

“What Works”: iNetwork Innovation Awards 2015

| | |
|---------------------------------|---|
| Title | Better Together Programme |
| Organisation(s) | North Yorkshire County Council |
| Author | Kevin Brown |
| Service area¹ | 720. Community Strategy, 867. Service Delivery Consultation |
| Tags | ESR2, Community, Integration |

Description of project

North Yorkshire County Council (NYCC) and Selby District Council (SDC) are working together on an innovative collaboration programme in a two tier rural area entitled 'Better Together'. The programme aims to make a positive impact and support better local outcomes for communities with a seamless delivery in front line services within a locality.

The Customer and Community work stream is focusing on facilitating self-sufficient customers and resilient communities who are less reliant on public sector intervention and better placed to deliver for themselves using a community 'coproduction' model where services are designed and delivered with the community. The work involves fundamental service redesign to achieve fully integrated end-to-end services for citizens, codesigned with customers and communities around the achievement of shared outcomes. The work has several interrelated elements, with the work on intelligent services and digital empowerment also acting as building blocks and enablers for the innovative and transformational elements on strong communities, hubs/networks and integration.



What makes this initiative remarkable?

The 'Better Together' Programme is unique. The joint SDC Chief Executive and NYCC Assistant Chief Executive role, one of the only roles of its kind in the country, has provided the programme with strength, momentum and pace and this has been supported by a joint programme manager. The programme has become an integral part of the 2020 North Yorkshire Programme, linking closely with the wider County's Customer and Property Themes.

The two councils have agreed to enter into a collaboration agreement to record the parties' intentions, the principles of collaboration and the obligations in respect of the services to be provided.

¹ Based on the Local Government Service List.

<http://standards.esd.org.uk/?uri=list%2FEnglishAndWelshServices&tab=downloads>

There is a strong commitment to deliver shared services in the right way and at the right time.

Opportunities through better use of assets to improve services, deliver savings or both have already been identified and, where appropriate, implemented.

The way in which the customer interacts with the councils has been improved with considerable benefit seen by customers and those working in both organisations.

The Programmes Steering Group, work stream sponsors, project managers and all involved in the Programme work within a spirit of collaboration and a culture that is embracing change.

What has the project achieved?

In working collaboratively together the key achievements of the Programme to date are as follows:

- Shared telephony – Implemented 2014.
- Newly developed Website (developed for SDC by NYCC using new technology) <http://www.selby.gov.uk/> Implemented early 2015 – a key enabler for the wider customer service redesign activity and delivery.
- Shared Customer Relationship Management – Implemented early 2015.
- Shared Document Management.
- Shared Business Support – Implemented Joint business support manager recruitment.
- We are working towards a Go Live date of 1st Feb 2015 for Shared ICT Infrastructure arrangements.
- Procurement – a clear route map on joint contract negotiation between organisations.
- Registrars Relocation – Implemented early 2015.
- Highways & Assets Teams – colocation implemented mid 2015.

There have been significant cashable and noncashable benefits to both organisations through the implementation of the above projects but more importantly there has been significant benefit to the shared customer base that the organisations both support. The uploaded picture shows the NYCC Highways team and the SDC Assets team now collocated and working positively together for the benefit of the customer.

| | |
|--------------------------------------|---|
| Video case study: | - |
| Links: | - |
| For more information please contact: | Catherine O'Neill catherine.oneill@tameside.gov.uk |

For more iNetwork “What Works” studies see:

<http://i-network.org.uk/case-studies/>