



# Minutes

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## UNITY PARTNERSHIP BOARD

5 November 2015

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

5.00 pm

**Present:** Councillors Dean, Jabbar and McCann

Emma Alexander	Unity Partnership Managing Director
Helen Gerling	Interim Director of Commercial and Transformational Services
Neil Hart	Head of ICT - Unity
Janet Horton	Local Public Services Director, Kier
Lori Hughes	Constitutional Services
Simon Miller	Unity Partnership

### 1 Welcome and Apologies

Apologies were received from Councillor Stretton, Councillor Sykes, Carolyn Wilkins and John Sillitoe.

### 2 Minutes and Matters Arising

The minutes of the Unity Partnership Board meeting held on 2<sup>nd</sup> September 2015 were agreed as a correct record.

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

Consideration was given to a report of the Unity Partnership Managing Director which provided a review of services across the partnership. Performance was being maintained at or above Key Performance Indicator (KPI) levels. Unity was currently undertaking project activity for the identification of efficiencies, service improvement and generation of savings for Oldham Council.

The Managing Director highlighted service updates which included Highways, Property, Revenue and Benefits.

Members asked for and received clarification on the Falcon Centre which would be reported back at a later stage.

Members queried the performance EB1 – Housing Benefits and received clarification on the quarterly activity and trends. A downward trend was positive with four weeks work in progress being a benchmark. The processing time for EB-1 was noted as being 9.75 days, if the number of days increased this would be brought back to board. It was noted that annual and biannual rent reviews impacted on progress.



Members were also asked to note the colour coding of the KPIs – blue reflected aspirational and green reflected contractual level.

Members were asked to note the increased level of emails received from the public which has occurred in the last 12 months, over the same time period as a result of the launch of “My Account”. Progress and comparisons would be monitored by the Operations Board.

**The Board noted the Managing Director’s Report and KPI Report.**

**4 Business Support Outline Business Case - Presentation**

The Board considered a presentation provided by Kier which provided an update on progress of the business case for the Council’s Business Support Service. The business case excluded Member support, PA support and schools. Service areas were being engaged in order to understand the number of staff involved. Engagement with stakeholders was critical. A savings target had been set and a vision to look to modernising business support services. Business support should be integrated sensibly with transactional services and through a wider range of business processes. A proportion of business support was specialist support rather than administrative support.

Significant savings had already been achieved in administrative support. The business case would review activity to see any potential for a shared service, within the Council or wider, and potential for any income to be generated. Engagement with service areas continued with required a level of understanding in order to bring forward sensible options which would stand up to scrutiny.

Members expressed concern with the slippage and asked if there were any blockages. It was explained that the decision would need to be safe and sound in a detailed business case. Savings would be realised from April 2016 as transformation work took place in different phases.

Members highlighted availability of staff in times when extra resources were required. It was confirmed that resources would be designed in a flexible way to ensure capacity was available when required.

**The Board noted the information related to the Business Support Outline Business Case provided at the meeting.**

**5 Annual Review 2014 -2015 Report**

The Board gave consideration to the Annual Review for 2014/15. This was a detailed report and provided a performance assessment which included a summary of key performance indicators and key issues. The relocation of the contact centre was highlighted with the impact on delivery of services. There had also been an increased in email volume which was a less efficient way of dealing with queries. The Managing Director highlighted the development of the Resident First Programme and Benefits indicators. Members were informed about payroll key performance indicators where a payroll improvement plan was in place. There was recognition that Unity and the Council met on a regular basis for issues to be addressed.



Members requested that information be presented as percentages and not just arrows. It was recognised that there could be flaws in percentages and a positive message could be made where aspirational targets were being achieved.

Future performance thresholds were noted and volume variations were addressed. The effective use of consultation and transformation days was highlighted.

Members asked for clarification on the non-specified ethnicity figures in the Workforce Statistics.

The Board thanked the Managing Director and staff for the report.

**The Board:**

- 1. noted the Annual Review Report for 2014/15.**
- 2. requested clarification on the non-specified ethnicity figures.**

**6 Unity Change Programme (Standing Item)**

The Board gave consideration to a report which outlined programme performance. It was noted that there was a shortfall of the target for this financial year, however the figure for 2016/17 was in a healthier position. There was pressure on the in-year achievements, however, there were significant projects in the pipeline which should address the shortfall. There were weekly meetings being held which addressed issues.

The overachievement of apprentices was welcomed as well as the approach to added social value. ICT transformation was underway and it was noted that there were challenges and recovery plans were in place.

Members received clarification on Project Diamond programme savings. Members inquired about contractual targets and it was clarified that due diligence would need to be completed and would be reported to the next Operations Board.

**The Board noted the Change Programme and Client Update report.**

**7 AOB**

Board Members were informed of engagement sessions which had been arranged for all elected members to seek their view on what was going well and what was not.

**The Board noted the engagement session arrangements.**

**8 Date and Time of Next Meeting**

**The date and time of the next Unity Partnership Board to be held on Thursday, 14<sup>th</sup> January 2016 at 5.30 p.m. was noted.**

The meeting started at 5.00 pm and ended at 5.55 pm

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