

# Your Nottinghamshire Your future

Nottinghamshire County Council Plan 2017-2021

## Chief Executives Departmental Strategy

### Our commitments

### The benefits

### What we promise to do

<b>Children are kept safe from harm</b>	Children at risk are appropriately identified, supported and protected Looked After Children and care leavers are well supported	Review and refine our digital working arrangements with Nottingham Family Courts As a corporate parent provide targeted apprenticeships and stable employment for care leavers within Nottinghamshire. Up to 25% apprenticeship levy to be transferred to Independent Training Providers to provide apprenticeships to care leavers.
<b>Nottinghamshire has a thriving jobs market</b>	More people are in higher paid and skilled jobs More apprenticeships available for people of all ages	Be an "Employer of choice" and an exemplar employer to our wider communities. Provide good quality employment and opportunities to develop and gain skills and qualifications Increase the number and range of apprenticeships, graduate and work experience placements across the Council.
<b>Nottinghamshire is a great place to live, work, visit and relax</b>	The Council makes best use of resources to deliver value for your money	Showcase the best of Nottinghamshire to external audiences to attract new visitors and raise County's profile nationally and internationally Paying the Living Wage Foundation Living Wage to our lowest paid employees Delivery of the Medium-Term Financial Strategy and a balanced budget Support the pension pooling process Delivery of the Planning and Performance Management Framework
<b>People are healthier</b>	That we have a healthy workforce	Implement workplace initiatives to boost health and wellbeing
<b>People live in vibrant and supportive communities</b>	Services are shaped around the people who use them to reflect the way that they live their lives Local people feel more in control of the work taking place to improve their communities and engage with councillors	Provide excellent customer service to the people of Nottinghamshire by improving customer access channels. Develop a Council Transformation Strategy Consult with residents around important decisions Support open and transparent decision-making Improve our information management process
<b>People can access the right care and support at the right time</b>	Services improve as a result of better integration of health and social care Fulfil our responsibilities and support those who need our services the most. People have the support they need, without unnecessarily intruding on their daily lives	Health and social care technology integration, to support the delivery of the Sustainable Transformation Plan (STP) Customer Service Centre will continue to work with Adult Social Care, so that residents can access services they need quickly and easily Champion equality and ensure that appropriate equality impact assessments are carried out Become a Disability Confident Leader and ensure people in Nottinghamshire with disabilities are able to access employment Use of technology to support people to remain independent for longer
<b>Nottinghamshire is a great place to invest and do business</b>	Increased economic productivity across the county The Council takes innovative and commercial approaches to service delivery Technology and business intelligence are used to improve service delivery	Provide businesses and local partners with the marketing tools and information they need to encourage more investment in the county Increase the use of the local supply market Explore opportunities to sell services to external organisations Optimise transactional activities Deliver the ICT strategy Complete phase four of the BRMI project Implement the Business Intelligence (BI) Strategy Encourage employees to find innovative ways of working to ensure the effective delivery of services
<b>Nottinghamshire has a skilled workforce for a global economy</b>	Having a workforce with the right level of skills that the Council needs now and for the future	Develop the people strategy and workforce plan to build capacity to ensure that our workforce has the knowledge, skills and experience to meet our commitments to local people. Continue to work with our local universities and colleges to enable us to secure the talent we require for future success Maximising the use of Apprenticeship Levy Funding.

### How will we improve what we do?

**Consolidating our new department** - Continue to identify service transformation and operating efficiencies and embed them within the Department

**Tools for Transformation** - Support the Council to identify and implement commercially innovative, digital ways to deliver services and capitalise on its traded services

**Intelligence led Performance** - Advance the Council's ethical use Information and Intelligence as agreed in the Business Intelligence Strategy and support implementation of the refreshed Planning and Performance Management Framework

**Information Governance** - Improve our approach to the management of information across the Council

**Our Workforce** - Engage our workforce to explore ways to do things differently, both internally and in collaboration with partners, to make public money go further.

**Health and Social Care Technology Integration** - Improve the productivity and efficiencies of the health and social care workforces, services to service users, professional collaboration and support for independent living

**The Cloud (off-site data centres)** - Move away from owning and operating a data centre to using off-site solutions, known as cloud services

**Investing in Nottinghamshire** - Utilise our property and land assets to drive transformation across County Council services in pursuit of Council Plan outcomes, investing in Nottinghamshire to ensure services delivered locally.

**Improving Customer Experience through Digital Development** - Taking advantage of existing and emerging technologies to improve customer experience and drive efficiencies by transforming end to end processes through digital development.

**Member Communication and Engagement** - Review the whole Council approach to ensure effective two-way communication and engagement with all elected members and that they are kept up to date in relation to their constituency and specific portfolios

**Local Government Association Peer Challenge** - Undergo a Peer Challenge which will consider the critical issues affecting our performance and ability to improve