Disaggregation	Childrens	School Swim Service	2, 6	Provision of a service to schools to allow them to provide statutory swimming and water safety elements of national curriculum	
In Progress	Disaggregation	Childrens	Childrens Education Safeguarding	2, 6	Localised and accountable coordination of services to ensure that children are kept safe and their welfare is promoted	Robust provision of statutory service
In Progress	Disaggregation	Childrens	School Admissions	2, 6	Localised service to coordinate admission to primary, junior, and secondary schools, delivered in accordance with statutory the national timescales within the School Admissions Code.	Robust provision of statutory service

In Progress	Disaggregation	Childrens	Childrens Education Sensory Impairment	2, 6	Localised provision of specialist support for children with hearing, visual or multi-sensory impairments	Robust provision of statutory service
In Progress	Disaggregation	HR, Legal & Democratic	HR Traded Advisory Service (Schools)	6	Support to local education providers that is more attuned to local needs	Non statutory service
In Progress	Disaggregation	HR, Legal & Democratic	Learning and Development	6	Greater efficiency in managing learning and development needs of public sector workers that in turn results in council wide improvement in competency and service delivery to customers	
In Progress	Disaggregation	Place	Waste Disposal	4, 6	Single team providing and managing waste disposal services, allowing services to be tailored to Council priorities and local needs	Economies of scale
In Progress	Disaggregation	Place	Highways Services Contract Management	3,6	Robust management of high profile Highways services used by virtually all of the Councils customers and that support the local economy.	
In Progress	Disaggregation	Place	Highways Projects	3,6	Service focused on local needs to ensure identification, design and delivery against local priorities	
In Progress	Disaggregation	Place	Network Management	3, 6	Localised management of the highways network to ensure works are coordinated, standards of works are met and disruption is kept to a minimum	
In Progress	Disaggregation	Place	Transport Planning, Travel Choices and Public Transport	3, 6	Ensures that local transport policies and provisions meet the needs of local communities	
In Progress	Disaggregation	Place	Development Management Adoptions Team Highways	3,6	Ensures that new developments are planned and regulated in accordance with local standards	
In Progress	Disaggregation	Place	Parking & Bus Lane enforcement	6	Ensures that safety and accessibility is maintained on the local highways network	Estimated income from Wellingborough Bus Gate, less estimated increase to budget from on and off Street parking enforcement costs as part of the hosted service.
In Progress	Disaggregation	Place	Country Parks	6	Single point of contact for all staff of North Northants regardless of former council area	Financial benefits unknown until service redesign process starts.
In progress	Disaggregation	Place	Emergency Planning	6	Locally based team focusing on NNC risks/priorities	Team of 9 FTEs as per BIA (85% disagg model) as agreed by CLT delivering saving of £161k against base budget.
In Progress	Disaggregation	Transformation	IT Service Delivery	6	Customers can easily access services.	Reduction in environmental impact through using the 'cloud' and reducing servers.
In Progress	Disaggregation	Transformation	IT - IT Digital	6	Services are automated more making them quicker, easier and more accurate, reducing customer effort	Potential cost saving/ cost avoidance/ resource reallocation through efficiencies in processes and automation
In Progress	Disaggregation	Adults	Deprivation of Liberty Safeguards (DOLS)	1, 6	Swifter processing of assessments and an approach that is more focused on local demographics and population.	Places NNC in a stronger position to adapt to forthcoming changes in legislation.
In progress	Income Optimisation	Adults	Business Plan - Kettering Gallery, Library and Museum (GLaM)	3, 5	Wider and improved service offering, visitor / tourist destination. Improved delivery of community & cultural offer	Efficient and effective offer. Income generation opportunities realised. Supports Kettering Town Centre regeneration and provision of a visitor destination within NNorthants. Attractor of wider investment into the unitary area
Complete	Rationalisation	Adults	Staff Alert Register	1,3, 6	Mitigation of risk to customers and NNC staff who visit them	Compliant Information Governance by separating data between NNC and WNC
In progress	Rationalisation	Adults	Housing Options Service Review	5, 6	Single point of contact for all residents of North Northants regardless of former council area	Economies of scale
Complete	Rationalisation	Adults	Critical Reablement team relocated from West Northants to Kettering	4, 6	Locally based team can respond quicker and is more accessible, with greater locality awareness	More intensive use of existing accommodation, reduction in staff and customer travel, reducing CO2 emissions

In progress	Rationalisation	Finance	Income Management - system	6		Streamlined process, reduction in resource impact / capacity requirements and reduces errors
Complete	Rationalisation	HR, Legal & Democratic	Election software merge (Xpress)	6	Seamless registration process	Economies of scale e.g. software licenses and mailing costs
In progress	Rationalisation	HR, Legal & Democratic	Review Elections print contract	4, 6	Timely receipt of accurate elections print material e.g. polling cards, postal votes	Economies of scale when purchasing for one council instead of four separate contracts
In progress	Rationalisation	HR, Legal & Democratic	Print Room services harmonisation	4, 6	Single point of contact for all staff of North Northants regardless of former council area	Reduction in costs, opportunity to review environmental improvements using recycled materials
Complete	Rationalisation	Transformation	ICT Review- Applications	6	Improved service through a review of applications utilised throughout the Authority.	Informed decision making on how economies of scale through rationalisation of software can be achieved e.g. software licences
Complete	Rationalisation	Place	Trading Standards Relocation from Northampton to Corby	4, 6	Locally based team can respond quicker and is more accessible, with greater locality awareness	Ability to share existing testing laboratories, allowing decommissioning of previous site and reduce costs including staff travel
In progress	Rationalisation	Place	Way We Work (relocation to NNC area from One Angel Square)	6	All NNC staff based in NN area, more accessible when F2F	Part of the wider 'How we work' project benefits Cost pressure 22/23 - Modifications to buildings / furniture / IT
In progress	Rationalisation	Place	Review opportunities of Fleet management	4, 6	None directly but wider impacts on resources	Economies of scale in purchase/lease, running costs, maintenance, end-of-life, depots
In progress	Service Improvement / Redesign	Adults	Liberty Protections Safeguards	6	Manage the safe transition from DoLS to LPS legislation and ensure we provide protection for those who lack capacity and are deprived of their liberty.	Compliance to statutory requirements
In progress	Service Improvement / Redesign	Corporate	Implementation of How We Work strategy	4, 6	Consistent and clear 'one Front Door' to access Council service. Supports customers able to access services how they want, when they want.	Efficiencies in relation to working methods which could reduce operation costs of council, employer of choice, modern delivery of council services. Reduction in carbon footprint of operations
In progress	Service Improvement / Redesign	Finance	Revenues and Benefits system & structure harmonisation	6	Single point of contact for all residents of North Northants regardless of former council area	Economies scale, single view of all customers
In progress	Service Improvement / Redesign	HR, Legal & Democratic	Information Governance Case Management System review	6	Single system to streamline and automate where possible the information governance requests; delivering a faster more accurate process.	Potential to have financial benefits/ resource efficiencies
In progress	Service Improvement / Redesign	Place	Waste & Grounds review and service improvement	6	Improved customer experience and service, start of harmonising the offering/ standards across North Northants.	Potential to have financial benefits/ resource efficiencies in the longer term. Chance to review the environmental impacts of the service and identify improvements
In progress	Service Improvement / Redesign	Place	Parks and open spaces - management procedures	3, 4	High quality, safe and inviting parks and open spaces.	Potential to review environmental impacts and identify improvements
In progress	Service Improvement / Redesign	Transformation	Customer Case Management System	5, 6	Streamlined access (single point of entry) - consistent and clear identification of support required. Response times improved. Improved services	Resource efficiencies, improved infrastructure and improved management of customers
In progress	Service Structure	Chief Executive's Office	Service realignment, harmonisation, streamlined structures	6	Single point of contact for all staff of North Northants regardless of former council area	
In progress	Service Structure	Corporate	Centres of Excellence (Across Organisation)	6	Reduction in single point of failure, improve service accessibility	Resource efficiencies, reduction in duplication and centralising expertise
In progress	Service Structure	HR, Legal & Democratic	Service realignment, harmonisation, streamlined structures	6	Single point of contact for all staff of North Northants regardless of former council area	Economies scale, resource efficiencies
In progress	Service Structure	Place	Service realignment harmonisation, streamlined structures	6	Single point of contact for all staff of North Northants regardless of former council area	Economies scale, resource efficiencies