

# Oldham's Contact Centre Moves to a Modern Facility

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*Contact centre provides award-winning facilities for Unity Partnership, saving money and delivering an improved service to Oldham's residents.*

Unity Partnership Contact centre staff have successfully transferred to a modern purpose-built facility in Rochdale.

The ex-Oldham Council employees – whose jobs switched to the Unity Partnership (the Local Authority's joint venture with Mouchel) – relocated from their former base at Henshaw House to Hafley Court this week.

The move is expected to save money and improve services to residents through the introduction of leading technology.

Councillor Mohammed Masud, Cabinet Member for Customer Services at Oldham Council, said: "Our customers are our number one priority which is why I'm delighted that the Unity contact centre staff and operations has now successfully transferred."

"This move not only supports the contact centre staff to build on the great service delivery that is already offered to Oldham citizens, but this will also in turn result in cost savings for the Council in this difficult economic time."

The relocation will build on the excellent service delivery the team already provides with the added benefit of the provision of a dedicated contact centre environment to support staff in their roles.

Nigel Muirhead, Customer and Business Services Director for Unity Partnership added: "Our extensive technical expertise and experience in running customer services centres has proved to be a winning

combination – and we have worked hard to ensure the highest quality of service for our clients."



Contact Centre Staff at the new facility

"We are looking forward to supporting the Unity Partnership agents to continue to provide a similarly excellent service for Oldham residents."

Impact Partnership – a joint venture between Rochdale Borough Council and Mouchel, with Agilisys its IT partner – already provides Rochdale residents with an award-winning service. Transferring operations to the Hafley Court site creates a unique opportunity for Unity Partnership to build upon this experience. In addition, the service will benefit further from the introduction of improved technology to assist staff in their customer service roles.

#### For more information please contact:

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