

Minutes

UNITY PARTNERSHIP BOARD

24 November 2016

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

Present: Councillors Dean, McCann and Stretton

Emma Alexander	Business Services Director, Kier
Ian Meredith	Director - Design & Asset Management, Kier
Ray Ward	Executive Director Corporate and Commercial
Helen Gerling	Interim Director of Commercial and Transformational Services
Simon Miller	Service Delivery Director, Unity Partnership
Sian Walter-Browne	Constitutional Services

1 Welcome and Apologies

Apologies for absence were received from Councillors Jabbar, Sykes, Ur-Rehman and John Sillitoe. The Board noted that Ian Meredith had been delegated by John Sillitoe to represent Kier at today's meeting and would be taking over this role in future.

The Board welcomed Ian Meredith and Ray Ward to their first meeting.

Councillor McCann declared a personal interest by virtue of his appointments to the Unity Partnership Joint Venture Board and the MioCare Board.

2 Minutes and Matters Arising

The minutes of the meeting held on 12th September 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.

It was noted that the response to the issues around Access Oldham had been very successful and a replacement service had been available within 27 hours. Service delivery had not been significantly affected and there had been positive feedback from residents.

The following points were highlighted:

Highways – Oldham is performing considerably above the Greater Manchester average in respect of the highest casualty reduction percentage change for all highway casualties. Work streams remain on target for successful delivery by the end of the Contract/Financial Year either at or close to their Aspirational Target.

Property – several key projects had been successfully delivered and there was continued focus on the Work Plan.

Revenues – collection rates had increased by 0.5% compared to the same time last year. Collection performance, specifically relating to residents who are in receipt of council tax reduction, increased by 2% compared to the same time last year.

Benefits – aspirational targets for Quarter 2 had been achieved. Progress of the major server migration is being reviewed weekly and a dedicated project manager is in place.

Finance – the major project to replace cheque payments with BACS was expected to be live by December 2016.

Contact Centre – the number of calls and emails had increased, particularly with regard to the changes in waste collection. Emails were at double the level of this time last year. Two service targets had not been achieved and further resources had been put in place to meet demand, with regular meetings between Waste and Contact Centre officers.

HR – the achievements of the service were noted. The implementation date for A1 had been pushed back and there was a risk that schools and academies would look for alternative providers.

ICT – the ICT Transformation programme will conclude by the end of December 2016 with the implementation of the online service catalogue. The online Self Service tool for recording incidents and standard service requests has seen a significant increase in usage with positive feedback from service users. With regard to online payslips, The Board noted there was an existing agreed solution that would not be affected.

KPI Performance – Members were informed of three KPIs that were at or below minor levels, one relating to HR Payroll and two relating to the Contact Centre. It was noted that many aspirational targets had been achieved and that important improvements had been made in the back-office systems.

The Board RESOLVED that the Management Update report be noted.

4 Highway ICT System project - quarterly 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.



It was reported that the project has finalised the contract process with the new supplier and the project has now progressed into the implementation phase. Indicative milestones were set out in the report and the projected go-live date for the new system was Spring 2016.

The Board noted the Highways ICT system update.

5 Housing Benefit Position - quarterly update

The Board considered a progress report on the key performance indicator, Right Time Indicator (RTI - combined average number of days taken to process new claims and changes in circumstances) for Housing Benefits. From September 2016, each month forecast had been met and the November figures indicated the monthly target would be met.

The Board were informed that current performance exceeded the aspirational target and was better than many other authorities. It was noted that the ability to have decisions made quickly made a big difference to both tenants and landlords.

The Board noted the improved performance against this target.

6 AOB

The Board noted that this was the last meeting for John Sillitoe and Helen Gerling and gave its thanks to both of them for their assistance.

7 Date and Time of Next Meeting

The next meeting of the Unity Partnership Board will be held on 27th February 2017 at 5.30pm.

The meeting started at 5.30 pm and ended at 6.09 pm