



**West  
Northamptonshire  
Council**

# **WNC Relationship with Local Councils**

**Sally Burns  
Director of Public Health  
West Northamptonshire Council**

NCALC 76<sup>th</sup> Annual Conference and AGM



# Aims of Presentation

- The West Northamptonshire Journey – Town and Parish Council Liaison.
- Service Transformation.
- Improving the Quality of Life and Community Wellbeing at Place – West Northamptonshire Joint Local Health and Wellbeing Strategy.

## **BUILDING COMMUNITIES Parish and Town Councils in Unitary Northamptonshire - NCALC 2019.**

AMBITION: 'Design a relationship between Unitary and Parishes that focuses on people and places and becomes a benchmark of good practise nationally.'

- Came through the Transformation Programme that was established as WNC was forming.
- Working group from WNC services, NCALC and parish clerks.
- Recommendation to have a single approach across WNC services, guided by a Liaison Officer.
- Liaison Officer started earlier in 2023.
- Two main aspects to role – problem solving (existing relationships were fractured due to LGR) – proactive transformation of processes.

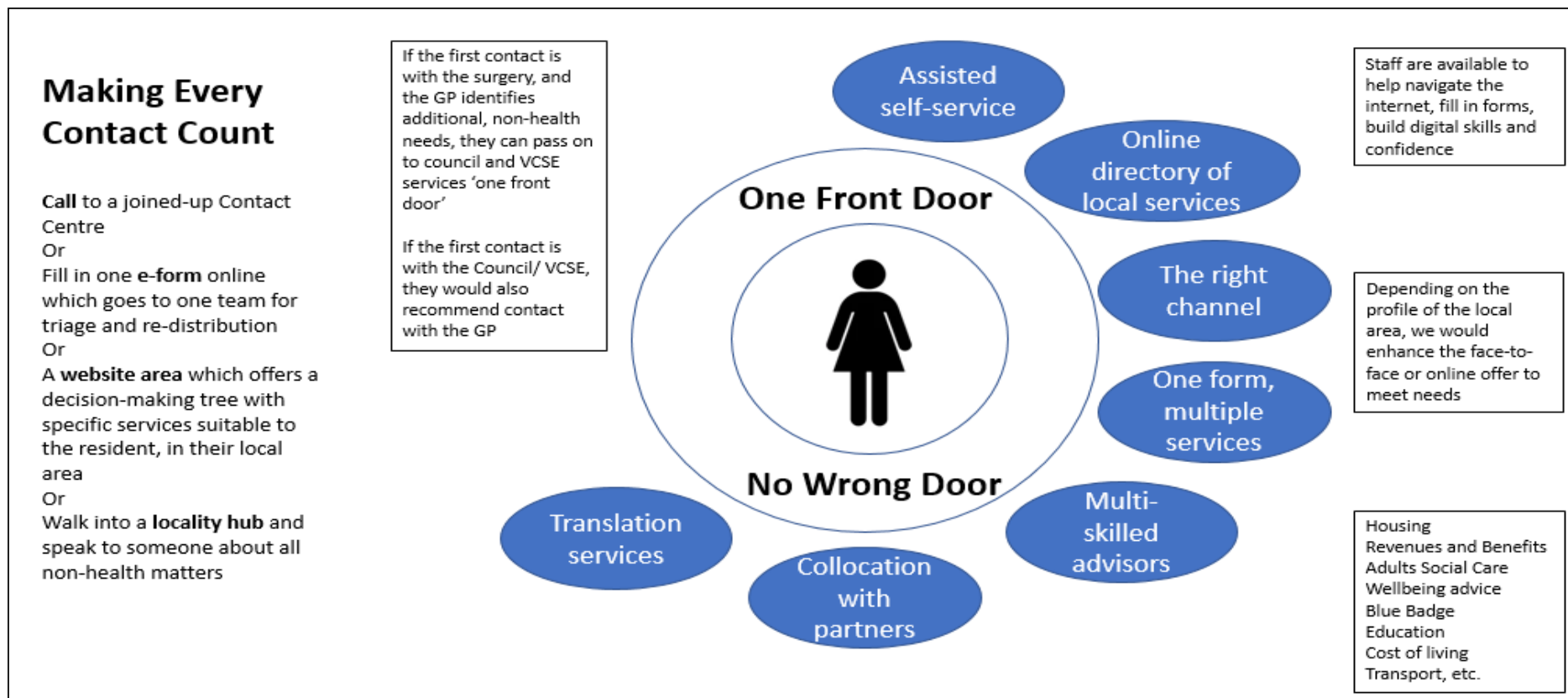
## Focus

- Relationships being developed with clerks and councils
- Monthly planning meeting with NCALC
- A Larger Parishes Forum has been created – one of the main recommendations from the Working Group
- Forum covers 70% of the population
- Forum will work with WNC departments to find solutions to operational issues that parishes are experiencing
- Linkages with Health and Wellbeing Strategy, Local Area Partnerships, Welcoming Spaces

# Examples of Recommendations

- Establish a “larger councils’ forum” for clerks to discuss policy, strategy and operational coordination more regularly – suggested quarterly (In place)
- Establish a programme of operational focus groups for clerks to voice queries and concerns with operational services (Focus Groups for Planning and Highways next to be established)
- Establish a parish steering group to act as an informal consultative forum for services to test approaches to policy and strategy (Has been done and operational)
- Develop an awareness programme (role of parish councils and clerks) for officers and members to aid understanding and outline role in engagement (initial awareness raising undertaken)
- Assess benefits of a parish webpage/portal to host quick-links and guidance on accessing digital services (Landing page for clerks)
- Facilitate parish involvement and, where beneficial, alignment with emerging local area partnerships (Ongoing process)
- Still lots to do....

# Our Customer Service Transformation Ambition



# Outreach

The idea of Outreach started with a pilot session hosted in Brackley in July 2022, and has since increased to 23 customer service drop-in sessions across West Northants! With the purpose of reaching out to a wider range of customers including vulnerable people, who are unable to email or come into our offices, and whose queries are too complex to cover over the phone.

They can travel a few minutes to their local Community Centre, church, GP Surgery, food larder, football club, library, school or village hall. Customers do not need an appointment to see us and can just drop-by at the time & date we are there!

We have strategically placed ourselves within local areas called LAPs (Local Area Partnerships).



# Parish and Town Council Support

- Parish webpage/portal to host quick-links and guidance on accessing digital services (Landing page for clerks)
- Recommendation to have a single approach across WNC services, guided by a Liaison Officer
- Assist in publicising access to services
- Any challenges to be raised with Liaison Officer who will help to resolve
- Focus forums for particular areas e.g., planning and highways



# Health & Wellbeing Strategy



# Live your Best Life Ambitions

## Best Start in Life

Access to the best available education and learning

Opportunity to be fit, well and independent

Employment that keeps them and their families out of poverty

Housing that is affordable, safe, and sustainable in places which are clean and green

To feel safe in their homes and when out and about

Connected to their families and friends

The chance for a fresh start when things go wrong

Access to health and social care when they need it

To be accepted and valued simply for who they are

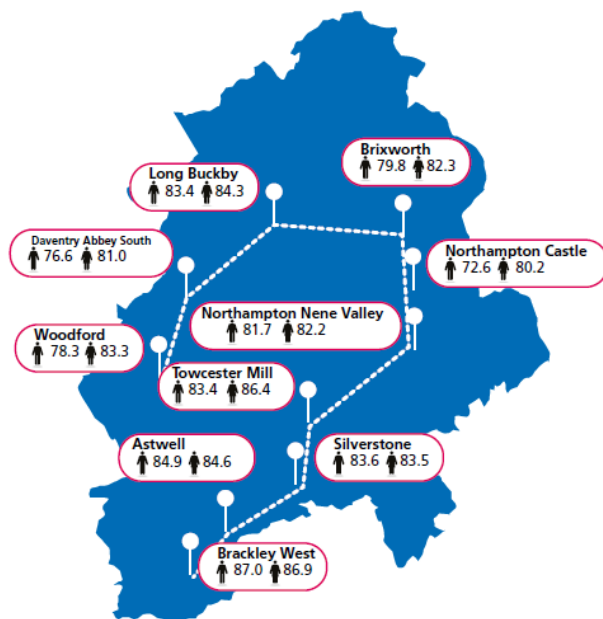
# Joint Health and Wellbeing Strategy

- Joint Strategic Needs Assessment August 2022
- Carried out community engagement and worked with a range of stakeholders to inform draft JHWS
- Consultation ran throughout August
- Finalisation of JHWS 5 – 15 September
- Update for Cabinet on 19 September
- Final JHWS presented to HWB on 28 September

# Parish and Town Council Engagement

- Engagement survey in April 2023
  - 91 total online responses; 26 fully completed responses and 65 incomplete responses
- Presentation on Live Your Best Life ambitions to Larger Parish and Town Councils Forum in June 2023 with request for feedback
- Reviewed feedback alongside engagement and insights from a wide range of communities and organisations to inform the JHWS.
- As develop delivery plans leads will continue to engage with stakeholders and communities to ensure that they reflect local needs

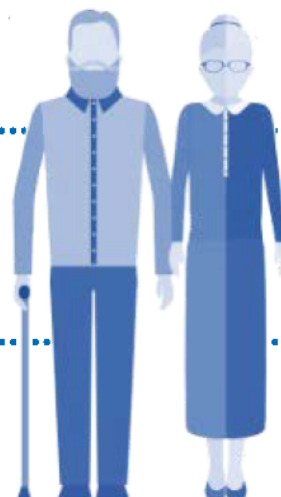
## Life expectancy in West Northamptonshire



Following a 'bus route' in each unitary, demonstrates that communities that only live a few miles apart can have stark differences in life expectancy.

Average life expectancy at birth for men is 79.8

Men living in the more affluent 20% of the West can expect to live 9 years longer than those in the 20% most deprived areas



Average life expectancy at birth for women is 82.8

Women living in the more affluent 20% of the West can expect to live 8 years longer than those in the 20% most deprived areas

Healthy life expectancy (the average number of years a person would expect to live in good health) for men and women in Northamptonshire ranges between 63 and 65 years of age meaning that most people will start their retirement with some degree of poor health.

Source Data : Fingertips 2018-2020

## Our shared vision

We want to work better together to create a place where people are active, confident and enjoy good health and wellbeing. A West Northamptonshire where people can see and feel a bright future for quality support and services when they need help.

Across the life course we are committed to



Starting Well



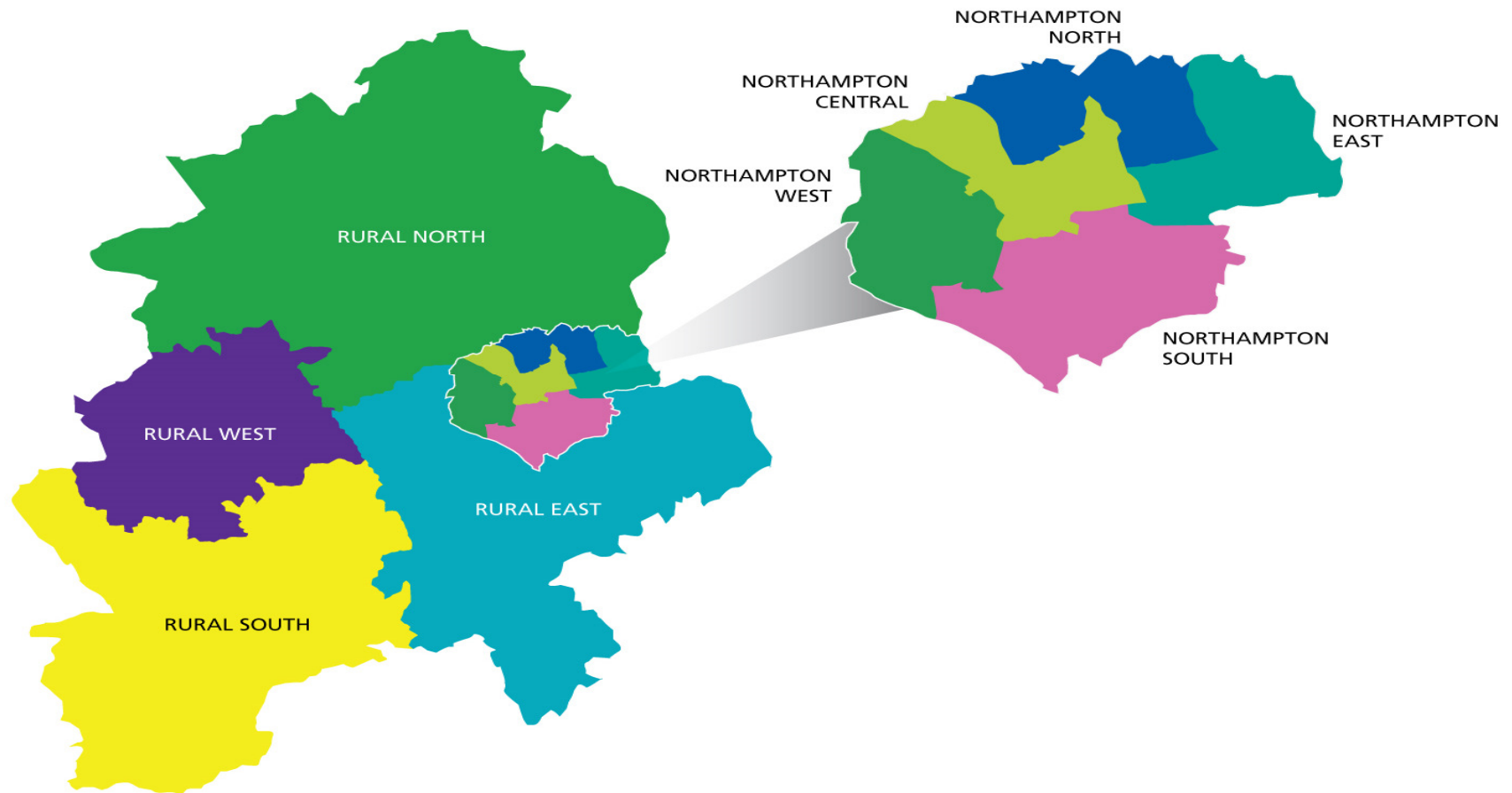
Living Well



Ageing Well

## Our approach

1. Prevention as a priority
2. Tackling health and wellbeing inequalities
3. The importance of 'Place' and delivery through our Local Area Partnerships and Local Area Forums
4. An evidence-based and community insight led approach
5. Co-production



# LAP Main Functions

Agree the **core leadership team**

Adopt an **intelligence and data led approach**

Determine **two to three priorities** that need addressing to reduce inequalities

**Identify connections** with wider system and place-based activities

Oversee the development of the **LAP core products**

Where appropriate agree the set-up of any **task and finish groups**

**Escalate** any areas of concern to the local Health & Wellbeing Forum



# New LAP Project Leads

Emilie Vavasour

**Northampton Central**

Justine Horrocks

**Rural North**

**Rural West**

Rachael Byrne

**Rural South**

**Rural East**

Michelle Grimwood

**Northampton West**

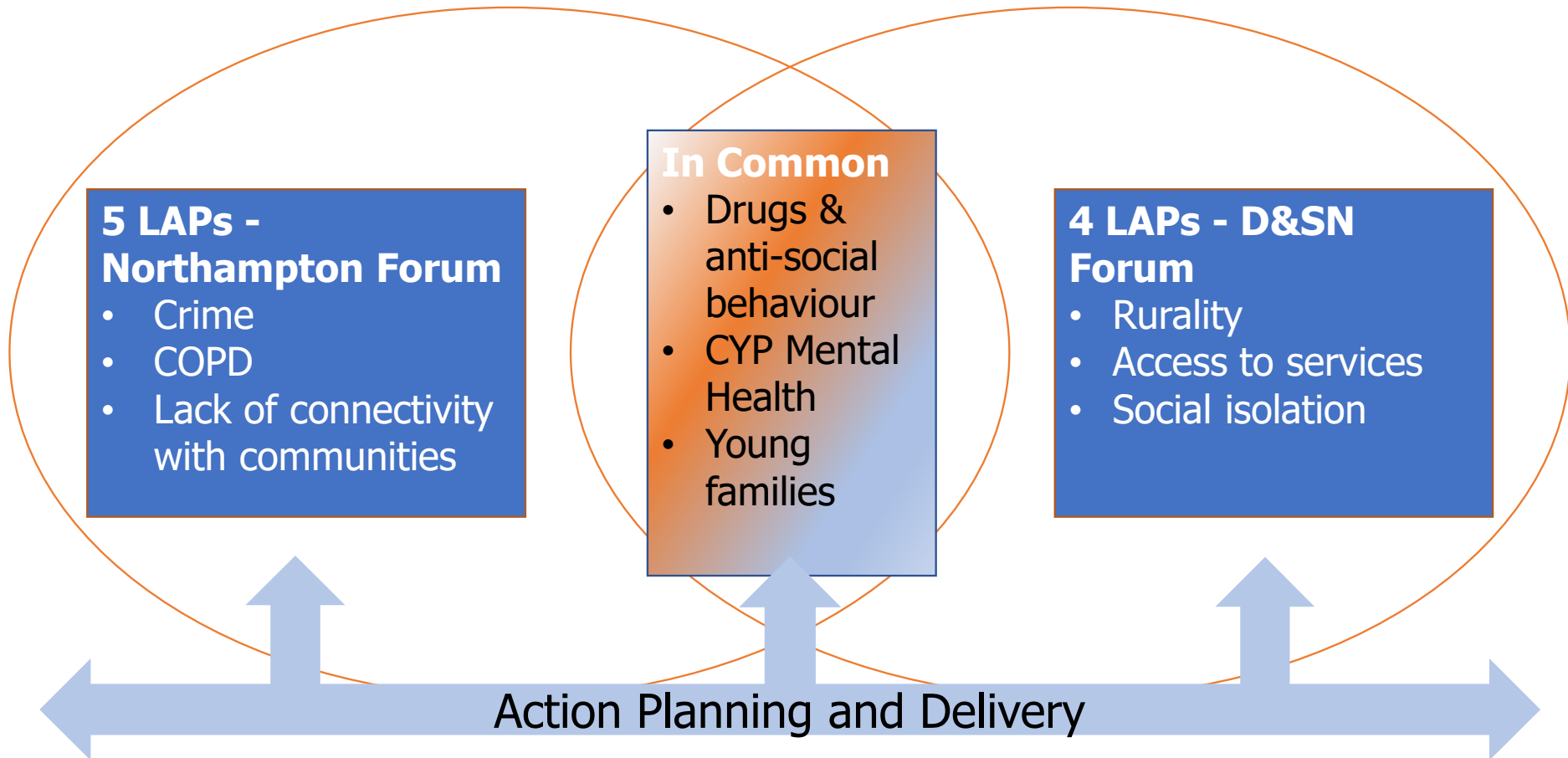
**Northampton North**

Chris Serbyn

**Northampton East**

**Northampton South**

# West Northants LAP Priorities





# Day to Day Contacts

Name	Job Title	Contact Details
Alan Burns	Parish Council Liaison Officer	Phone: 07760 558522 Email: Alan.Burns@westnorthants.gov.uk
Customer Services		

# Looking Ahead

- Good Progress on liaison but still a lot to do
- Ensure as the place model and Local Area partnerships develop further the communication and relationship with Town and Parish Councils is strong and clear
- Tools under development:- Interactive JSNA, LAP Website, Template for Local Parish Health and Wellbeing Plans
- So many opportunities available but care not to overload
- Ensure we share best practise examples, develop case studies of progress to build confidence
- Thank you for listening and any questions?