Northamptonshire County Council

Council Plan
2012-16

Proud to make Northamptonshire a great place to live and work
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Foreword

Welcome to our Council Plan.

In many ways this plan is simply an update of the plan from 2011, and that reflects the clarity of the strategy that Northamptonshire County Council (NCC) has now been following for the last 3 years.

Our strategy map and core purpose outline our vision of being “proud to make Northamptonshire a great place to live and work” for everyone who lives, works, studies or plays in the county.

NCC is committed to ensuring our vision. More specifically we have four customer outcomes that we will continue to deliver over the life of this plan, namely:

- A cleaner, greener more prosperous county
- Active, safe and sustainable communities
- Ambitious young people (formerly young people feel engaged)
- Service users and carers feel in charge of their lives

Innovation has to continue to be the key to a successful local public service moving forward, whether that is the application of modern technologies or simply a continuing review of how services are delivered.... simply put: demand, particularly in social care associated with life expectancy and a growing population, is outstripping the ability to deliver services and outcomes in a ‘traditional’ manner, particularly when ‘pouring money at the problem’ is simply not an option.

Despite the obvious challenges and the obstacles the County Council undoubtedly faces, it is also clear that NCC has done much to put itself into a commanding position to manage the impact of serious financial times, being both efficient and effective. This means that we are making a clear commitment in our budget to achieving our customer outcomes through:

- A real increase in investment for the most vulnerable in the county.
- Continued investment into the jobs and prosperity agenda, either directly or through the county’s local enterprise partnership (Northamptonshire Enterprise Partnership – NEP), to continue to help stimulate quality new jobs in the county, as well as the commitment to continue innovative investments in infrastructure and business aid schemes such as the ‘Inv-Ent’ business rate scheme.
- 0% increase in council tax for 2012/13, maintaining us as the lowest county council tax in the country and keeping money in our residents’ hands.

Throughout this plan you will see our continued commitment to understand and work with our customers and communities to “help them help themselves”. We want to encourage a culture of ownership and self-reliance, enabling communities to respond and develop solutions to problems that they are experiencing. We will be working to remove the barriers that we may have created so that communities can become more vibrant, resourceful and self confident, where people help themselves and others to address local problems and deliver collective success.
We will continue to lead on the transparency agenda, moving to an ‘open sourced’ council, whereby our challenges, outcome requirements and funding levels are opened up via the web, allowing anybody locally, nationally or internationally to say how they can provide our outcomes in a better and more cost effective way.

We clearly have a duty to “help those that can’t help themselves”, at any stage of their life, and provide services when customers shouldn’t help themselves, such as the county’s Fire and Rescue service. This plan outlines the projects that we continue to undertake to ensure we do this in the most efficient and effective way. Complimentary to this is the significant work that commenced in autumn 2011 in developing the prevention agenda which aims to keep people away from needing social care services from us. One specific example of this is our national pilot work on families with complex needs.

Our work as a “trusted advocate” will continue, as we represent Northamptonshire communities both regionally, nationally and in Europe. An increased focus on locally-made decisions in relation to planning law will require that we continue to work with others to respond to the challenge of a growing county and the infrastructure required to support growth and prosperity. Our direct support for prosperity includes initiatives such as INV-ENT, which is our local business rate rebate initiative; our support for the development of the Waterside Enterprise Zone in Northampton; or our national lead in the development of A14 (a Trans European Network route); and the specific funding to our county LEP, Northamptonshire Enterprise Partnership (NEP).

In our plan we set out how we will go about addressing the challenges we face. We recognise that the amount of change that people will experience over the next few years is daunting, however we are confident that our plans will enable us to work with communities to strengthen their ability to respond to these challenges, provide a safety net for those that need it, and continue to play a leading role in the growth of Northamptonshire. We will continue to be a strong voice that stands up for the county regionally and nationally and creates an environment which enables our people to succeed. In doing so we will deliver our vision and demonstrate that as a council we are:

“Proud to make Northamptonshire a great place to live and work”

Councillor Jim Harker
Leader of the Council

Dr Paul Blantern
Chief Executive
Introduction

What is the Council Plan?

The Council Plan sets out the strategic direction for Northamptonshire County Council over the next 4 years, with particular focus on 2012/13. The plan provides the framework for the development of service specific and project plans and similarly the prioritisation of resource allocation through the 2012-16 Medium Term Financial Plan (MTFP).

It is designed to tell the story of what Northamptonshire County Council (NCC) is trying to achieve for the customers and communities of Northamptonshire. It also sets out the context in which that story is written, namely one of significant economic, social, demographic and legislative change.

This plan is very much a continuation of the plan written for 2011-15 and therefore much of the background information on drivers, council demographics and democratic structure has been removed to simplify the plan, but what was written for the 2011-15 plan, still applies and information is available electronically.

In order to ensure the information you are reading is contemporary, this document has a number of web URLs which you can either click on or type into your internet browser to find the source information in its most up to date form. The 4 key sources of internet information can be found on the following web sites:

- Northamptonshire County Council: www.northamptonshire.gov.uk
- Northamptonshire Enterprise Partnership: www.northamptonshireep.co.uk
- Northamptonshire Observatory: www.northamptonshireobservatory.org.uk/
- Northamptonshire NHS: www.northamptonshire.nhs.uk

Detailed information on the projects, programmes and activities noted in this plan, along with their respective milestones and performance measures are outlined in the supporting 2012-16 directorate plans.
About Northamptonshire

- Northamptonshire is well situated in the centre of the country and to the south of the East Midlands region.
- With a mixture of urban and rural areas, most of the population is concentrated in a central north to south area which includes some of the county’s largest towns.
- A third of the county’s population live in rural areas.
- The county enjoys an enviable position where the Midlands, South and East of England link at the crossroads of the national transport infrastructure network (see Figure 1 below), making the county a key strategic location at the nation’s core.

**Figure 1 – Strategic Connectivity Map**
Our people

- Over 687,000 people live in the 286,988 households in Northamptonshire.
- A third of the county’s population live in rural areas, however in South Northamptonshire this proportion increases to over three quarters of the population living in non urban areas.
- 31% of the county’s population is aged between 0 and 16. Corby and Daventry have the highest proportion of children and young people, with 1 in 5 of the residents in these areas being under 16.
- 19% of Northamptonshire’s population are past retirement age. Kettering and Wellingborough currently have the highest proportions of older people however, across the county, the numbers of people over 65 are predicted to increase significantly over the next ten years.
- The proportion of residents for black & minority ethnic groups is slightly lower at 14% in Northamptonshire compared with 17% nationally. Our most ethnically diverse populations are in Northampton and Wellingborough and across the county the younger population is more diverse than older generations.

Our prosperity

- We are a relatively wealthy area with low deprivation, although there are a number of pockets of high deprivation (as measured by income, employment, health, education, housing and crime).
- Corby is rated the most deprived of the county’s districts, followed by Northampton and Wellingborough.
- Earnings are higher than the national average, although again there are areas in the county where earnings and skill levels are lower than national averages.

Our economy

- In 2011 the highest proportions of the county’s businesses were engaged in professional, scientific and technical services (15%), wholesale and retail (13%) and construction (13%).
- In terms of jobs, the largest sectors were wholesale and retail (16% of jobs), manufacturing (13%), health (10%) and business administration and support services (9%).
- Businesses in the county are predominately small - 89% employing 10 staff or less.
- A significant number of people live and work locally; the county has a high work place to residence ratio.
- Northamptonshire sits at the heart of the world class cluster of Motorsport Valley®, this includes a third of the cluster’s top 20 motorsport engineering companies and a set of motorsport venues which are second to none in the UK. This includes Silverstone - home of the British Grand Prix.
- Unemployment in Northamptonshire has traditionally been lower than the national average. Our unemployment rate (January 2012) at 3.2% (claimants) remains 0.6% below the national rate (3.8%) and also lower than the East Midlands average (3.7%).
- This relatively good position is also reflected in the proportion of young people not in employment, education or training (NEET) at 5.1% (December 2011).
Our transport

- 73 miles of motorway and 204 miles of trunk roads run through the county.
- Increase in the volume of traffic over the last 20 years exceeds national growth.
- We are a significant national and regional distribution centre for the UK; the level of freight transport is significant and haulage growth on our roads has exceeded the national average over many years.
- Growth based on existing plans for the county would lead to further projected traffic growth of 50% by 2021 if nothing were done to tackle congestion.

Our heritage

- Largely rural with some beautiful rolling countryside and traditional villages, the county has a proud tradition and significant historic past.
- Once the seat of power, it witnessed the defining battle of the Civil War at Naseby.
- It had its own singular response to the industrial revolution, producing a myriad of small, artisan-led shoe (and other) manufacturers rather than large scale industry.
- Historic buildings and distinctive landscapes contribute to the county’s character, defined by its market towns and picturesque villages, country parks, forests and water sports, the River Nene, and significant areas of land designated as Sites of Special Scientific Interest.

Our health and wellbeing

- The health of people in Northamptonshire is similar to the England average. There are less people living in deprived circumstances than average and life expectancy for both men and women are similar to the England rates.
- Areas where people may experience poorer health outcomes include Northampton and Corby. Women living in South Northamptonshire live on average 5.8 years longer than their counterparts in Corby and for men this gap is even wider at 9.4 years.
- Historically, Northamptonshire has relatively low incidences of deaths and injury from fire in comparison with some other parts of the country.
What we are seeking to achieve for Northamptonshire

Our Vision

“Proud to make Northamptonshire a great place to live and work”

This statement encapsulates our vision for the County and our pride as a County Council in playing a key role in making this happen.

We recognise that alone we cannot achieve all we would want to for Northamptonshire. We also recognise our important role as a community leader. This includes uniting other statutory and voluntary agencies to work together to achieve positive outcomes for the county, and enabling and empowering our citizens and communities. Achieving our vision for the County will ensure we play a key role in underpinning the collective vision of the Northamptonshire Leadership group.

Changing customer expectations, coalition policy drivers, the economic circumstances and the demographic and growth pressures mean that NCC has fundamentally reviewed the way in which we achieve our statutory and non-statutory outcomes moving forward. Underlying these changes is the need to change the relationship between the demand for services from the public sector and how those services are provided, moving to a new sustainable model for local public sector provision.

At the heart of this change is our core purpose, the set of principles which define what we are here for as a council. These three principles, listed below, run throughout our approach to delivering outcomes for the people and communities of Northamptonshire:

- helping you to help yourself
- helping you when you can’t help yourself
- being a trusted advocate

At the heart of the Core Purpose is a simple idea – ‘helping you to help yourself’ - enabling people to get access to information and support they need to help them get on with living their lives, in the most efficient and effective way possible, without necessarily the direct provision of council services.

This is not an abdication of responsibilities by the Council, but aligns to the concept of a Big Society, recognising that both individuals and communities would like to be or could be, in greater control in meeting their needs. The key to this first principle is that the council’s role is ‘helping’ you to help yourself. This might be:

- As simple as providing customers with accurate and timely information on which they can take personal decisions - for example through our improvements in on-line services;
- The more complex ‘enablement’ of self determination - such as the provision of personalised budgets and the corresponding support for social care customers - allowing customers the freedom to continue to live their lives as they wish.
'Helping you when you can’t help yourself’ focuses on those customers and communities who need the support of public services, or where legislation demands that we play a role, such as being responsible for the quality of teaching in our schools. Predominantly this theme focuses on social care services for adults and children. This core purpose also includes the provision of services where it is simply not economical or sensible for individuals or local communities to provide their own services in an efficient or effective way, such as the protective services of Fire and Rescue; trading standards; county wide emergency planning or the provision of roads and highways services.

The third and final theme, of ‘being a trusted advocate’, highlights the role the County Council plays in representing Northamptonshire, particularly in:

- ensuring that we get an input into national policy setting and receive our ‘fair’ settlement from national Government;
- planning our infrastructure to meet the demands of growth and businesses;
- promoting inward investment, through activities such as marketing the county, to achieve sustainable business growth and create skilled jobs.

Being a trusted advocate also means that we need to listen to and give a voice to people who would otherwise not be heard.

Every service that we provide as a Council, either directly, through right sourced providers or indirectly by empowering individuals, communities and the involvement of individuals in co-production is, or will be, designed with the core purpose at its heart.

Finally, key to the internal operating framework is the democratic decision making and scrutiny process.
Figure 2 – 2012-13 Strategy Map
How much have we got to spend?

Figure 3 (left) represents NCC’s gross expenditure in 2011-12, and where this was derived from. It is intended to provide an indication of key areas of spend.

As a leader in the transparency agenda, NCC publishes all our senior manager salaries and spend over £500 can be viewed on the Transparency Pages of our website at: [http://www.northamptonshire.gov.uk/en/councilservices/Council/transparency/Pages/default.aspx](http://www.northamptonshire.gov.uk/en/councilservices/Council/transparency/Pages/default.aspx)

Figure 3 – ‘Bubble map’ of spend, giving a visual indication of spend areas in 2011/12
NCC funding gap unless we change

The diagram below shows the increasing costs of Council services in the absence of any savings. The cost pressures are the result of growing demography and longevity of care; increasing service demand and inescapable pressures such as rising inflation, contract costs and higher taxes. Radical changes will continue to be required to reduce these costs in order to remain within the Council’s funding constraints.

Figure 4 – Funding available v spending pressure*

Our social care drivers are the single largest pressure driver on the Council’s budget as they make up the majority of our spend (excluding the ring fenced spend schools).

* excluding money spend on schools via the Direct Schools Grant.

Full details of our Medium Term Financial Plan 2012-13 to 2015-16, outlining our 4 year savings framework are available on our website:
What we will do to ensure Northamptonshire is...
...a cleaner, greener and more prosperous county

We are fortunate to live in a diverse and attractive county – a real mix of urban and rural with historic towns and outstanding countryside. Our location and excellent transport links should give us a competitive advantage but our economy is too reliant on logistics and manufacturing and in some areas we have a disproportionate number of lower skilled, less well paid jobs. We want to increase our prosperity by creating a stronger local economy that offers more highly skilled, well-paid jobs across the county.

This means we need to encourage business growth and economic diversification. We need to attract more knowledge intensive jobs which lead to higher skills and higher incomes and attract businesses such as high-performance engineering and environmental technologies. We also need to raise skill levels and aspirations to ensure our county’s people can contribute to and benefit from economic success and make a successful future for themselves. In the shorter term there is a critical need to address the economic recovery and support local businesses. We also want to encourage local people to enjoy the countryside, history and heritage of our county and persuade others to visit and contribute to our local economy. This means our economy must grow in an environmentally sustainable way. We are committed to maintaining and improving our natural environment whilst making our contribution to tackling the global challenge of climate change.

Key activities:
- Superfast Broadband rollout
- Streetlighting PFI – improving lighting across the county
- Develop a new freight strategy in association with the Freight Transport Association (FTA) and industry
- Commence infrastructure projects to relieve congestion (inc A43 Corby Link Road, A45 Daventry and Northampton & A45/ A5 junction) & A43 between Northampton & Kettering
- High speed link & Midland Mainline electrification
- Improvement and utilisation of the A14
• Parking contract retender – better service for customers through integrated approach to enforcement, lower costs
• Development of travel plans – to encourage shift from individual car use to more sustainable modes of transport
• Silverstone – continued implementation (rollout) of master plan (£1.5m investment over 5 years) including park and ride
• Development of the European office to enable NCC to influence EU policy and government policy and exploitation of European Social Fund
• Deliver a more economically vibrant county with improved connectivity (both transport and broadband technology) whilst promoting a greener environment – through implementing the Northamptonshire Arc Local Prosperity Plan
• Development of Waterside enterprise zone in conjunction with Northampton Borough Council (NBC) and West Northamptonshire Development Corporation (WNDC)
• Deliver Northamptonshire Arc Prosperity Plan
• Explore the potential for new & innovative funding mechanisms to pump-prime development & infrastructure
• Deliver an Energy Strategy for Northamptonshire with a focus on renewable energy sources
• Deliver Northamptonshire Climate Change Strategy – 3rd year Annual Action Plan
• Development of a waste disposal strategy
• Delivery of 5 key projects for Northampton with WNDC/ NBC – (Angel St/ St Johns, Waterside, Castle Station, Avon/ Nunn Mills, Grosvernor/ Greyfriars)
• Delivery of the Naturally Resilient Northamptonshire Action Plan and improved biodiversity project
• Northamptonshire Economic Investment Fund – to help deliver and support new private sector jobs, inward investment and new business start ups
• Business Investment & Incentives Scheme – develop and implement new ways to stimulate innovation in partnership with private sector
Where are we now?

The County Council and partners are already making headway in delivering improvements and bringing about sustainable positive change for the county. The following are just some of the areas of focus that have begun to make a difference.

Northamptonshire Arc – A Prosperity Plan for Northamptonshire
- Our prosperity plan for developing the economy and skills

Northamptonshire Arc – Connecting Northamptonshire
- Our strategy for connecting the county by road, rail and broadband

Minerals and Waste Development Framework
- Our strategy for minerals and waste development

Towards a Naturally Resilient Low Carbon Northamptonshire
- Our environmental strategy in the context of strategic planning frameworks

Local Transport Plan
- Our transport policies, objectives and vision for the long term, with proposals of what we intend to do over the period of the plan.

Enterprising Northamptonshire
- Our local enterprise strategy defining industry types and economic initiatives
  - [http://www.northamptonshireep.co.uk](http://www.northamptonshireep.co.uk)

LibraryPlus – Change Zones
- We bring together information and resources to support people during tough times, such as unemployment, redundancy, financial difficulty and change

NCC’s Adult Learning
- Providing skills and getting people used to learning again
What will success look like?

So what will success in these areas of activity begin to look and feel like for those who live, work and play in Northamptonshire?

Northamptonshire will:

- Have good infrastructure, accessibility and connectivity to the rest of the UK and beyond, via roads, rail, and broadband.
- Be a place that is prosperous which attracts inward investment, stimulates business growth, embraces innovative approaches and technologies, and nurtures a mix of businesses to provide a thriving and low carbon economy.
- Be a place that people want to live, work and play which values its built and natural environment, minimises waste and makes best use of its resources.
What we will do to ensure Northamptonshire has...
...active, safe and sustainable communities

Critical to the health and wellbeing of the county is the feeling of being secure in your homes and communities; feeling that you can play an active part in your community - physically (sporting and leisure activities), culturally and socially and in having a sense of place and community so you are not ‘bowling alone’.

As a county council we play an active role in developing active, safe and sustainable communities through our preventative services (Fire and Rescue, Trading Standards and Emergency Planning) and our close working with the Police and on the ‘Prevent’ agenda. We promote sporting and cultural activity through organisations such as Northamptonshire Sport and our contributions to the Royal and Derngate, and as we further take on the Health agenda will continue with the development of the ‘fittest county’ initiative.

Through our role as a catalyst council and the development of social capital we hope to further develop communities to ensure that the Big Society agenda can be progressed and communities take on a more active role in their own place shaping.

By improving our website and our use of other new technology (and the services to which they give access) and how the Council provides information about services, we will continue to strive to enable our customers access to the information and services they need in a way that best suits them, so that more people help themselves and others to get what they need.

Key activities:
- Deliver Fire & Rescue Service 2010-13. Integrated Risk Management Plan (IRMP) objectives
- Develop a “catalyst council” approach, to include social impact bonds
- Provide support for vulnerable people through the Connecting Communities Customer Services Strategy
- Implementation of the council’s Prevention Strategy
- Work with the new Police and Crime Commissioner to reduce crime and disorder in the county
- Work in partnership to reduce adult reoffending rates
- Work with service providers to reduce drug and alcohol dependency
• Develop the Community Asset Exploitation Strategy
• Integrate Public Health function fully into NCC by April 2013
• Deliver the spatial local priorities set out in Northamptonshire Arc, and support the development of the joint Core Strategies
• Pro-actively use Development Control responsibilities to ensure sustainable development takes place
• Promotion of the county for the 2012 Olympics and Cultural Olympiad with a wide range of activities across the county
• Countywide infrastructure provision – making sure the voluntary sector has the organisations to support its development locally
Where are we now?

Provided below are links to some of our key documents which demonstrate the breadth of work already undertaken in delivering an active, safe and sustainable Northamptonshire.

**Fire & Rescue – Making Northamptonshire Safer**
- Integrated Risk Management Plan for the delivery of Fire & Rescue services

**Helping you to help yourself – shaping prevention and demand management in Northamptonshire**
- Our draft prevention strategy that has been out to consultation since Oct 2011

**Managing Growth – Creating sustainable communities**
- Our planning obligations and guidance in order to create the right communities for Northamptonshire

**Northamptonshire Sport and Active recreation strategy**
- Helping make Northamptonshire the fittest county

**Joint Strategic Needs Assessment (JSNA)**
- With partners we maintain one strategy database with information about Northamptonshire

**Alcohol Harm Reduction Strategy 2010 - 2015**
- Far-reaching new projects aimed at slashing harmful drinking in our communities

**Libraries Review and Strategy**
- How we will take our libraries forward with local people
  - [http://cmis.northamptonshire.gov.uk/CMIS5Live/](http://cmis.northamptonshire.gov.uk/CMIS5Live/)
What will success look like?

So what will success in these areas of activity begin to look and feel like for those who live, work and play in Northamptonshire?

Northamptonshire will:

- Be a place that people want to visit for work and leisure
- Be a place that is safe and resilient
- Be a place where people are healthy and have a sense of wellbeing
- Be a place where customers have quick and easy access to appropriate, quality and value for money services
- Be a place where communities feel safe and the vulnerable are identified and protected. Provide high quality universal services, such as schools, libraries, country parks, heritage and registration services, using these services as a catalyst, helping people to help themselves and each other
- Have actively engaged citizens and strong local communities
What we will do to ensure Northamptonshire has...  
...ambitious young people

Our young people are our most precious asset. Investing in our young people is an investment in the future of our communities and our county. Our children are starting to achieve better results in school but we still want to continue to drive this forward.

At the end of primary school, attainment is still just below the national average and at GCSE level, results are still not as good as comparable areas despite significant improvement. Children from low income families and some minority ethnic groups do less well than others of the same age. More needs to be done to improve the life chances of our Looked After Children – the children for whom we have some formal responsibility. Fewer young people who leave care get a job or enter further education or training than the national average.

We are looking at how to work effectively with the changing agenda for schools, develop a vehicle to continue to deliver schools improvement (Aspire) and are creating two University Technical Colleges through our work with the Baker Dearing Trust. We will endeavour to extend this network across the county.

Key activities:
- Provision of a range of cultural, sporting & environmental activities for children & young people
- Provision of a targeted youth service
- Development of the Council’s Learning Strategy
- Provision of support for young people “Not in Education, Employment or Training” (NEETs)
- Work in partnership to reduce youth crime
- Reducing the numbers of first time offenders
- Improving inter-agency understanding and identification of child abuse and neglect, including the provision of targeted interventions where universal services do not meet needs
- Addressing the impact of child poverty
- Leadership Academy (in conjunction with University) - to build capacity & skills within community & voluntary sector
- Support schools in the journey towards autonomy from the Council as local education authority
- Provision of apprenticeships directly and though our supply chain
**Where are we now?**

Below are a number of key resources, some of which are produced in partnership with other agencies and highlight the real focus that we have in the county on improving outcomes for our children and young people:

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<tr>
<th><strong>Going for Gold - Children &amp; Young People’s Partnership Plan</strong></th>
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<tbody>
<tr>
<td>• Reducing inequalities in health experience, staying safe and improving outcomes for looked after children are just some of the priorities contained in the plan</td>
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<tr>
<th><strong>University Technical Colleges at Silverstone and Daventry</strong></th>
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<tr>
<td>• UTCs – offering first-class technical skills to those turned off by purely academic study</td>
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<tr>
<th><strong>Northamptonshire Children’s University</strong></th>
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<tbody>
<tr>
<td>• Ensuring every child aged 7-14 has access to high quality out of school learning experiences</td>
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<th><strong>Apprenticeships</strong></th>
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<tr>
<td>• Apprenticeships offer a great balance between working and studying; you gain the necessary qualifications and work experience to help you progress</td>
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<tr>
<td>• <a href="http://www.northamptonshireletyourselfgrow.com/apprenticeships">http://www.northamptonshireletyourselfgrow.com/apprenticeships</a></td>
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<th><strong>Northamptonshire University of the First Age</strong></th>
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<tr>
<td>• Develops, enriches and extends enjoyable learning activities for young people (8+) and offers professional development training for young leaders and adults</td>
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<tr>
<th><strong>Northamptonshire connexions</strong></th>
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<tr>
<td>• Confidential information, advice, guidance and support for all young people aged between 13 and 19</td>
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<tr>
<td>• <a href="http://www.4you2.org.uk/home">http://www.4you2.org.uk/home</a></td>
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<th><strong>Duke of Edinburgh – developing young people (14-25)</strong></th>
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<tr>
<td>• NCC are the major operating authority of ‘The Duke of Edinburgh’s Award’ in the county</td>
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What will success look like?

So what will success in these areas of activity begin to look and feel like for those who live, work and play in Northamptonshire?

Northamptonshire will:

- Be a place where everyone has opportunities to access education, skills and training to meet their potential.
- Be a place that provides support and education for young people.
- Have actively engaged citizens and strong local communities.
- Be a place where people are satisfied with County Council services and can access them easily.
- Be a place where customers have quick and easy access to appropriate, quality and value for money services.
- Be a place where communities feel safe and the vulnerable are identified and protected.
What we will do to ensure Northamptonshire’s...
...service users and carers feel in charge of their lives

We take extremely seriously our responsibility to safeguard children and vulnerable adults at risk of harm and abuse.

We believe that those people for whose care needs we are responsible have the right to be treated with the utmost dignity and respect. We want zero tolerance of lack of dignity in care for all recipients of our care services, whether we provide them directly or commission through others. We are working hard to ensure this is the case by putting extra resources and introducing new initiatives to address dignity and respect for the people who use our services. However, we recognise that there is still more we can do.

We want to ensure each person in receipt of care receives a personalised service and is able to maintain the maximum possible level of independence, choice and control. We recognise that lack of respect for an individual’s dignity in care can take many forms and experiences differ from individual to individual. We are committed to supporting the Department of Health’s Dignity Campaign.

Key activities:

- Deliver the Council’s Prevent Strategy, helping people access services earlier and help to prevent problems occurring
- Develop a vision for Looked After Children
- Develop an Adoption Strategy
- Implementation of self-directed support and personal budgets
- Produce a Health and Wellbeing Strategy in conjunction with health partners
- Development of Olympus Care Services – a local authority trading company providing a range of services to the elderly, physically disabled and those with a learning disability
- Personal budgets for social care – moving towards offering all eligible clients a personal budget as the first choice for obtaining the support they need
- Working with other providers to develop local markets to take advantage of these budgets
- Improving Case Management Systems for social care – improved tools for planning and budgeting
Where are we now?

Highlighted below are just some of the initiatives and guidance that we have for people who access care services:

**Joint carers strategy**
- Explains how we will ensure that in Northamptonshire the caring role and the impact that it has will be recognised and supported

**Adoption & Fostering**
- Providing a safe and secure environment so children and young people live fulfilling lives

**NCC’s Olympus Care Services**
- Launched on the 1st April 2012 to provide direct social care services to older people, people with physical disabilities and people with learning disabilities
- No current web site

**‘Think Home First’ and ‘Community Elderly Care Service’**
- Both award winning services that help people leave hospital into their own homes and then are help to continue to feel in charge of their lives

**Personalisation and self directed support**
- Our system to empower people to make choices and take control of their care and support in a way that supports them

**Northamptonshire Care Services Directory**
- The comprehensive guide to choosing and paying for care

**Safety at Home – equipment, adaptations and telecare**
- Telecare and equipment/modifications can help people stay in their homes for longer

**Blue Badge & Radar service**
- Provides a range of parking concessions for people with severe mobility problems who have difficulty using public transport and disabled toilet facilities - enabling greater freedom
- [http://www.northamptonshire.gov.uk/en/councilservices/asc/services/bluebadge/Pages/default.aspx](http://www.northamptonshire.gov.uk/en/councilservices/asc/services/bluebadge/Pages/default.aspx)
What will success look like?

So what will success in these areas of activity begin to look and feel like for those who live, work and play in Northamptonshire?

Northamptonshire will:

- Be a place where vulnerable people are able to meet their full potential and are kept safe from harm and neglect.
- Be a place where people enjoy personal dignity and respect in care.
- Be a place where people are healthy and have a sense of wellbeing.
- Be a place where people are satisfied with County Council services and can access them easily.
Reporting on progress

This Council Plan is a four year document, setting out the key priorities and areas of activity for the Council up to 2016. We will review the plan annually and update if appropriate and necessary.

We will review performance against the Council Plan using key performance indicators every 3 months and make these reports available on our website www.northamptonshire.gov.uk.