



REPORT TO:	Overview Committee
DATE:	19 November 2024
SUBJECT:	Public Sector Partnership Services (PSPS) Business Plan 2025 to 2027 and the Council/PSPS Transformation and Service Modernisation Programme.
PURPOSE:	To provide feedback on the proposed PSPS Business Plan 2025 to 2027 and the Council/PSPS Transformation and Service Modernisation Programme.
PORTFOLIO HOLDER:	Councillor Graham Marsh, Deputy Leader
REPORT OF:	James Gilbert, Assistant Director – Corporate
REPORT AUTHOR:	James Gilbert, Assistant Director – Corporate
WARD(S) AFFECTED:	N/a
EXEMPT REPORT	Appendix B. Not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.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 PSPS Business Plan 2025 to 2027 (Appendix A) and a Transformation and Service Modernisation Programme (Appendix B) that PSPS would lead the delivery of.

RECOMMENDATIONS

- That the Committee provides its feedback to shape the Business Plan (Appendix A) and Transformation and Service Modernisation Programme (Appendix B).
- 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 Business Plan and Transformation and Service Modernisation Programme as part of the decision-making process and for members to be able to shape the final documents.

OTHER OPTIONS CONSIDERED

Business Plan

Do nothing – whilst this is an option, the existing Business Plan needs updating and is a requirement of the Joint Venture Shareholder Agreement.

Alternative Business Plan – the Council could ask the company to develop an alternative Business Plan.

Transformation and Service Modernisation Programme

Continuing to invest in PSPS to enable transformative change both within the company and Councils is important at a time when there is 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 Business Plan

- 2.1 Appendix A sets out the proposed PSPS Business Plan 2025 to 2027 for feedback from scrutiny committee.
- 2.2 The Joint Venture Agreement between the founding Shareholder Councils (East Lindsey and South Holland) requires a Business Plan to be in place.
- 2.3 The final Business Plan will be presented to Council for consideration.

3 Transformation and Service Modernisation Programme

- 3.1** 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.
- 3.2** 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.
- 3.3** Appendix B sets out the proposed Council / PSPS Transformation and Service Modernisation Programme for feedback from scrutiny committee before consideration by Executive Board. It should be noted that project costs may vary slightly as final detailed business cases are developed.
- 3.4** Whilst Executive Board will be the approval Committee for the Plan, funding for the projects would be considered as part of the budget setting process.
- 3.5** 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.
- 3.6** As well as the governance arrangements set out in Appendix B, it is requested that scrutiny also review the programme's delivery from time to time.
- 3.7** The Transformation and Service Modernisation Programme requires the support of all three partner Councils.

EXPECTED BENEFITS TO THE PARTNERSHIP

The Business Plan sets out at a high level the direction of travel for PSPS over the coming years.

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 these decisions 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 B.

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 Business Plan and 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 in Appendix B 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

- PSPS – 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

PSPS Business Plan 2025 to 2027

APPENDIX B

Transformation and Service Modernisation Programme

BACKGROUND PAPERS

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

Document title	Where the document can be viewed
None	

CHRONOLOGICAL HISTORY OF THIS REPORT

Name of body	Date
None	

REPORT APPROVAL

Report author:	James Gilbert, Assistant Director - Corporate
Signed off by:	James Gilbert, Assistant Director - Corporate
Approved for publication:	Councillor Graham Marsh, Deputy Leader