



FUTURE NORTHANTS

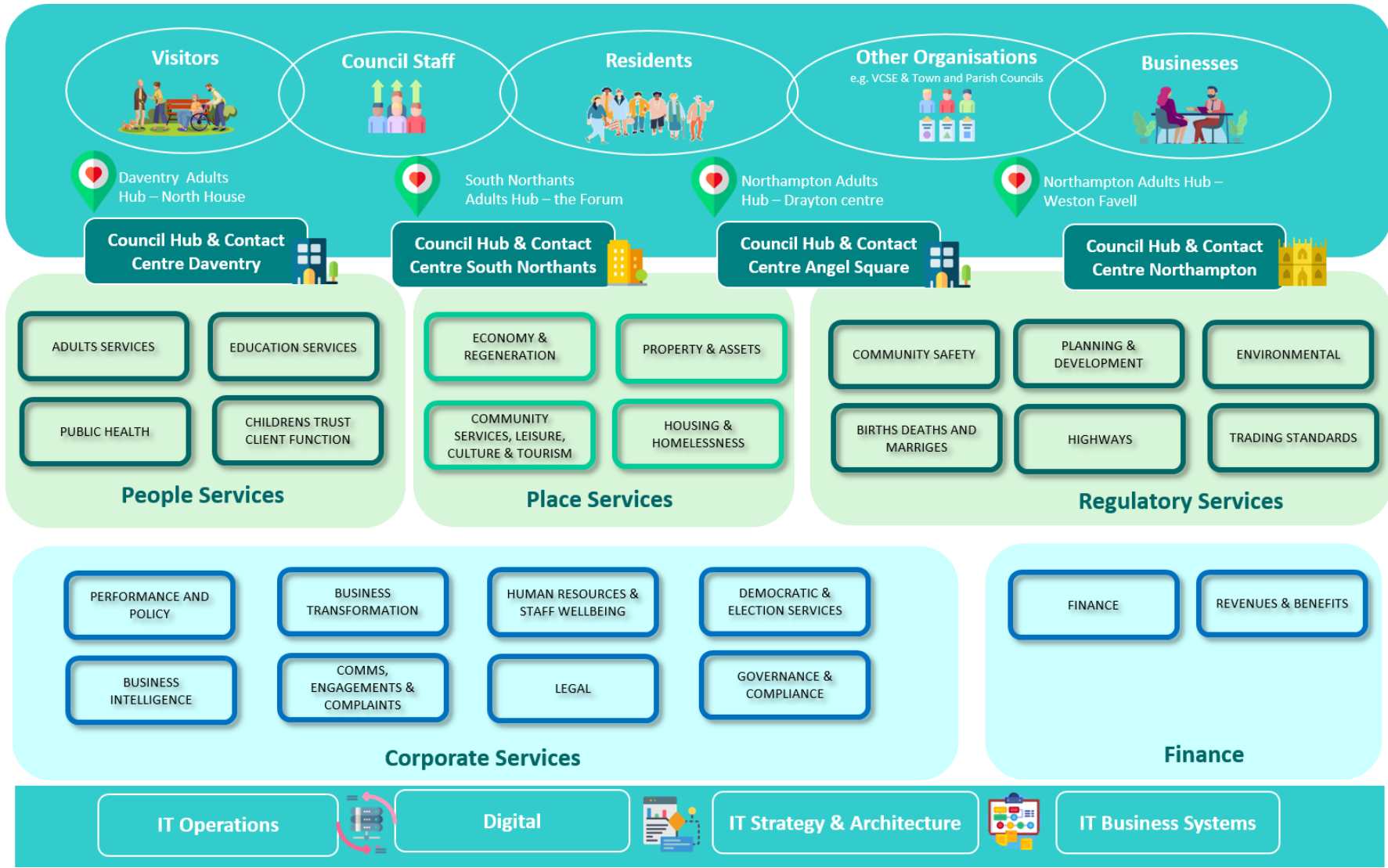
**Service Blueprint
West Northamptonshire**

What this pack contains



- This is the **detailed blueprint** for the Council - It builds on the high level blue print previously published and reflects the decisions and agreements reached.
- it is split into service areas with each chapter using a consistent format to provide further detail on the functions within the service and specifically:
 - The source of the function (whether staff will be coming from the District and Borough council, the County Council or both),
 - The scope of activities included
 - The potential staff in scope of the service (subject to ongoing updates and final validation), and
 - Any investment that has already been identify to support transformation or to support the safe disaggregation of NCC services into the two new Councils.
- It also provides further detail of key aspects of the service, its activities, offer, systems, partners and also they key transformation and year 1 activities.

West Blueprint



Customer Service Front door

Range of access points supported by professionals & contact centre technology to route calls and automate more on-line transactions

Fulfilment Services

Providing a range of services to the people and places within the unitary footprint

Enabling and Support Services

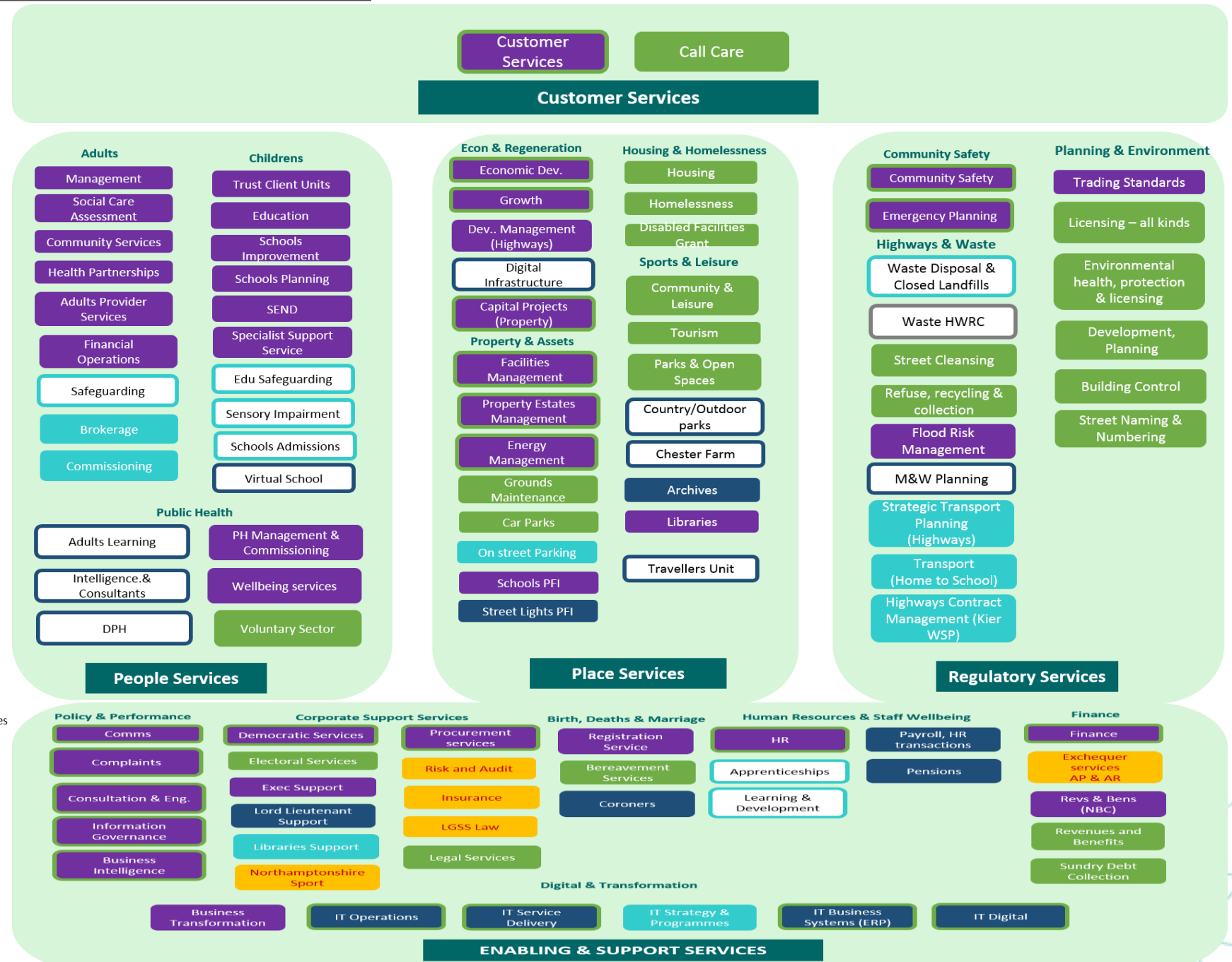
Provide the underpinning back office support services and ICT infrastructure to keep the Council running and performing its business

West Blueprint

This is how the West blue print is made up from the NCC & D&B services

Key:

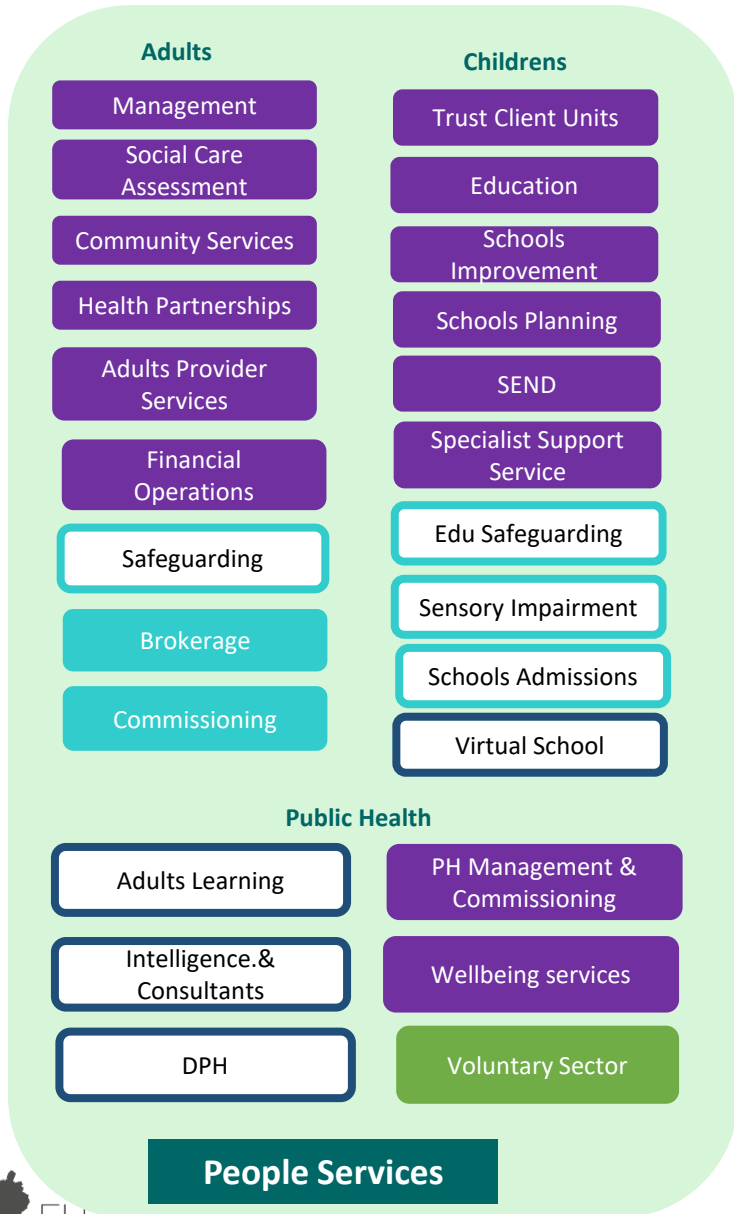
- NCC only function that is disaggregated
- NCC & D&B Common function
- District & Borough only function that is aggregated
- NCC function that is Lead Authority - Provider
- NCC function that is Lead Authority - Receiver
- NCC function hosted for up to 12 months - Provider
- NCC function hosted for up to 12 months - Receiver
- NCC function hosted for more than 12 months - Provider
- NCC function hosted for more than 12 months - Receiver
- Function provided by other organisations to the new authorities



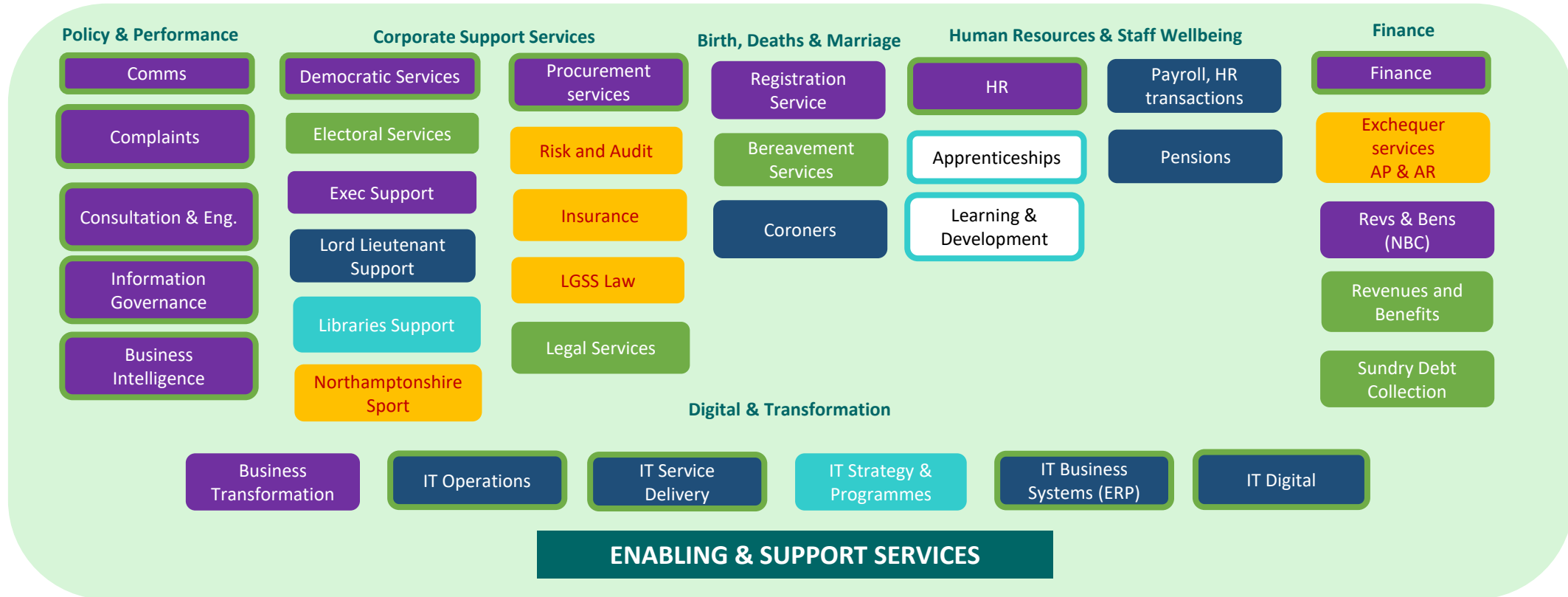
West Northants – Customer Layer (*Expanded*)



West Northants – Fulfilment Layer (Expanded)



West Northants – Enabling Services Layer (Expanded)





FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Designs for
PEOPLE



FUTURE NORTHANTS

**Service Blueprint
West Northamptonshire**

**Day 1 Service Design for
Children, Families and
Education**

SCOPE OF SERVICE AREA BLUEPRINT



Children's Education Services



Staff Source: *NCC Services Only*



Service Functions included:

Schools, Specialist Support Service, EHCP, High Needs Funding, Early Years Funding, Early Years Advisory, Education Inclusion, Schools Improvement, School Place Planning, Commissioning and Sufficiency, IASS.

(School Admissions, Safeguarding in Education, Sensory Impairment Service, Virtual School will be Provided by the North)



Staff in scope: 169. *Staff Split based on a 50/50 N & W further work required (additional 21.81 FTE required to Disaggregate)*



Investment: *£1,018,546. to fund the additional 21.81 FTE required to Disaggregate Services posts required to disaggregate services*

BLUEPRINT DESIGN PRINCIPLES – SERVICE AREA: EDUCATION

1

Statutory Duties

Legal Duties. A service that meets its statutory duties and the associated timescales expected of a Local Authority.

2

Financial Stability

Disaggregation of the DSG (Dedicated Schools Grant) and Base Budget for Education to meet the service requirements.

3

Future proofed

Services: A service that is focused upon improving Education outcomes for all of our Children and Young People in such a manner that it continuously learns and improves through best practice and integration with partners.

4

Shared systems and information

Working with key partners, e.g. DfE (Department of Education), Ofsted, Regional School Commissioner, Early Years Settings, Children's Trust, Adult Services and Schools Stakeholders to support and challenge improvement where needed through solid performance information.

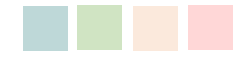
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Child Centred Pathways for Universal and Vulnerable Children

Ensuring quality across Education Services: through pathways which meet the children and young peoples needs both of Education and for the Children's Trust.

Key areas of collaboration:

- An Education Service that is clearly joined-up with the Children's Trust and Adult Services
- Closely working with Public Health colleagues to ensure a more co-ordinated service across well being,
- Improved working relationships with Schools , FE Colleges
- Clear processes and links to wider corporate functions e.g. Place Planning and Economic development



BLUEPRINT FOR DAY ONE SAFE AND LEGAL – CHILDREN’S EDUCATION DISAGGREGATED SERVICES

<p>Service Offer</p> <p>Early Education And Childcare: Secure sufficient childcare for working parents. Secure early years provision free of charge ,For 2 year olds: based on eligibility and for 3 and 4 years olds: 15 hours/ week to all; 30 hours/ week to eligible families. Deliver the funding entitlements to approved settings (Early Years Designated School Grant)</p> <p>Education Psychology, VIG & Therapy : Ensure compliance with SEND duties. Oversight and reporting to Schools Forum of High Needs Funding Block of DSG circa £65,000,000. Ensure sufficiency of special educational placements. Promote and develop joint working and commissioning arrangements with health and social care (children and adults)</p> <p>EHCP, High Needs & 16-19 Team Manage the assessment and placements of children and young people, 0-25, with special educational needs and disabilities (SEND), ensure sufficient provision and allocate funding to schools and education providers, including post-16</p> <p>Specialist Support Service Support the inclusion of children and young people both at home and in their educational settings and reduce the risk of exclusion or the escalation into more specialist services and support</p> <p>Education Inclusion: Ensure exclusions are avoided, and where pupils are excluded, they still receive full entitlement; support regular attendance and prosecute parents when this isn't achieved; monitor home educated children, and together with other agencies, support the safeguarding of children missing education; administer and oversee licensing for children in entertainment and employment</p> <p>School Improvement: The assessment and improvement of education provision in order to increase the numbers of pupils attending Good and Outstanding settings in the county; focus on working with maintained schools and maintained nurseries</p> <p>School Place Planning Provision of sufficient school places in all areas of the county; prioritising provision in Good and Outstanding schools, and value for money per new school places delivered in line with industry standard per pupil and per m2 rates; maintenance of the schools estate</p>	<p>Key Activities</p> <ul style="list-style-type: none"> - Service Design - Working protocols between Education and The Trust - Delivery of BAU (business as usual) service Plans for each Functional Area - Dialogue with Children’s Trust and NCC - Business case development for areas of improvement - Clear Communication Plan with LSE workforce for future. - Integration of Support function for 2 new unitaries. 	<p>Planned Locations</p> <p>No Change Planned for Day 1</p> <p>IT Systems</p> <ul style="list-style-type: none"> • Capita One Client, Capita One Online • Capita One V3, Mash Protect • CareFirst • Carecalc. For the Resource Allocation System (RAS) • VIG, EPEP, FFT Aspire • NCER Nexus/Nova, eVisit • Eligibility Checking System (ECS) • S2S, AVCO • Early Years Funding Portal • StaffPay, Key to Success • Duxbury Licence • Abbey Fine Reader Licences • FIS • Local Offer • ViewPoint • Mailchimp • NCC Survey Software • Twitter • Instagram • Governor Hub • Alps - A-level Performance System ALPS (A-level Performance System) • Dfe Secure sign in • Standards and testins agency (STA) • Primary Assessment gateway • Newly qualified teacher (NQT) Manager • K2 • NaSacre (Nat assocof SACRE) • CLEAPSS 	<p>Customer & Channels</p> <ul style="list-style-type: none"> • Children And Young People accessing Education • Schools Requiring Support • Early Years settings requiring Support • EY Providers requiring Payments for 2 ,3 and 4 Year olds • Provider Portals • Web forms • Phone/Email 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • Schools, Further Education Providers and Alternative Provision • LGSS (Local Government Support Services) • Early Years Providers • DfE • Regional School Commissioner • Children’s Trust • Unions • Corporate Services in the new Authorities
<p>Plus</p> <ul style="list-style-type: none"> • Work with Children’s Trust to embed SLA (Service Level agreements) and KPI (Key Performance Indicators) – efficient pathways for children accessing both services • School Sufficiency and Specialist School Placements – medium term transformation • Medium term strategy for DSG and Vulnerable Learners – specifically use of EHE, AP and culture with the schools 	<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Deliver Schools Strategy • Deliver against Improvement Plans (SEND, Education Inclusion and Educational Psychology Service) • Prepare for SEND Inspection • Improve and deliver in year sufficiency requirements • Embed joint processes with the Children’s Trust • Embed processes within new Unitary structure across new organisations. 			



FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Adults, Health & Wellbeing

SCOPE OF SERVICE AREA BLUEPRINT



Adult Social Care



Staff Source: NCC



Service Functions included:

All Areas of Adult Social Care- Provider Services, Community Services, Brokerage, Commissioning, Health Partnerships, Safeguarding, Financial Operations, Social care Assessment



Staff in scope: *All Northamptonshire Adults Social Services staff 574 FTE's*



Investment: *There will be some further investment in people required, to be agreed*

BLUEPRINT DESIGN PRINCIPLES – ADULT SOCIAL CARE

1

Statutory Duties

Legal Duties. A service that meets its 6 statutory duties: advice and signposting, helping people support themselves, providing social care assessments, meeting eligible social care need, developing social care markets, protecting the vulnerable

2

Financial Stability

The money: A service that meets the needs of all residents in such a manner that it delivers the good outcomes they require, they value and within budget - helping them as far as possible to remain in their own homes.

3

Future proofed

Services: A service that is focused upon improving outcomes for all of our residents in such a manner that it continuously learns and improves through best practice and integration with partners. It is connected with residents and through its culture and change approach delivers good outcomes consistently

4

Targeted Intervention

Sticks like glue: Our people will have the time to understand and listen to our residents and be well connecting in the community. The service will help people maintain control over their lives, sticking like glue to them for good outcomes. There will be no presumption of ongoing support.

5

Shared systems and information

Sharing more: We will make sure that the information we share is legally compliant, yet is seen as an enabler for more joined up stories which means we are able to support the residents story only needing to be told once. Equally through the use of appropriate technology we will look to improve outcomes for all or our residents.

6

Simple and collaborative services

Ensuring quality across Adult Services: The new model of service provision means that we will provide services of a high quality and in such a manner that the whole system is simpler to use and access for all people, carers and partners. It will be joined together in such a way that collaboration is second nature and helps to drive the good outcomes that we desire for all of our residents.

Key areas of collaboration:

- Integration of Health and Social Care
- An Adults service that is clearly joined-up with other services and partners– including the Children’s Trust and the voluntary sector
- Closer working with the community in general.
- Closely working with Public Health colleagues to ensure a more co-ordinated service across well being, commissioning and and sharing of information
- Closer working relationships with colleagues across Housing, Communities and Leisure and environmental services.

Adults Core “6-5-4 Design Principles”

A reminder of our responsibilities, principles and aims to underpin our future models of care and support for adults

Adults Social Care – Transformation Blueprint

Vision: For Northamptonshire Adults Social Services to be safe and sustainable and support people to live well, stay well and age well.



6 Statutory Duties – Things we must do

Duty 1: Advice and signposting

Duty 2: Helping people support themselves

Duty 3: Providing social care assessments

Duty 4: Meeting eligible social care need

Duty 5: Developing social care markets

Duty 6: Protecting the vulnerable

5 Principles – guidelines to delivering care

1. The Right Person

2. The right time:

3. The right place:

4. The right support:

5. The right Partner:

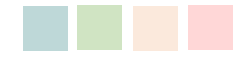
4 Aims – Stages of Care & Support

1. Prevent Need






2. Reduce Need

3. Delay Need

4. Meet Need



BLUEPRINT FOR DAY ONE SAFE AND LEGAL – SERVICE AREA ADULT SOCIAL CARE

<p>Service Offer</p>  <ul style="list-style-type: none"> Northamptonshire Communities and Individuals are supported to live well, age well and stay independent Move away from bureaucracy - spend longer with people face to face We exhaust informal care and solutions in a crisis before considering ongoing support. The right person: we support people to get on with their lives and live the life they want The right time: We work with people in crisis intensively to regain control of life and prevent things getting worse The right place: we understand the resources available in the family and community and make use of “extended networks”. The right support: If care is needed we will consider the best resources, connectors and support will enable the person to live their chosen life in the right setting at the right cost. Carers: We always think about what will help carers continue caring. We support a person’s journey – not our silo’s/functional model – limited handoffs Help people gain the skills & education 	<p>Key Activities</p> <ul style="list-style-type: none"> Designing Excellence within Innovation sites (process and pathways) Redesign of reablement Developing Brokerage ways of working Developing Acute ideal Outcomes Developing Inclusion Developing finance and operations Safeguarding development Developing structure and function LD Transformation Connect (3 conversations model) Accommodation development LD Supported living Shaw PFI – return of care services Health and social care integration Admissions avoidance to reduce demand and hospital admissions Case management system - Eclipse/Abacus implementation 	<p>Planned Locations</p>  <p>4 Community Hubs and Older adults community teams across West Northamptonshire</p> <p>2 Inclusion hubs</p> <p>1 Learning disability hub</p>	<p>Customer & Channels</p>  <ul style="list-style-type: none"> Older people Mental health Transitions from Childrens Trust Autism Acquired Brain injury Physical disability Learning disability Carers Prisoners Hospital Patients Family Councillors 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> Right source market provision for the best outcome at the right cost – excellent commissioning Use voluntary sector or social prescribing Service to add scale and capacity Integrate and share services and contracts where offers value for money. Integration of health and social care at a community level. Integrated working on hospital pathways Train trusted Partners to deliver connecting conversations Collaborate around the person Maintain strong links and contract with childrens trust Join-up with other key services in community hubs Join up with other Councils if we can deliver more effectively together Closer working with public health Partners can provide delegated functions
<p>Plus.</p> <ul style="list-style-type: none"> Community Hubs and teams to help people be more connected in their communities Continued review of structure, culture and practice, health and care integration Inclusion Hubs Learning Disability Hubs Finance and Operations will make sure that everyone receives a fair assessment of their finances for access to financial support Older people Reablement to help people live more independently Acute Discharge to support independence as well as flow out of hospital Brokerage being responsible for matching the most ideal package of care to each individual needs across community teams Safeguarding being person led and outcome focused 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> Embedding the transformation – allowing to settle and develop Continued development of the Operating model – completing the journey whilst realising opportunities as unitaries develop e.g.. Housing and leisure Continued culture change Continuing transformation in accommodation, practice and technology Continuing health and care integration 		



FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Community and Wellbeing



FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 service Design for
Sports, Leisure, Culture
& Tourism

SCOPE OF PORTFOLIO BLUEPRINT



Sports, Leisure, Culture & Tourism



Staff Source: *NCC and D&B*



Service Functions included:

Green Spaces (Country/urban parks and play areas and woodlands etc.), Sports & Leisure facilities, Physical Activities & Wellbeing, Community Development, Libraries (localities), Tourism, Archives & Heritage (including Museums, galleries, theatres, documents and records archiving), Community Events



Staff in scope: *94.25 FTEs*



Investment:

Continued voluntary sector and community grants support & funding for minimum 12 months beyond vesting day. Costs associated with the upkeep and maintenance of major leisure and sports facilities, heritage assets, parks and open spaces and associated infrastructure, including investment programmes and grant aided projects which will have started before and continue beyond vesting day.

BLUEPRINT DESIGN PRINCIPLES – COMMUNITIES & LEISURE (WEST)

1

Continued income & Grant Giving Models

Continued Income and Grant Giving Models

We need to ensure that all existing arrangements with regards to supporting voluntary and community partners continues beyond vesting day for a period of at least 12 months

2

Collaborative Working

Collaborative Working

A more joined up approach, with other linked authority services (such as Planning, Economic Development), voluntary sector and service delivery partners (such as Northamptonshire Sport) and other key partners in the planning and development of targeted and appropriate services for communities.

3

Continued investment into Arts, Heritage and Leisure

Continued investment into Arts, Heritage and Leisure

Continue to support ongoing development into arts, heritage and leisure functions to support lifelong learning and community wellbeing – investment into varied public programmes and events, ensure access to materials and sustainability of services

4

Continued access to quality services and facilities

Continued access to quality services and facilities

Services to remain largely as-is for vesting day, with no drop of significant changes to customer offer or journey. All existing arrangements regarding maintenance/upkeep, access to services and level of service offering will remain the same

5

Services by Geography

Services by Geography

All location based services will remain where they are currently provided from, and all that sit within the boundaries of the West Unitary will transfer in ownership accordingly. Staff based at localities will remain in these localities.

6

Prevention and Early Intervention

Prevention and Early Intervention




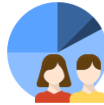

The new model should ensure continued focus on prevention and early intervention for health and wellbeing. Community and leisure services make a major contribution to social and economic outcomes across a range of public services. They have the potential to prevent/lower demand and reduce the financial burden on key public services such as health, social care and the justice system.

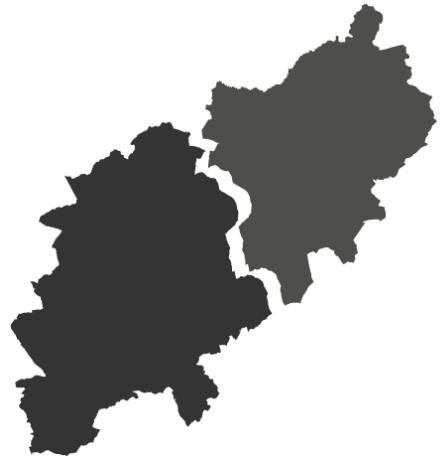
Key areas of collaboration:

- Maintaining/improving existing and developing new links and collaborative ways of working with voluntary sector partners
- Improving collaborative working (including co-production of strategies, improved access to/sharing of information) with other key partners, such as Health, Education, Police and Community Groups
- Closer working with our communities and service users to help determine priorities/needs within the local area and help shape future service design

BLUEPRINT FOR DAY ONE SAFE AND LEGAL - COMMUNITIES & LEISURE (WEST)



<p>Service Offer</p>  <ul style="list-style-type: none"> • Education and outreach • Advice and support • Cultural facilities to visit with scheduled public programmes in place (museums, theatres, art galleries, heritage sites) • Sports and leisure facilities, such as swimming pools, tennis courts, playing pitches, indoor courts/sports halls etc. • Bookable classes and facilities for both physical activity and cultural/enrichment activity • Applications for community grants/support based in relevant eligibility • Document and records archiving, with statutory Portable Antiquities Scheme (PAS) and Historical Environmental Records (HER) • Local support and services provided at Libraries (linked to Corporate) • Access to safe and well maintained Parks (urban and country) and Play Areas • Access to conservation and other open green spaces for recreation and enrichment (walks, nature activities etc.) • Community events and key activities (e.g. Bonfire Night, summer events, Xmas events, religious festivals etc.) 	<p>Key Activities</p>  <ul style="list-style-type: none"> • Education and outreach to customers and communities (cultural, health and wellbeing etc.) • Targeted campaigns and public programmes based on community needs/priorities • Full programme of physical and leisure activities in place • Developing lead authority model for documents archiving (records office) • Clearly mapped out grants and service support arrangements in place • Mapping of service contracts and future arrangements 	<p>Planned Locations</p>  <p>All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.). Centralised management staff (i.e. Community Development coordination etc.) will likely be aligned to West Head Office Records Office (document archiving) function to be based at Wootton Hall Park facility</p>	<p>Customer & Channels</p>  <ul style="list-style-type: none"> • Improved MI and information sharing between partners allows for flexible development of the service and improves effective commissioning • Clear sign-posting to information available on websites and web forms as applicable • Service information kept relevant and up to date for dissemination, both via customer contact representatives and printed / online information (e.g. opening times, events, pricing, classes etc.) 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • Volunteers are actively managed within the services as a key resource for effective delivery and channel for community based feedback • Strong links are developed with voluntary sector partners to develop sustainable service plans that meet the needs of communities • Contracts with external providers (out-sourced services) are managed effectively with performance review and shared business plans where applicable • Close links to other partners such as Wildlife Trust, Rockingham Forest Trust
<p>Plus</p>  <ul style="list-style-type: none"> • Community engagement activity to help determine relevant needs and priorities for service plans and development • Single arrangement to commission voluntary sector services under multi-year SLAs • Review into service provision to align arrangements where possible (in-house/out-sourced provision) • Co-produced strategies (Cultural, Physical Activity & Wellbeing, Community) • Alignment of systems and processes • Potential sale of Everdon Outdoor Learning facility (cancelled due to COVID-19 lockdown) 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Review and eventual alignment of concessionary arrangements provided to partners / communities • Re-commission services from voluntary sector for an initial four year period • Review and alignment of systems and processes • Implement and develop model of operation for Document/Records Office • Initiate review and development of co-produced Strategies with partners and communities – longer term shared initiatives and strategic direction • Determine investment priorities for leisure and sports provision • Review into business/market intelligence and best practice models 		



FUTURE NORTHANTS

**Service Blueprint
West Northamptonshire**

**Day 1 Service Design for
Community Safety**

SCOPE OF SERVICE AREA BLUEPRINT



Community Safety & Emergency Planning



Source:

Community Safety and Emergency Planning Services are provided by all eight authorities. For West Northants this will be an aggregation of the three district and borough councils along with the disaggregation of NCC's functions.



Service Functions included:

Community Safety and Emergency Planning (including LRF)



Staff in scope:

24.5 FTEs (6.5 FTEs coming from NCC disaggregation)

**Source Future Northants employee data supplied by local HR teams. On-going validation of these numbers and roles.*



Investment:

LRF contributions may need to be uplifted to fund new LRF co-ordination model. Investment Business Case for growth of NCC EP team (extra 250k for staffing) – already approved by NCC.

BLUEPRINT DESIGN PRINCIPLES – COMMUNITY SAFETY



Continuity of service

Seamless service delivery for Day One

No changes to service standards for community safety services.



Collaborative Working

A more collaborative model

A more joined up approach with partners including the police to develop a new Community Safety Partnership with new priorities for West Northants.



Harmonisation of services

Smoothing the customer experience

Consistent fees and charges will be in place for some elements including bulk waste collection. Medium term harmonisation achievable in 3 of the 4 districts and borough areas.



Customer centred design

Residents and Customers will be at the centre of our services

Real opportunity to redesign these services over the medium term to embed the learning from COVID in terms of effective of local response.



Locality based services

Services by Geography

All location based services will remain where they are currently provided from, and all that sit within the boundaries of the West Unitary will transfer in ownership accordingly. Staff based at localities will remain in these localities.



Partnerships

Local Resilience Forum



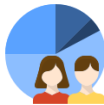

Working together to ensure the West can provide an appropriate response to civil contingency issues.

Key areas of collaboration:

- COVID response – essential services that need to be tied into organisation response and changes in service demands.
- Closer working with NHS and Adult Social Care on areas that overlap between community safety and safeguarding e.g. PREVENT, DA, knife crime, collection of medical waste.
- MOU/SLA in relation to LRF functions and county-wide EP planning with North Northants

BLUEPRINT FOR DAY ONE SAFEL AND LEGAL – SERVICE AREA COMMUNITY SAFETY & EP



<p>Service Offer</p> <ul style="list-style-type: none"> • Deliver a safe and legal community safety function for the new unitary authorities. • Ensure community safety partnerships are supported and engaged across the county. • Supporting unitary wide CSPs and the CSB • Working closely and effectively with statutory and non statutory partners • Delivering against the authorities’ statutory responsibilities, county wide strategies, and local priorities and projects • Supporting national community safety and counter terrorism programmes • Ensuring that the team operates effectively across all areas of West Northants providing support to local communities and helping them to feel safe. • Compliance with Civil Contingencies Act and National Resilience Standards. • On call Gold Silver and Bronze functions • Development, review and testing of Emergency Plans and Procedures, geographic and county wide 	<p>Key Activities</p>  <ul style="list-style-type: none"> • The establishment of a statutory community safety partnership (CSP) for the west (one already exists for the north) with agreed membership, terms of reference, and meeting arrangements. • Strategic co-ordination and leadership of key elements of LRF work programme e.g. flood prevention; mass fatalities; psychosocial & humanitarian assistance; Pandemic flu 	<p>Planned Locations</p>  <p>All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.). Centralised management staff of staff expected to be hosted by NBC as the largest team.</p>	<p>Customer & Channels</p>  <ul style="list-style-type: none"> • Improved MI and information sharing between partners allows for flexible development of the service and improves effective commissioning • Clear sign-posting to information available on websites and web forms as applicable • Service information kept relevant and up to date for dissemination, both via customer contact representatives and printed / online information 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • Northants Police • Northants Fire and Rescue Service • Voluntary sector organisations and community groups • Safeguarding partners • OPFCC • MOD • Environment Agency • Public Health
<p>Plus</p> <ul style="list-style-type: none"> • Potential to create combined business intelligence function with partners for community safety. • Potential to form part of community hub pilot models • Working with LRF partners on future model for EP for county 		<p>Key Activities Year 1</p>  <ul style="list-style-type: none"> • Review Day One service model and develop plan future model. • Business case for potential integration of services into NBC as host for West for community safety. • Review and alignment of systems and processes • Service stabilisation and optimisation. • Review locality models for future target operating model 		





FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Housing & Homelessness

SCOPE OF PORTFOLIO BLUEPRINT



Housing & Homelessness



Source: *Districts & Boroughs*



Service Functions included:

Housing Options (Housing Advice, Housing Allocations, Homelessness assessment ,Rough sleeping initiatives and Temporary accommodation placement.) Private Sector Housing (Licencing and Enforcement, DFG'S, Fees and Charges and Private sector housing standards) Housing Strategy (Housing enabling and partnership working, policy and strategy development ,) Council & Affordable Housing Supply (Asset management and compliance,. Out of hours service and Capital investment programmes)



Staff in scope: *37 FTEs*



Investment:

BLUEPRINT DESIGN PRINCIPLES – HOUSING (WEST)

1

Safe, Legal and Accessible Services

Safe, Legal and Accessible Services

We need to ensure that safe, legal no disruptions and is easy for all customers, partners and other stakeholders to access, navigate and engage with.

2

Policies and procedures Harmonised

Policies and Procedures Harmonised

Where practicable, the opportunity will be taken to improve the service offering to customers and harmonise strategies, policies and procedures. Where this is impractical a transitioning period will be determined and agreed.

3

Customer Centred Approach

A Customer Centred Approach

solution-focused service that is cost effective, sustainable and improves housing conditions and life chances through effective joined-up working, innovation and choice.

4

Provide Good Quality Services

Good Quality Services

New performance management models across services that ensures service standards are maintained and improved

5

Service delivered by location

Service Delivery By Location

All location based services will remain where they currently operate from. Staff will also remain in these localities.

6

Early Intervention and Prevention

Early Intervention and Prevention




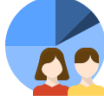
A new model should ensure the focus is on early intervention and prevention of homelessness and delivering enforcement functions. This would allow for efficiency savings and reduce the financial burden on key public services such as health, social care and the justice system.

Key areas of collaboration:

- A strong multi-agency approach to address the needs of health and social care (e.g. mental health, domestic violence and drugs and alcohol services).
- Strategic engagement with Private Sector and Registered Social Landlords to deliver key priorities.
- Co-production of strategies with a range of partners and the community.

BLUEPRINT FOR DAY ONE SAFE AND LEGAL – HOUSING WEST



<p>Service Offer</p> <ul style="list-style-type: none"> • Housing Advice and Assistance • Assessing Homeless application . • Operating a Housing Allocation scheme • Temporary Accommodation placement and support • Providing specialist accommodation • Rough sleeping initiatives. • HMO licencing & Enforcement. • Assessments under the Housing Health and Safety Rating system. • Fees and charges scheme • Illegal eviction and Landlord harassment. • Assessment of Disabled Facilities Grants • Strategic Engagement with Registered Social Landlords • Asset Management • New Build programmes • Specialist Housing • Out of Hours service • ALMO-Contract monitoring and partnership working 	<p>Key Activities</p>  <ul style="list-style-type: none"> • Provide early intervention and support to prevent homelessness. • Through multi agency working and commissioned outreach services reduce those Rough sleeping • Provide accommodation for those who are eligible and in Housing need • Private Sector property Inspection, investigation and enforcement .. • Continue to develop working relationships with Private sector Landlords. • Enabling activities to increase the delivering of affordable housing • Assisting residents to remain in their own homes • Asset management and Regulatory compliance • Capital investment programmes • .. 	<p>Planned Locations</p>  <p>All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.).Northampton Borough Council will be Lead Authority hosting the housing out of hours first contact service. Staff resources will be located to the town Hall .</p> <p>IT Systems</p>  <p>Few commonality in the use of IT systems:</p> <ul style="list-style-type: none"> • Homeless prevention and Assessment IT system -Jigsaw • Housing Allocations (DDC- Abitas) (NBC –Capita) (SNC-Academy Housing) • Private Housing Enforcement- (SNC &NBC –Northgate) (DDC-ECINS) 	<p>Customer & Channels</p>  <ul style="list-style-type: none"> • Integrated customer access channels. • Improved website information to provide a single view. of services. • Service information kept relevant and up to date for dissemination, both via customer contact and printed / online information. 	<p>Key Partners & Suppliers</p> <p>Proactively collaborating with partners, to improve services offered to residents and the community.</p> <p>key partners:</p> <ul style="list-style-type: none"> • Adult and Social Care • Children services • Police & Probation service • DWP • Private sector Landlords • Public health services • Registered Social Landlords • Housing Developers • Voluntary sector advice agencies • NHS Hospital discharge teams . • Rough sleeping Outreach services
<p>Plus</p> <ul style="list-style-type: none"> • Develop an integrated homelessness service which is strength-based, person-centred. • Building the foundations for locality community hubs • Co-produced strategies . • COVID- 19 recovery plan to be dovetailed into new operational models • A single IT system used for Housing options services . 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Review align critical processes, policies and procedures • Review and develop a road map towards a single Homelessness & Rough Sleeping Strategy and Housing Allocations Policy. • Ensure Officers have the appropriate delegated authority . • Use business/market intelligence and best practice models to shape services . 		



FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Corporate



FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Customer Services

SCOPE OF SERVICE AREA BLUEPRINT



Customer Services



Source: *NCC and District and Borough*



Service Functions included:

Customer services access channels including telephony, emails, face to face, out of hours, blue badge, permits, strategy for customers, online customer experience (web team)



Staff in scope:

Customer services: 87.20 FTE's, Headcount 99 (potential + or – 4 FTE from NCC for children's trust lead model) online customer experience (web team) = 6



Investment: *to merge and develop the customer service centres and systems e.g. new CRM system and contact centre solution, workforce management, automating more services e.g. emails and harmonising out of hours, development of the new websites and decommissioning the old websites.*

BLUEPRINT DESIGN PRINCIPLES – CUSTOMER SERVICES & ONLINE CUSTOMER EXPERIENCE

1

Designed for Customer Needs

Designed for Customer Needs

To have a high level of understanding of customer needs to ensure the service is fit for purpose for all users at all times- any service, anywhere at any time! The service needs to be fit for purpose and have a continuous improvements ethos embedded within the culture. Customers expect to co-create their experience and want to take responsibility and have increased autonomy as their demands and complexity increases.

2

Excellent Customer Services Authority wide

Excellent Customer Services Authority Wide

Establish a culture throughout the organisation of putting the customer, whether internal or external at the heart of what we do - every person, programme and process that shapes the customer experience. Customer excellence throughout the organisation. Empower and develop staff skillsets to deliver a service which is right first time, empathetic and means no wrong door for customers. Call handlers become expert problem solvers!

3

Welcoming Customer Experience

Welcoming Customer Experience

We should be approachable, friendly and trusted when dealing with all enquiries. The customer feels assured and has confidence in the service. We exceed expectations and the customer comes away feeling better about us (and potentially themselves) after their contact. Customer contact develops into customer experience.

4

Accessible and Personal

Accessible and Personal

Services should be developed to so that they are easy, accessible and available at all times through many different channels. This will provide different choices for customers to access our services so they can help themselves. Single point of access to make it easier for the customers to interact.

5

Innovative

Innovative

Assisted Digital by default/design providing responsive technology and keeping all access channels open with the channel being selected by the customer according to their needs Enable the 'me-culture'- the desire for the customer contact to be tailored to the individual

6

Efficient and Effective





Efficient and Effective

Services should be delivered efficiently and effectively. Ability for adaptation and adaptability. Advisors use their own intelligence/ skills to make the service more effective. Customers can expect a service that is responsive to their needs and be dealt with in a timely manner. Customers should have faith in a reliable service where they will receive a response within an appropriate amount of time that resolves their needs.

Key areas of collaboration:

- Maintaining/improving existing links and developing new links and collaborative ways of working with public and private partners
- Collaboration with all services / functions in the unitary council to develop and deliver integrated services that go from the start to completion- create digital services that are integrated and cover the entire customer journey
- Collaboration with ICT to enable the development of service design to meet the customer needs
- Understand the service users needs - what is good service and how we can deliver that?
- Improving collaborative working (including co-production) with other key partners, such as Health, Education, Police and Community Groups
- Use data to innovate and create new ways to deliver services

BLUEPRINT FOR DAY ONE SAFE AND LEGAL – CUSTOMER SERVICES & ONLINE CUSTOMER EXPERIENCE

<p>Service Offer </p> <p>Excellence in customer services Increased self serve and ability to enquire / find out information 24/7 Reducing the need for customer to chase their enquiries Consistent and clear customer standards Ability for customers to access unitary services from all access channels, face to face, telephone, email..etc..... To provide an out of hours service Advice and Support, signposting to relevant partners / services Harmonised opening hours One telephone number</p>	<p>Key Activities</p> <ul style="list-style-type: none"> • Contracts are novated • Customer journeys start being harmonised through process and system changes • SLA between the children's trust (or North) • Implement one new non geographical telephone number • Implement voice concierge • Implement automation to handle non complex email enquiries • New opening hours consistent across the unitary • Standard KPIs and strategy for customer implemented • Change and training plan for CSC and organisation wide • SNC change OOH provider 	<p>Planned Locations </p> <p>All current service delivery locations will remain as-is (i.e. staff working within localities)</p>	<p>Customer & Channels </p> <ul style="list-style-type: none"> • Improved MI and information sharing between partners allows for more seamless customer service and opportunity for one view of the customer • Clear information available on websites and web forms as applicable • Service information kept relevant and up to date for dissemination to customers for all unitary services • All access channels remain open • Customer remain at the heart of everything we do 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • Contracts with external providers (out-sourced services) are managed effectively • Partnership links are developed to provide more joined up working • New website partner (TBC) • Integrated process / systems where possible • Provision of children's trust call handling (or could be North) • Tell Us Once process with the DWP remains • Stronger links to health and social care services • Out of hours suppliers harmonise
<p>Plus </p> <p>Customer service centres are harmonised, increased remote working New website developed and migration begins to decommission old websites. Systems are developed/ implemented to provide single view of the customer Tell Us Once centralised / Out of Hours reviewed and implement a service to meet the customers needs Face to Face to be developed to enable more self serve and be in locations customers need</p>		<p>Key Activities Year 1</p> <p>Systems and process are aligned. Unitary CRM system and workforce management is designed Increased self serve and digital services based on user needs. Automation developed Telephony contact centre solution is reviewed Out of Hours services and provision is reviewed and changes implemented Tell Us Once is centralised process led by customer services</p>		



FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Digital &
Transformation

SCOPE OF SERVICE AREA BLUEPRINT



Digital and Transformation



Source: *NCC and District and Boroughs*



Service Functions included:

All IT, digital and transformation services including: IT platforms, IT operations, IT digital services (note that online customer experience is in Customer Services), ICT business systems



Staff in scope: *37 FTEs*

FTE Transformation. ICT 186 (not including vacant posts)– note that ICT is recommended to be Lead Authority in the West, ICT and technical Digital staff will TUPE there.



Investment:

ICT systems/platforms to support the Digital and Technology strategy. (MS365, website, digital platform, ERP, Capita One, Eclipse, LLPG, data lake, BI and reporting solutions, service desk, project management tool, etc)

BLUEPRINT DESIGN PRINCIPLES – DIGITAL & TRANSFORMATION

1

Designed for User Needs

Designed for User Needs

Understand our users and their needs. Co-create services with users (users can be customers, members, partners and employees).

2

Digital by preference

Digital by preference

Digital services designed around humans and their needs. Creating service designs so good that people choose to use them. These same services can also be used by employees to provide assistance to customers that are unable or choose not to use them.

3

Design with Data

Design with Data

Use data more effectively by improving your technology, infrastructure and processes. Keep the amount of data collected to a minimum and keep it for the shortest period of time, ensure that the data can be used in many different places to develop meaningful insights.

4

Share re-use and collaborate

Share re-use and collaborate

Make sure that any IT or digital service being created, is shared in the open so colleagues can re-use the service pattern and help them along their change journeys

5

Be agile, iterate and improve

Be agile, iterate and improve

Doing things in short sharp sprints and releasing value in bursts, rather than waiting three years to see the whole things all at once.

6

Cloud leaning, modern enterprise architecture

Cloud leaning, modern enterprise architecture



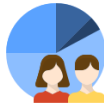


Taking the opportunity to look at other technologies and being able to stand up new environments at greater speed because we don't have to buy, licence and install all the physical hardware. We will also need to develop our people capability as well as out technology components.

Key areas of collaboration:

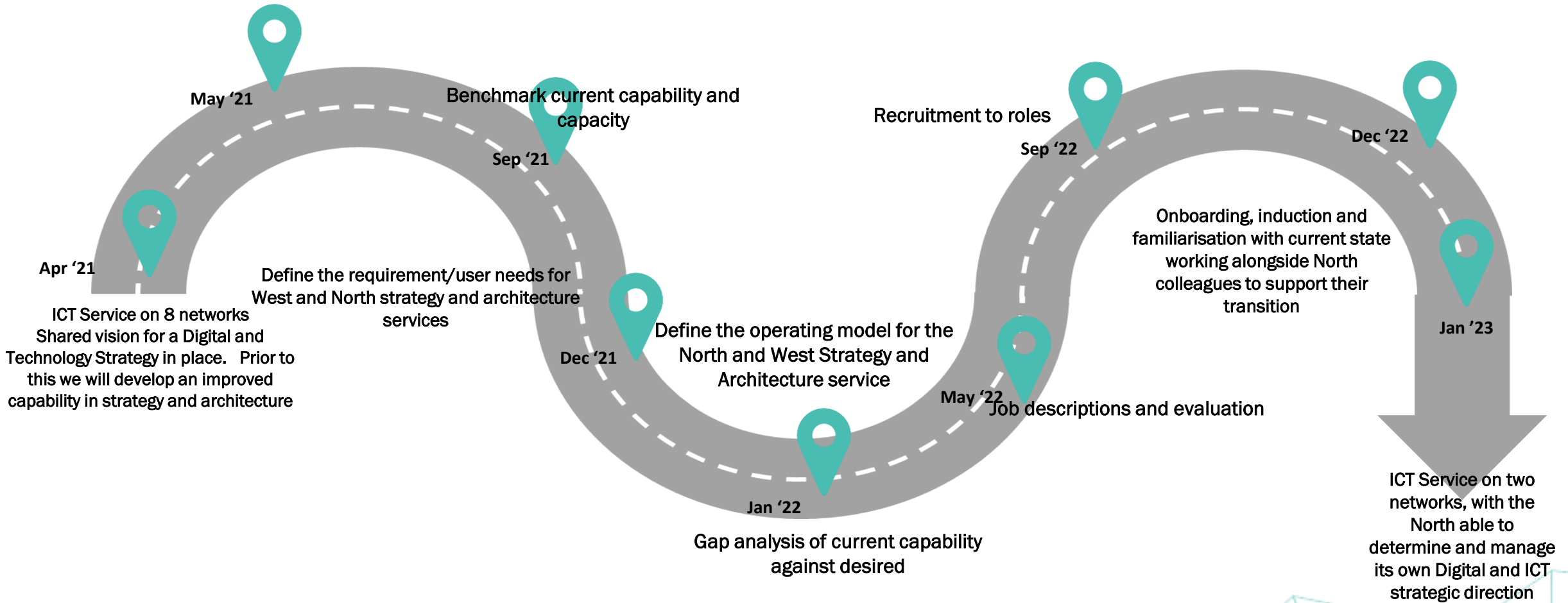
- -Maintaining/improving existing and developing new links and collaborative ways of working with public and private partners
- Working in cross functional delivery teams to create digital services that are integrated and cover the entire customer journey
- Understand the service users needs- what is good service and how we can deliver that.
- Use data to innovate and create new models of service delivery
- Improving collaborative working (including co-production) with other key partners, such as Health, Education, Police and Community Groups
- Work with national digital networks to share and reuse service patterns, technology, code and integration models.

BLUEPRINT FOR DAY ONE SAFE AND LEGAL– DIGITAL & TRANSFORMATION



<p>Service Offer</p> <ul style="list-style-type: none"> • Provide capacity and capability to implement transformation agenda • Provide capacity and capability to implement the disaggregation of hosted services • Provide PMO support to ensure governance and assurance • Delivery of IT services to the North, Children’s Trust ; fusing the delivery of current IT services with new unitary IT “enabling” services • Service desk, desktop, infrastructure, networks, digital, application support and development, strategy and architecture • Developing an internal consulting capability on the architecture, design and delivery of digital/IT services • Delivery of ERP Business systems services to the North, CCC and MKC 	<p>Key Activities </p> <p>Vesting day Deliverables:</p> <ul style="list-style-type: none"> • MS365, ERP, Eclipse, Capita One, LLPG, website, intranet • Strategy, target operating model and investment plan. • Change and training plan for employees • Updated PM Practice guidelines/templates for each authority • Provide framework to agree transformation priorities for day 1+ • Support data sharing agreements for disaggregating services where system can’t split • Support SLA dev for Lead authority services. 	<p>Planned Locations </p> <p>Locations will remain as is</p>	<p>Customer & Channels </p> <p>Offer services based on understanding user needs.</p>	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • Microsoft; the supplier of our key productivity platform • LGSS and Unit 4, providing our ERP platform • New website delivery partner (TBC) • Digital platform partner (TBC) • North Northamptonshire Council • Children’s Trust • NHS, Police, etc 
<p>Plus </p> <p>New website developed with increased self-serve and better customer experience</p> <p>MS365: work from anywhere, Teams, SharePoint online, integrated solution.</p> <p>ICT – Digital blueprint capability development - digital declaration lived up to Health and Social Care Integration. Adults Eclipse Finance Module</p> <p>24/7 working, flexible and remote working enabled by the underpinning infrastructure</p>		<p>Key Activities Year 1</p> <p>Increased self-serve and digital services based on understanding user needs.</p> <p>Consolidation of systems and datacentres underway, and ICT support services/teams</p> <p>Culture change and org wide training plan to deliver modern digital services</p> <p>Master data management & business intelligence platform and capability development</p> <p>Service integration and transformation including plan to decommission legacy IT systems</p>		

JOURNEY TO SPLIT SERVICES (*WHERE HOSTED – ICT STRATEGY AND ARCHITECTURE*)





FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Human Resources and
Staff Wellbeing

SCOPE OF SERVICE AREA BLUEPRINT



Human Resources and Staff Wellbeing



Source: *NCC and D&B*



Service Functions included:

*HR Advisory/Operations, HR Policies and Procedures, Pay Reward and Recognition, Diversity and Inclusion, Learning and Development, HR Systems, Performance Management, Culture/Engagement/Employee Behaviours, Transformation and Change Management, Workforce Analytics, Health and Wellbeing, Employee Relations and Trade Unions, Apprenticeships, Recruitment, Selection and Induction, H&S Policies and Procedures, Occupational Health, Statutory compliance monitoring. **Payroll and HR Transactions lead authority model***



Staff in scope: *112.86 FTE transferring over*



Investment: *New LMS (Learning Management System)*

BLUEPRINT DESIGN PRINCIPLES – HUMAN RESOURCES AND STAFF WELLBEING

1

Deliver Consistent Services

Deliver consistent services

We need to ensure our services are high quality and consistent and advice given is right first time by ensuring a single set of clear policies and procedures are in place. Operate in a transparent way, aligned to shared values

2

Align resources to priorities

Align resources to priorities

Lean, automated systems for high volume/low complexity support /transactional tasks to reduce the requirement for manual processes. Maximise technology / Promote Manager and Employee Self Service.

3

Open and honest communication

Open and honest communication

Operate in a transparent way, aligned to shared values

4

Deliver best outcomes

Deliver best outcomes

Work with suppliers and partners to ensure e maximise resources and assets

5

Invest in technology

Invest in technology

Maximise technology / Promote Manager and Employee Self Service.

6

Decisions informed by data

Decisions informed by data



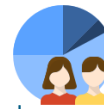



Work as enablers / problem solvers to achieve the best outcomes for the authority

Key areas of collaboration:

- Vision,
- Values,
- Culture and behaviours






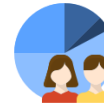
BLUEPRINT FOR DAY ONE SAFE AND LEGAL – HUMAN RESOURCES AND STAFF WELLBEING



<p>Service Offer</p> <ul style="list-style-type: none"> Assisting line managers to understand and implement policies and procedures Promoting equality and diversity as part of the culture of the organisation liaising with a range of people involved in policy areas such as staff performance and health and safety Developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures and absence management Advising on pay and other remuneration issues, including promotion and benefits Negotiating with staff and their representatives (for example, trade union officials) on issues relating to pay and conditions Administering payroll and maintaining employee records Interpreting and advising on employment law Dealing with grievances and implementing disciplinary procedures Developing HR planning strategies, which consider immediate and long-term staff requirements Planning and delivering training, including new staff inductions Analysing training needs in conjunction with departmental managers. 	<p>Key Activities</p>  <ul style="list-style-type: none"> Leadership structure in each authority Agreed transfer/Tupe like process in place and implemented. Transfer of staff to new Councils completed New Authority Terms and Conditions finalised and approved for new starters Common set of policies and processes for new authorities, accessible to all employees Identification and rationalisation of HR contracts Single recruitment process in place for new Council - communicated and in place *. Working with Trade Union Agreement in place for new Authority, covering consultation and negotiation Data and systems in place to ensure staff are paid after transfer Pensions discretions agreed for new Authority. <p>* Safe and Legal PLUS</p>	<p>Planned Locations</p>  <p>All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.). Centralised management staff will likely be aligned to West Head Office.</p>	<p>Customer & Channels</p>  <ul style="list-style-type: none"> Improved MI and information sharing between partners allows for flexible development of the service Clear sign-posting to information available on websites and web forms as applicable Service information kept relevant and up to date Self service logging for internal customers 	<p>Key Partners & Suppliers</p>  <ul style="list-style-type: none"> Contracts with external providers are managed effectively with performance review and shared business plans where applicable (Agency supplier etc.) 
<p>Plus</p>  <ul style="list-style-type: none"> Review into service provision to align arrangements where possible Co-produced strategies Alignment of systems and processes Learning and Development transformation and split from hosted authority 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> Review and alignment of systems and processes Terms and Conditions/ Pay/ Harmonisation Journey to greater self service Hosted Authority transformation and split for L&D 		


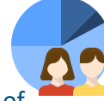


BLUEPRINT FOR DAY ONE SAFE AND LEGAL – CORPORATE HEALTH & SAFETY



<p>Service Offer</p> <ul style="list-style-type: none"> • Produce and maintain H&S Policies and Procedures • Provision of H&S advice and guidance • Ensure legislative reporting compliance (RIDDOR) • Routinely monitor and audit to ensure H&S procedures are followed • Produce, review & deliver H&S training materials • Periodically consult with the Trade Unions on H&S matters • Investigate serious health & safety incidents  	<p>Key Activities</p>  <ul style="list-style-type: none"> • Development of overarching H&S Policy • Alignment of H&S Procedures • Alignment of H&S induction training course • Audit schedule to cover all unitary service areas • Alignment of consultation with the Trade Unions • Alignment of communications with one process for reporting accidents * • Mapping of service contracts and future arrangements * <p>* Safe and Legal PLUS</p>	<p>Planned Locations</p>  <ul style="list-style-type: none"> • One Angel Square – Northampton • The Guildhall Northampton • The Forum – Towcester • Civic Offices, Daventry District Council <p>IT Systems</p>  <ul style="list-style-type: none"> • Frontline (W) • Ecins • Huddle (Schools) 	<p>Customer & Channels</p>  <ul style="list-style-type: none"> • All staff and contractors • Phone contact • Intranet • Email 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • Northampton Partnership Homes • Public Health • Schools and Academies Amey • Norse • Occupational Health Employee Assistance Programme • Lone worker Protection Service • CLEAPSS • Trade Unions • Leisure centres, Community centre committees / sports clubs
<p>Plus</p> <ul style="list-style-type: none"> • Restructure of H&S team to amalgamate staff and co-locate • Alignment of H&S software systems 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Development and delivery of training in line with new policy and procedures • Agreement and delivery of an audit plan • Develop relationships with employee health and safety representatives • Develop health and safety intranet pages 		

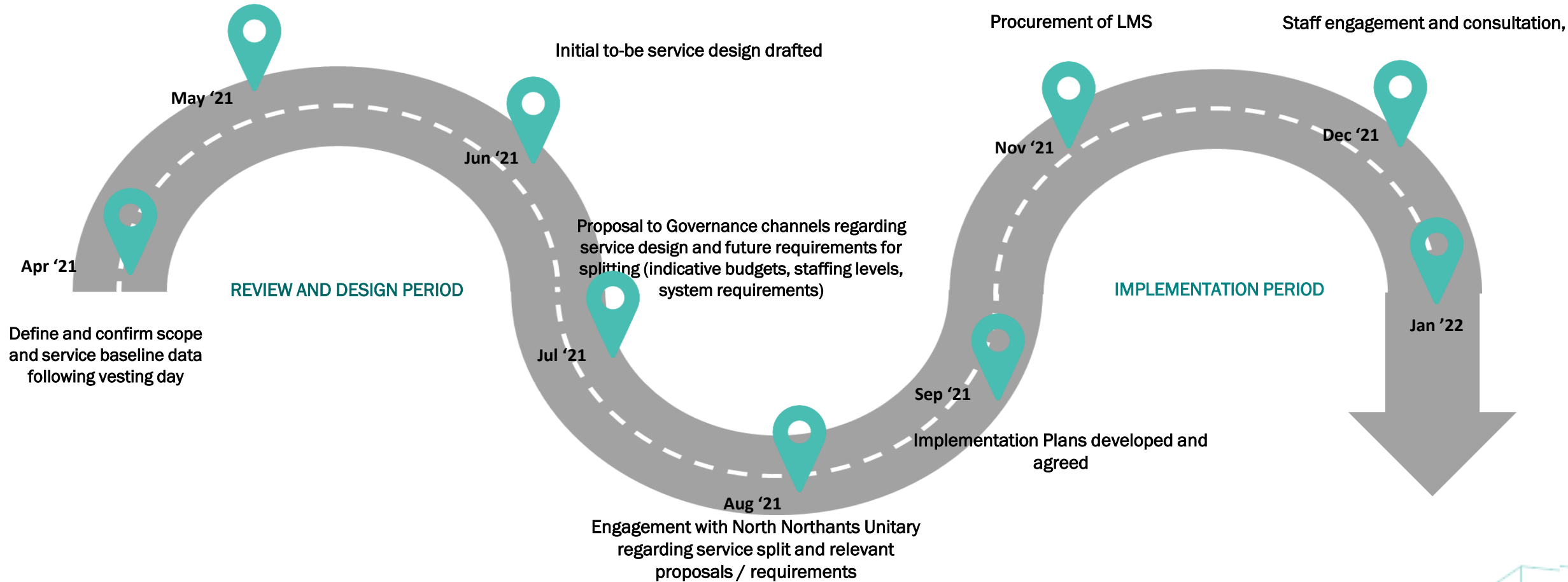
BLUEPRINT FOR DAY ONE SAFE AND LEGAL – SERVICE AREA - PENSIONS



<p>Service Offer</p> <ul style="list-style-type: none"> • Pensions Fund Management (currently valued at £2.6bn) • Fund accounting and statutory reporting • ‘Cradle to grave’ fund administration • Employer functions including admissions and cessations • Support and oversight of scheme employers in respect of their own pension duties • Fund governance including preparation of papers for s101 Committees and Pension Board • Member skills and knowledge training • Preparation of Fund strategies and policies • Fund communications • Pension systems and development 	<p>Key Activities</p> <ul style="list-style-type: none"> • Policies and strategies reviewed * • Scheme of delegation reviewed/redesign explored • Pensions branding redesign explored * • Application to MHCLG to be the administering body <p>* Safe and Legal PLUS</p>	<p>Planned Locations</p> <p>Lead Authority Model in line with Blueprint</p> 	<p>Customer & Channels</p> <ul style="list-style-type: none"> • Continuation of members self service portal, email and telephone channels 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • Cambridgeshire pensions fund • LGSS finance services (treasury, AP, Debt recovery) • Investment funds managers • LGPS • Employers 
<p>Plus</p> 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Stabilisation of the workflow from the unitary transition • Establishment of a Pensions Board and Committee 		

JOURNEY TO SPLIT SERVICES – HOSTED LEARNING AND DEVELOPMENT INCL. APPRENTICESHIPS

Review and mapping of service function in detail – systems, processes, contracts etc.





FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Corporate Support
Services

SCOPE OF SERVICE AREA BLUEPRINT



Corporate Support Services



Source: *Both County, Brough and District services*



Service Functions included:

Procurement, Legal, Democratic and Elections, Information Governance, Insurance, Central Libraries Management. Insurance services will be provided by CCC under the lead authority model, Risk and Audit will be provided by MKC



Staff in scope: *100.94 FTE*



Investment: *any additional investment required*

BLUEPRINT DESIGN PRINCIPLES – CORPORATE SUPPORT SERVICES

1

Deliver Consistent Services

Deliver consistent services

We need to ensure our services are high quality and consistent and advice given is right first time by ensuring a single set of clear policies and procedures are in place. Operate in a transparent way, aligned to shared values

2

Focus on value for money

Focus on Value for Money

Lean, automated systems for high volume/low complexity support /transactional tasks to reduce the requirement for manual processes. Maximise technology / Promote Manager and Employee Self Service.

3

Operate as one council

Operate as one council with one voice and shared values

Operate in a transparent way, aligned to shared values

4

Deliver shared outcomes

Deliver Shared Outcomes

Work with suppliers and partners to ensure e maximise resources and assets

5

Embrace Technological information

Embrace Technological Information

Maximise technology / Promote Manager and Employee Self Service.

6

Data gathered and shared






Data gathered and shared

Work as enablers / problem solvers to achieve the best outcomes for the authority

Key areas of collaboration:



- Senior leadership team
- Corporate Directors

BLUEPRINT FOR DAY ONE SAFE AND LEGAL – SERVICE AREA LIBRARIES MANAGED SERVICES

<p>Service Offer </p> <ul style="list-style-type: none"> Library Lending Service Online access via PCs, tablets and Wi-Fi Printing, scanning and copying Virtual services (Inc. e-lending) Information provision Signposting & Referral incl. MECC Business and IP Centre services Assisted Digital Support (e.g. Blue badge and bus passes) Children’s services including Bookstart 20 Community Managed Libraries Supported Income generation/delivery of traded services Management including grant funding (S106) Bookstart co-ordination Library Systems support 	<p>Key Activities</p> <ul style="list-style-type: none"> Agree SLA for provision of service to the North * Ensure Intranet content is representative of North and West * Ensure Banking requirements are clear for N & W and communicate to customers Contract Novation/assignment Ensure Data Sharing agreements are in place between N&W and CML’s Rebrand as required * * Safe and Legal PLUS  	<p>Planned Locations </p> <ul style="list-style-type: none"> Library HQ and Learning Resources for Education Centre @ Booth Meadow House, Riverside, Northampton 	<p>Customer & Channels </p> <ul style="list-style-type: none"> Universal customer base including children Walk-ins Telephone Online Library to You Schools (LRE) Prison Public Health 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> Central Buying Consortium (Stock includes) Askews Other stock suppliers including digital suppliers Bolinda Overdrive Community Orgs (CML) Property Services LGSS IT Book Trust Registrars Adult Learning See also “IT System” 
<p>Plus Financial Transactions and processing</p> <ul style="list-style-type: none"> Consider most effective/efficient way to deliver managed services to both unitary authorities Disaggregate/move to locality based model as necessary 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> Integrate with unitary customer service offer Implement transformation planning outcomes Procure for long term Library Management System/Systems Align Strategic direction and delivery with individual unitary priorities 		



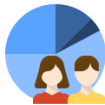



BLUEPRINT FOR DAY ONE SAFE AND LEGAL – SERVICE AREA - INFORMATION GOVERNANCE



<p>Service Offer</p> <ul style="list-style-type: none"> • Produce and maintain Information Governance Policies and Procedures • Provision of advice and guidance • Produce and review GDPR training materials • Processing information requests from customers • Maintaining the NHS Data security and protection toolkit • Provide support with producing data sharing agreements & DPIA's • Provide support in writing information asset registers, data flows and privacy notices • Ensuring publication of transparency data and publication scheme • Reviewing contracts and MOU's 	<p>Key Activities</p>  <ul style="list-style-type: none"> • Registration with the ICO • DPO and Caldicott guardian in place • Development of overarching data protection and data security policies and procedures • Data sharing agreements in place between the N & W and with our partners • Privacy notices and information asset registers in place • Alignment of GDPR and data security induction training course • Alignment of communications with one process for requesting information & reporting a security incident * • Publication scheme and transparency data owners in place • * Safe and Legal PLUS 	<p>Planned Locations</p>  <ul style="list-style-type: none"> • One Angel Square – Northampton • The Guildhall Northampton • The Forum – Towcester • Daventry District Council • As is today 	<p>Customer & Channels</p>  <ul style="list-style-type: none"> • All staff and contractors • Partners • Residents of Northamptonshire • Face to Face • Phone contact • Letter • Intranet • Email • Website 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • Northamptonshire Police • NFRS • ICO • NHS & health partners • Children's Trust 
<p>Plus</p> <ul style="list-style-type: none"> • Further alignment of Information Governance communications • Alignment of software systems 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Restructure of Information Governance team to amalgamate staff and co-locate • Further alignment of templates 		

BLUEPRINT FOR DAY ONE SAFE AND LEGAL – PROCUREMENT



<p>Service Offer </p> <ul style="list-style-type: none"> Tendering above/below threshold, Requests for Quotation, Waiver Management, Contract Regs. Reporting, Procurement Activity Reporting, Spend Reporting, Contract Register Maintenance, Procurement Advice, Procurement Training, Documentation Development & Maintenance, Procurement Intranet & Internet Content Management, Corporate Management, Public Data Publishing, Audit Support, Provision of Procurement Performance Data, Supplier Engagement, Market Knowledge Research, Contract Management Governance. Assist service areas to identify the best way to deliver those outcomes at the lowest cost, via the most robust procurement frameworks, consolidate procurement practices and help bring together commissioning teams with wide ranging expertise. 	<p>Key Activities</p> <ul style="list-style-type: none"> Provision of a Functioning Procurement team for NNC. Regardless of physical location at this point. Corporate Contract Registers E-Tendering Systems * Procurement & Contract Management Policy Comprehensive Documentation * Outline SLA * Intranet Page(s) * Provision of template Letters for contract novation/assignment (change of organisation) Ensure consistent procurement advice and support on the corporate governance of procurement and contractual queries to other programmes in the transfer to Safe and Legal <p>* Safe and Legal PLUS</p>	<p>Planned Locations </p> <ul style="list-style-type: none"> All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.). 	<p>Customer & Channels </p> <ul style="list-style-type: none"> Development of dashboard reporting and analysis for services and corporate management. Clear sign-posting to information available on websites and web forms as applicable. Service information kept relevant and up to date for staff and members. 	<p>Key Partners & Suppliers </p> <ul style="list-style-type: none"> Significant contracts with suppliers. All services across the council. 
<p>Plus </p> <ul style="list-style-type: none"> Review into service provision to align arrangements where possible. Alignment of systems and processes. Streamlining of systems, services and contracts will provide cost savings compared to current position. 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> Review and refine contract register. Review and refine staffing. Embedding Procurement process into BAU. Review and alignment of systems and processes. 		



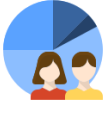



BLUEPRINT FOR DAY ONE SAFE AND LEGAL – SERVICE AREA - LEGAL, DEMOCRATIC AND ELECTIONS



<p>Service Offer</p> <ul style="list-style-type: none"> • Legal Services provide legal advice and guidance to the council and all its services. MO is incorporated within this, it is also responsible for corporate governance arrangements. • Democratic Services provides support to Councillors , officers and members of the public on the Council’s decision making processes. The service also provides support to Councillors to ensure they are able to undertake their roles effectively . • Provision of a comprehensive Electoral Registration and Election Management to the unitary council 	<p>Key Activities</p> <ul style="list-style-type: none"> • Systems in place e.g. case management Established legal provision or contract in place Robust process for the transfer of legacy and ongoing cases from the sovereign councils List of authorised officers able to take legal action on behalf of each council. Updated standards regime including appointment of Independent Persons Official seal for each unitary. • CMS system and support teams in place Agreed operating model for services and functions * • Statutory scrutiny officers in place for West Governance and locality arrangements in place (Cabinet vs Committee) Website as a means of publishing papers A nominated clerk to the Lord Lieutenant Civic and ceremonial arrangements for the new councils approved Updated and adopted North and West Constitutions Updated members’ allowances scheme • Single electoral register * Single electoral management system * Designated Returning Officer Electoral Registration Officer 	<p>Planned Locations</p> <ul style="list-style-type: none"> • All current service delivery locations will remain as-is. Centralised management staff will likely be aligned to West Head Office. 	<p>Customer & Channels</p> <ul style="list-style-type: none"> • Improved MI and information sharing between partners allows for flexible development of the service and improves effective implementation of SLA’s • Clear sign-posting to information available on websites • Service information kept relevant and up to date 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • Additional Legal Services to be commissioned from either LGSS Law or District Law
<p>Plus</p> <ul style="list-style-type: none"> • Review into service provision to align arrangements where possible • Alignment of systems and processes 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Availability of a new CMS system – needs to be in place by Mar 21 in readiness for May elections and subsequent paper provision 		



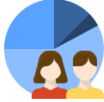


BLUEPRINT FOR DAY ONE SAFE AND LEGAL – INSURANCE



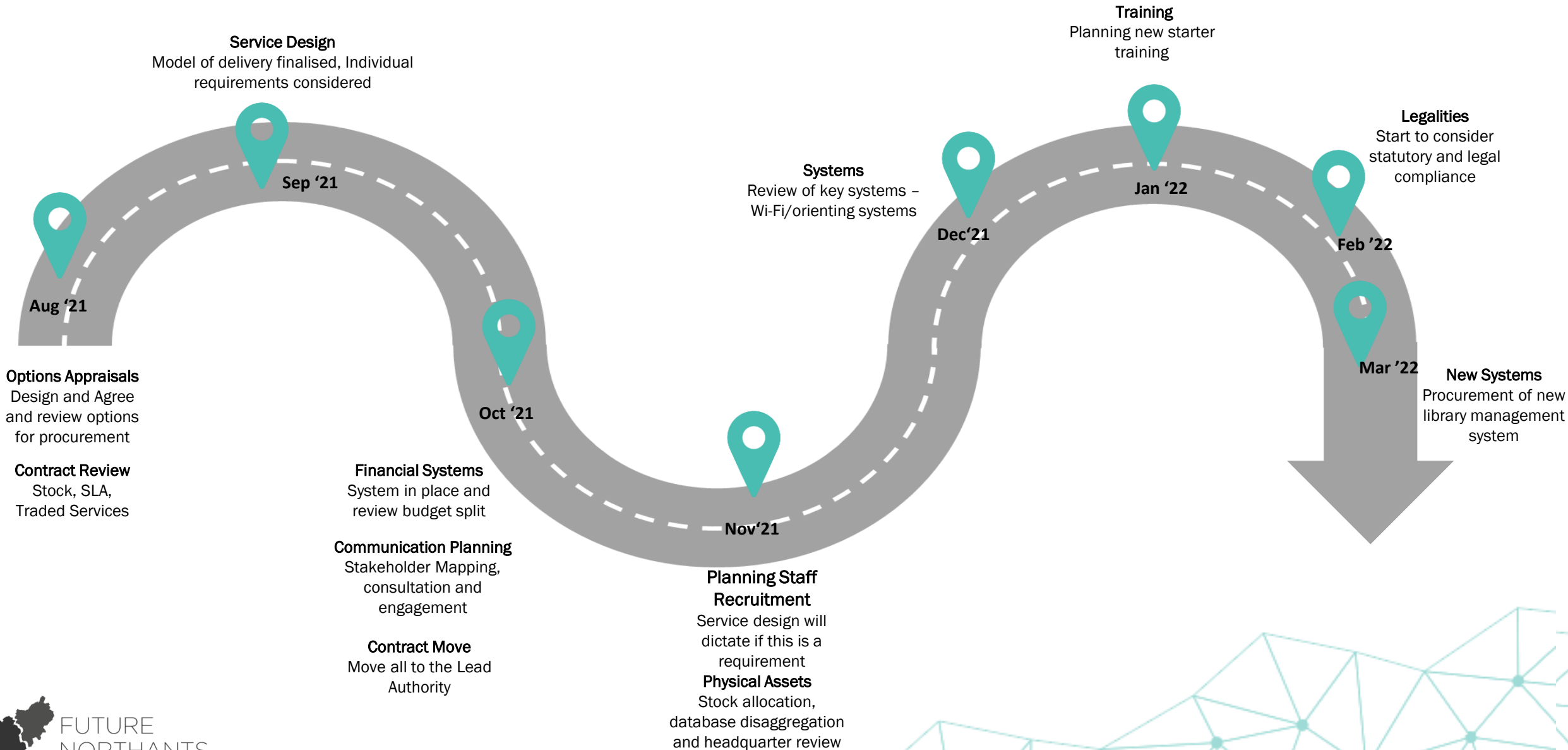
<p>Service Offer</p>  <ul style="list-style-type: none"> • Insurance services for West Northamptonshire Council. • Insurance Policy procurement and management. • Claims administration and management services. • Provision of insurance and indemnity related advice and guidance. • Provision of insurable risk management advice. 	<p>Key Activities</p> <ul style="list-style-type: none"> • Provision of the insurance for Shadow Authorities. • Provision of the insurance for the New Unitary Authority. • Agreed process for claims management * • Updated Policies • Contribution to the SLA for the Lead Authority model * • * Safe and Legal PLUS 	<p>Planned Locations</p>  <ul style="list-style-type: none"> • Cambridge • Milton Keynes • All current Northamptonshire locations 	<p>Customer & Channels</p>  <ul style="list-style-type: none"> • Intranet pages will be fully developed and delivered to enable self service delivery. • Creation of e-claims form for public to make highways related claims. 	<p>Key Partners & Suppliers</p>  <ul style="list-style-type: none"> • Insurance Brokers – A J Gallagher. • Insurers – TBC subject to procurement. • Software Prover – Fusemetrix. • Insurance services to be provided via Cams CC under new LGSS ToM. 
<p>Plus</p> <ul style="list-style-type: none"> • Subject to change of LGSS target operating model. • No other service transformation planned at this time. 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Delivery and implementation of insurance services to Council. • Development of claims management processes to meet council needs. • Agreement of service deliverables and PI for council. 		

BLUEPRINT FOR DAY ONE SAFE AND LEGAL – SERVICE AREA – RISK & AUDIT



<p>Service Offer</p> <ul style="list-style-type: none"> • Internal Audit • External Audit • Audit Governance • Financial Procedures and Regulations • Anti Money Laundering Policy • Anti Fraud and Counter terrorism policy • Risk Management Strategy and monitoring. 	<p>Key Activities</p>  <p>For Day 1</p> <ul style="list-style-type: none"> • To ensure an Internal Audit function is in place to deliver the Internal Audit Plan • To ensure External Auditors have been appointed. • The Authority's Financial Procedures and Regulations are defined and approved. • To ensure Anti Money Laundering and Anti Fraud & Counter Terrorism policies have been approved for the Authority. • Risk Management Strategy has been defined and approved and Authority wide Risk Monitoring processes are in place • Contribution to the SLA for the Lead Authority model * <p>* Safe and Legal PLUS</p>	<p>Planned Locations</p>  <p>Lead Authority Model in line with Blueprint</p>	<p>Customer & Channels</p> 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • External Auditors (tbc) • Internal Audit services (MKC) 
<p>Plus</p> <p>For Day 1</p> <ul style="list-style-type: none"> • Alignment of policies and procedures ensuring Authority wide best practice is in place. 			<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Risk monitoring and enhancements • Embedding processes and procedures 	

LIBRARIES MANAGED SERVICES - JOURNEY TO SPLIT SERVICES





FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Births, Deaths and
Marriages

SCOPE OF SERVICE AREA BLUEPRINT



Births, Deaths and Marriages - Registrations



Source:

Registrations, Ceremonial and Coroners Services are provided by NCC. There are no publically owned crematoria in West Northants. The current model is the registrations service will disaggregate into West and North on a 50/50 model. Coroners service cannot be disaggregated as this is not permissible under current regulations for establishing new coroners geographies.



Service Functions included: *Registrations, ceremonies (marriages), burial sites and Coroners.*



Staff in scope:

21.35FTE Disaggregated NCC staff to the West. 13.5FTE in registrations*

**Source Future Northants employee data supplied by local HR teams. On-going validation of these numbers and roles.*



Investment: *No investment for Day One.*

BLUEPRINT DESIGN PRINCIPLES – BIRTHS, DEATHS AND MARRIAGES (WEST)



Continuity of service

Seamless service delivery for Day One

No changes to service standards. Coroner's Service operated by the West will provide single service for the North



Safe and Legal

Smoothing the customer experience in waste services

Deliver a 'Safe & Legal' registration, coroners & bereavement services for the new appointed Unitary authorities for 1st April 2021



Continued access to quality services and facilities

Digital front door

Ensuring customers have both excellent web-based access to services but also those participating in ceremonies have a good customer experience



Services by Geography

Promoting the West and delivering to local expectations



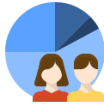



Opportunity to do more targets customer service evaluation and review of operational sites.

Key areas of collaboration:

- COVID response – essential services that need to be tied into organisation response and changes in service demands.
- Working with assets teams on venues and operational premises.
- Host/Client relationship with the North Northants unitary.

BLUEPRINT FOR DAY ONE SAFE AND LEGAL - BIRTHS, DEATHS AND MARRIAGES (WEST)



<p>Service Offer</p> <ul style="list-style-type: none"> Seamless transition for West registrations services into disaggregated model. No changes to service levels. Suitable wedding venues managed for the West. Ensuring that national registration channels are maintain for reporting of official statistics and data to governmental organisations. 	<p>Key Activities</p>  <ul style="list-style-type: none"> Successful disaggregation of Registrations Service. Confirming arrangements for Coroners Service in lead authority model in the West. 	<p>Planned Locations</p>  <p>All current service delivery locations will remain as-is (i.e. staff working locations, services offered etc.). Centralised management function will operate from existing locations for Day One.</p>	<p>Customer & Channels</p>  <ul style="list-style-type: none"> Clear sign-posting to information available on websites and web forms as applicable but with no major changes anticipated for Day One. Service information kept relevant and up to date for dissemination, both via customer contact representatives and printed / online information. 	<p>Key Partners & Suppliers</p>  <p>NHS primary and secondary care. MHCLG Police</p> 
<p>Plus</p> <ul style="list-style-type: none"> Implementing second instance of RON database for the West and North. 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> Review service model and develop plan for future service management and optimisation. Review and alignment of systems and processes Service stabilisation and optimisation. 		



FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 service Design for
Policy & Performance

SCOPE OF PORTFOLIO BLUEPRINT



Policy & Performance



Source: *NCC and D&B*



Service Functions included:

Crisis and emergency comms, Strategic comms advice and support for staff and members, PR, press and media relations service, Service marketing and promotion, Social media activity, management and development, Graphic Design Services, New brand management, Website and intranet content development, Video/photography services, Internal comms, Events management and promotion, Speech writing, Behavioural change campaigns, Awards submissions/ national case studies, Publications, Income generation/advertising, Place marketing promotions, Public affairs, Compliments, comments and complaints policies and procedures, processing compliments, comments and complaints, dealing with ombudsman complaints, performance reporting, statutory returns, report development, equalities policies, technical report writing, strategic planning, analysis and benchmarking.



Staff in scope: *26.87FTE*



Investment: *any additional investment required*

BLUEPRINT DESIGN PRINCIPLES – POLICY & PERFORMANCE

1

Deliver Consistent Services

Deliver consistent services

We need to ensure our services are high quality and consistent and advice given is right first time by ensuring a single set of clear policies and procedures are in place. Operate in a transparent way, aligned to shared values

2

Focus on value for money

Focus on Value for Money

Lean, automated systems for high volume/low complexity support /transactional tasks to reduce the requirement for manual processes. Maximise technology / Promote Manager and Employee Self Service.

3

Operate as one council

Operate as one council with one voice and shared values

Operate in a transparent way, aligned to shared values

4

Deliver shared outcomes

Deliver Shared Outcomes

Work with suppliers and partners to ensure and maximise resources and assets

5

Embrace Technological information

Embrace Technological Information

Maximise technology / Promote Manager and Employee Self Service.

6

Data gathered and shared

Data gathered and shared



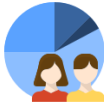



Work as enablers / problem solvers to achieve the best outcomes for the authority

Key areas of collaboration:

- Senior leadership team,
- Corporate Directors
- Benchmarking groups- external

BLUEPRINT FOR DAY ONE SAFE AND LEGAL – COMMUNICATIONS, CONSULTATION & ENGAGEMENT



<p>Service Offer</p>  <ul style="list-style-type: none"> • PR, press and media relations. • Crisis and emergency communications. • Social media activity and management. • Internal communications. • New brand management. • Strategic communications, advice and support. • Advice and Support for formal consultations 	<p>Key Activities</p> <p>Branding Audit to understand day 1 must have's for safe and legal</p> <p>Create logo and branding for Shadow Executive</p> <p>Create logo and branding for West Northants</p> <p>Update Policies, procedures and strategies for new authority</p> <p>Oversee web content *</p> <p>Control of branding to ensure brand integrity *</p> <p>New system in place to support consultation *</p> <p>* Safe and Legal Plus</p>	<p>Planned Locations</p>  <p>All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.).</p>	<p>Customer & Channels</p>  <ul style="list-style-type: none"> • Clear sign-posting to information available on websites and web forms as applicable • Service information kept relevant and up to date (e.g. opening times, events, signposting etc.). 	<p>Key Partners & Suppliers</p>  <p>Local and National Press.</p> <p>Other Councils in the area/country.</p> <p>Members.</p> <p>Staff.</p> <p>Residents and general public.</p> 
<p>Plus</p> <p>Review into service provision to align arrangements where possible.</p> <p>Alignment of systems and processes.</p> 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Review and alignment of systems and processes. • Initiate review and development of co-produced Strategies with partners and communities – longer term shared initiatives and strategic direction. • Review into best practice models – what's working and what needs to change. 		

BLUEPRINT FOR DAY ONE SAFE AND LEGAL – COMPLIMENTS, COMMENTS & COMPLAINTS



<p>Service Offer</p> <ul style="list-style-type: none"> • Produce and maintain Compliments, Comments and Complaints Policies and Procedures • Provision of advice and guidance • Processing compliments, comments and complaints from customers • Dealing with Ombudsman complaints/enquiries • Produce regular performance reports 	<p>Key Activities</p>  <ul style="list-style-type: none"> • Development of Compliments, Comments and Complaints and Vexatious Persons policies and procedures • Alignment of communications • Mapping of service contracts and future arrangements * 	<p>Planned Locations</p>  <ul style="list-style-type: none"> • One Angel Square – Northampton • The Guildhall Northampton • The Forum – Towcester • Civic Offices, Daventry District Council 	<p>Customer & Channels</p>  <ul style="list-style-type: none"> • All staff and contractors • Partners • Residents of Northamptonshire • Face to Face • Phone contact • Letter • Intranet • Email • Website 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • LGSCO • Health & parliamentary Ombudsman • Housing Ombudsman • Northamptonshire Partnership Homes • Norse • Veolia • Care home providers • Health Partners 
<p>Plus</p> <ul style="list-style-type: none"> • Restructure of Compliments, Comments and Complaints team to amalgamate staff and co-locate • Alignment of software systems 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Moving towards a centralised operating model 		

BLUEPRINT FOR DAY ONE SAFE AND LEGAL – BUSINESS INTELLIGENCE



<p>Service Offer</p> <ul style="list-style-type: none"> • Performance Reporting • Statutory Returns/Reporting • Equalities advice and guidance • Technical Report Writing (SQL) • GIS & Geography Analysis • Service Performance Reporting • Strategic Planning, Analysis & Benchmarking • Internal/External Communication • Financial Reporting/data provision • Brokerage case management • Report Development 	<p>Key Activities</p>  <ul style="list-style-type: none"> • Support the production of statutory returns • Identification and allocation of performance reports * • Support the development of the SORPs * • Support the development of the Council Plan * • Develop new equalities policies • Consolidated EQIA process * • * Safe and Legal Plus 	<p>Planned Locations</p> <p>All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.).</p>  <p>IT Systems</p>  <ul style="list-style-type: none"> • Trello • SSMS • Postgre SQL • Microsoft Power BI • SSRS • Searchlight/V2 • MS Office • Cygnum • CareFirst/Eclipse • Capita One • QGIS • Crystal Reporting • Actuate • Business Objects 	<p>Customer & Channels</p>  <ul style="list-style-type: none"> • Central Government • HMRC • Public • Councillors • ADASS • LGA • Public Health • NHS • NHft • MHCLG • Email • Phone contact • Website • Intranet 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • OLM • Oracle • Ofsted • NHS • NHft • Children’s Trust • Public Health • Adults service area 
<p>Plus</p> <ul style="list-style-type: none"> • Central BI team in place for the Unitaries reporting and returns • Consolidation of disparate datasets through currently 8 local councils. • Consolidated reporting • Corporate business planning and performance framework 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Creation of two new BI functions • New performance reporting for new local authorities • Statutory Returns/Reporting for closed down authorities • Strategic Planning, Analysis & Benchmarking 		



FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Finance & Resources



FUTURE NORTHANTS

**Service Blueprint
West Northamptonshire**

Day 1 Service Design for
Finance

SCOPE OF SERVICE AREA BLUEPRINT



Finance



Source: A number of the functions within the Finance, Exchequer Services and Pensions services are present in all districts, boroughs and the county.



Service Functions included:

- Finance (General Ledger, External and Internal Reporting, Capital planning, budgeting, Treasury, Taxation, Corporate Finance & Projects, Financial Control),
- Exchequer Services (Accounts Payable & Receivable, Petty Cash and Government Procurement Cards, Helpdesk)
- Pensions (detailed service blueprint in Corporate pack)




Staff in scope: Staff linked to services transferred to the West as a Lead Authority (Pensions, Exchequer Services). Remaining staff will be aggregated/disaggregated in line with service designs and the overarching blueprint.


- Exchequer Services - 30.41 FTE TUPE to the West
- Pensions – 71.89 FTE TUPE to the West
- Finance – 48.61 FTE TUPE to the West




Investment: Exchequer Services - Additional resource for the Helpdesk on Day 1 to manage an influx of calls in both payables and receivables for potentially a couple of months (resource to be quantified for training and testing (potential backfill requirements)) . Pensions – Additional outsourced training support for newly appointed Pensions Committee Members


BLUEPRINT DESIGN PRINCIPLES – FINANCE


-  **Data**

Accurate data underpins the finance service. Comprehensive understanding of the data will empower informed decisions by sound business intelligence and data analytics
-  **Service Design**

Appropriate resources to support the functions that the service deliver, incorporating all statutory roles and responsibilities. Consistent approach to working practices & policies with a continual drive to enhance efficiencies
-  **Technology**

The service will endeavour to **maximise the potential of all technology available**, including partner and customers alike, using the most effective, efficient and compliant methods of contact and data transfer available
-  **Financial Management**



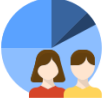


To **drive good financial management** whilst providing good quality services to the residents of the county. Whilst providing strategic and business support across the council to enable robust and efficient decision making by management and members. Effective process and procedures are in place to ensure robust financial controls are exercised in both unitary authorities to ensure the safeguarding of assets and minimisation of liabilities.
-  **Culture**

Building upon the existing cultures to be enhanced for each of the two authorities by both senior management and the workforce collaboratively. These will harmonise further as the new authorities mature. Governance and policies will support a vision for Finance
-  **Quality**

The output of the **service quality** will continue to be of a high standard. Key performance indicators will empower any areas of focus or improvement required based on evidence. Services will be based on the right insight & evidence



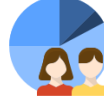


BLUEPRINT FOR DAY ONE SAFE AND LEGAL – EXCHEQUER SERVICES



<p>Service Offer</p> <ul style="list-style-type: none"> To ensure payments made to the two authorities are made in a efficient, secure and accurate manner with agreed KPIs. To ensure sundry income for the two authorities is received in a efficient, secure and accurate manner. To ensure Debt is managed effectively and recovered in accordance with agreed policies To ensure petty cash is administered for the two authorities in line with policies and in a efficient, secure and accurate manner. To ensure GPCs are administered for the two authorities in line with policies and in a efficient, secure and accurate manner. 	<p>Key Activities</p> <ul style="list-style-type: none"> Accounts Payable processing. Accounts Receivable processing. Petty Cash administration. Government Procurement Cards (GPC) processing. 	<p>Planned Locations</p>  <p>Lead Authority Model in line with Blueprint</p>	<p>Customer & Channels</p> 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> Unitary Authorities 3rd Party suppliers Unitary Authorities customers Unitary Authorities Finance and Procurement functions Internal and External Audit Banks . 
<p>Plus</p> <ul style="list-style-type: none"> For Day 1 <p>Migrating from multiple accounts payable, accounts receivable , petty cash administration and other payable functions to a single shared service for both unitary authorities.</p> 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> Close out remaining 2020/21 open items (creditors/debtors) Embedding new processes and procedures 		

BLUEPRINT FOR DAY ONE SAFE AND LEGAL - FINANCE



<p>Service Offer</p> <ul style="list-style-type: none"> Accounting – maintenance of the general ledger in order to hold and enable the reporting of the Authority's financial data. External reporting – to enable the Authority to meet statutory and legal obligations (e.g. statutory government returns - RO, RA, WGA etc., annual Statement of Accounts, VAT and Tax reporting to HMRC) Management Reporting – providing internal reporting (single source of truth) to support the Authority in monitoring performance and making decisions. Financial planning, setting Medium Term Financial Plans, setting revenue and capital budgets, ongoing monitoring Taxation compliance Financial control – providing a framework and oversight to ensure the Authority can safe guard assets and minimise liabilities 	<p>Key Activities</p>  <ul style="list-style-type: none"> Accounting – general ledger Reporting to meet statutory and legal obligations. Management information reporting. Financial control Capital Planning and budgeting Treasury Taxation Corporate Finance & Projects 	<p>Planned Locations</p>  <p>Lead Authority Model in line with Blueprint</p>	<p>Customer & Channels</p>  <ul style="list-style-type: none"> Meet Customer and Channels management information reporting requirements 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> CCC Exchequer Services (accounts receivable & payable) External Auditors (tbc) Internal Auditors (MKC) Treasury Advisors (tbc) Financial services providers (Barclays and D&Bs banking services transferred to the new Authority) 
<p>Plus</p> <ul style="list-style-type: none"> For Day 1 <ul style="list-style-type: none"> Consolidation from multiple policies, processes, systems and organisations to common instances in the North and West leading to efficiency and control improvements 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> Close out remaining 2020/21 open items (creditors/debtors) Review adequacy and changes to reporting via ERP Embedding new processes and procedures 		



FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Revenues & Benefits

SCOPE OF SERVICE AREA BLUEPRINT



Revenues and Benefits Service (West)



Source: *Districts and Boroughs & LGSS (NBC Service)*



Service Functions included: *Revenues, Benefits, Money and Debt Advice*



Staff in scope: *115.76 FTEs*



Investment: *Future investment to harmonise ICT Systems*

BLUEPRINT DESIGN PRINCIPLES – REVENUES AND BENEFITS



Service Delivery

Maintain service excellence

Continue to employ best service practice and improve collections rates where possible, whilst transitioning through to unitary authorities. Maintain or improve performance on time taken to assess claims for Housing Benefit and Council tax Reduction. Consistent approach to working practices & policies with a continual drive to enhance efficiencies



Customers

Place customers at the centre of all we do

Ensure services continue to be easy to access, digital services are evolved further whilst we are still able to cater for our most vulnerable residents



Harmonisation

Steps towards a harmonised service

Customers can access any office within the unitary area and get the same or similar service through our collaborative approach backed up with appropriate training plans. Policies, procedures and working practices are harmonised along with the Council Tax and Council Tax Reduction schemes



Technology

Drive Technology Forward

The service will endeavour to maximise the potential of all technology available, including partner and customers alike, using the most effective, efficient and compliant methods of contact and data transfer available



Culture

Positive culture

Building upon the existing cultures to be enhanced for each of the two authorities by both senior management and the workforce collaboratively. These will harmonise further as the new authorities mature. Governance and policies will support a vision for Finance



Collaboration

Collaborative Teams

Build on collaborative working arrangements between teams to provide a more integrated and harmonised service

BLUEPRINT FOR DAY ONE SAFE AND LEGAL - REVENUES AND BENEFITS



<p>Service Offer</p> <ul style="list-style-type: none"> • Easy to access service with a variety of easy payment methods • Financial support provided to those most vulnerable to avoid homelessness, financial insolvency and bankruptcy • Maximisation of income to the Council from collection of Council Tax and Business Rates 	<p>Key Activities</p>  <ul style="list-style-type: none"> • Council Tax • Council Tax Reduction Scheme including new claims and change event assessments • NNDR Business Rates • Recovery & Enforcement • Sundry Debts • Subsidies & Returns • Money & Debt Advice • Assessment of new claims and change events for Housing Benefit • Housing Benefit subsidy including audit • Performance and systems 	<p>Planned Locations</p>  <ul style="list-style-type: none"> • Daventry • Northampton • South Northants 	<p>Customer & Channels</p>  <ul style="list-style-type: none"> • Push towards digital services whilst recognising the need for a more flexible service for vulnerable residents may bring further efficiencies • Harmonisation and further development of online website forms may bring further efficiencies and better customer access 	<p>Key Partners & Suppliers</p>  <ul style="list-style-type: none"> • LGSS • CSN • Northgate • Capita One • BID • Citizens Advice • DWP • Landlords • Valuation Office Agency • Community Law Service • Kettering Futures Partnership • CEEA • Internal and external audit • Enforcement agents • Housing providers
<p>Plus</p>  <ul style="list-style-type: none"> • Working assumption is that we 'lift and shift' current arrangements into the new organisations • Operating model review will commence from Year 1 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Harmonisation of subsidies and returns through DWP action plan • New unitary arrangements for Money & Debt Advice 		



FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 service Design for
Place



FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 service Design for
Regulatory: Planning,
Environment & Trading
Standards

SCOPE OF PORTFOLIO BLUEPRINT



Regulatory: Planning, Environment & Trading Standards



Source: *NCC and D&B*



Service Functions included:

Bereavement services, Building control, Emergency planning, Environmental Health, Flood risk management/flood defences and land drainage, Development control services including waste, minerals, Planning policy, Sports grounds certification, Street naming and numbering, Trading standards, Travellers unit



Staff in scope: *171**

**Source Future Northants employee data supplied by local HR teams. On-going validation of these numbers and roles.*



Investment: *NCC investment in 6 new Trading Standards posts to facilitate disaggregation (Total: £198k pa = £99k pa West) – already agreed by NCC.*

BLUEPRINT DESIGN PRINCIPLES – PLANNING & DEVELOPMENT, REGULATORY & ENFORCEMENT SERVICES (WEST)

1

Safe, Legal and Accessible Services

Safe, Legal and Accessible Services

We need to ensure that safe, legal and accessible services continue to be delivered with no interruption for residents, customer and the public.

2

Strategy & Policy Harmonisation

Strategy and Policy Harmonisation

We will harmonize strategies, policies and procedures with proper and through consultation. Where harmonisation could lead to an impractical or unfair burden on customers a transitioning period will be determined and agreed.

3

Business Continuity

Business Continuity

We will ensure that there is a seamless transition for approvals, applications, consultations, advice, inspections, investigations and case management.

4

Authorisations

Authorisations

We will ensure that all officers have the appropriate delegated authority to be able to provide a legal service. We will ensure that Members with responsibilities for these service or committees are able to commence work seamlessly post election.

5

Services by Geography

Services by Geography

All location based services and staff will remain where they currently are. Staff will only be moved when business delivery model has been developed and agreed, post Vesting day. Day One accommodation for the West.

6

Legal Governance Structures



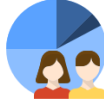


Legal Governance Structures

We will develop proposals for the new council to consider when establishing new governance structures that are legal, effective and efficient.

Key areas of collaboration:

- Maintaining/improving existing and developing new links and collaborative ways of working with statutory, strategic and business partners
- Improving collaborative working (including co-production of strategies, improved access to/sharing of information) with other key partners, such as Health, Education, Police and Community Groups
- Closer working with our communities and service users to help determine priorities/needs within the local area and help shape future service design
- Interfaces with town and parish councils on special planning and developments in West Northants.
- Ensuring that the West has strong working relationship with North where operational and strategic collaboration is necessary

BLUEPRINT FOR DAY ONE SAFE AND LEGAL - REGULATORY: PLANNING, ENVIRONMENT & TRADING STANDARDS (WEST)

<p>Service Offer</p> <p>This broad portfolio covers a range of services that must be safe and legal for Vesting Day. There are no major changes in service offer planned in the service areas in scope of this blueprint. They are as follows:</p> <ul style="list-style-type: none"> • Environmental Protection • Trading Standards • Licensing • Health & Safety advice and investigations • Food Safety • Building Control • Development Management • Planning Policy • Local Land Charges • Climate and environmental protection • Flood Management • Minerals and Waste 	<p>Key Activities</p>  <ul style="list-style-type: none"> • Seamless administration and determination of applications across all service areas. • Ensuring the authority has all necessary legal requirements in place to enable enforcement (Inspection, investigation and intervention) from Vesting Day.. • Ensuring seamless progression of private & commercial planning and development work. • Establishing any area planning committees for the West and shaping the strategic planning arrangements with North Northants. • Supporting staff through unitary formation through change 	<p>Planned Locations</p>  <ul style="list-style-type: none"> • All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.). • With exception of Planning Policy for the West with NBC agreed as host authority for this service. 	<p>Customer & Channels</p>  <ul style="list-style-type: none"> • Ensuring seamless routing of enquiries and applications to the correct service team across the current authorities. • Improved MI and information sharing between partners allows for flexible development of the services. • Clear sign-posting to information available on websites and web forms as applicable • Service information kept relevant and up to date for dissemination, both via customer contact and printed / online information. 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • Relationships with partners are maintained with minimal disruption. • Improved information sharing. • Continued ability to take account of future growth proposals in their investment decisions, to understand and incorporate local priorities/ opportunities and to pilot innovation and invest in exemplary developments to help deliver sustainable growth. 
<p>Plus</p> <ul style="list-style-type: none"> • Develop a business delivery and investigation model in Regulatory Services based on geography and specialisms. • Robustly pursue IT opportunities to mobilise the work force. • Integration of trading standards into regulatory service team in the West. • Disaggregation of county wide services provided by NCC into West. 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Review and harmonise existing scheme of delegations, policies, statements and procedures. • Review and alignment of systems and processes • Confirm future service structures for maximum efficiency. • Develop, implement and refine a business delivery models.. • Develop client interface with the North for Travellers Unit services in the West. 		



FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Highways & Waste Service

SCOPE OF SERVICE AREA BLUEPRINT



Highways & Waste Service



Source:

Highways & Transport- NCC, D&B. Waste Management Services are provided by all eight authorities. The District and Borough councils are responsible for collection services and recycling. The County Council is responsible for waste disposal and Household Waste Recycling Centres.



Service Functions included:

Development Management, Regulations / Enforcement, Travel Choices, Capital Programme Delivery Unit (CPDU), New Roads and Street Works Act (NRSWA) (Administration and Inspections), Investigations, Searches and Definitive Map, Community Liaison, Street lighting, Parking - parking services, P&D machines, on street parking, Bus Lane Enforcement, Highway Maintenance, Winter service works, Bus stations/Shelter, Traffic Management, Traffic Management System, Bus services - commercial registrations, traveline database, concessionary travel, Highways Development, Highways improvements, Enforcement, regulation & licensing, Coordination of works on the highway, Rights of way, Local land charges, Road Safety, Sponsorship of assets, Technical approval authority, Business improvement. Waste Collection, Recycling, Grounds Maintenance, Street Cleansing.



Staff in scope: 195 FTEs

**Source Future Northants employee data supplied by local HR teams. On-going validation of these numbers and roles.*



Investment: *No investment for Day One. Longer term the service would look to explore the benefits of investment in waste management infrastructure but this would be a strategic initiative.*

BLUEPRINT DESIGN PRINCIPLES – SERVICE AREA HIGHWAYS & WASTE SERVICE

1

Continuity of service

Seamless service delivery for Day One

No changes to service standards for household services for collection of waste and recycling.

2

Collaborative Working

A more collaborative model

A more joined up approach with other business areas for example planning and transport would enable less duplication and a joined up approach

3

Harmonisation of services

Smoothing the customer experience in waste services

Consistent fees and charges will be in place for some elements including bulk waste collection. Medium term harmonisation achievable in 3 of the 4 districts and borough areas.

4

Strong client function for Waste Disposal functions

Clienting arrangements for West in place

Host authority model will be in place for 12 months to allow full disaggregation of NCC functions to the North. West will need to establish a client function to manage the hosting period.

5

Services by Geography

Services by Geography

All location based services will remain where they are currently provided from, and all that sit within the boundaries of the North Unitary will transfer in ownership accordingly. Staff based at localities will remain in these localities.

6

Strong Host Authority for Highways & Transport functions

Hosting key functions for the North




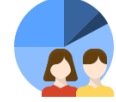

Host authority model will be in place for 12 months to allow full disaggregation of NCC functions to the North with alignment to BCW service decision.

Key areas of collaboration:

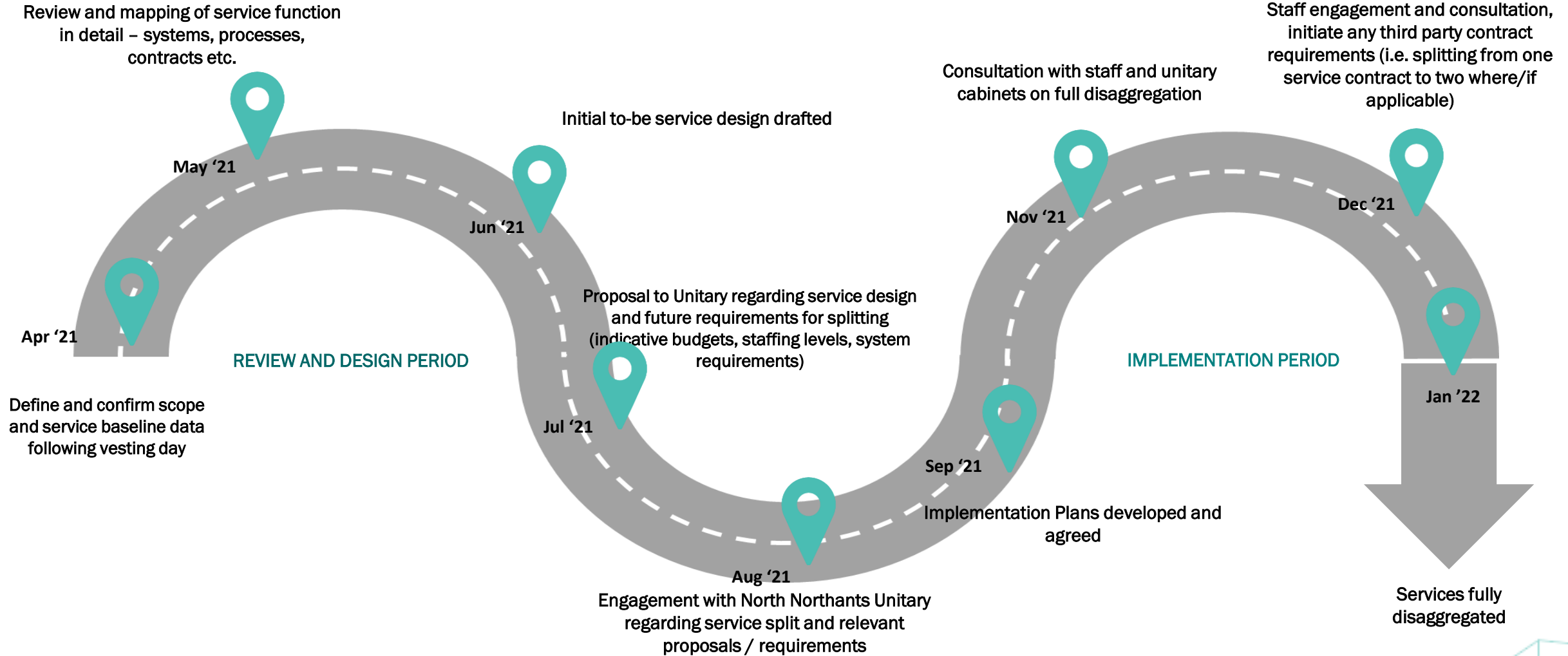
- COVID response – essential services that need to be tied into organisation response and changes in service demands.
- Inclusion of borough and districts to ensure that Highways Team include any elements for future inclusion to new contract.
- Lighting and parking teams within the business units
- Relationships with town and parish councils on grounds maintenance contracted or devolved to local councils.
- Closer working with NHS and Adult Social Care on collection of medical waste.
- Host/Client relationship with the North Northants unitary.

BLUEPRINT FOR DAY ONE SAFE AND LEGAL – SERVICE AREA HIGHWAYS & WASTE SERVICE



<p>Service Offer</p> <ul style="list-style-type: none"> • Transport Provision to mainstream, SEN and looked after children plus social care and health • Maintain highways infrastructure and provide winter services on the network • Highways development Management – consultation on planning applications, securing developer contributions (S106/CIL), permitting developer works, adoption of roads. • Highways improvements . Strategic view on how assets will be developed and improved • Seamless collection of black bin household waste from households to current specifications. Collection of recycling materials from households. • Developing a competitive commercial waste service. • Continued street cleansing to local and COVID specifications. • Management of grounds and open spaces to West Northants service standards. 	<p>Key Activities</p>  <ul style="list-style-type: none"> • Development and maintenance of the highways infrastructure network • Developing future plans and working with developers • Providing transport provisions to those who need it the most • Ensuring safety on the highways network • Enforcement and regulation • Ensure that waste is collected and processed effectively • Street cleansing 	<p>Planned Locations</p>  <p>All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.). Centralised management staff. Highways & Transport. will likely be aligned to West and waste disposal to North Head Office.</p> <p>IT Systems</p>  <ul style="list-style-type: none"> • Corporate Systems in place for purchases and invoicing • Customer interface on website for information and applications / payments • Bartec in cab technology • Waste DataFlow 	<p>Customer & Channels</p>  <ul style="list-style-type: none"> • Improved MI and information sharing between partners allows for flexible development of the service and improves effective commissioning • Clear sign-posting to information available on websites and web forms as applicable • Service information kept relevant and up to date for dissemination, both via customer contact representatives and printed / online information 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • Veolia – collection supplier for NBC. • Norse – collection JV supplier for DDC. • Town and Parish Councils – Devolution of grounds functions to local administrators. • Highways England, DfT • NSL Ltd • KierWSP • Bramble Hub Ltd • Connect Roads Northamptonshire LTD • Balfour Beatty • DDL, • Homes England, Home Builders Federation 
<p>Plus</p> <ul style="list-style-type: none"> • Digitalisation of areas to align with other systems and remove paper based solutions • Review into service provision to align arrangements where possible (in-house/out-sourced provision) • Business case for strategic infrastructure investment for waste disposal and recycling. 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Highways contract re-procurement & service disaggregation • Transport service disaggregation • Review hosted service model and develop plan for permanent lead authority model. • Business case for potential integration of NBC and DDC waste collection service into SNC as host. • Review and alignment of systems and processes • Service stabilisation and optimisation. 		

JOURNEY TO SPLIT SERVICES – (HIGHWAYS & TRANSPORT)





FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Economy and
Regeneration

SCOPE OF SERVICE AREA BLUEPRINT



Economy and Regeneration



Source: *NCC and D&Bs*



Service Functions Included: *Economic Development*



Staff in Scope: *11 FTEs*



Investment

- *£3 million from ERDF and £6 million through SEMLEP for the Vulcan Works Regeneration*
- *Northampton has a successful Future High Street Fund bid. Both Northampton and Corby are part of the Towns Fund programme (up to £25m funding per place).*
- *£2 million funding from the Local Growth Fund – Catesby Aerodynamic Research and Innovation Centre and £4.2 million for the Catesby Aerodynamic Research Facility*

BLUEPRINT DESIGN PRINCIPLES – ECONOMY AND REGENERATION

1

Freedom

Freedom

It is essential that we all have the freedom to share our opinion and complete our work without blockages.

2

No Autocratic Structures

No Autocratic Structures

Autocratic structures will hinder progress and cost Northampton dearly. Avoid a top down structure.

3

Access to Information

Access to Information

Information must be freely and easily shared with appropriate decision making processes that we can see and influence.

4

Interaction and Collaboration

Interaction and Collaboration

All staff across the two new unitary authorities must be able to interact and collaborate with the right individuals to allow service functions and progress to be made.



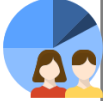


5

Raising Awareness

Raising Awareness

To allow economic development to thrive, an awareness of key assets and income streams need to be increased.

BLUEPRINT FOR DAY ONE SAFE AND LEGAL – ECONOMY AND REGENERATION

<p>Service Offer</p> <p>This is an important function for all authorities which broadly covers;</p> <ul style="list-style-type: none"> • Promoting local business • Advising potential inward investors • Brand/identity development to attract investment • Supporting the business community • Provision of Business Centre space enable start-up and growing businesses • Improving and regenerating areas of deprivation • Disseminating Government funding, European Funding, (soon to be Shared Prosperity Fund) • Strategic regeneration plans to enable place shaping • Strengthening investment links through the Department of International Trade • Promoting business growth 	<p>Key Activities </p> <ul style="list-style-type: none"> • Engage effectively with businesses through excellent communications, and resourcing specific business engagement roles where possible • Coordination between Northamptonshire West and North, SEMLEP grouping and wider (not just the traditional links), and Ox CAM ARC through working groups and effective communications and continued engagement with wider bodies outside of Northamptonshire • Engagement with key EDR groups with West Northamptonshire representation • Further development of key communications around what Northamptonshire has to offer, using existing websites and social media • Development and publication of a Masterplan for promoting West Northants • Developing non targeted communications within the service • Publishing a Business Charter, highlighting what Northamptonshire West has to offer, and its offer to businesses 	<p>Planned Locations </p> <p>All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.).</p>	<p>Customer & Channels </p> <ul style="list-style-type: none"> • Policy Maker and Shaper • Regulator • Developer, Landowner and Landlord • Service Provider • Buyer or goods and Services • Employer • Community Leader • Tax Collector • Tenants • Northamptonshire residents and businesses 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • KIER wsp & Business Cases • BRADSAD Suppliers – Far Point (Commercial technical service) Business Support • Design & Building Operations Possible Consultancy Consultation Delivery (County) • Stakeholder engagement QS In formal relationship with key consultant • Delivering One to one workshops Business Adviser Function Velocity • Growth Hub • BIDs • SEMLEP • Homes England • MHCLG 
<p>Plus </p> <ul style="list-style-type: none"> • Alignment of systems and processes 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Review and alignment of systems and processes • Review into business/market intelligence and best practice models • Continue to attract new businesses to the area through various platforms, containing the positive occupancy levels seen over the past 10 years. 		



FUTURE NORTHANTS

Service Blueprint West Northamptonshire

Day 1 Service Design for
Property and Assets

SCOPE OF SERVICE AREA BLUEPRINT



Property and Assets



Source: *NCC and D&Bs*



Service Functions Included: *Facilities Management, Asset (Property Estate) Management.*



Staff in Scope: *85.72*



Investment: *No Inward Investment for Facilities and Property Management.*

BLUEPRINT DESIGN PRINCIPLES – SERVICE AREA PROPERTY AND ASSETS (WEST)



Communication

Communication

We need to target our communications at all stakeholders who need the most support as early as we can, helping them deal with issues and support their services to grow and develop.



Alignment

Alignment

To ensure the success and sustainability of the new initiative or process brought on by this project, everyone it will directly impact must be onboard. The message must include the WIIFM "what's in it for me" at every level; otherwise most stakeholders will not be interested or engaged around the new initiative..



Access to Quality Service and Facilities

Access to quality services and facilities

Services to remain largely as-is for vesting day, with no drop of significant changes to customer offer or journey. All existing arrangements regarding maintenance/upkeep, access to services and level of service offering will remain the same



Geographical Split

Services by Geography

All location based services will remain where they are currently provided from, and all that sit within the boundaries of the North Unitary will transfer in ownership accordingly. Staff based at localities will remain in these localities.



Collaborative Working

Collaborative Working

A more joined up approach, with other linked authority services (such as Planning, Economic Development), voluntary sector and service delivery partners and other key partners in the Facilities and Asset Management of targeted and appropriate services.

BLUEPRINT FOR DAY ONE SAFE AND LEGAL – SERVICE AREA PROPERTY AND ASSETS (WEST)

<p>Service Offer</p> <ul style="list-style-type: none"> • Facility Management is a profession that encompasses multiple disciplines to make sure the places in which people work, play, learn and live are safe, comfortable, productive and sustainable. • Facilities Management contributes to the organization's bottom line through their responsibility for maintaining what are often an organisation's largest and most valuable assets, such as property, equipment and other environments that house personnel, productivity, inventory and other elements of operation. • Asset Management is the management of County, District & Borough property assets. It is the process which aligns property strategies to the corporate strategy ensuring the optimisation of assets in a way which best supports its key objectives. • Asset management includes some 1,300 separate assets in the West and 1,480 separate assets in the North. Assets range from large office buildings to garages, allotments, and Enterprise centres. 	<p>Key Activities</p> <p>Asset Management: Asset Valuation, Estates Management, Premise Running Costs, Property Income, Corporate asset management database, Management of commercial estates, Property data in Council databases, Provide advice on all property related matters, Review of property contracts, Acquisitions (commercial and regeneration), Condition surveys and defect analysis, Property and Assets, Property disposal, Property Disposal Revenue Costs, Strategic Asset Management, Commercial Investments (strategic planning), Corporate Landlord principles, Energy and renewables strategies, Property operational and exploitation</p> <p>Facilities Management: Asbestos Management, Building Security, Car Parking (linked to buildings), Catering, Cleaning, Helpdesk, Mailroom, Out of Hours Support, PAT Testing, Reception Services, Room Booking, Statutory Compliance, Supplies, Utilities, Repairs & Maintenance</p>	<p>Planned Locations</p>  <p>All current service delivery locations will remain as-is (i.e. staff working within localities, services offered etc.).</p> <p>There may be some exceptions depending on Day One Accommodation</p> <hr/> <p>IT Systems</p>  <p>For Asset/Property Management: Agresso, Civica ERP Gold, K2 Facilities & Asset Management Software, Microsoft Excel, Huddle, Microsoft Sharepoint, Microsoft Outlook Zoom/Skype Citrix</p>	<p>Customer & Channels</p>  <ul style="list-style-type: none"> • For Asset/Property Management the external customers include: RICS, Consultants, Suppliers/Contractors, Tenants, Adjoining Landlords, Towns/Parish councils, Central government, Values • BAU accommodation team will be an internal customer, requiring provision of suitable accommodation/or retraction of accommodation depending on future strategic decisions around location and recruitment. • Clear sign-posting to information available on websites and web forms as applicable • Service information kept relevant and up to date for dissemination, both via customer contact representatives and printed / online information (e.g. opening times, events, pricing, classes etc.) 	<p>Key Partners & Suppliers</p> <ul style="list-style-type: none"> • Superfast Northamptonshire • Government departments • Sub-national and Local Planning Bodies e.g. the Arc, England's Economic Heartlands, North Northamptonshire and West Northamptonshire Joint Planning Units • Sub-national Economic Development and Regeneration Bodies e.g. SEMLEP • Private sector • Business Improvement Districts • Voluntary Sector • Police, Fire & Health • English Heritage • Historic England • Civic Societies • Accommodation project 
<p>Plus</p>  <ul style="list-style-type: none"> • Alignment of systems and processes • Review into service provision to align arrangements where possible (in-house/out-sourced provision) • Review of Assets – Aligning North and West assets 		<p>Key Activities Year 1</p> <ul style="list-style-type: none"> • Review and alignment of systems and processes • Review into business/market intelligence and best practice models 		