



Minutes

UNITY PARTNERSHIP BOARD

3 September 2014

Members' Meeting Room - Civic Centre, Oldham, OL1 1NL

5.30 pm

Present: Councillors Dean, Jabbar, McCann, Shah and Stretton

Emma Alexander
Philip Cresswell

Ailsa Gerrard
Janet Horton

Lori Hughes

John Sillitoe

Richard Warriner

Managing Director, Unity Partnership
Assistant Executive Director,
Commercial Services

Agilisys

Mouchel

Constitutional Services

Mouchel

Unity Partnership

1 Welcome and Apologies

Apologies were received from Councillor Sykes, Carolyn Wilkins, Simon Miller and Craig Apsey.

2 Minutes and Matters Arising

The minutes of the Unity Partnership Board meetings held on 17th June 2014 and 23rd July 2014 were agreed as a correct record.

3 Managing Director's Report and KPI Report (Standing Item)

The Board considered a report which provided a review of services across the Partnership. The following points were highlighted during the meeting:

Highways

The Board were informed of the further additional monies secured from the Department for Transport's (DfT) Pothole Fund and the Severe Weather Fund Recovery Fund which resulted in Oldham receiving the largest sum of additional highways money awarded in Greater Manchester. There have been two Highways submissions into the Mouchel Excellence Awards this year. An annual work programme had been developed for Highways and Property. The Highways programme had shown improvements.



Unity was currently bidding for the Trafford tender for strategic property and highways services. Unity was successful at the shortlisting stage and would hear in September whether it had been successful in getting to the next stage.

Property

The Board were informed the establishment of the Corporate Property Programme had been more challenging than anticipated. The new management structure had now been fully implemented. The District Asset Review was being progressed. The future disposal programme was being finalised as part of the strategic review. Work continued on a range of energy initiatives. The Board was also informed of work ongoing with schools. The Board requested that schools be contacted to ensure they understood the consequences and the liabilities when they do not sign a service level agreement with Unity and move away from the Council's property management service.

Revenue

A follow up review of people claiming single person's discount had commenced.

Customer Services

The Board were updated on the Customer Services Transformation programme. The "My Account" had been paused at the end of May, however BECS had been implemented outside of "My Account" and a decision would be made shortly about going live and the Board would be kept informed.

ICT

Unity was developing a major change programme for the implementation of best practice solutions and services.

The Board noted progress on Supporting Transformation and made aware of the project around aged debt which had commenced and also sundry debt which was being developed. Ongoing support for Get Oldham Working was noted.

Key Performance Indicators

The Board discussed the Key Performance Indicators (KPIs). A range of targets for KPIs had been set assuming the implementation of the customer transformation programme and the delay of the programme has led to additional challenges in achieving the KPIs. Unity were currently in dialogue with the Council regarding relief on those targets.

The Board raised the issues of members' pay and not having access to payment information. There had also been a delay in hard copy payslips. It was confirmed that a formal response would be sent to members about this matter.

Board members questioned how K1, K2, K3 and K4 were being measured, was it an acknowledgement or resolution, how was the customer experience measured, what is being measured in the percentage of calls answered. Responses may not just be an

acknowledgement but fulfilment would be dependent upon the subject and the percentage of calls was volumetric.

Board members asked about the customer experience in Access Oldham. Work was ongoing for a new set of measures in line with the Customer Service Transformation. Board Members enquired about mystery shopping and quality assurance checks. A broad programme of fundamental work around customer services would be brought to a future meeting for the Board to review what was being progressed.

The Board sought and obtained clarification on the Rent Review targets.

The Board noted the report and comments on the Key Performance Indicators. The Board also expressed their thanks to Highways staff for the work which enabled the additional allocation of funding.

ACTION:

- 1. The Board to receive clarification on K3 –percentage calls answered on the switchboard.**
- 2. The Board to receive feedback and report on progress on the broad programme for Customer Services Transformation.**
- 3. An agreement to be sent to schools to ensure the understanding of consequences and liabilities and to ensure that precautions under health and safety were understood. Schools were to be requested to sign the agreement and return it.**

4 Unity Change Programme (Standing Item)

The Board considered a report which provided a summary of the current position on the progress made in the implementation of the Heads of Agreement related to details of the agreed changes and the Diamond Change Board related to the delivery of agreed cost savings.

The savings achieved since 2013/14 were highlighted as £3.1m with a balance of £978,000 in 2014/15. The revised contract was in the process of being finalised. It was anticipated that this would be completed by the end of September.

The following was highlighted to the Board: specific commitments and progress in implementation with the Get Oldham Working Programme; ICT projects; Programme Performance realised and forecasted savings and risks to targets; additional Diamond initiatives; and the pay and performance mechanism which was an outstanding issue but were not contract critical.

The Board thanked the Assistant Executive Director for Commercial Services for the good news and the hard work that had been put into the programme work.

The Board requested that a high profile signing ceremony be arranged before the end of September. The publicity would help the Council, Unity and Mouchel promote public/private partnership working, promote the services and provide an opportunity for other Council to see what has been accomplished.



It was noted that success would not have been achieved without collaborative working which had been fantastic.

The Board:

- 1. noted the progress made in the implementation of the Heads of Agreement and confirmed the recommendations made within the report including a request that the Deed of Variation is completed by the end of September.**
- 2. expressed their wholehearted thanks and appreciation to all staff involved for the work for their efforts to ensure work had been completed and the savings which had been achieved.**

ACTION: That the Deed of Variation is completed before the end of September and subsequently that a high profile signing ceremony be arranged.

5 AOB

There were no items of any other business.

6 Date and Time of Next Meeting

The date and time of the next meeting was noted as 5th November 2014. Constitutional Services was asked to check the bonfire arrangements and if there was a conflict to make arrangements for the meeting to be rescheduled.

The meeting started at 5.30 pm and ended at 6.23 pm