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From: Communications, Communications
Sent: 15 June 2021 16:44
To: All Alliance Staff
Cc: All BBC Councillors; All ELDC Councillors
Subject: Strategic Alliance Update

Strategic Alliance Update

Hi Everyone,

I hope you're well.

As I'm sure you've seen, last night the Prime Minister confirmed that the final easing of restrictions has now been moved back to July 19. In terms of how we are currently working, this change in dates will thankfully not affect us; colleagues should continue to work from home, and on the occasions where you do need to go into the office, you should seek approval from your Assistant Director beforehand.

One emerging piece of work that may change the way in which we work in the future, is a review of how we serve our customers in East Lindsey. A number of factors, including the Covid-19 pandemic and increased agile working opportunities have provided an opportunity to review how we provide services to customers in East Lindsey and what our customers' future needs, aspirations and service access options could look like. This is something that we're undertaking with our partners PSPS. It aligns with previous decisions made as part of the PSPS Transformation Plan and with our own commitments to review our customer hub model to ensure effective service delivery whilst maximising self-serve and digital opportunities in the future. Part of this includes proposals to make the closure of Customer Access Points in East Lindsey permanent. The CAPs in Louth, Horncastle, Skegness and Mablethorpe have been closed since the start of the pandemic and part of the proposals put forward is for them to not re-open. Members of PSPS staff would then be redeployed to support the telephony and digital channels, providing greater support for the methods of contact that customers have used increasingly over the past year.

PSPS largely deliver transactional services which lend themselves to being delivered in these different ways. As a Council we are mindful of the need to continue to provide customer facing support for vulnerable residents who need access to services that are vital to them and ensure accessibility of more transactional services to those who may not be able to access digital or telephony service options. Through this piece of work we will be developing a range of solutions that ensure we do not leave people behind and there will be member scrutiny via our Overview process. As part of this, our commitment to ensure we have an ELDC base / presence in Skegness remains. Our teams are currently exploring suitable options. A report on how we serve our customers will be considered by Executive Board in July and we will provide updates as the work progresses. The report will be accompanied by a detailed Equalities Impact Assessment and you may be asked to contribute to this with your service expertise.

We're now three weeks into works on the new Public Sector Hub and College in Horncastle, we've updated the dedicated area on the One Team Hub with some of the latest images from the site which show the progress of the preparatory works that have been undertaken - www.oneteamhub.co.uk.

Finally, on July 1 it will officially be one year since the Strategic Alliance between our two councils came into being. To mark the occasion we will be holding a virtual coffee morning for colleagues, as we look back and celebrate all we've achieved over the last 12 months, I'm pleased to say that we'll also be launching our new shared values and behaviours at the session too. You'll all receive a meeting invite shortly with the details.

Kind regards,
Rob

Rob Barlow
Chief Executive



served by One Team