



Minutes

UNITY PARTNERSHIP BOARD

14 January 2016

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

5.30 pm

Present:	Councillors Dean, Jabbar, McCann and Stretton	
	Emma Alexander Helen Gerling	Unity Partnership Managing Director Interim Director of Commercial and Transformational Services
	Janet Horton Simon Miller	Local Public Services Director, Kier Service Delivery Director, Unity Partnership
	Pam Siddall	Head of Revenues and Benefits, Unity Partnership
	John Sillitoe Caroline Walmsley Dale Wood	Operations Director, Kier Constitutional Services Partnership Development Director, Unity Partnership

1 Welcome and Apologies

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

2 Minutes and Matters Arising

The minutes of the Unity Partnership Board meeting held on 5th November 2015 were agreed as a correct record.

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

The Partnership Board welcomed Dale Wood, who was the new permanent Partnership Development Director.

Consideration was given to a report of the Unity Partnership Managing Director which provided a review of services across the partnership. Unity had continued to perform well since the last report to the Partnership Board and had progressed the series of end-to-end reviews. In particular within Unity's Highways Service, the review was seen to be a great complement to the new highway ICT system which was currently being defined.

The work plan for Property 2016/17 remained a key risk and Unity continued to work with the Council to find a solution; this continued to be a priority for the Service in the new calendar year.

The Managing Director highlighted service updates which included Highways, Property, Revenue and Benefits and HR (Advisory and Payroll).

Concerns were raised regarding the inefficiencies caused by the Highways ICT system. It was requested that a further detailed report be submitted to a future meeting of the Board.

It was reported that a number of audits were due to take place throughout the HR Advisory and Payroll services in the coming months. Results would be reported back to the Board once received.

It was noted that a joint (council/Unity) business growth strategy would be developed and would be submitted to the Partnership Board. This would be in parallel with the business growth strategy that was currently being developed for the JV Board.

The Board:

- 1. Noted the Managing Director's Report and KPI Report.**
- 2. Requested that a detailed report on the Highways ICT system be submitted to the next meeting.**
- 3. Noted the development of a joint strategy, which will be submitted to a future meeting of the Board.**

4 EB1 KPI Report

Further to the update provided at the last meeting on Key Performance Indicator EB1 – the average combined time taken to process Housing/Council Tax Reduction new claims and change events, it had been reported that the number of processing days had increased and therefore a report had been submitted to the Board for consideration.

The report explained the origin of the KPI to provide a better understanding of what it should look like. The report also provided some context as to what was and was not good performance; showed that there was no performance issue around the KPI; and provided assurance that certain barriers to better performance had been identified and solutions were in progress.

It was reported that the origin of this KPI was a DWP devised National Indicator which was an annual measure to take into account peaks and troughs of seasonal workload over the year. These peaks and troughs could provide both very low and high average times and so the annual figure was designed to reflect this. It was unclear as to why this was then proposed by the Council as a quarterly target internally; however it was felt that it was beneficial to monitor performance and trends quarterly and monthly to ensure the annual target was achieved. It was suggested that the KPI could be an annual measure from the perspective of financial penalties but monthly monitoring continue and be reported quarterly to the Partnership Board as a standing item.

The Board:

- 1. Noted the information relating to Key Performance Indicator EB1.**



- 2. Agreed that KPI EB1 be an annual measure with monthly monitoring and quarterly reporting to the Partnership Board.**

5 Unity Change Programme (Standing Item)

The Board gave consideration to a report which provided a summary of the current position on the progress made refreshing the partnership agreement through the revisions, as a part of the commissioned Diamond Change Programme, in the following four areas:

- Efficient Services
- Accelerated Transformation
- Get Oldham Working
- Realignment of the Commercial Terms for the Partnership

The report also summarised key operational highlights, changes, and issues to note in relation to The Unity Partnership and its provision of services to the Council.

The Board noted the Change Programme and Client Update report.

6 Partnership Board and Joint Venture Board Meeting Frequency

The Board considered a report regarding the frequency of the Partnership and Joint Venture Board meetings. Currently each Board had meetings scheduled 5 times per year; however it was proposed that this be reduced to 4 times per year (quarterly).

The current timing of the Board meetings had meant that content of reports had cross cutting financial quarters which resulted in certain information being incomplete and also duplication of information, dependant on the meeting cycles. It was considered that it would be more beneficial to the Partnership and JV Board members to provide full and complete quarterly reports and, in addition, consistent spacing between when the Boards meet, which would allow Unity to progress business initiatives further between each meeting.

The report also outlined the proposed new calendar of meetings for both Boards.

The Board approved the proposed quarterly meeting schedule for both the Unity Partnership Board and the Unity Joint Venture Board.

7 AOB

There were no items for consideration.

8 Date and Time of Next Meeting

The date and time of the next Unity Partnership Board to be held on Tuesday, 22nd March 2016 at 5.30 p.m. was noted.