



Civic Offices  
Civic Way  
Fareham  
PO16 7AZ

7th May 2013

Paul Doran  
Director of Streetscene

Dear Paul,

### **Vanguard – Systems Thinking**

Thank you for giving UNISON the overview of the methodology for Vanguard and asking for comment on the proposal to use this to improve the service for customers. The presentation was very interesting.

UNISON are satisfied with the assurances made that the finances put aside for this project will not affect the employee budget.

It has been noted from the presentation, that following Vanguard's input in other organisations, their staff have reported positively and experienced an increase in morale along with the improvements to customer service. It is hoped that there is a similar outcome here at Fareham, with members receiving support when adapting to change.

UNISON fully supports the ideology of customer focus and improving the customer's experience and hold no objection to employing Vanguard.

Yours sincerely,

A handwritten signature in black ink that reads "Saunders". The signature is written in a cursive style with a long horizontal stroke extending to the right.

James Saunders  
Branch Secretary  
Fareham UNISON Branch

CC: Sarah Robinson, Head of Personnel