

Priority theme: **Family**

Our vision for Family

We believe that strong families are the foundation of a thriving community. Through compassionate, proactive, and person-centred services, we will support people at every stage of life, ensuring they can live healthy, fulfilled, and independent lives for as long as possible.

From early years through adulthood and later life, we will work alongside families, carers, and our partners to create a system that promotes wellbeing, builds resilience, and reduces health inequalities.

What this means in practice

- **Supporting people to live well, independently, and with dignity**

We will reshape adult social care so that it focuses on prevention, independence, and personalised support. We will work closely with partners such as the NHS and the Voluntary, Community and Social Enterprise (VCSE) to reduce the reliance on formal care where possible and ensure help is there when it's truly needed.

- **Helping children and young people reach their potential at the earliest opportunity**

We will strengthen services for education, special educational needs and disabilities (SEND) and family support to ensure every child has the best possible start in life. We will work closely with the police, schools and community partners, adopting new approaches to help ensure our children and young people have the best start in life.

- **Promoting better health and wellbeing for all**

We will tackle health inequalities, improve mental health and wellbeing and empower residents to take control of their own wellbeing. We will do this through integrated public health initiatives and closer collaboration with the NHS and the Voluntary, Community and Social Enterprise (VCSE).

- **Recognising and supporting carers**

Families, friends and carers provide vital care every day. We will ensure they are valued, supported, and have access to the resources they need to balance caring with their own wellbeing.

- **Stronger community networks that prevent crises before they happen**

We will invest in prevention, early intervention, and community-based solutions that reduce the demand for high-cost, crisis-driven care, while strengthening informal support networks within families and neighbourhoods.

Key Commitments under Family

Supporting people to live well, independently, and with dignity

- Expand reablement and community support services that help people stay in their own homes longer.
- Make care services more personalised, focusing on what people can do rather than what they cannot.
- Work closely with health and other partners to modernise residential and nursing care provision to meet the needs of an ageing population.
- Support the Voluntary, Community and Social Enterprise sector (VCSE) to ensure a wide range of services are available in the community that help people stay independent for longer.
- Explore opportunities for retirement villages, providing independent living with optional care and support services.

Helping children and young people reach their potential at the earliest opportunity

- Improve educational outcomes by working closely with schools, early years providers, Children's Trust and other partners to provide targeted support. We will adopt innovative approaches to help accelerate progress in this important area.
- Improve the provision of safe facilities and accommodation for children and young people who are or have been in our care.
- Deliver targeted support for SEND children and their families.
- Enhance youth opportunities and Family Hubs to strengthen early support.
- Work with parents, carers, schools, police and our community partners to focus on early support, positive opportunities and strong role models to lead young people to make positive life choices.
- Prioritise investment in school buildings and facilities, focusing on making sure there are enough school places to meet the needs of the growing population.

Promoting better health and wellbeing for all

- Address health inequalities by focusing on prevention and early detection of illnesses.
- Deliver targeted support for SEND children and their families.

- Enhance youth opportunities, help people to be more physically active in their daily lives, and expand the family hubs offer to strengthen early support.
- Work closely with the Local Area Partnerships to ensure services reflect the specific needs of local communities.

Recognising and supporting carers

- Support carers better by developing more effective joined-up approaches with health services, healthy lifestyle services and the Voluntary, Community and Social Enterprise (VCSE).
- Encourage more people into providing care, providing more support and financial advice to help them do so.
- Increase access to respite care services that enable carers to take a break from caring while the person they are caring for is looked after by someone else.

Stronger community networks that prevent crises before they happen

- Work with NHS partners to integrate health and social care pathways.
- Collaborate and where appropriate design services with Voluntary, Community and Social Enterprise (VCSE) to build capacity for earlier intervention and local support networks. We will work more closely with the sector when designing new approaches, recognising the important role the sector plays in service delivery.
- Focus our efforts and service investments on embedding prevention and early intervention so residents remain healthy throughout life and don't require high-cost care.

The change you will see

- More people living independently and with dignity for longer.
- Children and young people achieving better educational and life outcomes.
- A healthier population with reduced health inequalities.
- Families and carers who feel recognised, supported, and valued.
- Healthier communities and a reduction in the increase of high-cost, crises driven care.

Together, we will strive for every resident, regardless of age, background, or circumstances, so that they can live a healthier, safer and more fulfilling life.

Priority Theme: **Community**

Our vision for Community

We want every neighbourhood to be a place people are proud to call home. Safe, clean, well-maintained, and well-connected. We will invest in the roads, services and approaches that underpin strong, vibrant communities while holding to account the minority who undermine them.

Through effective planning, high-quality public spaces, reliable transport, and firm but fair regulation, we will ensure that residents and businesses thrive. We will take decisive action against environmental crime, anti-social behaviour, and neglect that damages the quality of life for others.

What this means in practice

- **Delivering better roads, pavements and transport connections**

We will maintain and improve roads, pavements, and transport connections, prioritising pothole repairs and resurfacing.

- **Shaping local communities so that they have the facilities they need in the future**

We will take a strategic approach to planning that supports long-term growth, protects local character, and ensures new development meets the needs of residents, both now and in the future.

- **Ensuring there is enough housing locally that people can afford and meets their needs**

We will work with social housing providers, developers as well as utilise our own housing stock to improve the availability and quality of housing, and at the same time, provide better access to services. We recognise that housing need can change at different stages of people's life and is not set in stone.

- **Maintaining safe, clean, and attractive neighbourhoods**

From refuse collection to street cleaning, parks and open spaces, we will keep our communities welcoming and well cared for. We will tackle the minority of people who blight them with littering, fly-tipping, and environmental crime.

- **Strong action to make communities safer and protect residents and businesses**

We will use our regulatory powers to protect communities, whether by ensuring fair trading, holding rogue landlords to account, or taking enforcement action against poor-quality housing and unlicensed Houses of Multiple Occupation (HMOs).

- **Supporting community life, leisure and shared spaces**

Community centres, leisure facilities, libraries, parks and open spaces will remain central to local life, encouraging wellbeing, volunteering and opportunities for people to connect.

Key Commitments under Community

Delivering better roads, pavements and transport connections

- Repair potholes more quickly and resurface roads where needed the most. We will be upfront and honest about what we can and cannot afford to do.
- Ensure the council is getting the most value out of its highways contract and expenditure.
- Improve public transport, cycling and walking routes to make travel easier, safer and greener.
- Invest in smarter street lighting and safer junctions.

Shaping local communities so that they have the facilities they need in the future

- Deliver a clear Local Plan that balances housing, economic growth, and environmental protection.
- We will work with our Towns, Villages and rural communities to enable them to shape need at a local level through Neighbourhood Plans.
- Raise building design standards to ensure new developments meet local need today and in the future are accessible and enhance local identity.
- We will transform our planning service to ensure it is effective and efficient.
- Protect and enhance green spaces and heritage assets that matter to residents.

Ensuring there is enough housing locally that people can afford and meets their needs

- Work closely with social housing providers and developers to improve the housing offer in North Northamptonshire.
- Take action to improve the quality and timeliness of housing repairs and maintenance provided to tenants of the council's housing stock.

- Develop joint approaches and strategies with housing partner agencies to improve the quantity and quality of housing as well as the advice and support available.

Maintaining safe, clean, and attractive neighbourhoods

- Provide reliable refuse, recycling collections and green waste services that people value.
- Keep streets and public spaces clean through proactive maintenance.
- Take a zero-tolerance approach to fly-tipping, graffiti, and other forms of environmental crime, with a firm approach to enforcement and charging of penalties.

Strong action to make communities safer and protect residents and businesses

- Respond robustly to anti-social behaviour that undermines neighbourhood quality of life.
- Tackle rogue landlords and unlicensed Houses of Multiple Occupation (HMOs), improving housing standards for tenants.
- Work with landlords, tenants, and partners to ensure safer, better-managed private rental homes.
- Enforce trading standards to protect residents and legitimate businesses.

Supporting community life, leisure and shared spaces

- Support the maintenance and improvement of parks and green spaces, as well as facilities for leisure, to promote wellbeing, community events and biodiversity.
- We will work with local communities where they want to take greater control of facilities and open spaces.
- Provide support to community centres to help them be hubs for local activities and support services where there is demand.
- Encourage volunteering and community-led projects that strengthen local pride.

The change you will see

- Better roads, transport, and infrastructure that residents can rely on.
- The right facilities and characteristics that local communities need to flourish and be proud and prosperous.
- Greater availability and quality of housing to better meet housing now and in the future.
- Cleaner, safer and better-maintained streets and neighbourhoods.
- Stronger action on environmental crime and anti-social behaviour.
- Higher housing standards and fairer regulation for renters and homeowners alike.

- Parks, open spaces and community facilities that bring people together.

We will take a proactive, no-nonsense approach to safeguarding the quality of life in every neighbourhood, making sure pride in place is something everyone can share.

Priority theme: **Prosperity**

Our vision for Prosperity

We are proud of our areas unique character, its natural landscapes, heritage, rural communities and thriving local economy. Our vision is to protect and enhance what makes North Northamptonshire special, while creating new opportunities for residents, businesses and visitors.

We will safeguard the environment for future generations, support the economy and celebrate the heritage and culture that define our sense of place. By working with businesses large and small, farmers, community groups and partners, we will ensure that both town and countryside continue to prosper together.

What this means in practice

- **Supporting a vibrant and sustainable local economy**

From agriculture to tourism, small businesses to large, we will help rural and urban industries adapt and thrive, ensuring communities remain vibrant, prosperous and well connected.

- **Celebrating our heritage and culture and promoting tourism and our town centres**

We will promote and protect historic buildings, cultural landmarks and local traditions that bring people together and attract visitors.

- **Protecting and enhancing our countryside and local environment**

We will care for the countryside and natural landscapes that define our area, improve biodiversity and take action on climate change that is affordable and helps reduce carbon and improve efficiencies.

- **Better rural connectivity and services**

Rural communities deserve better access to services, digital connectivity and transport links.

- **Making the most of our natural assets**

We will improve access to parks, open spaces and countryside routes for recreation, health and wellbeing, encouraging people to enjoy and value the outdoors.

Key Commitments under Prosperity

Supporting a vibrant and sustainable local economy

- Attract business investment and more diverse and skilled employment to the area, ensuring businesses can make a healthy contribution to the local economy through investment, skills development and community engagement.
- Support small and medium sized businesses to survive and thrive in North Northamptonshire, such as farming, food and drink and the visitor economy.
- Help small businesses and community enterprises access grants, training and local markets.
- Work with partners and the private sector to ensure the opportunities of developing brownfields sites are maximised.
- Ensure North Northamptonshire benefits from wider opportunities such as the Oxford Cambridge Corridor and the investment from Universal Studios and other visitor attractions in the surrounding area.
- Explore opportunities for devolution of powers from central to local government where there are clear benefits for the local area to do so.

Celebrating our heritage and culture and promoting tourism and our town centres

- Work with partners and the Local Visitor Economy Partnership (LVEP) to grow sustainable tourism and increase visitor spending.
- Protect and promote heritage sites and historic communities.
- Help improve town centres and provide support to help them reshape what they have to offer.
- Ensure car parks and on-street parking approach complements the town centre visitor and tourism strategies.
- Promote cultural events and festivals that celebrate local identity and build a stronger sense of local belonging.

Protecting and enhancing our countryside and local environment

- Protect wildlife habitats and promote nature recovery of our greenspaces through biodiversity initiatives and tree planting.
- Through the relevant strategy, policy and action, ensure that local countryside is protected and enhanced for the current and future generations to enjoy.
- Reduce waste, promote recycling and improve energy efficiency across services.
- Cut the council's carbon footprint in a sensible, pragmatic way, saving money as well as the environment and support communities to do the same should they wish to do so.

Better rural connectivity and services

- Expand rural transport options and improve road maintenance in remote areas.
- Continue the roll-out of better broadband and digital connectivity for rural homes and businesses.
- Ensure more equitable access to health, education, community and council services for all communities.

Making the most of our natural assets

- Maintain and improve public rights of way, trails, and open spaces.
- Support initiatives that encourage outdoor activity for health and wellbeing.
- Work with volunteers and local groups to care for green spaces.

The change you will see

- A resilient economy that balances growth with sustainability.
- Stronger cultural identity and heritage that residents are proud of and visitors want to experience.
- A healthier natural environment with thriving biodiversity and reduced carbon emissions and associated costs.
- Better connections and services that reduce rural isolation and improve equality of access.
- More opportunities for residents to enjoy and benefit from the countryside and green spaces.

Together, we will protect what makes our area special while ensuring it can meet the needs of future generations.

Priority theme: **Smarter, Faster, Fairer Public Services**

Our Vision for Smarter, Faster, Fairer Public Services

We will deliver services that are smarter, faster and fairer. We will make the best use of technology and innovation to meet the needs of our residents, businesses, and communities and provide more response services that meet customers' needs.

Our ambition is to provide Smarter, Faster and Fairer public services that work seamlessly across our three priority themes: Family, Community and Prosperity. Through early intervention and prevention, better use of data and the intelligent application of artificial intelligence (AI), we will improve outcomes while making every pound of public money go as far as it can.

We will embrace digital technology to improve how people access services, while ensuring no one is left behind. Residents will still be able to contact us face to face and by phone, but we will also expand online services to give people greater choice and convenience.

What this means in practice

- **Make the most out of the money, assets, people and technology we have available**

We will balance our budget, spending only what we can afford is our priority. We will prioritise investment on prevention and early intervention initiatives where there is the greatest long-term return on investment for local communities. We will invest in initiatives that save money and improve outcomes to local residents.

- **Collective focus on early intervention and prevention**

We will work with our partners including police, health, housing and Voluntary, Community, Social Enterprise (VCSE) sector to develop new, joined up approaches to tackling local issues. We will use technology and data insights to identify need earlier, target support more effectively and prevent problems before they escalate.

- **Be at the forefront of innovation in service delivery, partnership working and communication with our residents**

We will question what we do, how we do it and why, and look for new ways to meet demand and address key local issues. Curiosity and innovation will be key, along with making bold decisions that champion new ways of working that our residents expect us to do. We will embrace and use artificial intelligence to enhance the services used by our staff.

- **Improving customer experience**

More people will be able to access services digitally. We will create more self-service options, but residents will always have the option of talking to a real person, whether over the phone or face-to-face. We will increase the availability of our services and our presence in rural communities.

Key Commitments under Smarter, Faster, Fairer

Make the most out of the money, assets, people and technology we have available

- We will only spend what we can afford, but we will do all we can to get the best deal from government for North Northamptonshire whilst getting the most benefit for local residents from the resources we have available.
- We will question how services can be met in more efficient and effective ways, investing in initiatives that save money and seeking new, innovative ways to reduce demand for services through partnership working, early intervention and prevention initiatives.
- Focus on maximising income through government grants, investment from businesses and public sector partners in the area and from income from services where appropriate to do so.
- Seek opportunities to share resources, data, assets and approaches with partners such as the NHS and police in order to get the maximum benefit from public expenditure.

Collective focus on early intervention and prevention

- Challenge the way we do things, ask difficult questions and work with our partners such as the NHS and police to develop new, more effective approaches to tackling the problems our communities face.
- Integrate and use data we have more intelligently to build a better picture of what needs improving. We will use this 'big data' to help predict future occurrences and identify risks earlier in important areas such as social care, public health, skills and education, and community safety.
- Develop digital tools and approaches that help families, communities, and rural residents access preventative support more easily.

Be at the forefront of innovation in service delivery, partnership working and communication with our residents

- More effectively communicate and engage with residents. We will look for more effective ways to get messages across and ensure that residents understand what services they receive and how they can best benefit from local public services.
- Invest in technology and use automation and artificial intelligence to improve service delivery and make it faster and more cost effective for our residents.
- Continuously review services and approaches to ensure they are efficient, cost-effective, and focused on outcomes that make the biggest difference to the lives of local residents. We will actively listen to customer feedback as a key part of the process of service improvement.
- Make full use of the council's available office space to foster an environment of collaboration and innovation, where the office-based workforce can add maximum value to the services the council provides.

Improving customer experience

- We will respond to our customers in a faster and more effective way, working to resolve their issues first time and on time.
- Expand, simplify and enhance digital self-service routes for customers so that services can be accessed easier and customers kept up to date with progress.
- Modernise customer contact systems including the use of advanced AI webchat that will be available 24/7 to help residents access the information they need when they need it.
- Keep traditional contact options open for those who cannot or prefer not to use digital services.
- Expand our customer service presence in rural areas based on demand for services. We will bring customer services closer to you in a convenient and familiar location.

The change you will see

- More efficient and effective services that our residents see and feel more benefit from.
- People will stay healthier longer and communities will feel safer and more supported.
- Services that better meet your needs and that make a bigger difference to your quality of life and the prosperity of the area.
- Improvement in customer satisfaction and a reduction in customer complaints.

Through smart technology, inclusive digital services and a continued human touch, we will deliver an efficient council that works better for everyone and provides great value for money.

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