

Unitary Council DRAFT Blueprints



Objectives Today



- Presentation of the Draft Service Blueprints to Members.
- That members consider the draft blueprints / alongside the disaggregation and aggregation proposals for staff and services and endorse the direction of travel.
- Agree that we will hold separate North & West detailed Blueprint sessions with members.
- Agree we can share the outline blueprints with staff & unions.
- Agree what is going to the Shadow Executive in terms of detail.





What we're going to show you

- The steps taken to complete the DRAFT blueprints
- Overall draft blueprint for the future Councils
 - Overarching view how the services will be delivered & fit together
 - Confirmation what will be delivered by who and where
 - Sense of Place and People approaches in the new Unitaries
 - Transformation being delivered for Adults and in Customer and Digital Services
- Supported by background material
 - detailed service function blueprint manuals
 - Details of year 1 plans and plans to split hosted services













Unitary Council Draft Blueprints

Background & Context



OUR JOURNEY TO DRAFT BLUEPRINTS

SAFE & LEGAL DAY 1 MUST HAVES

- All services areas consulted on must have day 1 products, capabilities and certainties to transfer safely and legally
- Collated lists of all requirements with who, what, when and how defined.
- All programmes tracking products and checklists of critical must haves

DISAGGREGATION

- All NCC services reviewed if/ how could be split
 All service areas and staff categorised as disaggregated, lead Authority, Hosted services or externally provided
- Considered diseconomies of scale or investment required as a result of splitting services
- Reviewed non staff investment required
- Considered what systems need to be split

AGGREGATION & BLUEPRINT PRODUCTION

- Shared systems and cross cutting tools, capabilities and systems identified for implementation.
- Common policy and procedure areas identified and progressing for Day 1
- District & Borough staff reviewed & overlaid NCC staffing to give total staffing picture for all functions.
- > Management posts and structures identified for functions
- Staff & functions assigned to Portfolio
- Identify "plus", COVID learning and transformation
- Creation of blueprints setting out the day 1 services: what transfers as is, what changes and how things work.



Strictly Private and Confidential

REMINDER: UNITARY BUSINESS IMPERATIVES



Business imperatives we must achieve

Day one Safe & Legal

First and foremost all programmes must achieve a safe and legal day 1 transition.

That means that we must have the staff, systems, budgets, procedures and policies to deliver our statutory duties.

We need to avoid disruption to services to our residents and businesses and that nothing falls through the net in the transfer, especially protecting vulnerable residents and children.



Support Services

We agreed to ensure the continuity and robustness of key LGSS support services for our new Councils and partners (who share & buy them) that we would keep these services together under a lead authority model.



Cost-Effective

We need to ensure our blue prints are affordable and we continue to deliver balanced budgets & planned savings. We will need to look at the diseconomy of splitting things and the opportunity for innovation and from bringing things together to get a total picture.

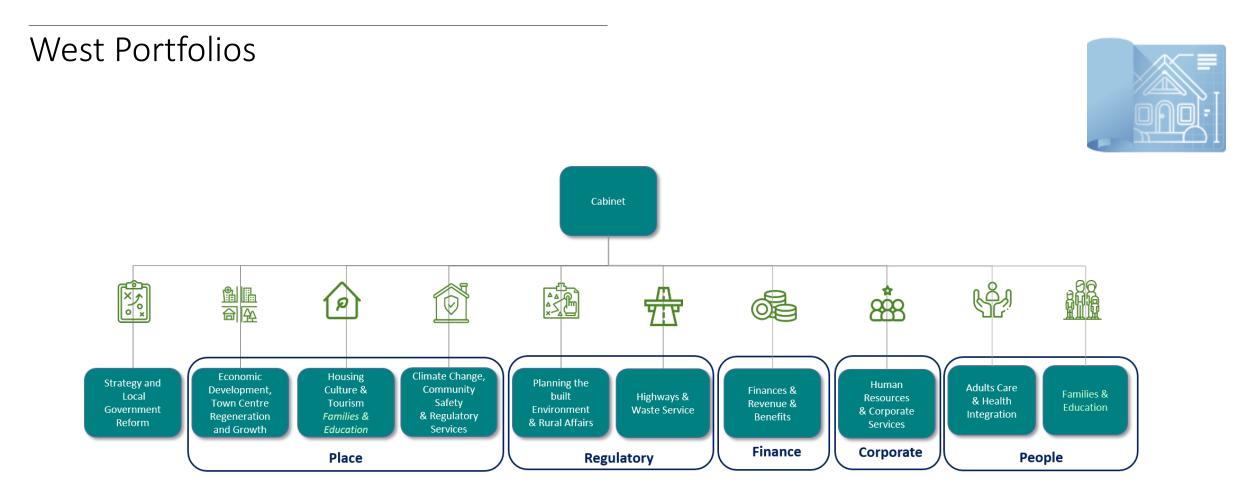


Transformation

Wherever and its safe and doable, we want to find ways and opportunities to transform and deliver "plus" elements in the programme.

Where we cant do it this side of Unitary we will set out the opportunities, ideas and new ways of working that we want to pursue and build a pipeline of transformation projects that the two Unitaries can implement to improve services efficiencies and best practice post day 1.

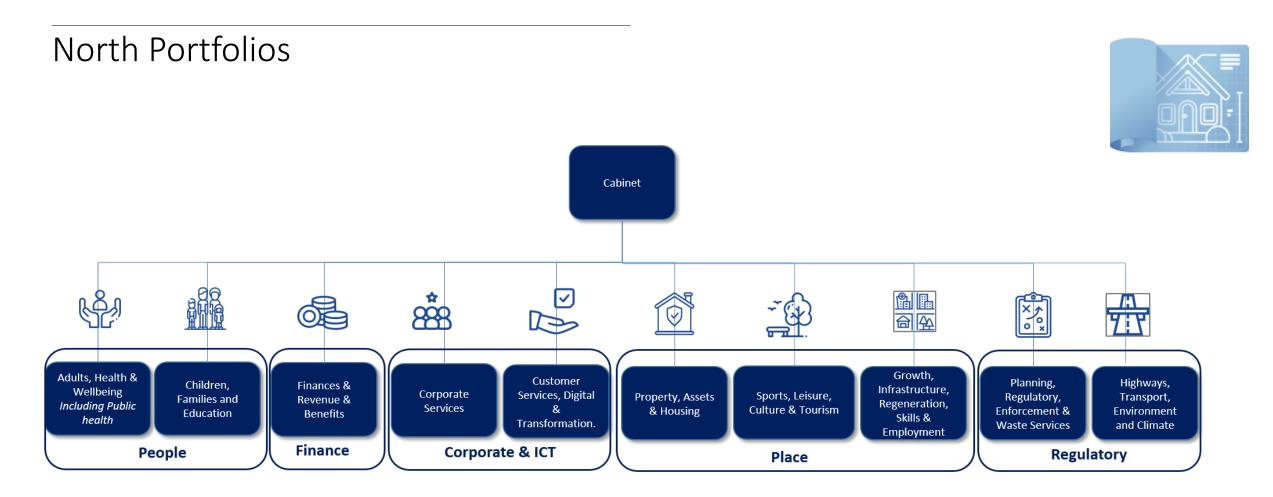




The Blueprints have been set out in chapters that reflect key themes or directorates that underpin in Unitary Councils portfolios







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Unitary Draft Council Blueprints

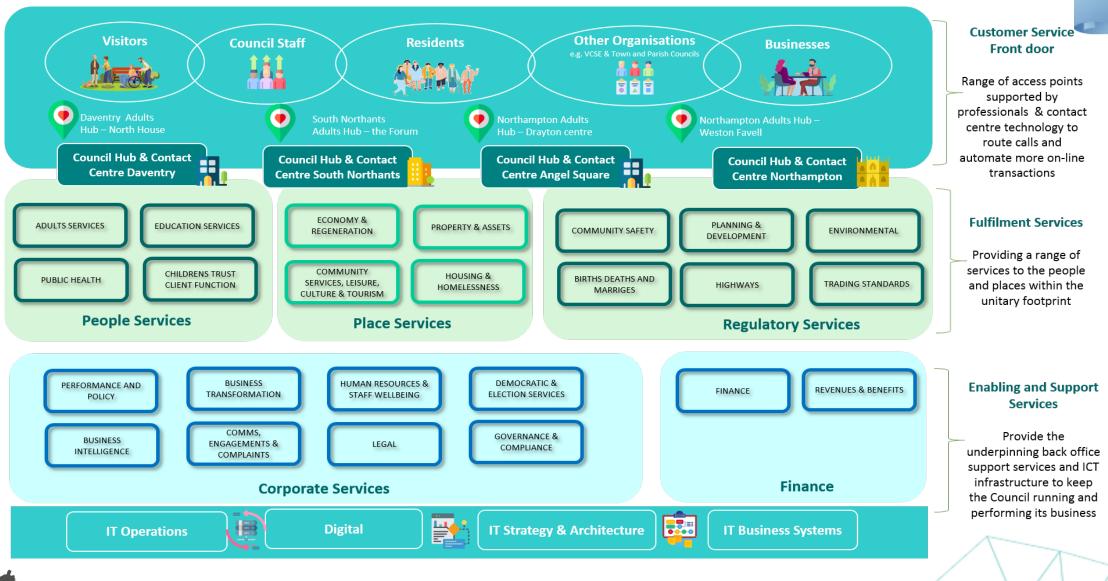


DRAFT Blueprints



West Draft Blueprint – Functional Map

THANTS

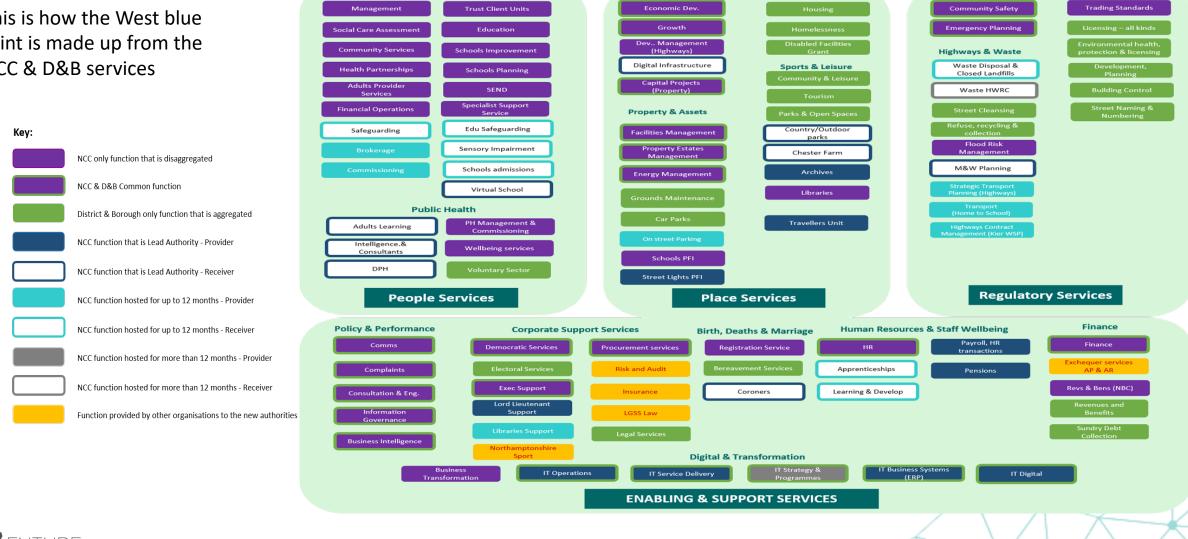


West Draft Blueprint

Adults

Childrens

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



Customer Services

Econ & Regeneration

Customer Services

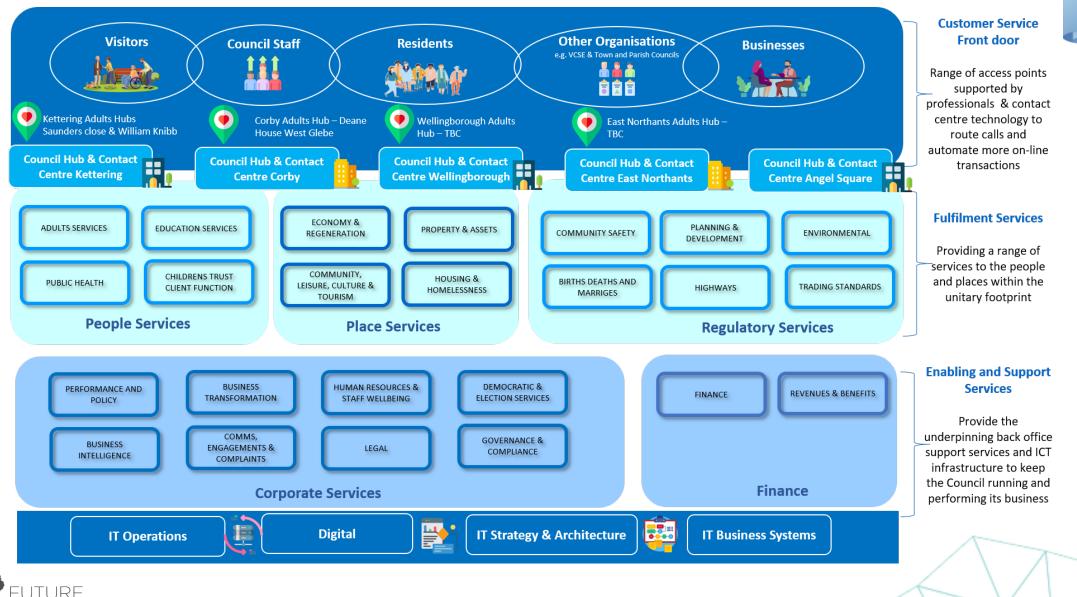
Housing & Homelessness

Community Safety

Planning & Environment

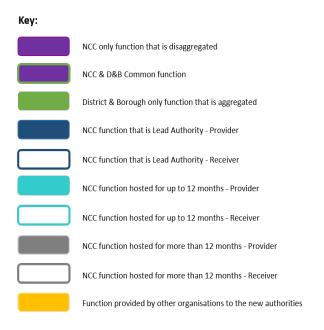
North Draft blueprint – Functional Map

RTHANTS

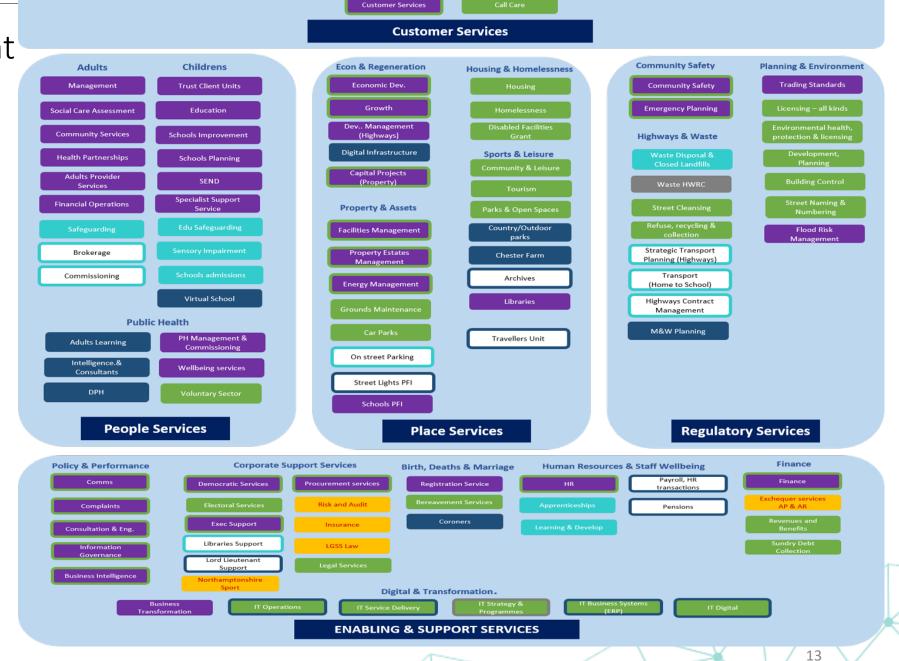


North Draft Blueprint

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













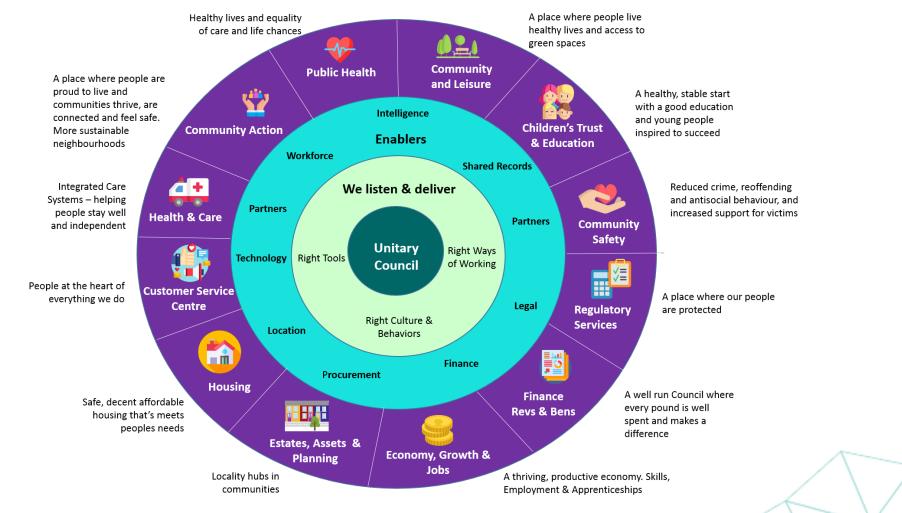
Unitary Draft Council Blueprints

Key Directorate Themes and Opportunities



Our People, Our Place

With the blueprint "wiring" complete and agreed we now have the opportunity to bring our component parts together and make West and North Northants great places **to grow up, get on and grow old. The next slides provide some of potential opportunities**





BLUEPRINT FOR TOMORROW – PEOPLE SERVICES



Aspirations for our residents wellbeing

Integrated Health and Social care services organised around our residents and focused on good health outcomes.

People are living longer and healthier lives than ever before, with good health outcomes and a reducing gap in inequalities.

Our residents live independent, fulfilling lives, within strong, healthy, inclusive and resilient communities.

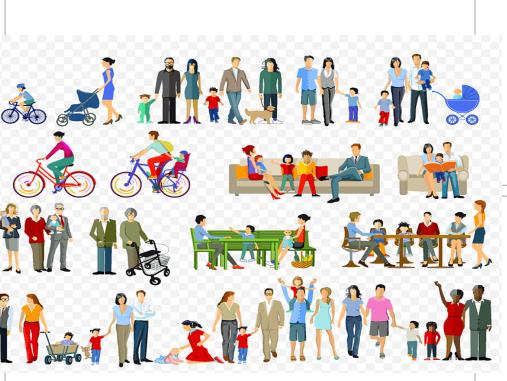
We work with people & their communities supporting them to help themselves and connecting them to the assets and services around them.

We continue to work with our partners and communities to innovate and improve our offer, helping people recover from illness sooner, promoting fostering, reducing social isolation and loneliness, and supporting our most vulnerable residents

Aspirations for protecting the Vulnerable

We support people to deal with the challenges of life . before they become too hard to manage, through early help and intervention.

We make sure children and adults, particularly those who need more help, are healthy, safe and protected from harm.



Aspirations – a child Friendly Councils

Supporting families to give children the best start in life

Improving educational attainment and closing achievement gaps for children and young people vulnerable to poor learning outcomes

Improving social, emotional and mental health and wellbeing

Help young people into adulthood, to develop life skills, and be ready for work

Aspirations – a age Friendly Councils

Making our County a great place to grow old.

Prioritising prevention; Promoting opportunities for older people to be healthy, active, included and respected

Developing accessible and affordable transport options to help older people get around

strong focus on social networks within neighbourhoods - Helping older people participate and reducing social isolation.

BLUEPRINT FOR TOMORROW – PEOPLE SERVICES - ADULTS



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OUR MISSION IS TO MAKE THE BEST USE OF THE AVAILABLE RESOURCES TO KEEP PEOPLE IN NORTHAMPTONSHIRE SAFE AND INDEPENDENT

Assurance for transfer	PLUS Areas being delivered for Day 1	TRANSFORMATION Opportunities to Develop
Unitary Teams in place – Adults teams will have been operating in their new Unitary structures and out in their	<i>Sticks like glue:</i> Our people will have the time to understand and listen to our residents and be well connecting in the	Integrated place and People services - Adult social care transformation gives greater opportunity through the use
community hubs since October 2020 ensuring service continuity and minimal disruption.	community. The service will help people maintain control over their lives, sticking like glue to them until they achieve their outcomes and avoiding hand-offs.	of strengths based and place based working to integrate with current district and borough services as well as current NCC services. This includes housing, well being
Legal Duties. Adults service that meets its 6 statutory	then outcomes and avoiding nana-ojjs.	services, library and information services, community
duties: advice and signposting, helping people support themselves, providing social care assessments, meeting	There will be no presumption of ongoing support . We will be easy to get in touch with, and always have a	engagement and safety.
eligible social care need, developing social care markets, protecting the vulnerable	conversation.	Integrated Care across Northamptonshire (ICAN) - The opportunity to further develop and embed the integrated
	People will tell us their story once , we'll listen to their	health and Care through our joint programme with 3 aims
Ensuring quality across Adult Services: The new model of service provision means that we will provide services of a	problems to make sure we really understand what they want and need.	 Ensuring people stay well Ensuring people stay at home
high quality and in such a manner that the whole system is		 Ensuring no one is in hospital unless they have to be
simpler to use and access for all people, carers and	We'll think differently about how we support them through	
partners.	their crisis, and increase their links into communities,	Community Resilience - Further strengthen links to the
Financially Sustainable - A service that meets the needs of	charities and family. Where we connect people to services we'll 'stick like glue' to make sure everything works out.	voluntary and third sector
all residents in such a manner that it delivers the good	we in stick like grue to make sure everything works out.	Commissioning strategies to be place & population based.
outcomes they require, they value and within budget -	If people need ongoing help we'll think creatively to design	Strengthen prevention services across health, social care
helping them as far as possible to remain in their own homes.	the support they need, and once they're settled we'll check in to make sure it's working for them . We'll also get in	and communities.
	touch annually to make sure the right options are in place.	Accommodation strategy that underpins collaborative working with communities.



BLUEPRINT FOR TOMORROW – PEOPLE SERVICES - CHILDREN



Assurance for transfer	PLUS Areas being delivered for Day 1	TRANSFORMATION Opportunities to Develop
 Childrens Trust Client Unit in place – childrens managed against a clear set of outcomes for children and ongoing improvement, helped to account through a clear contract and performance measures and financial transparency. Legal Duties. An Education service that meets its statutory duties and the associated timescales expected of a Local Authority. Disaggregation of the DSG and Base Budget for Education to meet the service requirements. Partnership working: Education Working with key partners and stakeholders to support and challenge improvement where needed through solid performance information. Ensuring quality across Education Services: through pathways which meet the children and young peoples needs both of Education and for the Children's Trust Trust as part of Council - Ensure that the trust remains connected to and part of the Councils corporate plan 	Getting the Best Start in Life : An Education service that is focused upon improving Education outcomes for all of our Children and Young People Childrens Trust - Work with Children's Trust to embed SLA and KPI – efficient pathways for children accessing both services Schools Sufficiency and Specialist School Placements – medium term transformation Vulnerable Learners - Medium term strategy for DSG and Vulnerable Learners – specifically use of EHE, AP and culture with the schools	 Creating a bright future - creating a place where all children are given the best start in life and young people grow up inspired to exceed expectations Integrated early help offer in our communities incorporating maternity, health visiting, antenatal and parenting support services, all working to identify issues early and respond to those needing support. Education Journey - Our children have a good primary education and successful transition to secondary school, attending and achieving throughout life ready children on exit from secondary school, equipped for work and life-long learning Additional support - children and families requiring specialist and additional support have their needs are identified early and appropriate person centred support is provided



BLUEPRINT FOR TOMORROW – PEOPLE SERVICES – PUBLIC HEALTH



Assurance for transfer	PLUS Areas being delivered for Day 1	TRANSFORMATION Opportunities to Develop
Legal Duties –service that meets its duties across the system through the statutory appointment of a Director Public Health to be responsible on behalf of the council for the following functions: weighing and measuring of children, health check assessments, sexual health services,	Public Health has a strong focus on outcomes across the county and targeting areas of inequality and poor health outcomes.Preventative strategies means that all individuals who live	Transformation – Public Health transformation gives greater opportunity through place based working to integrate health and wellbeing services across the unitary functions and align with Growth Strategy and our Climate Change ambitions.
public health advice service to health partners, health protection.	in Northamptonshire can and do benefit from such an approach.	Integration - The opportunity to further develop and embed the integrated care system with health across both
<i>The money</i> : Public Health will discharge its statutory duties and be able to meet the needs of residents and	strong focus on community within PH which impacts positively across Leisure, communities, housing and the	unitary councils.
deliver good outcomes within its budget and according to grant conditions.	environment.	Commissioning strategies and opportunities to be able to develop further and more quickly.
<i>Services:</i> Public Health service commissioning and delivery will be based on intelligence, best practice and modelled	Intelligence led strategies and plans – significant use of and access to data ensuring that all decisions improve outcomes across the community.	Strengthen prevention services across health, social care and communities.
with future demand and trajectories in mind.	outcomes deloss the community.	Consider an accommodation strategy that underpins
<i>Focused:</i> Public Health will target its services using intelligence and insight, to address local inequalities within North Northamptonshire.		collaborative working with communities.
Sharing more: Public Health will have a presence at a strategic (ICS) and operational (ICP) level to ensure staff skills mix is maximised.	•	



BLUEPRINT FOR TOMORROW – PLACE SERVICES

Aspirations for Housing & Wellbeing

Boost the pace of housing development and improve the quality, choice and affordability of the homes on offer so that our housing markets meet the requirements and aspirations of existing and future residents.

We need to create a housing offer to meet the needs and aspirations of existing and future residents.

support improved health across the whole population, encouraging and supporting people to make healthier choices, promoting wellbeing and preventing homelessness and ill-health in the first place

Aspirations for Leisure & Tourism

Increased local and national awareness of, pride in, and engagement with our culture, *leisure and visitor economy*

Provide the infrastructure and embed behaviours that enable more of our residents to be more active, more often, improving their health, well-being and quality of life.

To develop and market as a great area to visit. To enhance the sporting, historic & cultural offer of the area to increase visitors.

residents and visitors more involved with, contribute to, and benefit from our wider cultural ambition and assets



HOSPITAL TOWN HALL CARE HOME 1 PARK SPORTS CENTRE COMMUNITY CLINIC **GP SURGERY** <u>r</u> SCHOOL PHARMACY HIC



Aspirations for Communities

Build on the strengths and perseverance of our communities over during recent months and COVID-19.

Work together with local VCSE sector groups and Parish & Town Councils to enable communities to support themselves and co-produce future services.

Implement integrated place-based services at a neighbourhood level that are able to be responsive to local need and build on the assets of the community and capacity to deliver change, survive, adapt and grow in the face of challenges

continue to work to make all our communities safe for everyone, preventing risks, threats and harm

Aspirations for Planning & Economy

Improved economic growth and reduced inequality in economic outcomes across our places and population. Increased business start-ups and inward investment, and improved business performance.

Town centres as a critical for our future success ensuring our town centres can be re-purposed and modernised through transformational development so they can become quality places to live and work, balancing new higher-density residential development with quality cultural facilities, public spaces, a good environment for walking and cycling, public services, retail, entertainment, and employment opportunity.

BLUEPRINT FOR TOMORROW – Housing, Wellbeing & Leisure



Assurance for transfer	PLUS Areas being delivered for Day 1	TRANSFORMATION Opportunities to Develop
Maintain our COVID focus on community compliance and wellbeing.	A single IT system used for Housing options services .	Work to optimise the Local plan and harmonise the 5 year land supply in a way that brings forward opportunities to build
	COVID- 19 recovery and reset plan to be dovetailed into	new homes – including affordable homes while respecting the
For day one safe and legal there will be minimal	new operational models with greater integrated multi-	need for sustainable rural communities.
disruption to current working arrangements.	agency working and a focus on prevention and crisis	
	management	Work with developers and builders to meet housing
We see the majority of the workforce working in the same		needs , improve existing housing and regenerate
buildings as they do now – minimising disruption and work	Maintain our Homelessness and Rough Sleeping COVID	neighbourhoods, and to secure housing growth of the right
	successes with 5 key areas of focus that provide the	scale, type (including a good mix of housing size and tenure)
For our residents they will still be able to access local	framework for our work:	and population need for different stages of life.
services locally as they do now and all service delivery		
locations will remain the same for day one.	Minimise rough sleeping	The expansion of the three conversations model across
	Maximise homeless prevention	housing - provide a springboard, not just a safety net – a futur
Minimal disruption to existing IT systems.	Future role of housing related support	focus on life chances.
	Care leavers and youth homelessness	
Policies and practices will remain the same where possible	A focus on priority groups	Join up of Leisure services with the proactive work of public
only essential or legal changes made before vesting day.		<i>health</i> to provide a better informed service based on strong
Encoded and the second first the second s	Develop a seamless response between housing and social	evidence & research
Fees and charges for leisure usage will remain	care so that we can better meet the challenges posed by	Integrated laigure offer in partnership with all leigure energies
unharmonized to avoid adversely affecting take up of	children leaving care and other people with complex	Integrated leisure offer in partnership with all leisure operato
services and price differentials in local markets.	health and social needs; helping them to make the transition to independent living.	enabling residents to move between facilities and experience the leisure offer they want, when and where they want it.
Alignment of existing websites to new single website will		
minimise potential disruption to on line service delivery		
ensuring that current access channels are not broken on		
day one.		

BLUEPRINT FOR TOMORROW – Economy, Infrastructure & Growth



Assurance for transfer	PLUS Areas being delivered for Day 1	TRANSFORMATION Opportunities to Develop
For day one safe and legal there will be minimal disruption	Complete work on economic recovery from COVID and	Investing in people - their health and wellbeing, improving
to current working arrangements.	maximise the opportunities for funding, new skills, new	education and skills, putting children at the heart of the
	and early release of investment in Town developments,	growth strategy, and employers at the centre of the skills
Review and harmonise existing scheme of delegations, policies, statements and procedures.	active schemes and infrastructure.	system
	Review into business/market intelligence and regional	A focus on place will mean developing and regenerating
Review and alignment of systems and processes	analysis to understand areas of diversification and	places, supporting neighbourhoods, communities and
	business growth and job creation of the future.	centres to respond to economic change, growing our
Alignment of existing portals to new website will minimise		economic presence at the heart of the Country and
otential disruption to on line service delivery ensuring	Look at Place strategy from a people perspective linking	alongside the Arc to pursue the opportunities for major
hat current access channels are not broken on day one.	people to services and employment, enabling people to	economic hubs around the County.
	better manage their wellbeing and increasing the number	Supporting according recovery from COVID 10 and building
	of people choosing active travel and public transport	Supporting economic recovery from COVID-19 and building longer-term economic resilience – including a sustainable
	A joined up approach to digital technology, data,	and joined up infrastructure helping us respond to ours
	infrastructure, digital literacy and skills across the whole	challenges. A resource-efficient and connected area will be
	city is vital to our future success	better, healthier place to live, more competitive and better
		placed to ride out future economic and climate shocks.
	A single asset management strategy for operational/	
	service property and Pan Northamptonshire Estate	Supporting growth and investment, helping everyone benef
	Framework (One Public Estate)	from the economy to their full potential
		Supporting businesses and residents to improve skills,
	An investment strategy for commercial property	helping people into work and into better jobs
	investment to attract new businesses, grow existing	
	businesses and generate an income for the new authorities	Targeting interventions to tackle poverty in priority neighbourhoods

BLUEPRINT FOR TOMORROW – Customer & Digital Aspirations

Aspirations for Digital services

Strengthen and grow our modern working capabilities and capacity to support our people to adopt a more mobile and flexible working pattern.

Extend the use and analysis of data to inform and evidence our decisions, forecast demand and enable proactive intervention.

Consolidate and rationalise duplicated features of legacy systems to reduce cost and improve services.

Aspirations for Digital services

Holistic view of the customer to enable customer profiling and the delivery of the right services to the right customers.

A safety net that allows vulnerable residents the opportunity to be guided through digital platforms.

Enable intra-organisation and external collaboration to streamline case management.

Aspirations for Customer services

Customers will have access everywhere and anywhere to council services through mobile applications.

Fast and effective referrals to services for people needing more help or in a crisis and needing expert support.

Through our technology we will provide a one stop shop for our customers allowing them quicker and easier access to information and transactions with a true 24/7 capability.

Aspirations for Customer services

The aim of the strategy is to make digital the preferred channel for most of our residents, businesses and visitors. This will enable us to manage demand more effectively and deploy our people where they are most needed.

A modern platform will mean we have inbuilt capability from day one to continuously extend the range of digital services offered.



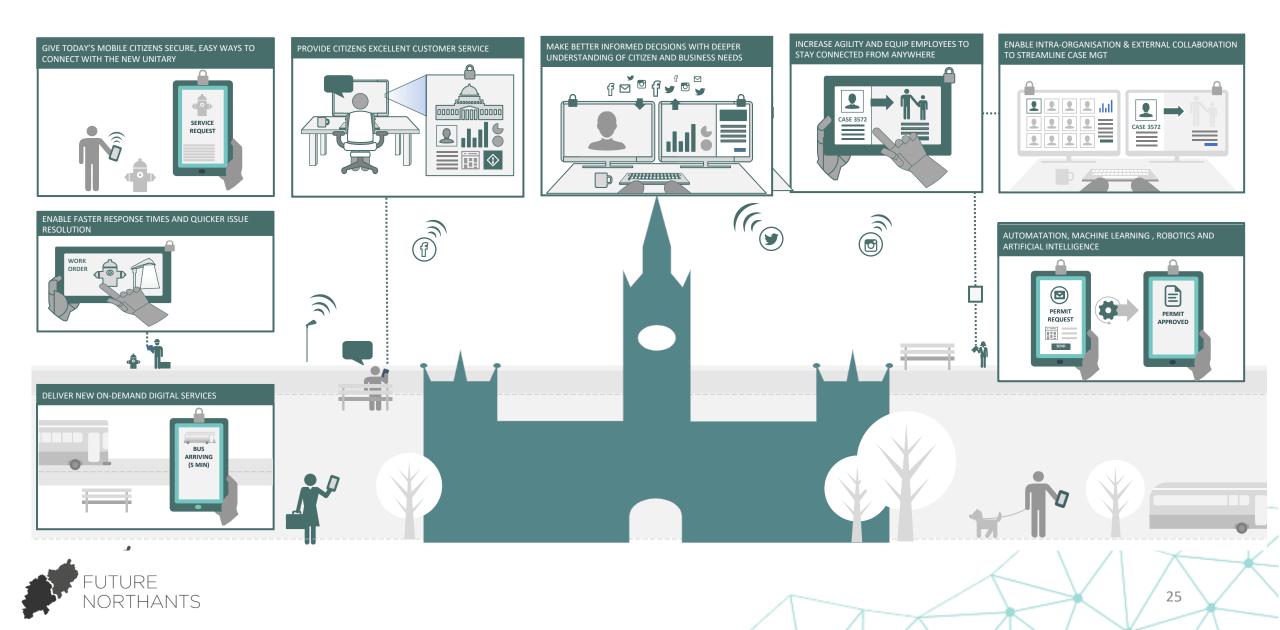


BLUEPRINT FOR TOMORROW – Customer & Digital

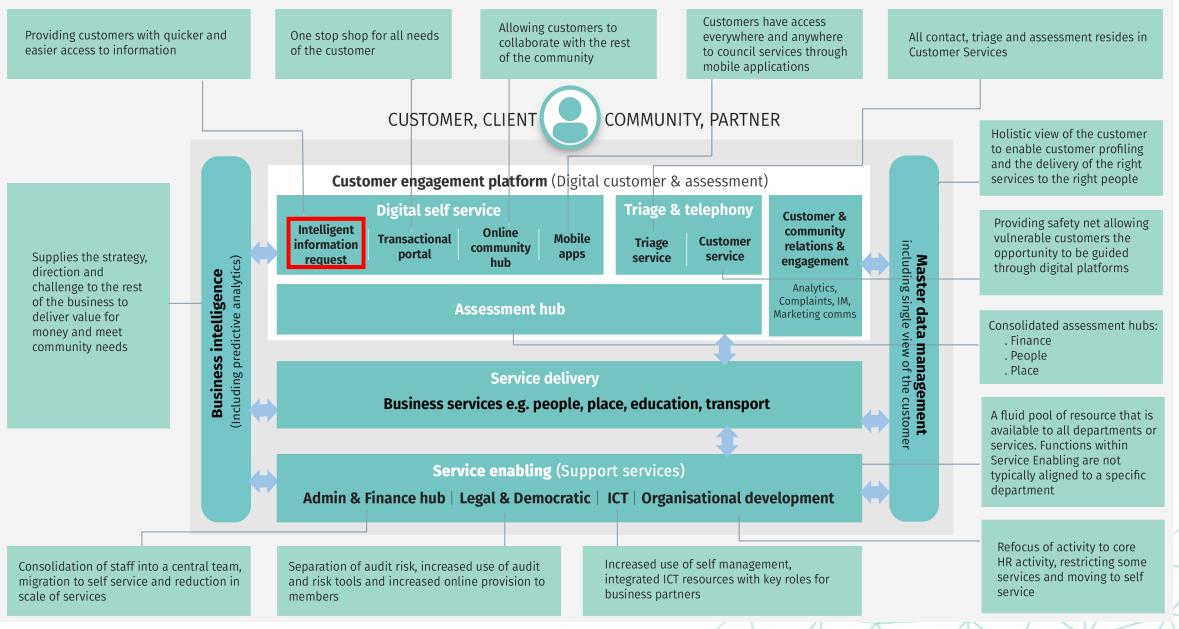


Key Customer & Digital Assurance Tasks – Day 1	PLUS Areas being delivered for Day 1	TRANSFORMATION Opportunities to Develop
Ensuring that both organisation can provide statutory reports from day one is is a key requirement.	New website developed with increased self-serve and better customer experience	Systems and process alignment. Unitary CRM system and workforce management is designed.
Retain the Street Doctor or equivalent reporting tool to maintain ability to report potholes and road issues.	MS365: work from anywhere, Teams, SharePoint online, integrated solution.	Increased self serve and digital services based on user needs. Automation and robotics developed and roll out commenced.
The ERP implementation is critical across three instances and essential the the Children's company instance is	24/7 working, flexible and remote working enabled by the underpinning infrastructure and learning from COVID.	Telephony contact centre solution is reviewed and
created no later than 1st November 2020 to ensure sufficient time to build and test the North and West	Customer service contact centres are harmonised,	developed.
instances. This is further complicated by the ERP system being a live environment that also supports two other	increased remote working	Out of Hours services and provision is reviewed and changes implemented.
councils.	Harmonised opening hours	Tell Us Once is centralised process led by customer
The Education Capita system requires two instances for day one with data split accordingly and moved to cloud	Systems are developed/ implemented to provide single view of the customer	services.
hosting in line with our wider move to a cloud leaning approach.	Tell Us Once centralised / Out of Hours reviewed and	Decommissioning of legacy systems to reduce licence cost and radically reduce silo working through better
Eclipse must be live for adult social care records along with	implement a service to meet the customers needs	information flow and single view of customer.
interim arrangements for managing the financials pending the development and roll out of the Eclipse finance module	Face to Face to be developed to enable more self serve and be in locations customers need	COVID 19 has accelerated the pace of change for digital adoption, for all users of our services (internal and
post vesting day. Children's Eclipse implementation to commence pre vesting day.	One telephone number	external)
MS 365 roll out is critical for day one to provide the new email capability and new email addresses for every	Implement automation to handle non complex email enquiries	
employee.	enquines	

BLUEPRINT FOR TOMORROW – Customer & Staff Digital Transformation



BLUEPRINT FOR TOMORROW – Digital Architecture Blueprint







Unitary Council Blueprints

Key Areas of Focus and Development at Next Stage



BLUEPRINT FOR TOMMORROW – Next Steps



Digital Strategy - Complete work and embed our digital capabilities to ensure we maximise the use of tools and technology to improve and transform the way the councils work, provide services and engage with residents.



Communications enable us to clearly explain the challenges and opportunities to our residents, partners and other key stakeholders, and to engage them in being a part of the solutions, further strengthening these vital relationships and collaborative working.



People Strategy - set out our ambition to be the best place to work, retain talent, and develop leaders – underpinned by a culture of fairness, diversity and collaboration. focus on keeping our staff safe whilst building in flexibility across the workforce in response to the pandemic.

Focus on Staff and Customers



Staff Engagement - Ramp up comms and engagement on our plans and focus on what will change ahead of day 1, what will stay the same and things we will need to change post day 1.

Communicate and engage on TUPE arrangements and plans to provide certainty.



Progress Integrated Care Across Northamptonshire (ICAN) programme to care for more people at home, keep them out of hospital, discharge them in a timely way and ensure they recover to independence.



Estate Management Strategy – develop approach to managing the councils land and buildings helping us deliver a modern, efficient, sustainable estate and workplaces that remain fit for purpose as we adapt to new ways – and places – of working.

Opportunities to Integrate and Consolidate



Joint working and shared teams - Look at more joined up working across teams and sharing of resource within new Council area, initially on COVID priorities or where gaps in staffing but with increasing focus on opportunities to improve services or make efficiencies.



Integration – look for more partnership working and integration opportunities to deliver differently, building resilience and safety and create thriving town and communities.

BLUEPRINT FOR TOMMORROW – Next Steps

Childrens Trust - Create the West and North Children's Trust client unit with clear outcomes, requirements and protocols to ensure smooth working and pathways.



Statutory Boards - Agree and set up arrangements for the Adults Safeguarding board so can meet duties for children and Adults working with key partners.

Diseconomy of Scale - Complete Check and Challenge of all NCC service additional costs from diseconomies and prepare options for members consideration.

Governance & Organisational



Develop Cultural values and behaviours for the new Councils that underpins everything they do and how they work to achieve their ambitions and commitments to residents, businesses and staff.



Financial Strategy set out plans to be financially sustainable and resilient, safeguarding public funds while achieving value for money.
Ensure we are well placed to respond to the significant funding uncertainties and pressures we face – exacerbated by coronavirus – and to target our money to where it can make the most difference.



Creating innovation and maximising commercial opportunities. We will need this to truly transform and make the most of our skills. For e.g. selling planners time, advice to businesses and commercial waste and using our assets to generate income.



Contract rationalisation & consolidation - Review all contracts looking for opportunities for future quick wins, medium term and long term opportunities to reduce cost or get better economy of scale.





Develop an integrated strategy for attracting investment and business into the new authority areas and generating skills and employment opportunities building on freedoms and initiatives post COVID.





Unitary Council Draft Blueprints

Decisions and Next Steps



Timetable Next Steps

