

Minutes

UNITY PARTNERSHIP BOARD

28 June 2016

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

5.30 pm

Present:	Councillors Dean and Jabbar (Chair)	
	Emma Alexander	Business Services Director, Kier
	Helen Gerling	Interim Director of Commercial and Transformational Services
	Helen Lockwood	Executive Director Economy, Skills & Neighbourhoods
	Simon Miller	Service Delivery Director, Unity Partnership
	Pam Siddall	Head of Revenues and Benefits, Unity Partnership
	Fran Stanning	Customer Development Manager
	Sian Walter-Browne	Constitutional Services
	Dale Wood	Partnership Director, Unity Partnership

1 Welcome and Apologies

The Chair welcomed Helen Lockwood to the Board and welcomed back Emma Alexander, in her new role.

Apologies for absence were received from Councillor McCann, Councillor Stretton, Councillor Sykes, Janet Horton, John Sillitoe, and Carolyn Wilkins.

2 Minutes and Matters Arising

The minutes of the meeting held on 22nd March 2016 were agreed as a correct record.

There were no matters arising.

3 Management Update Report

Consideration was given to a report of the Unity Management Team which informed the Board of the progress made.

The following points were highlighted:

A new customer had been acquired from outside the Borough.

Highways – £750,000 additional funding had been brought in to address flood related damage and issues. The service was looking to expand its scope of work.

Property – the key focus was on the Work Plan and finding a way forward. A new team leader had been appointed.

Revenues – increased performance had brought in an extra £1.2m.

Members sought and received clarification on where Oldham was now in terms of comparative performance. National statistics were not yet available and the Council was much higher up the AGMA table.

Members noted this significant achievement and recorded their thanks to the team for all the good work they had done.

Benefits – the focus was on having the new system fully ready to replace Agilysis

Finance – the major project to replace cheque payments with BACS was highlighted.

Members sought and received clarification on the question of security surrounding electronic payments

Contact Centre – the number of calls had increased, particularly with regard to the referendum and the proposed changes to waste collection. The service was still meeting its aspirational targets.

HR – the achievements of the service were noted and Members sought clarification as to why schools were so dissatisfied with the payroll service.

The Board was informed there had been ongoing meetings, however the current system did not generate all the reports schools required. A new release was expected that should address many of the issues and this would be thoroughly tested before it was released to schools. The current release date was projected to be in August 2016 and there was a need to positively manage the relationship with schools to ensure they had confidence in the system.

ICT – members requested an update on the Members Enquiry System due to be put in place to track member queries and ensure they were responded to. The system was expected to be live before the end of July and would be capable of performance monitoring. The Board was informed that there would be training for members, District officers and Unity officers. Three Councillors would test the system and it would be rolled out ward by ward.

The Board noted that staff would need to understand the importance of providing adequate and timely responses, and Members would be encouraged to make enquiries via this system and not by-pass it.

The Board requested a review of the performance of the Member Enquiry System after the first month of operation, with a report back to the Board at the next meeting.

The Board sought and received clarification on the processes followed when Members' email ceased to work. It was accepted that it was vital the Members and Senior Officers were aware of issues and could deal with them quickly. The particular issue referred to would be investigated and an appropriate remedy put in place.

KPI Performance – it was noted that many aspirational targets had been achieved.

The Board:

- 1. Noted the Management Update report**
- 2. Requested a review of the performance of the Member Enquiry System after the first month of operation, with a report back to the Board at the next meeting**

4 Highways ICT System - Project Update

The Board gave consideration to a report of the Head of Highways and Engineering updating them on the implementation of the new Highways System as requested by the Board at its last meeting.

It was reported that Phase 1 of the project had been completed and that the project was concluding the supplier assessments prior to recommending a preferred system. The projected go-live date for the new system, subject to agreement to funding, was Autumn 2016.

The Board noted the Highways ICT system update.

5 Changes to Contact Centre Opening Hours

The Board gave consideration to a report recommending changes to the Council's Contact Centre opening hours.

It was reported that the Council's Contact Centre delivered through The Unity Partnership handled a significant proportion of the council's telephony contact with residents. Resolving residents' needs was at the core of service delivery.



The Board were informed that an opportunity had been identified to strengthen the customer experience by making better use of resources. It was proposed that the Contact Centre ceased to open on a Saturday morning and resources were re-allocated to when demand was at its highest during the week.

There had been consultation with residents and services, and no major issues had been identified. Comparisons with AGMA showed only one other Council open on a Saturday morning, and they were considering their position on this. The completed EIA showed no disadvantage to any particular group of residents.

No savings were associated with delivering this change and potential Contact Centre savings through greater use of appropriate automation would be explored as part of the Resident First programme. This proposal was focussed on ensuring opening hours reflected the demand for the service and that the available resources were used when demand was at its highest.

The report outlined the case for delivering this change and how it would be communicated.

The Board endorsed the opportunity to improve the Contact Centre customer experience by ceasing to open on a Saturday morning and use available resources when demand was at its highest during Monday-Friday.

6 AOB

The Board noted that current change requests would be emailed to all Board members for their comments.

The Board **DELEGATED** to the Chair the ability to sign off these current requests, subject to him receiving no objections. If there were any objections to a particular request, this would be the subject of a report to the next meeting.

7 Date and Time of Next Meeting

The next meeting of the Unity Partnership Board will be held on 12th September 2016 at 5.30pm.

The meeting started at 5.30 pm and ended at 6.55 pm