

# Meeting of the Cabinet (Performance Management) Panel Minutes - 22 February 2016

## Attendance

### Members of the Cabinet (Performance Management) Panel

Cllr Paul Sweet (Chair)  
Cllr Peter Bilson  
Cllr Steve Evans  
Cllr Val Gibson  
Cllr Andrew Johnson  
Cllr Roger Lawrence  
Cllr John Reynolds  
Cllr Sandra Samuels

### Employees

Dereck Francis	Democratic Support Officer
Kenny Aitchison	Service Manager Housing Strategy/Development
Keith Ireland	Managing Director
Anna Zollino-Biscotti	Senior Information Governance Officer
Adrian McCormick	Head of Transformation
Kevin O'Keefe	Director of Governance

## Part 1 – items open to the press and public

- | Item No. | Title  |
|----------|--|
| 1        | <b>Apologies for absence</b><br>Apologies for absence were submitted on behalf of Cllr Clare Darke and Elias Mattu.  |
| 2        | <b>Declarations of interests</b><br>No declarations of interests were made.  |
| 3        | <b>Minutes of the previous meeting (2 November 2015)</b><br>Resolved:<br>That the minutes of the previous meeting held on 2 November 2015 be approved as a correct record and signed by the Chair. |
| 4        | <b>Matters arising</b><br>There were no matters arising from the minutes of the previous meeting that were not otherwise included on the agenda for the meeting.                                   |
| 5        | <b>Corporate performance report quarter three</b><br>Adrian McCormick, Interim Head of Transformation presented the quarter three corporate performance report for 2015/16.                        |

The Panel considered the nine measures that had been reported as 'red' and the reasons why they had failed to meet or exceed to set target for the quarter, or had exceeded the acceptable tolerance level. During the discussion the Panel requested that future quarterly monitoring reports include local/national benchmark comparator figures on those indicators reported as 'red' in order that the Panel could more accurately judge how the Council was performing. The Panel also commented that some of the performance indicators needed to be clearer in their meaning, particularly whether a high target figure was good or bad or whether an indicator was perverse and one where the Council would want to see an increase in the numbers, for example in the indicators relating to safeguarding people in vulnerable situations, where there might be under reporting of incidents where domestic violence is an identified factor.

On performance indicator WCP1063 (percentage of our eligible workforce who have a current appraisal) the Panel requested a separate report to the next meeting an action being taken to address the performance against this measure.

Resolved:

1. That the performance on the corporate performance indicators for quarter two 2015/16 be received and noted.
2. That a separate report be submitted to the next meeting on the performance indicator WCP1063 (percentage of our eligible workforce who have a current appraisal).
3. That future monitoring reports include benchmark comparators for with those indicators reported as red.

**6 Housing managing agents performance monitoring report - quarter two**

Kenny Aitchison, Service Manager Housing Strategy and Development presented the report on quarter two performance of Wolverhampton Homes (WH) and the Tenant Management Organisations (TMOs) management and maintenance of Council owned properties. He reported that the monitoring report showed strong performance by WH and the TMO's in all areas and there were no areas of concern.

Resolved:

That the performance of the housing management agents for quarter one of 2015/16 be received and noted.

**7 Information Governance performance report - quarter three 2015/16**

Anna Zollino-Biscotti, Information Governance Manager presented a report on the performance of information governance for quarter three (October to December 2015). In doing so she reported that performance on Freedom of Information (FOI) response rates was at 99.70% and the Subject Access Request (SAR) response rate was at 100% for the quarter. There were also 14 information incidents of a low level that were reported during the quarter.

Cllr Roger Lawrence commented that the performance was a significant improvement over recent times and it moved the Council into a different area to where it was two/three years ago and it was to be welcomed.

Cllr Paul Sweet endorsed the comments and asked that they be fed back to the Information Governance Team.

Resolved:

That the report be received and noted.