

Minutes

UNITY PARTNERSHIP BOARD

23 March 2015

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

5.30 pm

Present: Councillors Dean, Jabbar, McCann and Shah

Emma Alexander	Managing Director, Unity Partnership
Helen Gerling	Interim AED, Commercial Services
Janet Horton	Mouchel
Lori Hughes	Constitutional Services
Simon Miller	Unity Partnership
John Sillitoe	Mouchel
Richard Warriner	Unity Partnership

1 Welcome and Apologies

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

2 Minutes and Matters Arising

The minutes of the Unity Partnership Board meetings held on 8th January 2015 and 12th February 2015 were agreed as a correct record.

3 Operations Board (Standing Item)

There were no matters arising from the Operations Board.

4 Managing Director's Updates

(a) Managing Director's Report

The Board considered a report of the Managing Director, Unity Partnership which provided a review of the services across the Partnership. The following points were highlighted:

Highways

The performance had been very strong and performed very well against key performance indicators. The capital programme had been one of the largest which Highways had been involved and there had been liaison with senior members, ward members and

Council officers to deliver the priority schemes. The highway material recycling scheme which had delivered small savings in the current financial year would continue in 2015/16 with ongoing Project Diamond savings.

Property

There were emerging challenges in pulling the work programme together. Work was ongoing with Council officers and updates would be brought to the Board later in the year. Significant work had been undertaken around school and office moves. Space had been made available in Henshaw House for NSL who would bring jobs into Oldham.

Revenue Service

Work was ongoing to ensure revenues which were due were collected and work was also concluding on the second stage of the Single Person's Discount review and recovery of incorrect claims.

Benefits

Performance was highlighted on Key Performance Indicator "EB1" which had been impacted by a number of factors which included the support of CST longer than originally planned for the reduction of the backlog.

HR Transactional and Payroll

Unity had been working with Council officers to improve the resilience of payroll. Although a recent audit had not improved the rating of the service, work was in train for improvement of the service and performance had improved.

ICT

The Board were informed on the transition from Agilisys to Unity. Members were informed of the implementation of a new email environment to improve reliability with migration to a new server.

Contact Centre

The contact centre had been moved from Rochdale to the Civic Centre with very little disruption and was a good example of partnership working.

Members commended on the level of service received from the contact centre which had been excellent and asked for feedback to be provided to the relevant member of staff. Members gave their congratulations on the transition.

Supporting Transformation

The Board were informed of a number of initiatives supporting transformation which included Project Diamond, and had delivered savings. The Board were informed of wider engagement around highways and waste management.

Supporting Get Oldham Working

The Board were informed of the recruitment of more apprentices but this had been challenged by a low number of applications. Work was ongoing with the schools and university to prompt interest.

Business Development

The Board were provided an update on Programme Pelican which to date has identified two service areas for assessment to determine whether a proposal could be made to identify further improvements and additional savings.

The Board were also informed of health related opportunities and potential for improved integration on health and social care. New business development opportunities were discussed with the opportunities to provide services and job creation in Oldham. The Board were also informed of marketing activities and a further update would be provided at the next meeting.

The Board noted the report and the information provided at the meeting.

(b) **Unity Key Performance Indicator Workbook**

The Board were informed of performance against the key performance indicators. There were four key performance indicators which were highlighted and included EB1 which was caused by a backlog and supporting CST programme in that areas; the increase in gritting requests, My Account registrations and access to the website and legislation changes with regards to ET2 and ET4.

The Board sought and received clarification on the backlog of EB1 and this had dropped significantly. A detailed briefing note would be prepared for board members to provide an update and provide examples.

The Board:

1. **noted the report and the information provided at the meeting.**
2. **Requested a detailed briefing noted related to EB1.**

(c) Project Diamond - Progress Update

The Board considered a report which outlined progress on the delivery of Diamond objectives. The contractual commitment had been achieved but there had been challenges with ICT and CST savings. It was the intention of Unity to achieve the targets, and with the challenges faced this year, a number of options were presented to ensure the savings against this year's stretched target. Joint working for savings and opportunities had proven successful and a process to agree targets every year was proposed.

Unity remained committed to Project Diamond and would continue to work with the Council for the achievement of targeted savings.

The Board:

1. **Noted the report.**
2. **Endorsed Option A as the preferred option and that the Diamond Process become part of Unity's responsibilities and included the creation of a joint annual project plan and agreed savings targets.**

5 Unity Annual Review for 2013-14

The Board considered a report which provided information on Unity's performance against the 2013-14 Key Performance Indicators (KPIs). Out of the 42 KPIs, Unity had met or exceeded the aspirational target for 33 of these. This was the first time that the Board had received an annual review which also provided a summary on contractual commitments. Future annual reviews would be brought to the board in a more timely manner.

Members questioned the financial penalty raised at Section 1.1.6. The Board were informed that there was a Compliance Manager within the procurement team who addressed invoicing. E-invoicing was being encouraged to pay more invoices in an automated way with less people intervention.

The Board noted the report.

6 Unity Change Programme (Standing Item)

The Board considered a report which provided a summary of the current position on the progress of the partnership agreement through revisions as part of the Diamond Change Programme which included: Efficient Services; Accelerated Transformation; Get Oldham Working; and Realignment of the Commercial Terms for the Partnership.



The delivery of savings through the Diamond Change Programme was outlined in the report. It was noted that elsewhere on the agenda there was a report which outlined how the shortfall in savings to date would be delivered. Projects and options for Project Diamond were in the process of being evaluated, ordered and prioritised.

The Board noted the report.

7 AOB

There were no items of any other business.

8 Date and Time of Next Meeting

The date and time of the next meeting to be held on Tuesday, 23rd June 2015 at 5.30 p.m. was noted.

The meeting started at 5.30 pm and ended at 6.45 pm