

# Melton Parkside Multi-agency Management Groups

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## Purpose and Structure of this document

This document aims to set out the key groups responsible for managing the ongoing multi-agency arrangements for the shared offices at Melton Parkside. Providing a mechanism for worker inclusion, a structure for escalation of operational issues and a delivery framework for the vision and strategic oversight across the partnership.

The management framework is set out in Figure 1 below. The terms of reference for each are then indicated in the following pages.

### Figure 1: Parkside Multiagency Groups

*See terms of reference for full detail of roles and responsibilities and interdependencies between groups.*

### Parkside Management Framework



## Strategic Delivery Board TOR

[Version 0.2 – 06/1211]

<b>Role</b>	<ol style="list-style-type: none"> <li>1- Provides strategic oversight of delivery against the vision of the building.</li> <li>2- Aligns the objectives which form the Parkside vision to those outlined within the various corporate plans from organisations within the partnership.</li> <li>3- Benefit tracking and identification of promotional opportunities</li> <li>4- Developing the vision in partnership, taking opportunities as they may arise.</li> </ol>
<b>Reports to</b>	Members /Boards as appropriate within existing organisational structures.
<b>Liases with</b>	Relevant service directors or managers. Regional and central government agencies. Locality and countywide commissioning bodies.
<b>Directly oversees</b>	People and Place Group Estates, Finance and ICT Group
<b>Frequency of meetings</b>	Quarterly
<b>Reporting schedule</b>	As required by Partners' own internal governance arrangements

### Full membership and Individual Responsibilities:

CEOs and Strategic Resources as appropriate from each Partner.

### Terms of reference:

- Gain agreement across the partnership to the vision of Parkside and determine desired outcomes/benefits.
- Oversee the tracking of the benefits by the groups.
- Identify opportunities and mandate follow up work where appropriate for enhancing the offering to the citizens of Melton.
- Identify opportunities within the wider commissioning bodies operating within the Melton locality.
- Agree any substantial occupations or additions to the partnership both in terms of financial viability and alignment to the vision.
- Review, ratify and agree any material changes to the use of Parkside office space between partners, and any changes to the agreed spatial planning approach appended to the license agreement.
- Review, ratify and agree any information sharing agreements. Specifically if an increased risk may be a consequence of greater sharing and collaboration.
- Review, ratify and agree any recommendations for changes to service delivery models. Particularly in respect to opportunities for shared service efficiencies or more joined up front line service delivery channels.
- Review, ratify and agree any recommendations to changes to protocols (as appended to the license agreement) made by any of the other groups within the framework. for incorporation by solicitors of all parties to the license agreement where required.
- Provide solutions to any issues which remain un-resolved within the groups sitting in the framework.
- Review, ratify and agree any changes to agreed service delivery methodology either in respect to the delivery of FM services or other relevant shared services as appropriate.
- Review, ratify and agree any changes to the Parkside Management Framework as proposed by the People and Place Group.
- Own the strategic communications plan.
- Provide strategic direction to enhancements in the locality service delivery channels.

## Parkside People & Place Group TOR

[Version 0.2 – 06/12/11]

<b>Role</b>	Provides a multiagency forum to ensure: <ul style="list-style-type: none"> <li>• Use of office space at Parkside is effective for all partners.</li> <li>• Provision of service to the public in Melton by all partners operating from Parkside is coordinated, efficient and responsive.</li> <li>• Strategic developments initiated by the Strategic Delivery Group are progressed</li> </ul>
<b>Reports to</b>	Strategic Delivery Board
<b>Liases with</b>	Estates, Finance and ICT Group. Customers Staff groups through organisational line management Regional change programmes and initiatives.
<b>Directly oversees</b>	Office Protocols and Service Channel. Communication to workers. Development of the Parkside Intranet. Information Sharing initiatives mandated by the Strategic Delivery Board.
<b>Frequency of meetings</b>	Quarterly (at least 2 weeks before the Strategic Delivery Board)
<b>Reporting schedule</b>	As required by the Strategic Delivery Board.

### Full membership and Individual Responsibilities:

MBC Communities and Neighbourhood representative – Chair  
3<sup>rd</sup> Tier representatives for the People and Place worker Neighbourhoods.  
MBC Change Manager.  
MBC Communications Manager.  
Senior Service representative from Children & Adult Services within the People worker neighbourhood + One senior Place worker neighbourhood representative.  
Representatives for locality based customer service channels as appropriate.  
Customer Insight Officers as appropriate.  
Information Management representatives as appropriate.  
HR representatives as appropriate.  
Project Managers as appropriate.

### Terms of reference:

- Recommend changes to the Parkside Management Framework as appropriate to the Strategic Delivery Board.
- Forum for resolution of disputes/issues between partners before escalation to the Strategic Delivery Board.
- Mandate investigation and develop opportunities for shared working.
- Resolve any disputes resulting from organisational applications of the Green Travel Plan.
- Manage communications strategy, messages from all of Groups within the framework and engagement of the wider worker community.
- Develop campaigns to improve working regimes/relationships.
- Escalate decisions to the Strategic Delivery Board where the vision or other partnership documents such as the licence agreement may be impacted.
- Define requirement and oversee the collection of performance information to support the tracking of benefits.
- Mandate projects to progress and resource the initiatives from the Strategic Delivery

**Board.**

- **Recommend enhancements to the locality model in terms of the scope of the partnership or developments in the customer experience.**
- **Provide a multi-agency forum for developing the information sharing vision for Parkside.**
- **Review locality based customer intelligence analysis and its opportunities to inform coordinated service delivery.**
- **Determine measures to indicate the benefits of a Parkside locality model.**
- **Agree developments to the Parkside Intranet.**
- **Consider proposed changes to the Protocols and alignment to the Parkside Vision.**
- **Oversee customer feedback and analysis of outcomes in coordinating services across channels in the locality.**
- **Review application of the protocols within the operational environment and define substantive impacts where compliance or non-compliance is highlighted by other groups in the Framework.**
- **Responsible for reviewing protocols, updating, improving and recommending changes to the Strategic Delivery Board.**
- **Provide a multi-agency forum when considering each organisations adoption of the policies resulting from the Green Travel Plan.**
- **Responsible for communicating any agreed changes to the Protocols and providing any relevant information required to update the new starter process and e-learning packages as appropriate.**
- **Responsible for effective and coordinated face to face locality service delivery.**
- **To contribute to the development of effective and coordinated locality web services.**
- **Responsible for measuring the customer experience of front line coordinated service delivery and reporting outcomes to the Strategic Delivery Board.**

## Parkside Estates, Finance & ICT Group TOR

[Version 0.2 – 06/12/11]

<b>Role</b>	Provides a formal and periodic review of headline legal agreements between partners, and facilitates any necessary changes to the same. Satisfies the requirement identified in the license agreements between Melton Borough Council and all partners for a formal and periodic review of documents.
<b>Reports to</b>	Strategic Delivery Board
<b>Liases with</b>	People and Place Group. FM Group. Finance, Legal and Property teams of all partners.
<b>Directly oversees</b>	The formation of recommendation to the Strategic Delivery Board for any financial and legal changes in respect to Parkside multiagency activity.  FM and ICT Group.
<b>Frequency of meetings</b>	6 monthly
<b>Reporting schedule</b>	As required by the Strategic Delivery Board

### Full membership and Individual Responsibilities:

- Chair - MBC Central Services HoS
  - MBC Asset Management
- Acting in 2 respects:
1. A landlord in respect to the license.
  2. As convenor of the FM group, to feed back any relevant variations or amendments required as a result of FM operations.
- LCC Estates representative (also acting for Probation where required)
  - NHS LPT Estates representative
  - Representative from the People and Place group.
  - MBC Finance - Service Charge
  - Legal representatives as appropriate
  - ICT Group representative

### Terms of reference:

- Identify, review and recommend any material changes to the use of Parkside office space between partners, and any changes to the agreed spatial planning approach appended to the license agreement
- Identify, review and recommend for incorporation by solicitors of all parties, any required changes to the license agreement
- Review any changes to services (service charge or FM SLA) proposed by the FM group and define recommendations in respect to amendments to the license agreement.
- Responsible for ensuring that processes to collate and present timely information suitable for review and agreement of annual service charges are in place, liaising with the FM Group.
- Review and recommend the service charge costs and contributions for all partners.
- Ensure all legal agreements are in place and valid.
- Highlight any changes to the wider financial or legal framework which may impact the
- Define and oversee the collection of measures by the FM Group.
- Maintain the technical infrastructure across the partnership and highlight any risks to the current solution.
- Develop an innovation roadmap which is aligned to the strategic vision for consideration by the Strategic Delivery Board.

## Parkside FM Group TOR

[Version 0.2 – 06/12/11]

<b>Role</b>	Provides a multiagency forum to ensure timely, quality and cost effective services (covered by the Service Charge and FM SLA) are provided to Parkside and that an appropriate maintenance and management regime is in place. Make recommendations to the Estates and Finance review group as required in respect to annual service charge.
<b>Reports to</b>	Estates, Finance and ICT Group in respect their ToR. Parkside People and Place Group in respect their ToR.
<b>Liaises with</b>	Office Protocol, ICT and Service Channel Groups. Supplier arms or commissioning arms of all partners in respect to FM services in terms of optimum service quality and efficiency.
<b>Directly oversees</b>	Preparation of annual service charge for the Estates, Finance and ICT Group. Commissioning of service providers in relation to FM.
<b>Frequency of meetings</b>	Monthly (to be reviewed by the Estates, Finance and ICT Group)
<b>Reporting schedule</b>	As required by the Estates and Finance / People and Place Groups.

### Full membership and Individual Responsibilities:

**Chair - MBC Asset Management**

1 rep from each occupying partner – for LCC local business support manager/office manager

1 rep (if desired) from each agency involved in supplying services – for LCC Senior Contract Manager from FM

1 premises officer?

### Terms of reference:

- Responsible for overseeing the provision of services (as set out in the service charge) to all users of Parkside.
- Responsible for reviewing any issues/complaints which relate to FM SLAs or charged services and reporting outcomes.
- Responsible for maintaining SLAs for FM services. Where it is determined changes are required reporting proposals to the Estates, Finance and ICT Group.
- Ensure optimum service value provided to Parkside. Regular review of contracts and consideration of alternatives which are ratified by the Estates, Finance and ICT Group.
- Review annual service charge information, prior to recommendation to Estates, Finance and ICT Group.
- Ensure energy use in Parkside is minimised through the effective management of the building, communication to users and mandated targeted initiatives.
- Responsible for coordinating with the People and Place Group to ensure use of services by partners is appropriate and the delivery of FM services is effective.
- Responsible for ensuring a coordinated operational approach to Health and Safety within Parkside.
- Responsible for engaging the partnership in the Health and Safety strategies employed at Parkside.
- Ensure necessary communications to all workers, specifically in relation to Health and Safety, staff safety and notice of contractual works/disturbances in office hours.
- Responsible for communicating the services provided by FM to building users and ratifying expectations against the protocols.
- Responsible for undertaking and analysing periodic space utilisation studies as determined by the People and Place Group.
- Measure performance against the FM Service Level Agreement
- Forum for reviewing any room booking conflicts, the impacts to each respective group and proposing any future priority to the People and Place Group.

