



PSPS

Public Sector Partnership Services Ltd

Delivering services for



Optimising the Customer Experience

7th March 2024





Jackie Wright

Chief Delivery Officer



Our Clients

306,000 Residents

1,112 square miles (half of Lincolnshire)

122 elected Councillors

Almost 1,000 Officers

£42m Savings target over 10 years



served by One Team

South & East Lincolnshire Councils Partnership




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Key Challenges & Drivers for Change

- Demand & Current Climate
 - Customer Expectations
 - Demographic Drivers
 - Technological Differences
 - Recruitment and Retention Pressure
 - Limited Data
- 

Contact Centre deliverables

Multiple Contact Channels

Multi-Client, Multi-Site

640,000 Contacts a year



Transformation Focus



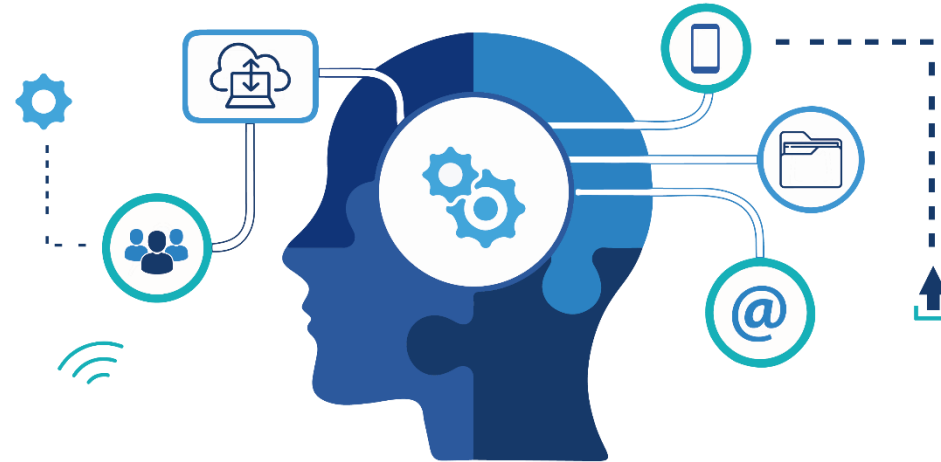


Contact Centre transformation

- ▶ New Telephony & Contact Centre system
- ▶ Assisted Self Service
- ▶ Idox Uniform implementation & integration to Assisted
- ▶ Redevelopment of Boston Websites and Subsites
- ▶ Online Garden Waste system
- ▶ Online Market Trader booking

Assisted Self Service

- Over 100 training materials
- Over 1000 KB articles
- Customised Reporting
- Open API



Knowledge Hub

- Delivery
- Alignment
- Consistency
- Quality
- Efficiency
- Intelligence

Website (BBC)



The screenshot shows the top navigation bar of the Boston Borough Council website. It includes the council's logo on the left and a menu with items: Resident, Business, Your Council, Invest, and Visiting and Leisure. Below the navigation is a large banner for the "Boston's Christmas Festival 2023". The banner features a photograph of a street decorated with lights and people. The text on the banner provides the location and dates: "Market Place, Boston, Lincolnshire, England, PE21 6NF 23rd Nov 2023, 12:00 to 26th Nov 2023, 16:00". A "See More" button is positioned at the bottom of the banner. A carousel indicator at the bottom of the banner shows five slides, with the first slide selected.

This screenshot shows the header of the South & East Lincolnshire Councils Partnership website. It features logos for South Holland District Council, Boston Borough Council, and East Lindsey District Council. Below the logos, it states "served by One Team" and "South & East Lincolnshire Councils Partnership". The navigation menu includes: Our Partnership, Careers, Management Team, PSPS Ltd, and Contact us, followed by a search icon.

Three dark blue buttons with white circular icons containing an upward-pointing arrow. The buttons are labeled "Pay", "Report", and "Apply" from left to right.

This screenshot shows the main content area of the South & East Lincolnshire Councils Partnership website. It features a large green background with a photograph of a park. The "Welcome" section includes a paragraph describing the partnership as the largest in the country and provides a "More about the Partnership" button. Below this is a "Council Leaders" section with three columns, each featuring a portrait and name of a councillor: Nick Worth (Leader, South Holland District Council), Anne Dorrian (Leader, Boston Borough Council), and Craig Leyland (Leader, East Lindsey District Council). A "FOUR YEARS TO BE THE BEST" award logo is visible in the top right corner of the main content area.

Garden Waste (Boston)



[Home](#) > [Resident](#) > [Refuse and Recycling](#)

Garden Waste Collections

Please note as of Midnight 15th October the subscriptions for our Garden Waste service will be switched off for the 2023/24 season.

For anyone wanting to sign up for the 2024/25 season more information will be available in the New Year

Grass cuttings, leaves, hedge and shrub trimmings, weeds and plants can all go in the brown bin.

Garden waste must not be bagged, it should be placed loosely into your brown bin. We also do not accept garden waste as side waste

Top tip: To try prevent grass cuttings from getting stuck at the bottom of the bin you can place a small amount of newspaper in the bin

Bin charges:
New and/or replacement bins will be charged at £40 each. Any bins damaged during the collection process may be replaced free of charge

If you don't have a large garden, an alternative way to deal with your garden waste is home composting. Click on this link for more information on how to take your green waste to one of the County Council's [Household Waste Recycling Centres](#).

11,897 Subscribers

£579,000 Income

8,000 tonnes garden waste composted for re-use

Fortnightly collections between March and November

99% of bins presented collected first time

Online Market Trader Booking (SHDC)



148 Traders Registered

£28,226 Income Generated

Market Stall Bookings Hub

Please Note: You must be an approved registered trader and be logged into your 'My Account' before you will be able to book onto your chosen markets.

[Log in](#)

[Apply to become an approved trader](#)

[Crowland Market](#) [Holbeach Market](#) [Long Sutton Market](#)

[Spalding Tuesday Market](#) [Spalding Saturday Market](#)

Confirm Bookings and Pay

[Basket](#)

My Market Stall Bookings/Tasks

My requests

These are requests submitted by you, and are currently in progress. [View all \(3\)](#)

Request Title	Status	Started	Updated	Action
Long Sutton Market	In progress	18 October 2023 16:11	18 October 2023 16:22	Updated Booking Details
General Enquiry - SHDC	In progress	03 May 2023 12:02	03 May 2023 12:02	Track and update
General Enquiry - SHDC	In progress	03 May 2023 10:42	03 May 2023 10:52	Track and update

Completed requests

These are completed requests that you either started or have worked on. [View all \(10\)](#)

Request Title	Status	Started	Completed
Bookings Item	Completed	18 October 2023 16:11	18 October 2023 16:22
Bookings Item	Completed	18 October 2023 16:04	18 October 2023 16:10
Long Sutton Market	Completed	18 October 2023 16:04	18 October 2023 16:10

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Thank You!

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