



# PSPS

Public Sector Partnership Services Ltd

## PEOPLE PLAN

2023-2026



# OUR MISSION



*"Together we will provide high quality professional services which achieve outstanding performance, satisfaction and confidence for our customers, communities and colleagues."*

# OUR VALUES



PROFESSIONALISM

ONE TEAM

INNOVATION

SUPPORTIVE

EXCELLENCE

# OUR FOCUS

SERVICE DELIVERY

TRANSFORMATION

ENGAGEMENT

PEOPLE

PERFORMANCE

Our People Plan sets out the investment and focus for our people activities over the next three years, to increase the contribution from all our workforce to the achievement of our Organisational Business plan.

To enable us to succeed - we want every employee to:

- Experience an environment and be provided with opportunities that encourage every individual to develop, thrive and perform.
- Live our Values
- Love their job and love working for PSPS
- Be passionate about delivering excellent services for our clients; and supporting transformation
- Have the opportunity to reach their potential






Investing in our workforce will enable us to respond to future challenges and to achieve our current priorities. We need an engaged and motivated workforce who can deliver the best possible services to our clients. We need to continue to transform our services and support our client councils to do the same, delivering continuous improvement and enabling further self-service allowing each of our employees to focus where we add most value. To achieve this it's important that our staff feel empowered and enabled to contribute to improving the way we do things; to look to using technology to deliver services differently and to continue to adapt to different ways of working.

PSPS wants to be recognised as an attractive employer of choice and a great place to work where we can all demonstrate our Mission, Focus and Values. In doing so our People Plan needs to be clear about how we will recruit; retain; develop; lead; reward and support the health and wellbeing of each of our employees to ensure their continued contribution to the delivery of quality services for our clients. It needs to build on the new ways of working we've started to develop, as well as enable the company to shape both its workforce, and skills of the staff to meet future demands.

**Our Priority focus:**

Our People Plan has five areas of focus to make PSPS a great place to work, and our people activities over the next three years will align to these priorities.

Building on our last People Plan – our activities will still ensure that we are creating a strong organisation, focused in the areas which help us achieve what we need from our employees and helps to support them.

-  Enabling us to Succeed – our PSPS Culture
-  Reward and Recognise our People
-  Raising Skills and Standards
-  Attract and Retaining Brilliance
-  Support the Health and Wellbeing of our People

**Enabling us to Succeed – Our PSPS Culture**

- Embed our Values in your daily experience of working for PSPS
- Our People Managers role model our Values and reinforce our culture
- Engagement and communication is clear, open and consistent – our staff feel well informed and clear on direction
- We find ways to listen more regularly to employees and we 'hear' them on the things that matter most to them
- Our one team approach – service, geography and other boundaries shouldn't matter – the experience for each of our employees is consistently good
- Our teams are curious and encouraged to consistently deliver, innovate and find ways to support our clients to do the same
- Our People Managers are enabled to provide the best support for their teams
- We reshape our processes so that our People Managers recognise when 'in person' situations matter most and make them integral to our ways of working – team building; promoting knowledge sharing; collaboration meetings; check in/wellbeing

**Reward and Recognise our People**

- We celebrate success and find ways to show our appreciation
- Our employees understand the total value of their reward and pay – we clearly communicate our reward offer to current and prospective employees
- Develop an effective recognition and reward programme which is simple, timely, motivating and helps position us as an employer of choice
- We create a culture of recognition, where everyone can recognise each other's contribution and also commitment to our Values

## Raising Skills and Standards

- We develop our workforce – with the skills, knowledge and confidence for what we need in the future
- We curate opportunities for every individual to learn and grow through different approaches
- Our People Managers have five key priority areas – to set clear standards (Service); to enable change and innovation (Transformation); to motivate their teams to successfully deliver (Engagement); to enable employees to perform and thrive (Performance), To support their teams and lead with care and show appreciation (People)
- We'll continue to invest in all levels of leadership and management development so that our People Managers have the skills to support their employees and get the best from their teams
- Everyone gets set a goal and understands what's expected from them
- We create opportunities for everyone to reach their potential and grow

## Attracting and Retaining Brilliance

- Our recruitment, onboarding and induction experience is positive and consistent and supports people for success
- We strategically target the attraction of exceptional talent across our region
- Our Values and culture are important, and we'll recruit people that embody these
- We know when to take risks – and hire and promote for adaptability, learnability and potential
- We develop our Employee Value Proposition to Be Distinctive in the employment market
- We promote opportunities to develop and grow and share examples of internal employee mobility

## Support the Health and Wellbeing of our people

- We create safe, healthy and supportive environments – ensuring our employees are fit and focussed to be their best
- We foster a collaborative, inclusive and diverse work environment in which our employees feel safe and supported
- Our People Managers make effort to check in with employees especially those not as visible
- We build our employee's resilience to change
- We develop a Wellbeing programme which delivers on four pillars of wellbeing, physical, mental, financial and social and makes wellbeing everyone's responsibility

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