



<b>REPORT TO:</b>	Corporate and Community Scrutiny Committee
<b>DATE:</b>	14 November 2024
<b>SUBJECT:</b>	Council/PSPS Transformation and Service Modernisation Programme
<b>PURPOSE:</b>	To provide feedback on the proposed Council/PSPS Transformation and Service Modernisation Programme
<b>PORTFOLIO HOLDER:</b>	Councillor Anne Dorrian, Leader of the Council
<b>REPORT OF:</b>	James Gilbert, Assistant Director – Corporate
<b>REPORT AUTHOR:</b>	James Gilbert, Assistant Director – Corporate
<b>WARD(S) AFFECTED:</b>	N/a
<b>EXEMPT REPORT</b>	No

Appendix A is not for publication by virtue of paragraph 4 of Part 1 of Schedule 12A of the Local Government Act 1972. The document contains commercially sensitive information.

## SUMMARY

In 2020, East Lindsey and South Holland District Councils signed a new 10-year Joint Venture Agreement with Public Sector Partnership Services. Since that time Boston Borough Council has also transferred services into the company (from April 2021).

The three Councils – working together as the South & East Lincolnshire Councils Partnership – create the opportunity to accelerate their own transformation and the transformation of the services provided to their residents via PSPS.

This report brings forward for scrutiny the Transformation and Service Modernisation Programme (Appendix A) that PSPS would lead the delivery of.

## RECOMMENDATIONS

- That the Committee provides its feedback on the Transformation and Service Modernisation Programme.
- That, if approved, the Committee agrees to include the ongoing scrutiny of the Transformation and Service Modernisation Programme's delivery in its work programme.

## REASONS FOR RECOMMENDATIONS

To ensure that there has been wide member engagement in developing the Transformation and Service Modernisation Programme as part of the decision-making process.

## OTHER OPTIONS CONSIDERED

Continuing to invest in PSPS to enable transformative change both within the company and Councils is important at a time when there is an ever-increasing customer expectation regarding Council services and increasing budget pressures. As such, 'Do Nothing' was discounted.

### 1. BACKGROUND

- 1.1 In 2020, East Lindsey and South Holland District Councils signed a new 10-year Joint Venture Agreement with PSPS that sees the present contract run until 2030.
- 1.2 Boston Borough Council became a partner in PSPS in 2021.
- 1.3 The company provides the following services to the three Councils: Customer Contact, Finance, Health and Safety, Human Resources, ICT, Revenues and Benefits and Procurement and Contracts.
- 1.4 PSPS is a LATCo (Local Authority Trading Company) with Teckal status.
- 1.5 In October 2021, the South & East Lincolnshire Councils Partnership formed, with a key focus of the approved Partnership Business Case being on the alignment of activity/services/processes across the Partnership, where appropriate, to create efficiency and resilience. Many of the services PSPS provide play a significant role in facilitating the Partnership - in particular Finance, Human Resources, and ICT – and many processes and procedures in these services have now been aligned within the company as a result.

### 2 Service modernisation plan

- 2.1 PSPS's ability to deliver transformative change has been demonstrated through the savings achieved during the company's first 14-years of operation. The savings in the first 14-years have totalled £29.1m.
- 2.2 Boston Borough Council's decision to join PSPS in April 2021 and the subsequent formation of the South & East Lincolnshire Councils Partnership, has presented the opportunity for the company and Councils to work together to develop a Transformation and Service Modernisation Programme for the benefit of all three Councils and their communities.
- 2.3 Appendix A sets out the proposed Council / PSPS Transformation and Service Modernisation Programme for feedback from scrutiny committee before consideration by Cabinet. It should be noted that project costs may vary slightly as final detailed Business Cases are developed.
- 2.4 Whilst Cabinet will be the approval Committee for the Plan, funding for the projects would be considered as part of the budget setting process.
- 2.5 If the funding is allocated in the budget, PSPS would be required to develop individual Business Cases for consideration by the Councils in relation to each project, which would be subject to approval.

- 2.6** As well as the governance arrangements set out in Appendix A, it is requested that scrutiny also reviews the Programme's delivery from time to time.
- 2.7** The Transformation and Service Modernisation Programme requires the support of all three partner Councils.

#### **EXPECTED BENEFITS TO THE PARTNERSHIP**

A single Transformation and Service Modernisation Programme has significant benefits to the Partnership, including improving services and saving money.

#### **IMPLICATIONS**

##### **SOUTH AND EAST LINCOLNSHIRE COUNCILS PARTNERSHIP**

As above.

##### **CORPORATE PRIORITIES**

The company supports the delivery of the Partnership's and Council's own priorities through both direct delivery and key enabling services.

##### **STAFFING**

None.

##### **CONSTITUTIONAL AND LEGAL IMPLICATIONS**

The constitution of the Council sets out the Council's governance arrangements and this decision will follow the agreed approach.

##### **DATA PROTECTION**

Data Protection will be a consideration for projects in the Transformation and Service Modernisation Programme and appropriate arrangements are in place between the Councils and company to manage this.

##### **FINANCIAL**

The financial implications associated with this report are set out in Appendix A.

##### **RISK MANAGEMENT**

The Transformation and Service Modernisation Programme will have risk management as a key aspect within its governance.

##### **STAKEHOLDER / CONSULTATION / TIMESCALES**

Consultation has taken place on the Transformation and Service Modernisation Programme with the PSPS Stakeholder Group. There has also been an all Member Briefing.

##### **REPUTATION**

None.

##### **CONTRACTS**

A contract already exists between the Councils and company. Some projects may require contractual changes or new contracts and this will be considered on a project by project basis.

##### **CRIME AND DISORDER**

None.

## EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

None arising specifically from the consideration of this report. However, each project that comes forward will be accompanied by a detailed Equality Impact Assessment to ensure decisions regarding project business cases are taken in the full knowledge of the impacts and the proposed mitigation.

## HEALTH AND WELL BEING

None.

## CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

None.

## ACRONYMS

- PPS – Public Sector Partnership Services
- BBC – Boston Borough Council
- ELDC – East Lindsey District Council
- SHDC – South Holland District Council

### APPENDICES

Appendices are listed below and attached to the back of the report: -

APPENDIX A	Transformation and Service Modernisation Programme
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### BACKGROUND PAPERS

Background papers used in the production of this report are listed below: -

Document title	Where the document can be viewed
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None	
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### CHRONOLOGICAL HISTORY OF THIS REPORT

Name of body	Date
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None	
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### REPORT APPROVAL

Report author:	James Gilbert, Assistant Director - Corporate
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Signed off by:	James Gilbert, Assistant Director - Corporate
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Approved for publication:	Councillor Anne Dorrian, Leader of the Council
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