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**MINUTES OF A
ONESOURCE JOINT
COMMITTEE MEETING
Committee Room 3B -
Town Hall
Friday, 8 July 2016
(11.25 am - 12.00 pm)**

Present:

Councillors Lester Hudson (Chair), Forhad Hussain, Don Massey, Ron Ower, Melvin Wallace, Damian White and Tonii Wilson were present.

There were no disclosures of pecuniary interest.

An announcement was made explaining the evacuation procedures in the event of an emergency.

1 ELECTION OF CHAIR AND VICE CHAIR

Following receipts of nominations and in accordance with the oneSource legal agreement, Councillor Lester Hudson was elected as Chair for the 2016/17 municipal. Councillor Don Massey was elected as Vice-Chair.

2 MINUTES

The minutes of the meetings of the Joint Committee held on 18 March 2015 were agreed as a correct record and signed by the Chair.

3 2015/16 ANNUAL REPORT

In accordance with the oneSource legal agreement, the Joint Committee was presented with an annual report for 2015/16.

In response to a query, Members were informed that the annual report was available to view on the oneSource website and was distributed at various conferences.

Members noted the annual report 2015/16.

4 2015/16 OUTTURN POSITION

It was reported that the overall oneSource shared outturn position showed an underspend of (£560k). This had been agreed to be carried forward to 2016/17 by the respective Council's to meet the ongoing transformation and development challenges.

It was noted that the underspend was a mixture of one off and on-going variances, with the bulk relating to delayed expenditure, over-achievement of savings, vacancy management and income generation.

The Havering and Newham non-shared outturn positions were (£1.202m) and (£1.910m) respectively.

The Joint Committee noted the 2015-15 oneSource outturn position.

5 STRATEGIC AND DELIVERY PLAN

The report and supporting documents before Members outlined oneSource's strategic direction and how its vision would be delivered. The document provided an overview of the organisation's strategy and outlined the priorities and activities which would take place during 2016/17.

A member remarked that customer expectations around the quality of service provision delivered had to be managed carefully and that a 'gold plated' service was no longer a realistic objective given the limit on available resources.

The Joint Committee agreed the oneSource Strategic Plan 2016 and the 2016-17 Delivery Plan.

6 CUSTOMER SATISFACTION REPORT 2016

The report before Members provided details of performance with oKPI 1 - Customer Satisfaction with oneSource services. The indicator was collected by an electronic survey campaign, which was undertaken biannually.

Members noted that the oneSource Business Services team monitors the relationship between oneSource and its customers and overall performance, ensuring oneSource meets the expectations of the programme and needs of its customers.

A challenging target 80% customer satisfaction target had been set for oneSource to exceed in 2015/16. For March 2016, combined customer satisfaction increased to 79%, rising by 3% since the previous survey conducted in September 2015, and just shy of the 80% target.

Individually, customer satisfaction with the service received was 79% from Havering customers, 76% from Newham customers and 86% from oneSource customers. The best performing services were HROD (89%), Facilities Management (84%), Property Services (86%), Health and Safety (98%), Printing Services (95%), and Internal Audit and Counter Fraud (85%).

It was reported that oneSource had made significant improvements to the delivery of its services but still required further action to combat the disparity in satisfaction for all three customers.

Members remarked that feedback was invaluable in identifying service failures and that prompt action to address those failures would assist greatly in increasing customer satisfaction levels.

The Joint Committee noted the report.

7 TRANSFORMATION UPDATE

The report explained that transformation projects covering Finance, HR & OD and Transactional Services were coming to a finish with staff consultation of new structures currently in progress.

It was noted that once implemented, savings of £2.349m would be delivered in 2016/17 against a target of £3.042m, an under achievement of £0.693m. It was reported that the difference was due to the current level of vacant posts. £3.633m would be achieved in 2017/18 compared to a target of £3.724m, a difference of £0.091m.

The Joint Committee noted the report.

8 JOINT COMMITTEE SCHEME OF DELEGATION TO OFFICERS

The report before Members sought approval for minor amendments to the attached consolidated Scheme of Delegation to Officers.

The Joint Committee agreed the minor amendments to the Scheme of Delegation as set out in Appendix A to the report.

9 FUTURE MEETING DATES

The Joint Committee agreed to meet on the following dates for the remainder of the 2016/17 municipal year:

21 October 2016

20 January 2017

21 April 2017

Chairman

