Transformation Project Proposal Plan 2022-2025 (DRAFT)- CLT 150322

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

Key

no fill= no priority category

Deliver= Delivery within that year

Discovery / Design= looking at the 'as is' and developing the 'to be'

Benefit Theme	Directorate	Reference	Project proposal / Project Grouping	Project Description	Corporate Plan Commitments	2022/23	2023/24	2024/25	priority 22/23 In budget saving, political, critical business need, disaggregation	Benefits
Disaggregation	Adults	A19	Libraries Support Services	To enable service disaggregation successfully splitting hosted services	1, 2, 6	Deliver			Disaggregation	Localised support services focused on supporting delivery of a comprehensive and efficient library service and enabling a community hub focus
Disaggregation	Adults	A20	Shared Lives	To enable service disaggregation successfully splitting hosted services	1, 2, 6	Deliver			Disaggregation	To make the service and processes more streamlined to reduce time taken to process.
Disaggregation	Adults	A21	Visual Impairment Services	To enable service disaggregation successfully splitting hosted services	1, 6	Deliver			Disaggregation	Once disaggregated the service can review and improve processes for the customers
Disaggregation	Adults	A22	Adults Personal Budget Service (PBSS)	To enable service disaggregation successfully splitting hosted services	1, 6	Deliver			Disaggregation	Providing a full locally based advice and support service to recipients of Direct Payments including adults, children and families. Compliance to statutory requirements.
Disaggregation	Adults	A23	Approved Mental Health Practitioners(AMHP)	To enable service disaggregation successfully splitting hosted services	1,2,6	Deliver			Disaggregation	Localised service enabling tailoring to local demographic.
Disaggregation	Adults	A24	Assistive Technology Service, occupational health and minor adaptations	To enable service disaggregation successfully splitting hosted services	1,2,6	Deliver			Disaggregation	Localised service enabling tailoring to local demographic.
Disaggregation	Adults	A25	Public Health Management, Commissioning & Admin	To enable service disaggregation successfully splitting hosted services	6	Deliver			Disaggregation	Localised service tailored to local demographics to ensure better life outcomes for customers
Disaggregation	Adults	A26	Public Health Provider Services Wellbeing	To enable service disaggregation successfully splitting hosted services	6	Deliver			Disaggregation	Localised service tailored to local demographics to ensure better life outcomes for customers
Disaggregation	Adults	A27	School Swim Service	To enable service disaggregation successfully splitting hosted services	2, 6	Deliver			Disaggregation	Provision of a service to schools to allow them to provide statutory swimming and water safety elements of national curriculum
Service Improvement / Redesign	Adults	A02	Adults services liberty protection safeguards- implementing new code of practice	Implementation of new code of practice and process changes	1,6	Deliver			Critical business need	Compliance with legislation and deliver improved outcomes by putting the rights and wishes of people who are, or who need to be, deprived of their liberty at the centre of all decision-making.
Service Improvement / Redesign	Adults	A03	Emergency duty team review	To design and deliver the emergency duty team for adults, in response of pending service provider termination	1,2	Deliver			Critical business need	Enable closer working with partners and deliver a joined up, timely and person-appropriate service with one front door. We will have greater insight into the demand which will enable resource to be directed where it is of most benefit, providing improved outcomes to customers.
Service Improvement / Redesign	Adults	A04	Admission Avoidance: Rapid Response	Providing support following falls in the home to reduce hospital admissions and likelihood of long term social care	6	Discovery/ Design	Deliver		in budget savings	Work with partners to deliver a single, joined up service to people so they receive seamless support to enable them to stay in their own homes.
Service Improvement / Redesign, Rationalisation	Adults	A09	Housing Property Stores review - Merged supply chain for housing property services operatives	Merged supply chain for housing property services operatives	3, 6	Deliver			Critical business need	Improved service to tenants by reducing delays in receiving parts. Reduced costs in parts ordering, and economies of scale. Maximising operative time on site through efficient delivery/collection processes for parts and materials.
Service Improvement / Redesign	Adults	A01	Deprivation of Liberty Safeguards (DoLS) service review	To make the service and processes more streamlined to reduce time taken to process	1, 2, 6		Deliver		Critical business need	Review workflow and implement changes to increase efficiency and improve service delivery
Service Improvement / Redesign	Adults	A05	Transformation of Adults pathways and processes to ensure focus on client outcomes. (review of the target operating model/community hubs)	To review the target operating model / community hubs implemented for vesting day and evaluate opportunities to use best practice	1		Deliver		In budget savings	Implement best practice approaches to reduce delays and improve customer experience, support better decision making and reduce spend through a focus on prevention. Better use of Council assets, for a joined-up service.
Service Improvement / Redesign	Adults	A06	Future operating model for therapy services (promoting independence)	Review the 'as is' and best practice to implement the best operating model for therapy services; Include community equipment. dependency on front door, disabled adaptations.	1,6		Discovery/ Design	Deliver	Critical business need	Cost avoidance in reducing hospital demand and making better use of existing resources.
Service Improvement / Redesign	Adults	A07	Specialist Support Younger Adults (Provider Services Team)	Review the 'as is' and best practice to implement the best operating model for Specialist Support Younger Adults	1,2		Discovery/ Design	Deliver	Critical business need	Best practice approaches reduce delays and give people a better experience. Better decision making, reduced spend
Service Improvement / Redesign	Adults	A08	Future operating model for day services	Review the 'as is' and best practice to implement the best operating model for Day Services	1, 6		Discovery/ Design	Deliver	Critical business need	Best practice approaches support more people, increase independence, and give them a better experience. Better decision making, reduced spend

Type	Directorate	Code	Project	Description	Priorities	Phase 1	Phase 2	Phase 3	Category	Benefits
Service Improvement / Redesign	Adults	A10	Learning, Independence, Volunteering and Employment (LIVE)- service review	Review the 'as is' and best practice to implement the best operating model for LIVE	1,6	Deliver			Critical business need	Workflow is improved and implemented changes to increase efficiency and improve service delivery
Income Optimisation	Adults	A11	Improved Debt recovery - Recovery of monies owed	Review the 'as is' and best practice to implement the most efficient process to increase the amount of monies owed collected	6	Deliver			In budget savings	Best practice approaches improve debt recovery, reducing pressure on budgets.
Service Improvement / Redesign, Rationalisation	Adults	A12	Anti-social behaviour (ASB) review and restructure of Community Safety services (aggregation)	Review the 'as is' and best practice to implement the most efficient process to deliver community safety services	1, 2, 3, 5, 6	Discovery/ Design	Deliver			Clearer expectations of how ASB cases are managed, consistent best practice, right resources in right place at right time
Service Improvement / Redesign, Rationalisation	Adults	A13	CCTV infrastructure and service delivery- various work packages	To review the CCTV provision 'as is' position across NNC and look at options and opportunities for redesign and service rationalisation and improvement	3, 5, 6	Discovery/ Design	Deliver			Improved perception of safety, improved service delivery through consistency, cameras being in the right place, effectively monitored by qualified and experienced staff
Service Improvement / Redesign	Adults	A14	Disabled Adaptative Homes review	To review the way we deliver disabled adaptations across NNC. look at options for service improvement and redesign	1, 3, 5, 6	Discovery/ Design	Deliver			Improved service delivery and reduction in time accessing support
Service Improvement / Redesign, Rationalisation, Income	Adults	A15	Future delivery model for delivery of Leisure Services/ leisure and wellbeing services	To review the way we deliver leisure services and wellbeing services across NNC. look at options for service improvement and redesign	1, 2, 3, 5, 6	Discovery/ Design	Deliver			Improved facilities and leisure offer, improved accessibility and health and wellbeing
Service Improvement / Redesign, Rationalisation	Adults	A16	Housing Revenue Accounts aggregation	Bring together the two Housing Revenue Accounts in to one account	3, 6	Discovery/ Design	Deliver			Consistency of offer and service across the two HRA areas, improved and efficient use of resources
Service Improvement / Redesign, Rationalisation	Adults	A17	Review and align Out of Hours services for Housing services (considering wider service areas)	To review the way we deliver out of hours services for housing and wider corporate opportunities across NNC. look at options for service improvement and redesign	5, 6	Discovery/ Design	Deliver			Improved service delivery and reduction in time accessing support
Service Improvement / Redesign, Rationalisation, Income	Adults	A18	Integrated IT - Housing services	Bring together the housing IT application and systems into one harmonised systems	3, 6	Discovery/ Design	Deliver			Consistency of offer and service across the two HRA areas, improved and efficient use of resources and management of information
Service Structure	Chief Executive's Office	CE01	Service realignment, harmonisation, streamlined structures across all service areas Phase 1 - Executive Support Phase 2 - Communications, Engagement, Website Phase 3 - Performance/Business intelligence	To restructure and redesign the service areas within Chief Executive office	6	Deliver			Critical business need	Single point of contact for all staff of North Northants regardless of former council area. more efficient processes and use of resources. Harmonisation of service areas, greater added value. Sustainability of teams
Disaggregation	Childrens	C05	Special Education Needs and Disability Strategy (IASS)	To enable service disaggregation successfully splitting hosted services	2, 6	Deliver			Disaggregation	Strategy fit for purpose for NNC and special education needs
Disaggregation	Childrens	C06	School Admissions	To enable service disaggregation successfully splitting hosted services	2, 6	Deliver			Disaggregation	Localised service to coordinate admission to primary, junior, and secondary schools, delivered in accordance with statutory national timescales within the School Admissions Code.
Disaggregation	Childrens	C07	Childrens Education Safeguarding	To enable service disaggregation successfully splitting hosted services	2, 6	Deliver			Disaggregation	Localised and accountable coordination of services to ensure that children are kept safe and their welfare is promoted
Disaggregation	Childrens	C08	Childrens Education Sensory Impairment	To enable service disaggregation successfully splitting hosted services	2, 6	Deliver			Disaggregation	Localised provision of specialist support for children with hearing, visual or multi-sensory impairments
Rationalisation	Childrens	C01	Review of Alternative Provision placements- - phased approached	Review the 'as is' and best practice to implement and transform the way we provide alternative provision	2	Deliver	Deliver	Deliver	Critical business need	Better customer experience and service. better outcomes for children and education, learning and development of teachers and schools, better use of funding
Service Improvement / Redesign	Childrens	C02	Case Management System; Review & Management - social care	To review, design and implement suitable case management system for Social Care provided by the Trust	2, 6	Discovery/ Design	Deliver	Deliver	Critical business need	Better customer experience and service. better outcomes for children and education, learning and development of teachers and schools, better use of funding
Service Improvement / Redesign	Childrens	C03	Case Management System; Review & Management - education	To review, design and implement suitable case management system for Education services. Contract expires 2024	2, 6	Discovery/ Design	Deliver	Deliver	Critical business need	Better customer experience and service. better outcomes for children and education, learning and development of teachers and schools, better use of funding
Service Improvement / Redesign	Childrens	C04	Special Education Needs and Disability (SEND): System wide review early intervention & prevention- digital transformation customer account to view status (problem lack of communication education health and care planning)	System wide review early intervention & prevention- digital transformation	2, 6	Deliver	Deliver	Deliver	Critical business need	Better customer experience and service. better outcomes for children and education, learning and development of teachers and schools, better use of funding
Service Structure	Corporate	COR01	Centre's of Excellence (Across Organisation) phased approach pilot PMO	To harmonise and coordinate single centres of excellence where knowledge and expertise in the same field come together	6	Deliver			In budget savings	Reduction in single point of failure, improve service accessibility
Service Improvement / Redesign	Corporate	COR03	Implementation of Future Ways of Working strategy	corporate approach to the way we work	4, 6	Deliver			Critical business need	Consistent and clear 'one Front Door' to access Council service. Supports customers able to access services how they want, when they want.
Service Improvement / Redesign	Corporate	COR02	Community Hub (Across Organisation)	Design (by the customers and partners) and deliver with key stakeholders, the community hub approach corporately across all relevant service areas	1, 2, 3, 5, 6	Discovery/ Design	Deliver		Political	Accessible services where residents require them (physically or online)

Type	Service Area	Code	Project	Description	Phase	Col7	Col8	Col9	Driver	Benefit
Service Improvement / Redesign	Finance	F02	Revenues and Benefits (single IT system) and service redesign	Single point of contact for all residents of North Northants regardless of former council area	6	Deliver	Deliver		Critical business need	Single point of contact for all residents of North Northants regardless of former council area. Economies of scale, single view of all customers, streamlined back-office process, reduction in errors, single system will enable a review of the structure, processes, and practices to be more efficient
Service Structure	Finance	F03	Finance restructure	To restructure the finance team. Restructure has been designed and now ready for implementation	6	Deliver			Critical business need	more efficient processes and use of resources. Harmonisation of service areas, greater added value, more effective and sustainable team
Service Structure	Finance	F04	Audit restructure	To restructure and redesign the audit team.	6	Deliver			Critical business need	more efficient processes and use of resources. Harmonisation of service areas, greater added value
Disaggregation	Governance and HR	GH07	Learning and Development (includes apprenticeships and iLearn system)	To enable service disaggregation successfully splitting hosted services	6	Deliver			Disaggregation	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
Service Structure	Governance and HR	GH01	Information Governance service structure	To restructure and design the information governance team	6	Deliver			In budget savings	more efficient processes and use of resources. Harmonisation of service areas, greater added value
Corporate Plan Priorities	Governance and HR	GH02	Pay and grading implementation	To implement a NNC wide pay and grading. Phased approach, working closely with the unions	All	Deliver	Deliver		Critical business need	NNC has pay and grading terms and conditions for new employees to then over a phased period of time harmonise all pay and grading corporately
Income Optimisation	Governance and HR	GH03	Registrars - Service maximisation - ceremony booking online	To increase income maximisation of the registrars service by digitalising the whole process of booking, paying and notifications	6	Deliver			Critical business need	Service improvement and experience. improved customer experience and journey through completing the end-to-end administration process online. Ability to manage through self-serve, increasing efficiency and service performance.
Service Improvement / Redesign	Governance and HR	GH04	Information Governance Case Management System	To harmonise the case management system for information governance into a single system. To review processes and workflows	6	Deliver			Critical business need	Timely and efficient service response. more efficient processes and use of resources. Options to review automation and increasing self-serve and less manual processing.
Service Improvement / Redesign	Governance and HR	GH05	Legal (pathfinder) service review	To review legal provision options for delivery and implementation	6	Discovery/Design	Deliver		Political	potential sustainable single legal service to meet the needs of the council
Rationalisation	Governance and HR	GH06	Print Room services harmonisation - aligns with MFD contract	Review Print Room requirements for NNC, interdependent on MFD contract review	4, 6		Discovery/Design	Deliver		Internal customer improved service and experience
Disaggregation	Place	P18	Highways and Transport- All	To enable service disaggregation successfully splitting hosted services	6	Deliver			Disaggregation	Robust management of high profile Highways services used by virtually all of the Council's customers and that support the local economy.
Disaggregation	Place	P19	Highways Services Contract Management	To enable service disaggregation successfully splitting hosted services	6	Deliver			Disaggregation	Robust management of high profile Highways services used by virtually all of the Council's customers and that support the local economy.