

## CASE STUDY

**Name: Paul Rusted**

**Job title and organisation: Infrastructure Commissioner, Lincolnshire County Council**

*Lincolnshire County Council covers a large rural county, working on behalf of the 751,200 residents with a revenue budget of £454.775m for 18/19 and a capital budget of £158.688m.*

*The council has been working with Proving Services for the past five years. Paul Rusted, Infrastructure Commissioner, explains how they helped the council undertake a Value for Money Assessment that has had a huge impact.*

*“We first started working with Proving Services back in 2013, when they undertook a Strategic Value for Money Assessment of our Highways Alliance through the Future Highways Research Club and helped us design our Highways Future Operating Model. The Highways Alliance is an award-winning collaboration between the Council and its three main term service providers, Kier, WSP and Dinniq.*

*“Proving Services worked with us on an initial Value for Money (VfM) Assessment, as a response to Members who wanted an independent assessment of how the council was performing, across the whole business.*

*“Members were keen to reduce costs, commission services differently and increase operational efficiency and effectiveness. As with other local authorities, there was also the need to improve public confidence and provide greater political transparency and accountability.*

*“Proving Services helped us with the initial stages of the assessment, providing an analysis and benchmark of performance. They worked with us and with all the key departments to undertake the first stage of the work. They applied their in-depth experience of working with local authorities to provide relevant, perceptive challenge, helping us to develop ideas and feed into the work.*

*“This initial piece of work produced a detailed analysis document, which highlighted areas of duplication, efficiency opportunities and also set a baseline position. It demonstrated that Lincolnshire County Council was delivering a highly agile service to customers, but this came at a high cost. It showed us where the opportunities were for improvement and also ranked these according to achievability, providing a set of priorities.*

*“The council then used the tools provided by Proving Services to deliver change. This took the form of a complete restructure of the organisation and had a profound impact. There was a major shift in service operation and efficiencies were made in all areas of work.*

“It was important that we took ownership of this stage, as we have the in-depth knowledge of the area and the organisation. Proving Service’s ethos is to ensure they transfer the skills and capabilities to the organisations they work with, to sustain the change programme independently into the future.

“Throughout the process, Proving Services assisted us by offering critical challenge and support.

“We’ve worked with Proving Services again since then, undertaking a refreshed value for money assessment to assess how the Council is now performing since the initial assessment. This has included reassessing all measures and rating the progression against our Improvement Plan.

“We were one of the founding members of - and helped develop - what is now called the Future Highways Research Club.

“From our perspective, the process has been a huge success. We were able to deliver real cost-cutting measures whilst still delivering the same level of services in a more efficient manner. This is a huge achievement and Proving Services made a significant contribution to this.

“We would certainly recommend Proving Services to our local authority colleagues across the country. The use of an independent and impartial assessor, with a high level of public sector expertise, gave us a credible analysis from which we were able to effect real, tangible change. They brought a relevant and insightful challenge to our work, along with a wealth of relevant, class-leading experience and support tools.

“The new partnership with ADEPT will give local authority members a number of benefits, not least the chance to access the VfM assessment service at a considerably reduced cost and we rate this service very highly indeed.”

*To find out more about Lincolnshire County Council, please visit:*

[www.lincolnshire.gov.uk](http://www.lincolnshire.gov.uk)

*To find out more about the ADEPT and Proving Services partnership, please visit:*

[www.adeptnet.org.uk/provingservices](http://www.adeptnet.org.uk/provingservices)