



Cabinet (Performance Management) Panel

22 February 2016

Time 5.00 pm **Public Meeting?** YES **Type of meeting** Executive
Venue Committee Room 2 - Civic Centre, St Peter's Square, Wolverhampton WV1 1SH

Membership

Chair Cllr Paul Sweet (Lab)

Labour

Cllr Peter Bilson
Cllr Claire Darke
Cllr Steve Evans
Cllr Val Gibson
Cllr Andrew Johnson
Cllr Roger Lawrence
Cllr Elias Mattu
Cllr John Reynolds
Cllr Sandra Samuels

Quorum for this meeting is two Councillors.

Information for the Public

If you have any queries about this meeting, please contact the democratic support team:

Contact Dereck Francis
Tel/Email Tel: 01902 555835 or dereck.francis@wolverhampton.gov.uk
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Wolverhampton WV1 1RL

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Website <http://wolverhampton.moderngov.co.uk>
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Some items are discussed in private because of their confidential or commercial nature. These reports are not available to the public.

Agenda

Part 1 – items open to the press and public

Item No. *Title*

MEETINGS BUSINESS ITEMS

- 1 **Apologies for absence**
- 2 **Declarations of interests**
- 3 **Minutes of the previous meeting** (Pages 3 - 6)
[For approval]
- 4 **Matters arising**
[To consider any matters arising from the minutes of the previous meeting]

DECISION ITEMS (AMBER - DELEGATED TO CABINET (PERFORMANCE MANAGEMENT PANEL)

- 5 **Corporate performance report quarter three** (Pages 7 - 52)
[To receive and comment on the quarter three performance]
- 6 **Housing managing agents performance monitoring report - quarter two**
(Pages 53 - 76)
[To receive and comment on the quarter two performance]
- 7 **Information Governance performance report - quarter three 2015/16** (Pages 77 - 82)
[To receive and comment on the quarter three performance]

Meeting of the Cabinet (Performance Management) Panel Minutes - 23 November 2015

Attendance

Members of the Cabinet (Performance Management) Panel

Cllr Paul Sweet (Chair)
Cllr Peter Bilson
Cllr Claire Darke
Cllr Val Gibson
Cllr Andrew Johnson
Cllr Roger Lawrence
Cllr John Reynolds

Employees

Dereck Francis	Democratic Support Officer
Viv Griffin	Service Director - Disability and Mental Health
Keith Ireland	Managing Director
Ros Jervis	Service Director - Public Health and Wellbeing
Tony Marvell	Transformation Programme Manager
Adrian McCormick	Head of Transformation
Kevin Pace	HeadStart Programme Manager
Gareth Payne	Policy Officer
Lesley Roberts	Strategic Director - Housing
Mila Simpson	Section Leader - Housing Strategy and Development
Anna Zollino-Biscotti	Senior Information Governance Officer

Part 1 – items open to the press and public

Item No. *Title*

- 1 **Apologies for absence**
Apologies for absence were received from Cllrs Steve Evans, Elias Mattu and Sandra Samuels.
- 2 **Declarations of interests**
No declarations of interests were made.
- 3 **Minutes of the previous meeting (14 September 2015)**
Resolved:
That the minutes of the previous meeting held 14 September 2015 be approved as a correct record and signed by the Chair.
- 4 **Matters arising**
There were no matters arising from the minutes of the previous meeting.

5 Corporate Performance Report Quarter Two

Adrian McCormick, Interim Head of Transformation presented the quarter two corporate performance report for 2015/16.

Cllr Paul Sweet requested an update on the indicator 'percentage of eligible workforce with a current appraisal'. The Interim Head of Transformation advised that the data from Agresso showed that 53% of the workforce had a current appraisal. From discussions with Managers it was felt that this was an inaccurate picture. Consequently a data cleansing of the appraisal data was ongoing and it was felt that the figure would increase as a result of that piece of work. It was anticipated that the data for this measure would be available for the quarter three monitoring report.

Referring to performance measure 'rate of alcohol related emergency admissions (under 75 years per 100,000 population), Ros Jervis, Service Director Public Health and Well Being reported that the target for 2015/16 was to stabilise performance. She also elaborated on the performance commentary on the measure contained within the report.

Referring to the indicator 'keeping the city safe, Cllr Roger Lawrence noted that the good performance in quarter two had been distorted by the quarter one performance. He suggested there that needed to be a way of understanding that within the report. The Service Director Public Health and Well Being indicated that it would be picked up during the next review and within the performance commentary section of the report. The Interim Head of Transformation also undertook to take the issue back and address the feedback in future performance monitoring reports.

Resolved:

1. That the performance on the corporate performance indicators for quarter two 2015/16 be received and noted.
2. That when the quarter three data on appraisals is available it be forwarded to members of the Panel.

6 Information Governance Performance Report - Quarter Two 2015/16

Anna Zollino-Biscotti, Information Governance Manager presented a report on the performance of information governance for quarter two (July to September 2015). In doing so she reported that performance on Freedom of Information (FOI) response rates was at 99.7 % and the Subject Access Request (SAR) response rate was at 97.41% for the quarter. This was a slight dip in performance against quarter one but was above the target measure.

Resolved:

That the report be received and noted.

7 Housing Managing Agents Performance Monitoring Report- Quarter One

Mila Simpson, Section Leader - Housing Strategy and Development presented the report on quarter one performance of Wolverhampton Homes and the Tenant Management Organisations (TMOs) management and maintenance of Council owned properties.

Cllr Peter Bilson informed the Panel that the performance data had been considered by the Monitoring Panel that he chairs and which comprised tenants. The performance information therefore came with a degree of confidence.

Resolved:

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

8 People Directorate Annual Complaints and Representations Procedure Reports

Alison Dowling, Customer Relations Manager, People presented two annual reports on the People Directorate's annual complaints and representations and briefly outlined some of the key points from the reports.

Cllr Andrew Johnson congratulated the employees within Adult, Social Care, Community Services and Public Health and Children and Young People for the significant reduction in the number of complaints concerning conduct and attitude when compared to the previous year. He asked that the thanks of the Panel be conveyed to the teams. He also requested that future annual reports relating to Children and Young People include compliments received, both informal and formal.

Cllr Paul Sweet, (Chair) informed the Panel that this would be Alison Dowling's last meeting at the Panel as she would be taking up a post with the NHS. On behalf of the Panel he wished her well for the future.

Resolved:

1. That the content of both Annual compliments and representations reports be received and noted.
2. That the revised design and change in distribution of the executive summary be noted.

9 Better Care Fund Update

Tony Marvell, Transformation Programme Manager, Community outlined the salient points of the report on performance of the Better Care Fund (BCF) across the city wide health and social care system.

Resolved:

That the update relating to the Better Care Fund be noted, specifically that:

- The BCF Programme is performing well against the planned baseline
- That the programme is operating with financial risks relating to the pooled fund across City of Wolverhampton Council and Health.

10 HeadStart Wolverhampton

Kevin Pace, HeadStart Programme Manager presented the report on the progress with HeadStart Wolverhampton and on the timeline of activities in order to present Wolverhampton's bid to Big Lottery for additional funding of up to £10 million in 2016.

Cllr Roger Lawrence welcomed the Headstart initiative. He noted that the recent Skills Review identified mental health issues as a barrier to people maintaining employment and gaining employment. It was also known that mental health issues in school impacted on the child, other pupils as well as the schools performance.

The HeadStart initiative was crucial to addressing some of the challenges and tackling the stigma of mental health in our communities.

Cllr Val Gibson informed the Panel that City of Wolverhampton Council had been leading on the HeadStart programme. She placed on record her thanks and appreciation to the HeadStart Programme Manager and his team for their excellent work on HeadStart Wolverhampton.

Resolved:

That the progress at stage two of the HeadStart programme and the progress towards the stage three application bid to the Big Lottery be noted.



Cabinet (Performance Management) Panel

22 February 2016

Report title	Corporate Performance Report – Quarter Three	
Cabinet member with lead responsibility	Councillor Roger Lawrence Leader	
Key decision	No	
In forward plan	No	
Wards affected	All	
Accountable director	Keith Ireland, Managing Director	
Originating service	Transformation	
Accountable employee(s)	Gareth Payne Tel Email	Policy Officer 01902 554103 gareth.payne@wolverhampton.gov.uk
Report to be/has been considered by	Strategic Executive Board Scrutiny Board	9 February 2016 26 April 2016

Recommendation(s) for action or decision:

The Cabinet (Performance Management) Panel is recommended to review and comment on the performance of the corporate performance indicators for quarter three 2015/16.

1.0 Purpose

- 1.1. The purpose of this report is to update the Panel on the performance of those indicators, for quarter three, published in the Council's Corporate Plan for 2015/16.

2.0 Background

- 2.1. The Council's planning and performance management approach for 2015/16 is focussed on the delivery of the Corporate Plan, which simplifies our priorities into 'Stronger Economy' (Place) and 'Stronger Communities' (People) and supported by a 'Confident Capable Council' (Corporate) in a 'plan on a page'.
- 2.2. The Corporate Plan is published with 70 performance indicators included and the target that the council aims to achieve by the end of March 2016. These indicators are broken down by the following corporate plan themes
- Place (Stronger Economy) – 24 Indicators
 - People (Stronger Communities) – 33 Indicators
 - Confidence, Capable Council – 13 Indicators

3.0 Changes to the report structure and content

- 3.1. The format of the corporate performance report has been revised for 2015/16, to make it easier for the report to be interpreted. These changes also address issues identified (or that caused confusion) previously.
- 3.2. The corporate performance report is attached as appendix 1

4.0 Summary of performance

- 4.1. Data for **46 (66%)** indicators have been reported in quarter three and are included in this report. The remaining **24 (34%)** indicators are reported at more infrequent intervals and will be reported once data becomes available.
- 4.2. **Twenty-Nine (63%)** measures have been reported as green. These measures have met or exceeded the set target for this quarter.
- 4.3. **Eight (17%)** measures have been reported as amber. These measures have failed to meet or exceed to set target for this quarter, but have not exceeded the acceptable tolerance level.
- 4.4. **Nine (20%)** measures have been reported as red. These measures have not only failed to meet or exceed to set target for this quarter, but have also exceeded the acceptable tolerance level.

Indicator Reference and Description	Indicator Owner
<ul style="list-style-type: none"> Number of financial health checks undertaken 	<ul style="list-style-type: none"> Helen Winfield
<ul style="list-style-type: none"> Number of carer assessments 	<ul style="list-style-type: none"> Robert Johnson
<ul style="list-style-type: none"> Rate of adults aged 18 – 64 in contact with Mental Health Services who are in permanent residential or nursing care (per 100,000 population) 	<ul style="list-style-type: none"> June Pickersgill
<ul style="list-style-type: none"> Number of adults aged 18 – 64 in contact with Mental Health Services who have been resettled from permanent residential care into community based services 	<ul style="list-style-type: none"> June Pickersgill
<ul style="list-style-type: none"> Number of new supporting living placements created for people with learning disabilities 	<ul style="list-style-type: none"> Kathy Roper
<ul style="list-style-type: none"> Percentage of referrals to Children's Social Care where domestic violence is an identified factor 	<ul style="list-style-type: none"> Dawn Williams
<ul style="list-style-type: none"> Percentage of referrals to Adults Safeguarding where domestic violence is an identified factor 	<ul style="list-style-type: none"> Dawn Williams
<ul style="list-style-type: none"> Rate of young people involved in violent crime (with injury) (per population aged 10 – 17) : Victims 	<ul style="list-style-type: none"> Karen Samuels
<ul style="list-style-type: none"> Percentage of our eligible workforce who have a current appraisal (WCPI063) 	<ul style="list-style-type: none"> Adrian McCormick, Head of Transformation (interim)

4.5. The Decent Homes measures in the Corporate Plan (WCPI012) has been removed from the Corporate Plan Report (and subsequently will be removed from the Corporate Plan), following the end of decent homes funding and thus large scale decent homes programme of works. New performance measures to monitor decent / non-decent homes will be introduced as part of the 2016/17 Corporate Plan refresh.

4.6. Furthermore, seven indicators have had data reported this quarter, but have not yet had targets supplied. This may be due to being the first year of data collection (baseline year). Targets will need to be confirmed for these indicators in the future, to allow an assessment of performance to be made in the future.

5.0 Financial implications

5.1. Monitoring of the performance indicators highlighted in this report is integral to the monitoring of the budget. Where there are areas of underperformance, there is often a direct impact on the budget and medium term financial strategy. The impact is assessed and monitored on a case by case basis and fed in to the budget process.
[GE/08022016/D]

6.0 Legal implications

- 6.1. There are no direct legal implications arising from this report.
[TS/05022016/P]

7.0 Equalities implications

- 7.1. Most of the performance measures in this report have equalities implications, however there are no equality implications relating to this report.

8.0 Environmental implications

- 8.1. Some of the indicators in this report may have implications for the environment, however there are no implications arising directly from this report.

9.0 Human resources implications

- 9.1. Some of the indicators in this report may have implications for human resources, however there are no implications arising directly from this report.

10.0 Corporate landlord implications

- 10.1. Some of the indicators in this report may have implications for the Council's property portfolio, however there are no implications arising directly from this report.

11.0 Schedule of background papers

- 11.1. Wolverhampton City Council's Corporate Plan 2015/16
Corporate Performance Report – Quarter One
Corporate Performance Report – Quarter Two

Our priorities



*A stronger
economy*



*Stronger
communities*



*A confident
capable council*

City of Wolverhampton Council's Corporate Plan 2015/16

Page 11

wolverhampton.gov.uk

CITY OF
WOLVERHAMPTON
COUNCIL



Understanding this Report

This shows the measure reference given to the performance measure.

This shows the target we have set ourselves by the end of 2015/16 (unless stated), as published in the Council's Corporate Plan 2015/16.

This shows the latest reporting performance figure (if applicable). The Red, Amber and Green (RAG) rating for the measure.

Page 12

Ref

Measure Description

2015/16
Target

Previously completed reporting
period

Outturn

Target

RAG

Latest completed reporting
period

Outturn

Target



RAG

The measure description is the short name of the performance measure, as published in the Council's Corporate Plan

This shows the previously reporting performance figure (if applicable). The Red, Amber and Green (RAG) rating and Direction of Travel for the measure.







Under Performance (Exception Report)

Corporate Plan Link	Measure Description	Baseline 	End of Year Target 	Q2 Actual	Q3 Actual	Q3 Target	RAG	Commentary
Promoting Independence for Older People	Number of financial health checks undertaken	New Measure	2000	587	942	1200	▲	See page 20
	Number of carer assessments	1124	1350	427	731	1012	▲	See page 21
Page 13 Promoting Independence for People with Disabilities	Rate of adults aged 18 – 64 in contact with Mental Health Services who are in permanent residential or nursing care (per 100,000 population)	34.0	14.4	31.4 (48)	28.1 (43)	19.6 (30)	▲	See page 23
	Number of adults aged 18 – 64 in contact with Mental Health Services who have been resettled from permanent residential care into community based services	New Measure	35	10	12	30	▲	See page 24
	Number of new supporting living placements created for people with learning disabilities	New Measure	50	10	14	25	▲	See page 25
Safeguarding People in Vulnerable Situations	Percentage of referrals to Children's Social Care where domestic violence is an identified factor	38%	40%	35.4% (1,141)	33.6% (1,261)	40.0%	▲	See page 26
	Percentage of referrals to Adults Safeguarding where domestic violence is an identified factor	10.4%	12%	7.2%	8.9% (26)	12.0%	▲	See page 26



Under Performance (Exception Report)

Corporate Plan Link	Measure Description	Baseline 	End of Year Target 	Q2 Actual	Q3 Actual	Q3 Target	RAG	Commentary
Keeping the City Safe	Rate of young people involved in violent crime (with injury) (per population aged 10 – 17) : Victims	61	To reduce	60 (141)	96 (227)	77 (182)	▲	See page 32

Page 14 Corporate Plan Link	Measure Description	Baseline 	End of Year Target 	Q2 Actual	Q3 Actual	Q3 Target	RAG	Commentary
Confident, Capable Council	Percentage of our eligible workforce who have a current appraisal	73.4%	100%	53%	57%	100%	▲	See page 36



This section of the report provides an overview of the Corporate Performance Report, by Corporate Plan Theme and Aim. Data for 46 (66%) indicators have been reported in quarter three and are included in this report. The reminder 24 (34%) indicators are calculated at more infrequent intervals and will be reported once data becomes available.



	Total Number	Green Indicators	Amber Ambers	Red Indicators	Other
Place (Stronger Economy)	24	8	1	0	15
Delivering effective core services that people want	14	5	1	0	8
An environment where new and existing businesses thrive	7	2	0	0	5
People develop the skills to get and keep work	3	1	0	0	2
People (Stronger Communities)	33	15	6	8	4
People live longer, healthier lives	14	4	4	5	1
Adults and children are supported in times of need	8	4	1	2	1
People and communities achieve their full potential	11	7	1	1	2
Confident Capable Council (Stronger Organisation)	13	6	1	1	5

Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI001	Amount of emissions from the council's vehicle fleet Performance Commentary: The measurement and baseline is based on how much fuel is used by the fleet across the year. Further work is underway to identify ways of capturing emissions from the grey fleet and transport provision hired in by the Council which will lead to amendment of the baseline. Current performance indicates a marginal decrease of 1.7% in emissions due to lower Qtr. 2 & Qtr. 3 levels which have now offset the higher levels of Qtr. 1. The trend is improving and on target.	2,947,511 kgs	Not reported until March 2016	No quarterly target set	●	Not reported until March 2016	No quarterly target set	●
			Interim: 1,471,797			Interim: 2,200,978		



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI002	<p>Percentage of customers satisfied with street cleaning</p> <p>Performance Commentary: Annual Public Realm satisfaction survey was undertaken June/July. Data is collected using Survey Monkey (free online survey software used to create and publish on line surveys). The survey link was promoted on the council Website, Wolverhampton Today, Twitter, City People and the link was also emailed to the Citizens Panel members. 180 people completed the survey. Satisfaction levels were expected to be between 50-60% based on previous year's results. The street cleaning satisfaction rate of 71.7% was a big increase on the previous year's satisfaction of 53%. The increase in satisfaction follows the successful implementation of the environmental maintenance restructure and the optimisation of the street cleaning & grounds maintenance routes, rounds and vehicles. The second successive Operation Spring Clean, Summer Challenge and this year's Cleaner, Greener, Better campaign raised the profile of cleaning activities via Wolverhampton Today/press releases and also engaged with community groups / businesses / sponsors to take part in clean up events across the city. The campaign is believed to have had a positive effect on people's perceptions of the council's priority to keep the city clean.</p>	55%	71.7% (129)	55%		This performance measure is reported annually in September. No updated information is available		



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI003	<p>Percentage of customer street cleaning enquiries responded to within set timeframe</p> <p>Performance Commentary: Public Realm receive a large number of street cleaning requests every month. Enquiries range from general litter picking to large fly tips. Syringes, dead animals, dog fouling and clean up requests following road traffic collisions are also included within this performance indicator. On average 431 enquiries are received each month with 55% of calls relating to fly tipping alone. All street cleaning requests are made via Customer Services by telephone, email or the Wolverhampton Report It app. All enquiries are logged on CRM by Customer Services. CRM interfaces CONFIRM (Public Realms operations system). Customer call volumes and response times are reported within CONFIRM. All enquiries are visited and evaluated and responded to depending on the nature of the cleaning required. Some enquiries are picked up as part of the cleansing programme other incidents that are a hazard to pedestrians/drivers (i.e. dead animals /syringes / overflowing litter bins/spillages) are responded to the same day. Fly tipping and general street cleaning enquiries are responded to within 5 working days. Public Realm aim to respond to 94% of enquiries within these time frames. During July & August there was a slight dip in the percentage of enquiries resolved on time. This was addressed at the Partnership Management Group and the percentage increased to 95.7% in September. Public Realm has achieved a 95.6% 'on-time' response rate for the first six months of 2015/16.</p>	94%	96% (1,276)	94%		94% (1,604)	94%	



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI004	<p>Number of people killed or seriously injured (KSI) in road traffic accidents</p> <p>Performance Commentary: Accident data are collected by the police and made available to the Council via the Spectrum system. Annual results are generally not available until several months after the end of the year. The system can be interrogated at any time to enable interim figures to be provided but delays in loading accident data onto the system may mean that any such interim figures are not reliable and potentially misleading.</p>	73.00				To be reported at a later date		
WCPI005	<p>Number of uses of cycle routes</p> <p>Performance Commentary: Data are collected by automatic cycle counters in two locations on the west side of the city. The limited number of sites means that figures may not be representative of the city as a whole and any errors, for example due to equipment failure, will have a significant impact on the results. A full cordon survey of the city is carried out every 2 years using manual counting techniques and gives a much more accurate picture of cycle use. However due to the infrequency of the cordon survey it is not suitable as an annual performance indicator. Increasing the cordon survey to annually would be expensive and difficult to justify.</p>	70,857				To be reported at a later date		



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI006	<p>Percentage of traffic light faults responded to within 2 hours</p> <p>Performance Commentary: Data is collected from the Council's Traffic Signal Fault Management System, contractors carrying out the repairs input fault clearances directly in to the system. The aim of the indicator is to achieve 100% of repairs within the 2 hour urgent fault response time. The performance achieved is very close to the 100% target. Out of a total of 105 traffic signal junctions and 138 pedestrian crossings in Wolverhampton there were a total of 69 urgent faults attended to during the months of October/November/December 2015, with repairs completed within the contracted repair time in 68 cases.</p>	100%	100% (70)	100%	●	98% (68)	100%	◆
WCPI007	<p>Total length of cycle network</p> <p>Performance Commentary: Cycle routes are added to the network by the Council through capital schemes or by private developers through the highway adoption process. The additional routes are recorded as construction work is completed and they become available for use, but the relatively small number of schemes each year means the increase during the course of the year is very uneven and does not lend itself to regular progress monitoring.</p>	26km	To be reported at a later date					



			Outturn	Target	RAG	Outturn	Target	RAG
WCPI008	<p>Number of additional homes provided (net) (as part of the New Build programme)</p> <p>Performance Commentary: The number of new homes completed covers new build of all types (market housing, affordable housing and council Housing) as well as building conversions. The numbers are verified through the Planning system on an annual basis. Development of housing is encouraging with new Planning permissions and delivery of new homes on site. Whilst this is an annually reported indicator completions for the first two thirds of 2015/16 (Apr-Nov) are circa. 436 new homes. If this level of completions continues the annual target of 650 new homes is likely to be met.</p>	650	Not reported until March 2016 Interim 310	No quarterly target set	●	Not reported until March 2016 Interim 436	No quarterly target set	●
WCPI009	<p>Number of affordable homes completed</p> <p>Performance Commentary: This includes new Council Housing and development by Registered Providers (RP) including building conversions and conversions from private to affordable tenure. The numbers are provided by the Homes and Communities Agency on an annual basis. The Council has a number of new build programmes either on site or about to start this year, including 40 homes at Thompson Avenue. RPs are taking developer-funded affordable housing in larger schemes including 54 at the former Jennie Lee Centre. Changes to the social rent charging (1% reduction for 4 years) has cast uncertainty regarding the viability of social housing development programmes and may lead to a reduction in forecast outcomes.</p>	115	To be reported at a later date					
WCPI010	Number of homes improved to meet the statutory housing standard	300	291	80	●	438	300	●

**Performance Commentary:**

This is a combination of the Council's statutory housing interventions within the private sector including action taken to address housing standards, empty homes brought back into use, and housing assistance grants awarded to vulnerable households. 438 households have received intervention to improve standards, which has exceeded the annual target.

WCPI011

Number of vacant dwellings returned to occupation or demolished

Performance Commentary:

This counts the number of long term empty properties that are brought back into use or are demolished due to condition, with just under half of the year's outturn being achieved at the end of quarter 3. This reflects annual trends as in reality a higher number of properties will have come back into use following officer involvement; however this data is reported through an annual Council Tax update. Officers work to identify property owners in the first instance and then work with them to assist them in bringing their property back into use. Where owners are uncooperative and the property is having a detrimental impact on the local environment officers can and do take enforcement action.

200

56

No quarterly target set



78

No quarterly target set



WCPI012

Total number of homes improved to meet the decent home standard

Due to the end of decent homes funding and thus large scale decent homes programme of works, this measure is being discontinued and alternative measures to monitor decency/non-decency will be developed for 2016/17

WCPI013

Number of households accessing housing options services

3110

Not reported until March 2016

Interim
1,428

No quarterly target set



Not reported until March 2016

Interim
2,023

No quarterly target set



**Performance Commentary:**

This includes households accessing a range of services provided by the local authority's Housing Options service in terms of accommodation, advice and support for homeless people or those at risk of homelessness. The number of households accessing the service took a slight increase on the previous quarter with 249 households being registered as homeless (an increase on the previous quarter of 24 households) bringing the cumulative total to 2,023.

WCPI014

Number of landlords accredited through the Midland Landlord Accreditation Scheme (MLAS)

Performance Commentary:

There are currently 203 landlords registered with the MLAS scheme which is within the annual target. Work is on-going to ensure landlords achieve the required number of CPD points through learning and development to remain accredited. Work is also being undertaken to develop the Rent with Confidence scheme which will incorporate the requirement for accreditation to achieve a high rating within the system.

200

203

200



203

200



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI015	Total amount of investment in the city	£519.7 million	Not reported until March 2016	No quarterly target set	■	Not reported until March 2016	No quarterly target set	●



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
	<p>Performance Commentary: Investment in the City is mainly focused in the three regeneration priority areas. These run as a 'spine' for regeneration north to south through the City and are called Northern Growth Corridor, City Centre and Southern Growth Corridor, with each areas managed by a Board. The Boards capture investment in commercial, employment and residential development sites but clearly do not capture all of the investment that takes place in the city. Investment committed in the City over the last year can be summarised as:</p> <ul style="list-style-type: none"> Northern Growth Corridor (including i54 site) - £464m City Centre - £86.3m Southern Growth Corridor - £7.5m 		Interim: £150.4 Million			Interim: £557.8 Million		

Ref	Measure Description	2015/16 Target	Previously completed reporting period	Latest completed reporting period
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			Outturn	Target	RAG	Outturn	Target	RAG
WCPI016	Number of businesses located in the city’s main economic growth areas							
	Performance Commentary: Annual data, via the Office for National Statistics, has been released this quarter which helps us identify how many businesses are located in the three key growth areas for Wolverhampton.							
	Junction 2 - 380 City Centre - 1560 Bilston – 550		3,964			To be reported at a later date		
	In addition, we have now completed a survey of businesses within the Junction 2 business area, and now have 58 positive contacts with companies which we will build upon, to enable growth and support in the future.							



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WGP1017	<p>Number of jobs created in the city's main economic growth areas</p> <p>Performance Commentary: The number of jobs located in the main economic growth areas is directly linked to the survey activity identified above, which outlines the work being undertaken to identify businesses in the growth area and increase business engagement. In addition, activities now being coordinated via the Growth Hub help to assist businesses looking to expand and grow in the city. During this quarter, we have seen Wiggle move into Citadel Junction in Bilston, creating 300 new jobs. Monthly data obtained from DWP helps us to identify the number of unemployed residents who have been able to find work. Since April, 3,380 people have moved into employment, with 1660 of those during the last quarter. A jobs fair as part of Wolverhampton business week in early October had over 50 employers present with over 1000 jobs on offer. Performance monitoring targets have identified the number of jobs created rather than the total number of jobs within the growth areas which could be captured in survey work.</p>	54,075				To be reported at a later date		



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WG1018	<p>Number of visitors to the city's main cultural venues</p> <p>Performance Commentary:</p> <p>Currently establishing an agreed, service wide method of recording attendance. The Civic & Wulfrun Halls had a popular winter season, with the key markets being comedy, popular music and of course the Grand Slam of Darts. The Slade Rooms hosted a broad range of music and spoken word events, and continues to be a teaching site for City of Wolverhampton College. Wolverhampton Art Gallery hosted a range of exhibitions including a Japanese touring show from the Ashmolean, was the film set for the next series of BBCs Flog It and boasts a popular education programme. Bantock café continues to increase in popularity, and has an increasing number of popular events on site. Bilston Craft Gallery has recently launched a craft café, which has been well received. City Archives has a lower attendance due to annual shut downs within the archives sector. Visits for research remain stable. The Events team worked with Wolverhampton Racecourse to deliver Bonfire night, other events across the city were well attended, in particular, city centre lights switch on and Diwali.</p>	Baseline to be established	80,714	Baseline to be established	■	201,755	Baseline to be established	■



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI019	Number of business start-ups supported							
	Performance Commentary: During this quarter we have supported 31 business start-ups. WCC have written to 60 start-up companies have registered at companies house this financial year. A business start-up seminar and mentoring programme has been arranged for January 2016. Quality Formations, London-based company formation experts have placed Wolverhampton as the 4th best place in the UK to start business.	Baseline to be established	166	Baseline to be established	■	31	Baseline to be established	■
WCPI020	Percentage of businesses surviving after the first five years							
	Performance Commentary: Annual business demography data has been released this quarter. 5 year survivals rates have risen from 34.6% to 39.5% when compared to the previous data release. This data shows 735 businesses that set up in 2009, are still trading in 2014. The gap between the City and national and regional comparators has also closed.	36.9%	Not reported until December 2015 Interim 39.5%	No quarterly target set	■	39.5%	36.9%	●



			Outturn	Target	RAG	Outturn	Target	RAG
WCPI021	<p>Number of small and medium (SME) businesses supported</p> <p>Performance Commentary: The Growth Hub is now collecting information on the number of businesses supported, showing 129 during the last quarter. The data does not allow to show a breakdown between small and medium enterprises, but we have represented all business being supported as being small enterprises. Again, the data provided from surveys of the three growth areas, will enable us to capture data regularly for those areas, with the Growth Hub collecting data for the City as a whole. We would like to review this information within the next twelve months to review the baseline for Wolverhampton activity, and then consider future revised targets.</p>	1765	Not reported until March 2016 Interim: 129	Not reported until March 2016	■	Not reported until March 2016 Interim: 77	Not reported until March 2016	■
WCPI022	<p>Number of people accessing the creative economy, learning, training or volunteering opportunities</p> <p>Performance Commentary: A further 5,619 people accessed the creative economy, learning, training or volunteering opportunities in Qtr. 3, bringing the cumulative total to date to 19,090 to date which is 87% of the target for the year. Overall performance on this indicator target is very strong - the numbers for young people and adults participating in cultural learning is particularly strong against targets set, as have numbers of college students participating in work experience at Slade rooms.</p>	22,000	13,948	No quarterly target set	●	19,090	No quarterly target set	●

			Outturn	Target	RAG	Outturn	Target	RAG
WCPI023	<p>Number of residents supported through education, training, employment or enterprise</p> <p>Performance Commentary: This figure includes employment, training and enterprise. Qtr. 3 included the returns from Adult Education for the full academic year. The additions this quarter reflect the activity by Economic Inclusion in terms of sector based programmes and enterprise programmes within target communities</p>	Baseline to be established	Not reported until December 2015	No quarterly target set	■	4,353	Baseline to be established	■
			Interim 4,207					

Ref	Measure Description	2015/16 Target	Previously completed reporting period	Latest completed reporting period
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			Outturn	Target	RAG	Outturn	Target	RAG
WCPI024	Page 31	Number of residents in key deprived areas supported through education, training, employment or enterprise						
		<p>Performance Commentary:</p> <p>Quarter 3 reflects the activity within the deprived area by the City Council across a range of services. The continuing high proportion within deprived areas reflects the fact that all Council services are working jointly to develop a range of programmes to move individuals towards employment. We have now developed a number of sector based programmes providing work experience as well as qualifications and training. The programmes are delivered in partnership with grass roots organisations to ensure reach within the community alongside training providers such as the college and AES to provide bespoke training and qualifications. Recent work has included sector based initiatives for health and social care, cleaning and catering, warehousing and construction. This combined resource is effectively moving local people closer to employment and training whilst also responding to the needs of employers and investors.</p>	Baseline to be established	Not reported until March 2016 Interim: 1191	No quarterly target set	■	Not reported until March 2016 Interim: 1337	No quarterly target set



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI025	<p>Percentage of mothers smoking at the time of delivery</p> <p>Performance Commentary: The outcome shows an encouraging reduction in the proportion of women who smoke during pregnancy. It is anticipated that the increased visibility of smoking cessation services within the Healthy Lifestyles Team in antenatal clinics and community settings and the use of CO monitors at all contacts with midwives will continue to have a positive impact.</p> <p>The England average for 14/15 was 11.4% and for Qtr. 2 15/16 was 10.5%.</p>	To reduce	Not reported until Quarter 2	<18.8%	■	16.6	<18.8%	●
WCPI026	<p>Percentage of individuals achieving targeted weight loss through a weight management programme</p> <p>Performance Commentary: There continues to be a greater proportion of individuals completing a weight management programme and meeting their weight loss goals. This remains a key part of Wolverhampton's whole systems approach to tackling obesity and is demonstrating a positive impact</p>	To increase	Not reported until Quarter 2	<39.9%	■	44.5	<39.9%	●
WCPI027	<p>Rate of alcohol related emergency admissions (under 75 years per 100,000 population)</p> <p>Performance Commentary: This annual figure shows a continued increase in alcohol admissions for 2013/14. Unfortunately because of the time lag in reporting this data it will not reflect the impact of initiatives that have been implemented since 2013/14. It should be noted that there has also been a national increase in alcohol admissions.</p>	To stabilise	851 (2013/14)	<782	▲	This performance measure is reported annually in Quarterly 2. No updated information is available		



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
	In order to give an indication of the direction of travel, there is a local indicator relating to emergency admissions to hospital that are due to alcohol misuse. This indicator shows that in 14/15 there were 956 emergency admissions (actual number, not rate per 100,000) and that this had reduced in quarter 1 (the latest data available) to 909.							
WCPI028	Number of new users of Telecare services							
Page 33	Performance Commentary: Realising the opportunities of better care technology is central to the redesign of older people's services. Following a report that was considered at 11th November cabinet, staffing changes are being made, in partnership with Wolverhampton Homes including integrating Care Link and Telecare services and retraining to increase installation capability and to accelerate progress.	500	166	175	◆	260	300	◆
WCPI029	Number of financial health checks undertaken							
	Performance Commentary: The health checks being carried out by the Welfare Rights Service are having a positive impact on maximising the income of vulnerable people in the city with over £4.6 million worth of benefits gains being identified so far this year. Work is also on-going with partners to develop capacity for an increased number of financial health checks in the City. The target that was set for this year was incredibly challenging and quarter 3 performance is lower than expected. However, the number of cases closed is usually (based on evidence from previous years) proportionately higher in Qtr. 4.	2000	587	500	●	942	1200	▲



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI030	<p>Number of carer assessments</p> <p>Performance Commentary: The national estimates of the increase in carers assessments as a consequence of the implementation of the Care Act have proved over optimistic. Take up has been much lower than anticipated nationally and locally. New Care Act compliant processes and documentation have also contributed to fewer joint carers assessments being undertaken immediately following implementation. An assessment of carers services by a regional expert has been commissioned and an improvement action plan is in place.</p>	1350	427	675	▲	731	1012	▲
WCPI031	<p>Rate of permanent admissions to care homes for older people (per 100,000 population) (ASCOF 2A(2))</p> <p>Performance Commentary: This is a key target of the Better Care Fund (BCF) integrated work with health. Although there has been a slight increase in the number of admissions, performance against this indicator remains within expected parameters. Comparator data shows that Wolverhampton is rated in the top quartile amongst comparator authority's and the upper mid quartile within the region, demonstrating that older people within the City are being helped to remain independent.</p>	638	630 (269)	643 (275)	●	643 (275)	640 (274)	◆



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI032	<p>Percentage of older people who have received reablement services who remain in their own home six months after discharge from those services</p> <p>Performance Commentary: Offering older people reablement to recover from a fall or illness or to improve mobility and confidence is key in enabling them to remain independent. In the 12 months up to the end of June, 383 people had received reablement. At the end of December 315 were either receiving no services or services at home and fewer people were in residential or nursing care following reablement. Despite the Amber rating, performance remains within expected parameters.</p>	84.0%	81.8% (337)	84.0%	◆	82.2% (315)	84.0%	◆
WCPI033	<p>Percentage of Education, Health and Care Plans (EHCP) converted</p> <p>Performance Commentary: At the end of December there were 1104 children and young people with statements and 161 with EHCPs being maintained by Wolverhampton. The target for transfer reviews from statements to EHCPs for this academic year is 548. At the end of December there were 162 EHC needs assessments in progress - this is 14.7% of current statements and 29.6% of the full year target. Capacity is being increased in order to ensure that more reviews can be conducted within expected timescales (20 weeks).</p>	46% (548)	28% (339)	28%	●	14.7% (162)	12%	●



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI034	<p>Percentage of disabled children in year 9 that have a Transition Plan</p> <p>Performance Commentary: The total number of reviews that will need to be done in order to develop appropriate transition plans in the 2015/16 academic year is 119. There are 52 (44%) year 9 reviews scheduled to take place between September 2015 and March 2016 with the remainder due to take place between April and August 2016 so this indicator is on target to achieve 100% by the end of the academic year.</p>	100%	Not reported until December 2015	80%	■	44% (52)	44%	●
WCPI035	<p>Rate of adults aged 18-64 in contact with Mental Health Services who are in permanent residential or nursing care (per 100,000 population)</p> <p>Performance Commentary: All of the individuals that are currently in residential care have been profiled to assess their suitability for resettlement in the community and plans are being made to move those for whom it is appropriate with a large cohort due to be resettled in February. The ambitious target for this indicator is unlikely to be met due to delays in the resettlement programme.</p>	14.4	31.4 (48)	24.8 (38)	◆	28.1 (43)	19.6 (30)	▲



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI036	<p>Number of adults aged 18-64 in contact with Mental Health Services who have been resettled from permanent residential care into community based services</p> <p>Performance Commentary: 12 people have already been successfully resettled from residential care into the community. Intensive work is being carried out with the remaining 23 people in order to progress their resettlement. However, it is unlikely that the target for this indicator will be met which will also have a direct impact on the rate of adults aged 18-64 in contact with Mental Health services who are in permanent residential care (per 100,000 population)</p>	35	10	10	●	12	20	▲
WCPI037	<p>Rate of adults aged 18-64 in contact with Learning Disability Services who are in permanent residential or nursing care (per 100,000 population)</p> <p>Performance Commentary: The successful achievement of this indicator is based on two factors; the first is the number of new admissions to residential and nursing care and the second is the resettlement of existing clients into community based placements. While there has been a reduction in admissions, the number of people who have been resettled has been lower than expected due to delays in the completion of new supported living schemes meaning that performance is slightly above anticipated levels, but remains within expected parameters.</p>	96.8	109.2 (167)	103.3 (158)	◆	102.0 (156)	100.0	◆



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI038	<p>Number of new supporting living placements created for people with learning disabilities</p> <p>Performance Commentary: The profiling for this indicator was contingent upon the completion of two major new supported living schemes at Carlton Road and Sunbeam. In one of these developments there has been a delay in the completion of building works, although tenants will begin to move into these schemes in the coming months. Additional people continue to be identified and worked with in order to ensure that they are in the correct settings for their needs, however, this can be a lengthy process because Mental Capacity Act assessments and Court of Protection processes are often required. There is also a review and stocktake being undertaken around this work in order to progress the programme and embed the required culture shift.</p>	50	10	10	●	14	25	▲
WCPI039	<p>Proportion of children identified as been at risk of Child Sexual Exploitation (CSE) whose level of risk has reduced</p> <p>Performance Commentary: Performance in this area remains positive with Wolverhampton having made significant progress in the last year. In a number of cases over the summer individual children's situations meant that assessing reduction or cessation of risk was difficult because of the absence of school networks the school network. Relatively small numbers can make this indicator volatile. As at 27th January 22 young people were deemed to be at risk of CSE.</p>	60%	54% (13)	60%	◆	83% (45)	60%	●



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI040	<p>Percentage of referrals to Children's Social Care where domestic violence is an identified factor</p> <p>Performance Commentary: Identifying children who are at risk of or impacted by Domestic Violence is an important part of safeguarding vulnerable children. It is expected that the introduction of the Multi-Agency Safeguarding Hub (MASH) will increase the identification of children who are affected by domestic violence. In parallel, on-going actions will be taken by the Domestic Violence Forum to increase awareness. However, it is felt that this is not the best indicator for measuring the effectiveness of response to domestic violence issues and a more suitable indicator will be identified for the next reporting cycle (2016/17)</p>	40%	35.4% (1,141)	40.0%	◆	33.6% (1261)	40.0%	▲
WCPI041	<p>Percentage of referrals to Adults Safeguarding where domestic violence is an identified factor</p> <p>Performance Commentary: Whilst identifying domestic violence within adult safeguarding work is important, it is difficult to ascertain the extent to which the prevalence of dv is impacting on this result as distinct from an awareness of issues leading to the identification of domestic violence. In cases where DV has been identified as a factor of why an adult may be vulnerable, appropriate investigations and safeguarding actions have been undertaken. However, it is felt that this is not the best indicator for measuring the effectiveness of response to domestic violence issues and a more suitable indicator will be identified for the next reporting cycle (2016/17).</p>	12%	7.2%	12.0%	▲	8.9% (26)	12.0%	▲



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI042	<p>Proportion of people who use social services who feel safe</p> <p>Performance Commentary: The 2014/15 was 74.8% compared with the 2013/14 performance out-turn of 73.2% with the continuing improvement in performance demonstrating that some of the most vulnerable people in Wolverhampton feel that the City is a safe place to live. The target to improve further in 2015/16 showing ambition and a dedication to ensuring that people feel safe. 2014/15 comparator results show that for statistical neighbours the average result was 69.2%, across the West Midlands was 69.5% and nationally was 68.5%. Wolverhampton is in the top quartile nationally and among comparators and the upper mid quartile regionally.</p>	75.5%			To be reported at a later date			
WCPI043	<p>Number of families who have been identified and with whom work has commenced as part of the second phase of the Troubled Families programme</p> <p>Performance Commentary: The identification of families is on track with on-going work across the partnership to continue the good progress. In addition to the families identified and with whom work has begun there are currently a further 70 cases that are awaiting checks to confirm the eligibility of the family on the expanded programme.</p>	483	273	231		412	352	



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI044a	<p>Percentage of young people engaged in education, training, employment or enterprise : Young offenders</p> <p>Performance Commentary: At the end of the quarter 3 there were 35 young people included in the cohort, 21 of which were in education, training, employment or enterprise (ETEE), at the end of their order. This is a positive increase on the 17 of 35 in ETEE (49%) at the start of their order. 16 of these young people are school-aged. At the end of their orders 56% (9/16) were engaged in 25 hours at the end of their order. Of the post-school cases, 63% (12/19) were in ETEE at the end of their order. One young person was NALM (Not available for the Labour Market) and was discounted from the cohort.</p>	55%	60% (21)	55%	●	60% (21)	55%	●
WCPI044b	<p>Percentage of young people engaged in education, training, employment or enterprise : Care leavers</p> <p>Performance Commentary: There are 159 care leavers in the cohort, 85 of which are in Education, Employment or Training. Of the 74 who are not, 32 are not available for the labour market due to illness, disability, pregnancy, motherhood or being in custody. An improvement plan is in place to ensure young people receive targeted support to raise aspirations and engagement. The definition of this indicator has been clarified and mirrors the national indicator which looks at the EET status of care leavers who are aged between 17 and 21 during the year.</p>	70%	58% (170)	55%	●	53% (85)	60%	◆



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI045	<p>Rate of Looked After Children (LAC) (per 10,000 population)</p> <p>Performance Commentary: The children's services transformation work continues to have a direct impact on the reduction in Looked After Children. Plans with regard to reducing the number of current LAC through alternative permanency plans remain on track whilst the creation of one 'Edge of Care' Service and the improved management oversight of those coming in to the system continues to result in reductions in the number of children entering the system. As at 27/01/2016 there are 668 LAC.</p>	109	123 (711)	124 (714)	●	117 (675)	117 (674)	●
WCPI046	<p>Percentage of schools judged by OFSTED to be 'good' or 'outstanding'</p> <p>Performance Commentary: The Local Authority has been implementing its School Improvement and Governance Strategy since September 2014 and this is having a positive impact on the quality of education in some of the most at risk maintained primary and secondary schools in the City. This is reflected in the increased number of schools now being judged good or outstanding.</p> <p>Feedback from the regional the school commissioner and regional Her Majesty's Inspectorate (HMI) were extremely positive, we expect our percentage of good or better schools to be at least 85% by the end of this academic year (depending on the pace of inspections).</p>	78.0%	Not reported until December 2015	78.0%	■	78% (82)	78%	●



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI047	<p>Percentage of pupils achieving level 4 in combined Reading, Writing and Maths at Key Stage 2</p> <p>Performance Commentary: The % of pupils at level 4+ in reading writing and maths has improved by 1% since 2014. This matches the national average and ranks Wolverhampton primary schools performance at 79 out of 152 LAs</p>	80.0%	Not reported until December 2015	80.0%	■	80% (2252)	80%	●
WCPI048	<p>Percentage of pupils achieving 5 A* - C Grades including English and Maths</p> <p>Performance Commentary: Our figures have been artificially distorted by technical difficulties with two schools examination submissions (Kings and Morton). The reconciled figure would have been 54.0% hence the green rating this for measure.</p>	54.0%	Not reported until December 2015	54.0%	■	52.0%	54.0%	●
WCPI049	<p>Percentage of maintained primary and special schools with uncommitted balances greater than 8% of budget share</p> <p>Performance Commentary: Local Authority officers met with the schools that had maintained significant balances above the 8% threshold during 2014/15 to discuss plans for the use of balances. Schools were also alerted to the possibility of claw back of unspent resources</p>	20%	60% (46)	20%	▲	This performance measure is reported annually in Quarter 2. No updated information is available		
WCPI050	<p>Percentage of maintained secondary schools with uncommitted balances greater than 5% of budget share</p> <p>Performance Commentary: Local Authority officers met with the schools that had maintained significant balances above the 8% threshold during 2014/15 to discuss plans for the use of balances. Schools were also alerted to the possibility of claw back of unspent resources</p>	0%	33% (2)	0%	▲	This performance measure is reported annually in Quarter 2. No updated information is available		



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI051	Number of unique hits on the Wolverhampton Information Network (WIN) Performance Commentary: Further community events are being held to promote WIN and increase it's use across the City, the success of which continues to be demonstrated by the amount of additional new hits that the service has received.	215,000	109,099	100,000	●	201,978	155,000	●
WCPI052	Number of listings on the Wolverhampton Information Network (WIN) Performance Commentary: Over the last few months, a number of demonstrations of WIN have been undertaken which has resulted in various organisations contacting us directly to include their information on the portal. In addition, the establishment of a cross sector Information and Advice working group has helped to further promote the service.	688	667	619	●	680	653	●
WCPI053	Rate of recorded crime (per 100,000 population) Performance Commentary: Performance is currently on target to maintain 2014/15 levels with the number of crimes up to the end of December just 16 higher than the same period last year. This is encouraging as we are sustaining significant improvements made during the five years between 2009/10 and 2014/15.	To reduce	3307 (8365)	3403 (8608)	●	5066 (12,816)	5060 (12,800)	◆



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI054a	<p>Rate of young people involved in violent crime (with injury) (per 10,000 population aged 10-17) : Victims</p> <p>Performance Commentary: Whilst the number of young victims of violent crime remain higher in comparison to 2014/15, this is consistent with the picture across the West Midlands. Although the number of young victims of violent crime is higher than expected, the number of young people who are the perpetrators of crime is reducing suggesting that the increase is due to adults perpetrating crimes against young people rather than youth on youth crime.</p>	To reduce	60 (141)	49 (116)	▲	96 (227)	77 (182)	▲
WCPI054b	<p>Rate of young people involved in violent crime (with injury) (per 10,000 population aged 10-17) : Offenders</p> <p>Performance Commentary: Earlier targeted work has started to engage young offenders with specialist services before entry to the criminal justice system. In addition the work of the Youth Offending Team (YOT) provides bespoke interventions in relation to Youth Violence to those statutorily sentenced, with an increasing emphasis on an 'early help' approach targeting young people made the subject of 'Out of Court Disposals' for youth violence. This work is undertaken in partnership with the voluntary sector. This has had a positive effect on the number of children and young people who were the offenders in a violent crime which continues to decrease compared with the same period last year with indications being that an overall reduction is anticipated by the end of the year.</p>	To reduce	26 (61)	28 (65)	●	40 (94)	44 (105)	●

Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI055	Number of referrals made to Channel Panel (Prevent Agenda) Performance Commentary: The number of referrals to Channel Panel has increased following delivery of training and awareness raising. The indications are that referrals are of high quality demonstrating that the training provided is effective with 9% of referrals converted to assessment which is the highest in the West Midlands.	To increase	13	3	<div></div>	40	14	<div></div>



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI056	Percentage of council tax collected Performance Commentary: Enforcement activity is taking place each month with 99,000 reminders and 15,000 summonses for non-payment having been issued to date. Further reminders and court summonses will be issued for the remainder of the year. Collection is more challenging this year due to the additional amounts which fall to be collected from working age recipients of council tax reduction. We meet regularly with our CIPFA nearest neighbour benchmarking group to share best practice.	95%	51.3% (£49.6 million)	51.3%	●	76.2% (£72.5 million)	76.2%	●
WCPI057	Percentage of business rates collected Performance Commentary: Collection is currently on target. Enforcement activity is continuing with reminders and summonses being issued for any non-payment. We meet regularly with our CIPFA nearest neighbour benchmarking group to share best practice.	96.7%	57.5% (£45.5 million)	52.6%	●	80.3% (£63.5 million)	80.3%	●
WCPI058	Percentage of spend with suppliers whose address includes a WV postcode Performance Commentary: The quarter three percentage is currently ahead of the year-end target. Following the Meet the Buyer event in 2015, we will be holding a Meet the Commissioner event in March 2016. This event will give Social Care suppliers (including local) an opportunity to meet Wolverhampton City Council Commissioners	31.08%	Not reported until March 2016 Interim: 36%	31.08%	●	Not reported until March 2016 Interim: 35%	31.08%	●



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI059	<p>Cost per square metre of our operational property portfolio</p> <p>Performance Commentary: The baseline data for 2014/15 is complete (£53 per square metre) for the operational property portfolio (including schools). The full outturn will not be available until the end of the financial year after the accounts have been closed down as this is an annual indicator of performance.</p>	Baseline to be established	To be reported at a later date					
WCPI060	<p>Percentage of customers satisfied with the customer service they received from the council</p> <p>Performance Commentary: At the end of this reporting year it is expected that Customer Service will have achieved the annual target. This data is used to make evidence based changes to service delivery across all Customer Service access channels – telephony, face to face or online. Although this is an annual target, data is collected on a monthly basis to allow evidence based improvements to be made as issues are identified rather than leaving data collection and improvements until an end of year outturn.</p>	70%	Not reported until March 2016 Interim: 87.76%	70%	●	Not reported until March 2016 Interim: 76.82%	70%	●



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI061	<p>Percentage of calls to Customer Services resolved at 1st contact</p> <p>Performance Commentary: As new services are transferring into Customer Service full training packages around being produced and end to end resolution clearly defined within these. Simultaneously best practice from the National One Stop Shop Benchmarking Group has allowed us to look internally at improving resolution for existing services fronted. It is likely that the end of year target will be surpassed as a result.</p>	70%	84% (56,476)	70%	●	86% (58,497)	70%	●
WCPI062	<p>Percentage of completed website transactions</p> <p>Performance Commentary: Tip permits and viewing your council tax bill are the only transaction currently available on the 'My Account' function. However, through a Conversion Rate Optimisation (CRO) model being adopted by the Channel Shift team, we are incrementally adding in online forms to this reporting figure as we continue to baseline the City of Wolverhampton Council's performance.</p>	Baseline to be established	52.1% (451)	Baseline to be established	■	43.0% (360)	Baseline to be established	■
WCPI063	<p>Percentage of our eligible workforce who have a current appraisal</p> <p>Performance Commentary: Following a review of the appraisal process, we are considering the viability to record scheduled appraisals in Agresso, rather than simply completed appraisals in order to set realistic expectations for this measure. Future reports will also include the number of scheduled appraisals.</p>	100%	53%	100%	▲	57%	100%	▲



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI064	<p>Number of workings days lost per Full Time Equivalent (FTE) to sickness absence</p> <p>Performance Commentary: Whilst we do not have a 2015/16 target for this measure, performance between April – December could be considered quite high for this point in time. Our short term absence currently accounts for 24.6% (1.91 Days), whilst our long-term absence accounts for 75.4% (5.85 Days). Although performance for this measure is difficult predict, our end of year outturn could place us in the bottom quartile when comparing against All English Authorities, All English Metropolitan Boroughs and when compared to our Black Country neighbours.</p>	Baseline to be established	4.99 Days	Baseline to be established	■	7.76 Days	Baseline to be established	■
WCPI065	<p>Percentage of Freedom of Information (FOI) requests responded to within the statutory timeframe</p> <p>Performance Commentary: During the third quarter, one request went over in November (Corporate) due to a technical error with the spreadsheet and issues with IT at the time. This will be addressed with the new interim database that IT are developing for us. Notwithstanding this, performance is still above target.</p>	100%	99.9%	97.0%	●	99.6%	100%	◆
WCPI066	<p>Percentage of Subject Access requests responded to within the statutory timeframe</p> <p>Performance Commentary: All Subject Access requests received in quarter 3 have been responded to within the statutory timeframe of 40 calendar days.</p>	95%	97.4%	85.0%	●	100%	95.0%	●



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI067	<p>Percentage of customers who feel informed about council performance</p> <p>Performance Commentary: A survey (in conjunction with Public Health) will be used to collect data for this and other information from our customers. The survey is currently being developed and will be publicised in due course.</p>	Baseline to be established				To be reported at a later date		
WCPI064	<p>Percentage of employees who are aware of the council's corporate priorities and understand how they contribute to them</p> <p>Performance Commentary: An internal survey will be used to ascertain the data for this indicator, which will be conducted in March 2016.</p>	80%				To be reported at a later date		

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Cabinet (Performance Management) Panel

22 February 2016

Report title	Housing Managing Agents Performance Monitoring Report – Quarter Two July 2015 to September 2015	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Peter Bilson City Assets	
Key decision	No	
In forward plan	No	
Wards affected	All	
Accountable director	Lesley Roberts, Housing	
Originating service	Housing Services	
Accountable employee(s)	Liane Taylor	Housing Strategy & Development Support Officer – Housing Services 01902 554758 Liane.Taylor@wolverhampton.gov.uk
	Tel	
	Email	
Report to be/has been considered by	N/A	

Recommendation(s) for action or decision:

The Cabinet (Performance Management) Panel is recommended to:

1. Review and comment on the performance of the housing management agents for quarter two 2015/16 and any areas for improvement.

1.0 Purpose

- 1.1 The primary purpose of this report is to provide Councillors with an evaluation of the performance of Wolverhampton Homes and the Tenant Management Organisations (TMOs) in managing and maintaining Council owned dwellings during the 2015-16 financial year.

2.0 Background

- 2.1 This report assists in clarifying and highlighting areas of performance and in particular where performance data suggests that intervention or revised working may be required or has been undertaken.
- 2.2 Unfortunately due to the period of time necessary to collate all of the internal and external performance data and the sequencing of the meetings of the Panel this report relates to quarter two performance in 2015-16 (1 July 2015 to 30 September 2015).
- 2.3 This report illustrates performance from quarter two 2014-15 to quarter two 2015-16 inclusively to allow comparison over the year.
- 2.4 The performance for each of the managing agents is grouped under three headings:
- a) Rents management
 - b) Repairs management
 - c) Voids and allocations
- 2.5 Wolverhampton Homes additionally reports on business planning, satisfaction with the handling and outcome of the Anti-Social Behaviour (ASB) process, Stock Investment, Customer Care and Estate Services.
- 2.6 Tables indicate both the direction in which performance needs to move for improvement and performance trends between the current and the previous quarter.
- 2.7 Additionally, performance is categorised as:
- a) GREEN – where performance is in target and:
 - (i) Was in target the previous quarter, or
 - (ii) Was marked as Amber in the previous quarter.
 - b) AMBER – where performance is:
 - (i) Off target this quarter and was marked as Green in the previous quarter, or
 - (ii) In target this quarter and was marked as Red in the previous quarter.
 - c) RED – where performance is off target and,
 - (i) Was marked as Amber in the previous quarter, or
 - (ii) Was marked as Red in the previous quarter, or
 - (iii) Gives clear cause for concern

The left hand column of the table will show G, A or R.

2.8 Governance

- 2.8.1 The Housing Strategy Team continues to monitor the governance of the housing management organisations.
- 2.8.2 The Service Manager Housing Strategy and Development attends Wolverhampton Homes' board meetings as an observer. Wolverhampton Homes' board, committee and other minutes and papers are available on request to Council employees.
- 2.8.3 The TMOs have provided agendas, minutes and other documents from their regular meetings. Housing Services employees have observed TMO board and committee meetings where resources have permitted.

3.0 Progress for Wolverhampton Homes

- 3.1 This section gives an outline of Wolverhampton Homes' performance for quarter two 2015/16. Performance details are available in Appendix 1a and 1b.
- 3.2 Wolverhampton Homes manages 20,643 properties on behalf of City of Wolverhampton Council. Generally, good performance has been maintained in the second quarter of the year and remains good overall. Of the twenty-four indicators included in this report;
- performance for sixteen of the twenty-two with targets set are in target
 - performance has improved or been maintained for four of the eighteen with applicable targets where comparison with the same quarter last year is possible.
 - performance has been maintained or improved for thirteen of the twenty-one with applicable data where comparison with the previous quarter is possible.
 - for the five indicators where performance is not in target, the causes have been identified and addressed below.

3.3 Rents Management

- 3.3.1 Changes in housing benefit brought about by Welfare Reform have had an impact on resources for Wolverhampton Homes. Some staffing resources have been diverted to respond to the needs of tenants and the organisation, including income/arrears collection and the provision of money and debt advice for example undertaking detailed financial assessments. Partnerships have also been developed, most notably with the CAB and Refugee and Migrant Centre, providing specialist advice and information which is tailored to meet the needs of individual households.
- 3.3.2 Performance for rents management was good in the second quarter of 2015-16, meeting all but one targets, and improving performance for one indicators when compared to the previous quarter. Performance has weakened slightly when compared to the same quarter last year. Rent collected continues to exceed the profiled quarterly target. There have been fifty-two evictions for rent arrears this year, none of which were solely due to the impact of welfare reform and the removal of the under occupancy subsidy.
- 3.3.3 This area of performance does not currently give any cause for concern.

3.4 Repairs Management

- 3.4.1 Current repairs performance has generally weakened very slightly when compared to the previous quarter and the same quarter last year. The percentage of valid gas certificates continues to exceed the target.
- 3.4.2 The methodologies for the repairs performance indicators are currently under review by Wolverhampton Homes. The service is to be delivered through AM or PM appointments, rather than the two hour time slots introduced as part of Vision, to increase efficiency and improve the service to customers. The full suite of repairs indicators is expected to be available in quarter three 2015-16.

3.5 Voids and Allocations

- 3.5.1 The methodology for the average time to re-let property indicator is currently under review by Wolverhampton Homes, and so there is currently no data available for comparison. The new methodology is expected to be available for quarter three 2015-16.
- 3.5.2 Performance for empty property management was good for the second quarter of 2015-16, meeting all targets with performance for tenancy offers accepted first time improving when compared to the same quarter in the previous year.
- 3.5.3 The average number of empty dwellings at quarter four is 196 out of the total stock, i.e. 0.01%.

3.6 Business Planning

Performance for average days lost through employee illness continues to be very good, remaining within target and improving on last quarter.

3.7 Anti-Social Behaviour

- 3.7.1 Performance for tenant satisfaction with the anti-social behaviour service remains in target with improvement on the previous quarter, although performance has weakened slightly when compare to the same quarter last year.

3.8 Stock Investment

- 3.8.1 Although the decent homes backlog funding has now come to an end, the Housing Capital Works programme for financial year 2015-16 and subsequent years includes budgetary allowances for continuing decent homes work, both to properties in the City that have not yet received decent homes work and for properties that fall out of decency over time.
- 3.8.2 There are five new indicators introduced from quarter one 2015-16, for which there is data available for three. Two of the indicators with available data are within target and one is off target. For the Indicator that is off target 'Tenant satisfaction with the completed work', performance has continued to improve in the previous two quarters.

3.9 Customer Care

- 3.9.1 Performance for both Homes Direct indicators is good with both being in target and the percentage of calls abandoned improving when compared to the previous quarter.
- 3.9.2 Performance for complaints responded to in target time remains off target and has weakened when compared to that same quarter last year, although it has improved this quarter. There are resourcing issues which contributed to delays.

3.10 Estate and Concierge Services

Performance for fire safety inspections on low and medium rise blocks and on high rise blocks continues to be excellent, maintaining 100% checks completed since the same quarter last year.

4.0 Progress for Bushbury Hill Estate Management Board (EMB)

- 4.1 This section gives an outline of Bushbury Hill EMB's performance for quarter two 2015-16. Performance details are available in Appendix 2.
- 4.2 Bushbury Hill EMB manages 838 properties on behalf of City of Wolverhampton Council. Generally, performance has improved this quarter. All nine indicators are in target and six have improved when compared to the same quarter last year and performance for four of the indicators has improved or been maintained when compared to the previous quarter.

4.3 Rents Management

- 4.3.1 Performance for rents management was very good in the second quarter of 2015-16, meeting all targets although the number of tenants with more than seven weeks rents arrears has risen when compared to the same quarter last year. To address this, the TMO had a drive on collections, has incentivised payment by Direct Debit, and produced literature on priority debts to support tenants in sustaining their tenancies.

4.4 Voids and Allocations

- 4.4.1 The TMO operates a local lettings plan and its own choice-based lettings scheme - Bushbury Choose Your Home. The Housing Strategy team is currently monitoring and reviewing the processes and early indications suggest that it is effective and well run.
- 4.4.2 Performance for voids and allocations has been very good this quarter with the average re-let time being well within target.

4.5 Repairs

- 4.5.1 Bushbury Hill EMB delivers its repairs service to tenants through a contract with Wrekin Housing Trust and offers tenants a "same day" repairs service. The methodology the Council uses to measure repairs performance cannot measure this service. As the focus on repairs services shifts to customer convenience rather than government timescales,

Bushbury Hill EMB has developed a suite of repairs indicators that will enable it to measure its performance.

- 4.5.2 Performance is good with repairs attended in time improved when compared to the previous quarter, rapid response repairs attended same day improved when compared to the same quarter last year and all repairs indicators within target.

4.6 **Governance**

Governance of Bushbury Hill EMB is good. There is a strong active board with clear leadership from the chair. Officers support the board and strive to improve and widen the services provided to tenants. For example through its relationship with Wrekin Housing Trust, BHEMB offers money advice to tenants. The EMB also operate life skills and getting ready for tenancy training courses from its offices.

5.0 **Progress for Dovecotes Tenant management Organisation (TMO)**

- 5.1 This section gives an outline of Dovecotes TMO's performance for quarter two 2015-16. Performance details are available in Appendix 3.

- 5.2 Dovecotes TMO manages 827 properties on behalf of City of Wolverhampton Council. Generally performance is good this quarter. Of the eleven indicators nine are in target, six have improved or been maintained this quarter and six have improved or been maintained when compared to the same quarter last year.

5.3 **Rents**

- 5.3.1 Performance for rents management was good in the first quarter of 2015-16, meeting all but one target. The percentage of tenants with more than seven weeks rent arrears remains off target. The TMO has referred some tenants to Wolverhampton Homes' Money Smart to assist with tenancy sustainment.

5.4 **Voids and Allocations**

- 5.4.1 Performance for voids and allocations has been good this quarter with levels of void loss and the average re-let time both in target.

5.5 **Repairs**

- 5.5.1 Performance for repairs is good with all but one indicators in target, two improved when compared to the previous quarter and three improved or maintained when compared to the same quarter last year.

5.6 **Governance**

- 5.6.1 The TMO is in discussion with a training provider to develop a training plan for board members.

6.0 Progress for New Park Village Tenant Management Co-operative (TMC)

- 6.1 This section gives an outline of New Park Village TMC's performance for quarter two 2015-16. Performance details are available in Appendix 4.
- 6.2 New Park Village TMC manages 298 properties on behalf of City of Wolverhampton Council. Generally, performance has improved this quarter. Of the ten indicators nine are in target, seven have improved or been maintained when compared to the previous quarter and five have improved or been maintained when compared to the same quarter last year.
- 6.3 **Rents**
- 6.3.1 Performance for rents management was good in the second quarter of 2015-16, with all indicators in target. Arrears as a percentage of the rent roll has improved when compared to the previous quarter and the same quarter last year.
- 6.4 **Voids and Allocations**
- 6.4.1 New Park Village has reported difficulties in letting some of the properties on the estate. A small third bedroom, and the heating charge that is applied only on this estate, contribute to the properties, particularly those with three bedrooms, appearing unaffordable to some potential tenants. This has, on a number of occasions, lead to tenancy offers being declined and in some cases to new tenants leaving the estate and entering the private rented market. In response to heating network regulations and a review of the HRA business plan, the heating charge has been removed with effect from 04 April 2016.
- 6.4.2 Performance for voids and allocations has been mixed this quarter. The level of void loss is within target and has improved when compared to the previous. However, the average re-let time is off target and has weakened when compared to the same quarter last year. The TMO attributes this longer re-let time partly to multiple re-advertising of properties when tenancy offers are declined.
- 6.5 **Repairs**
- 6.5.1 Performance for repairs is very good with all indicators in target, and improved or maintained when compared to the previous quarter and the same quarter last year.
- ## **7.0 Progress for Springfield Horseshoe Housing Management Co-operative (HMC)**
- 7.1 This section gives an outline of Springfield Horseshoe HMC's performance for quarter two 2015-16. Performance details are available in Appendix 5.
- 7.2 Springfield Horseshoe HMC manages 271 properties on behalf of City of Wolverhampton Council. Generally, performance has been very good this quarter. Of the ten indicators all are in target, eight have been improved or maintained this quarter and eight have improved or been maintained when compared to the same quarter last year.

7.3 Rents Management

- 7.3.1 Performance for rents management was good in the second quarter of 2015-16, with all indicators well within target.
- 7.3.2 The TMO is pursuing arrears cases to encourage tenants to seek advice and assistance where necessary.

7.4 Voids and Allocations

- 7.4.1 Performance for voids and allocations has been very good this quarter. Levels of void loss and the average re-let time are both well within target and improved when compared to the previous quarter and the same quarter last year.

7.5 Repairs

- 7.5.1 Performance for repairs remains very good with all indicators in target and all performance improved or maintained at very high levels. All repairs are completed within timescales with the average time to complete non-urgent repairs continuing to be one day.

7.6 Governance

- 7.6.1 The TMO is currently reviewing its policies and procedures with external assistance and is undertaking a programme of board member training.

8.0 Financial implications

- 8.1 This report has no financial implications.
[MF/08022016/J]

9.0 Legal implications

- 9.1 The services provided by the managing agents relates to the discharge of the Council's duties to its tenants. Failure to undertake relevant repairs to housing stock within a reasonable time following notice to the Council of disrepair can result in a tenant commencing proceedings in the civil courts against the Council for breach of repairing obligations under S11 of the Landlord and Tenant Act 1985.
[RB/11022016/T]

10.0 Equalities implications

- 10.1 There are no direct equality implications arising from this report, however the delivery of housing management services has an impact on the accessibility of housing for residents in the city.

11.0 Environmental implications

- 11.1 There are no direct environmental implications arising from this report, however the proper management of the Council's housing stock including investment to repair and improve properties considerably enhances the built environment.

12.0 Human resources implications

- 12.1 This report has no human resources implications.

13.0 Corporate landlord implications

- 13.1 This report relates to the performance of the housing management agents and council housing stock and therefore has no corporate landlord implications.

14.0 Schedule of background papers

Appendix 1a:

Wolverhampton Homes – 2015-16 Quarter Two Performance (by category)

Appendix 1b:

Wolverhampton Homes – 2015-16 Quarter Two Performance (by Green Amber Red)

Appendix 2:

Bushbury Hill EMB – 2015-16 Quarter Two Performance (by category)

Appendix 3:

Dovecotes TMO – 2015-16 Quarter Two Performance (by category)

Appendix 4:

New Park Village TMC – 2015-16 Quarter Two Performance (by category)

Appendix 5:

Springfield Horseshoe HMC – 2015-16 Quarter Two Performance (by category)

**Appendix 1a
Wolverhampton Homes
by category**

		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Q2 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Anti-social behaviour											
G	% satisfied with the way their ASB complaint was dealt with	H	96.88	93.55	94.53	94.39	95.61	95.02	[P] 90.00 [A] 90.00	Performance has weakened year-on-year and is in target.	+
G	% satisfied with the outcome of their ASB complaint	H	96.25	93.55	92.19	91.59	93.21	93.21	[P] 90.00 [A] 90.00	Performance has weakened year-on-year and is in target.	+
Business planning											
G	Average days lost through illness	L	5.45	6.20	6.17	5.76	5.47	5.47	[P] 6.50 [A] 6.50	Performance has weakened year-on-year and is in target.	+
Customer care											
G	Homes Direct - Average call answer wait time (in seconds)	L	23.00	75.00	58.00	57.00	63.00	60.00	[P] 90.00 [A] 90.00	Performance has weakened year-on-year and is in target.	-
G	Homes Direct - % of calls abandoned	L	2.90	10.50	8.50	12.90	9.30	11.10	[P] 15.00 [A] 15.00	Performance has weakened year-on-year and is in target.	+
R	Complaints responded to in target timescales - %	H	93.48	81.82	90.48	90.16	92.31	91.27	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	+
G	Councillor enquiries responded to in 14 days	H	97.01	94.51	96.23	92.02	95.38	93.63	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is in target.	+
Estate services											
G	% of fire safety inspections completed on low rise & medium rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=
G	% of fire safety inspections completed on high rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=

**Appendix 1a
Wolverhampton Homes
by category**

		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Q2 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent management											
G	Rent collected as a percentage of rent owed	H	97.77	98.09	98.44	96.79	97.62	97.62	[P] 96.84 [A] 97.50	Performance has weakened year-on-year in and is in target.	+
G	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	1.43	1.50	1.55	1.54	1.67	1.67	[P] 1.90 [A] 1.90	Performance has weakened year-on-year and is in target.	-
A	Tenants evicted for rent arrears as a percentage of all tenants	L	0.19	0.27	0.42	0.10	0.26	0.26	[P] 0.22 [A] 0.45	Performance has weakened year-on-year and is off target.	-
A	Rent arrears of current tenants as a % of the rent roll (WH only)	L	1.26	1.16	0.87	1.29	1.33	1.33	[P] 1.46 [A] 0.98	Performance has weakened year-on-year and is in target.	-
Repairs											
A	% of responsive repairs for which an appointment was made & kept	H	95.22	94.98	95.04	94.38	93.20	93.67	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
G	% of valid gas certificates for tenanted properties	H	99.99	99.98	100.00	99.99	99.98	99.98	[P] 99.60 [A] 99.60	Performance has weakened year-on-year and is in target.	-
R	% total response repairs completed within target	H	98.47	98.87	98.16	97.85	96.57	97.22	[P] 99.00 [A] 99.00	Performance has weakened year-on-year and is off target.	-
Stock investment											
G	% progress (by Value) with the delivery of capital projects	+/- 5%	N/A	N/A	N/A	21.41	24.87	48.50	[P]25.00 [A] 100.00	This was a new target for 2015-16. Performance is in target.	+
N/A	% of properties that were non-decent in 2010 and are still non-decent	L	N/A	N/A	N/A	4.36	ND	ND	TBC	There is no data available for this indicator.	ND

**Appendix 1a
Wolverhampton Homes
by category**

		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Q2 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Stock investment - continued											
N/A	% of newly arising properties that are non-decent	L	N/A	N/A	N/A	0.14	ND	ND	TBC	There is no data available for this indicator.	ND
R	Tenant satisfaction with the completed work	H	N/A	N/A	N/A	90.36	92.30	93.07	[P] 96.00 [A] 96.00	This was a new target for 2015-16. Performance is off target.	+
G	% of workforce who are local labour	H	N/A	N/A	N/A	36.52	34.80	35.72	[P] 30.00 [A] 30.00	This was a new target for 2015-16. Performance is in target.	-
Voids and allocations											
N/A	Average days to re-let property	L	19	20	24	N/A	ND	ND	[P] 25 [A] 25	There is no data available for this indicator.	ND
G	% of tenancy offers accepted first time	H	82.90	82.65	87.22	80.43	85.81	85.31	[P] 80.00 [A] 80.00	Performance has improved year-on-year and is in target.	+
G	% Rent lost through properties being vacant	L	1.53	1.55	1.57	1.60	1.53	1.53	[P] 1.60 [A] 1.60	Performance has been maintained year-on-year and is in target.	+

**Appendix 1b
Wolverhampton Homes
by RAG**

		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Q2 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Green - Antisocial behaviour											
G	% satisfied with the way their ASB complaint was dealt with	H	96.88	93.55	94.53	94.39	95.61	95.02	[P] 90.00 [A] 90.00	Performance has weakened year-on-year and is in target.	+
G	% satisfied with the outcome of their ASB complaint	H	96.25	93.55	92.19	91.59	93.21	93.21	[P] 90.00 [A] 90.00	Performance has weakened year-on-year and is in target.	+
Green - Business planning											
G	Average days lost through illness	L	5.45	6.20	6.17	5.76	5.47	5.47	[P] 6.50 [A] 6.50	Performance has weakened year-on-year and is in target.	+
Green - Customer care											
G	Homes Direct - Average call answer wait time (in seconds)	L	23.00	75.00	58.00	57.00	63.00	60.00	[P] 90.00 [A] 90.00	Performance has weakened year-on-year and is in target.	-
G	Homes Direct - % of calls abandoned	L	2.90	10.50	8.50	12.90	9.30	11.10	[P] 15.00 [A] 15.00	Performance has weakened year-on-year and is in target.	+
G	Councillor enquiries responded to in 14 days	H	97.01	94.51	96.23	92.02	95.38	93.63	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is in target.	+
Green - Estate services											
G	% of fire safety inspections completed on low rise & medium rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=
G	% of fire safety inspections completed on high rise blocks (concierge)	H	100.00	100.00	100.00	100.00	100.00	100.00	[P] 99.00 [A] 99.00	Performance has been maintained year-on-year and is in target.	=

Appendix 1b Wolverhampton Homes by RAG		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Q2 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Green - Rent management											
G	Rent collected as a percentage of rent owed	H	97.77	98.09	98.44	96.79	97.62	97.62	[P] 96.84 [A] 97.50	Performance has weakened year-on-year in and is in target.	+
G	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	1.43	1.50	1.55	1.54	1.67	1.67	[P] 1.90 [A] 1.90	Performance has weakened year-on-year and is in target.	-
Green - Repairs											
G	% of valid gas certificates for tenanted properties	H	99.99	99.98	100.00	99.99	99.98	99.98	[P] 99.60 [A] 99.60	Performance has weakened year-on-year and is in target.	-
Green - Stock investment											
G	% progress (by Value) with the delivery of capital projects	+/- 5%	N/A	N/A	N/A	21.41	24.87	48.50	[P]25.00 [A] 100.00	This was a new target for 2015-16. Performance is in target.	+
G	% of workforce who are local labour	H	N/A	N/A	N/A	36.52	34.80	35.72	[P] 30.00 [A] 30.00	This was a new target for 2015-16. Performance is in target.	-
Green - Voids and allocations											
G	% of tenancy offers accepted first time	H	82.90	82.65	87.22	80.43	85.81	85.31	[P] 80.00 [A] 80.00	Performance has improved year-on-year and is in target.	+
G	% Rent lost through properties being vacant	L	1.53	1.55	1.57	1.60	1.53	1.53	[P] 1.60 [A] 1.60	Performance has been maintained year-on-year and is in target.	+
Amber - Rents management											
A	Tenants evicted for rent arrears as a percentage of all tenants	L	0.19	0.27	0.42	0.10	0.26	0.26	[P] 0.22 [A] 0.45	Performance has weakened year-on-year and is off target.	-

**Appendix 1b
Wolverhampton Homes
by RAG**

		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Q2 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Amber - Rents management - continued											
A	Rent arrears of current tenants as a % of the rent roll (WH only)	L	1.26	1.16	0.87	1.29	1.33	1.33	[P] 1.46 [A] 0.98	Performance has weakened year-on-year and is in target.	-
Amber - Repairs											
A	% of responsive repairs for which an appointment was made & kept	H	95.22	94.98	95.04	94.38	93.20	93.67	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
Red - Customer care											
R	Complaints responded to in target timescales - %	H	93.48	81.82	90.48	90.16	92.31	91.27	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	+
Red - Repairs											
R	% total response repairs completed within target	H	98.47	98.87	98.16	97.85	96.57	97.22	[P] 99.00 [A] 99.00	Performance has weakened year-on-year and is off target.	-
Red - Stock investment											
R	Tenant satisfaction with the completed work	H	N/A	N/A	N/A	90.36	92.30	93.07	[P] 96.00 [A] 96.00	This was a new target for 2015-16. Performance is off target.	+
N/A - Stock investment											
N/A	% of properties that were non-decent in 2010 and are still non-decent	L	N/A	N/A	N/A	4.36	ND	ND	TBC	There is no data available for this indicator.	ND
N/A	% of newly arising properties that are non-decent	L	N/A	N/A	N/A	0.14	ND	ND	TBC	There is no data available for this indicator.	ND

**Appendix 1b
Wolverhampton Homes
by RAG**

		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Q2 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
N/A - Voids and allocations											
N/A	Average days to re-let property	L	19	20	24	N/A	ND	ND	[P] 25 [A] 25	There is no data available for this indicator.	ND

Appendix 2 Bushbury Hill by category		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management										
G	% tenants with more than seven weeks (gross) rent arrears	L	1.84	2.40	2.31	2.03	2.43	3.00%	Performance has weakened year-on-year and is in target.	-
G	% of tenants evicted as a result of rent arrears	L	0.12	0.00	0.00	0.00	0.00	1.00%	Performance has improved year-on-year and is in target.	=
G	Number of Tenants Evicted for Rent Arrears (cumulative)	L	1	0	0	0	0	12	Performance has improved year-on-year and is in target.	=
G	Arrears as % of rent roll (cumulative)	L	1.56	1.81	1.14	1.53	1.54	2.00%	Performance has improved year-on-year and is in target.	-
Voids and Allocations										
G	Void Loss as a % of rent roll	L	0.11	0.15	0.16	0.02	0.04	1.00%	Performance has improved year-on-year and is in target.	-
G	Average time to re-let housing	L	20.71	28.50	28.36	22.75	13.00	35 days	Performance has improved year-on-year and is in target.	+
Repairs										
G	% Repairs attended within time (WHT & WH)	H	97.85	97.31	97.39	97.03	97.79	95.00%	Performance has weakened year-on-year and is in target.	+
G	% Rapid Response Repairs attended same day (WHT only)	H	97.82	97.42	97.80	99.70	98.63	97.00%	Performance has improved year-on-year and is in target.	-
G	% Rapid Response completed same day (WHT only)	H	82.22	81.77	82.63	87.51	81.51	80.00%	Performance has weakened year-on-year and is in target.	-

Appendix 3 Dovecotes TMO by category		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent management										
R	% tenants with more than seven weeks (gross) rent arrears	L	5.25	5.31	5.22	5.60	5.58	[P] 5.25%	Performance has weakened year-on-year in and is off target.	+
G	% of tenants evicted as a result of rent arrears	L	0.61	0.00	0.37	0.12	0.12	[A] 1.50%	Performance has improved year-on-year and is in target.	=
G	Number of Tenants Evicted for Rent Arrears (cumulative)	L	5	0	3	1	1	[A] 12	Performance has improved year-on-year and is in target.	=
G	Arrears as % of rent roll (cumulative)	L	2.60	2.59	2.37	2.77	2.92	[A] 3.00%	Performance has weakened year-on-year and is in target.	-
G	Void Loss as a % of rent roll	L	0.30	0.22	0.38	0.30	0.41	[A] 2.00%	Performance has weakened year-on-year and is in target.	-
G	Average time to re-let housing	L	19.42	16.79	19.75	21.06	6.11	[P] 21 days	Performance has improved year-on-year and is in target.	+

Appendix 3 Dovecotes TMO by category - continued		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs										
G	% of urgent repairs completed within government time limits (Right to Repair)	H	98.60	99.45	98.09	100.00	98.99	[P] 96.00%	Performance has improved year-on-year and is in target.	-
G	Average time taken (calendar days) to complete non-urgent repairs	L	5.40	5.97	6.86	6.52	5.40	[P] 9 days	Performance has been maintained year-on-year and is in target.	+
G	% of responsive repairs for which an appointment was made and kept	H	97.70	97.02	96.02	94.90	94.50	[P] 90.00%	Performance has weakened year-on-year and is in target.	-
R	% of emergency repairs completed on time	H	100.00	100.00	100.00	96.00	95.24	[P] 96.00%	Performance has weakened year-on-year and is off target.	-
G	% of routine repairs completed on time	H	99.53	99.59	98.61	99.30	99.71	[P] 96.00%	Performance has improved year-on-year and is in target.	+

Appendix 4 New Park Village by category		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent Management										
G	% tenants with more than seven weeks (gross) rent arrears	L	4.66	7.05	5.10	8.29	6.56	[P] 7.00%	Performance has weakened year-on-year and is in target.	+
G	% of tenants evicted as a result of rent arrears	L	0.34	0.00	0.68	0.00	0.68	[A] 3.00%	Performance has weakened year-on-year and is in target.	-
G	Number of Tenants Evicted for Rent Arrears	L	1	0	2	0	2	[A] 11	Performance has weakened year-on-year and is in target.	-
G	Arrears as % of rent roll	L	2.85	2.79	1.91	4.96	2.64	[A] 4%	Performance has improved year-on-year and is in target.	+
Voids and Allocations										
G	Void Loss as a % of rent roll	L	0.52	0.80	0.54	0.28	0.54	[A] 2.5%	Performance has weakened year-on-year and is in target.	-
R	Average time to re-let housing	L	33.44	57.11	50.83	38.00	37.00	[P] 35 days	Performance has weakened year-on-year and is off target.	+

Appendix 4 New Park Village by category - continued		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs										
G	% of urgent repairs completed within government time limits (Right to Repair)	H	98.00	100.00	100.00	100.00	100.00	[P] 97.00%	Performance has improved year-on-year and is in target.	=
G	Average time taken (calendar days) to complete non-urgent repairs	L	1.00	1.00	1.20	1.00	1.00	[P] 5 days	Performance has been maintained year-on-year and is in target.	=
G	% of emergency repairs completed on time	H	97.00	98.00	98.00	93.00	97.00	[P] 97.00%	Performance has improved year-on-year and is in target.	+
G	% of routine repairs completed on time	H	100.00	100.00	100.00	100.00	100.00	[P] 97.00%	Performance has been maintained year-on-year and is in target.	=

Appendix 5 Springfield Horseshoe by category		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management										
G	% tenants with more than seven weeks (gross) rent arrears	L	3.14	3.46	3.40	3.31	4.40	5.00%	Performance has weakened year-on-year and is in target.	-
G	% of tenants evicted as a result of rent arrears	L	0.37	0.00	0.00	0.37	0.37	2.00%	Performance has been maintained year-on-year and is in target.	=
G	Number of Tenants Evicted for Rent Arrears	L	1	0	0	1	0	8	Performance has improved year-on-year and is in target.	+
G	Arrears as % of rent roll	L	1.50	1.49	1.23	1.76	2.34	4.00%	Performance has weakened year-on-year and is in target.	-
Voids and Allocations										
G	Void Loss as a % of rent roll	L	0.30	0.21	0.14	0.26	0.12	2.50%	Performance has improved year-on-year and is in target.	+
G	Average time to re-let housing	L	46.20	33.44	30.00	29.00	23.11	35 days	Performance has improved year-on-year and is in target.	+

Appendix 5 Springfield Horseshoe by category		Good is	Q2 14/15	Q3 14/15	Q4 14/15	Q1 15/16	Q2 15/16	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs										
G	% of urgent repairs completed within government time limits (Right to Repair)	H	100.00	100.00	100.00	100.00	100.00	98.00%	Performance has been maintained year-on-year and is in target.	=
G	Average time taken (calendar days) to complete non-urgent repairs	L	1.00	1.35	1.00	1.00	1.00	3 days	Performance has been maintained year-on-year and is in target.	=
G	% of emergency repairs completed on time	H	100.00	100.00	100.00	100.00	100.00	98.00%	Performance has been maintained year-on-year and is in target.	=
G	% of routine repairs completed on time	H	100.00	100.00	100.00	100.00	100.00	98.00%	Performance has been maintained year-on-year and is in target.	=

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Cabinet (Performance Management) Panel

22 February 2016

Report title	Information Governance Performance Report – Quarter Three 2015/16	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Paul Sweet Governance	
Key decision	No	
In forward plan	No	
Wards affected	All	
Accountable director	Kevin O’Keefe, Governance	
Originating service	Democracy	
Accountable employee(s)	Anna Zollino-Biscotti Tel Email	Information Governance Manager 01902 555166 Anna.zollino-biscotti @wolverhampton.gov.uk
Report to be/has been considered by	Information Governance Board Scrutiny Board	24 March 2016 1 March 2016

Recommendation(s) for action or decision:

The Cabinet (Performance Management) Panel is recommended to:

1. Review and comment on the Quarter Three performance for Information Governance
2. Identify and feedback any further action that may be necessary.

1.0 Purpose

- 1.1 To report on the performance of Information Governance for Quarter Three (October – December 2015).

2.0 Background

- 2.1 The Information Commissioner's Office (ICO) conducted consensual audits of the Council in October 2011 and July 2012.
- 2.2 The October 2011 audit covered requests for personal data and requests made under the Freedom of Information Act 2000 (FOI). The ICO's subsequent overall opinion was that there was a very limited assurance that processes and procedures were in place and being adhered to.
- 2.3 The ICO carried out a further audit on 19 July 2012 to measure the extent to which Wolverhampton City Council had implemented the agreed recommendations and identify any subsequent change to the level of assurance previously given. This was based on an update provided in March 2012 and subsequent management information. The ICO raised the Council's status from Red "Very Limited Assurance" to Amber "Limited Assurance" as an acknowledgement that progress had been made.
- 2.4 The Council provided a final management update to the ICO on 20 December 2012, after which the ICO confirmed that the audit process has been brought to a conclusion. Throughout 2013, work continued to ensure that a strategic approach was adopted to how the Council manages information assets.
- 2.5 In February 2014 the ICO asked for further updates on our progress, as a result of information incidents the Council was managing. The Council was then placed under an enforcement notice to achieve 100% of employees having undertaken the mandatory 'protecting information training'.
- 2.6 In June 2014 the Council complied with the enforcement notice and achieved 100% of employees completing the 'protecting information' training.
- 2.7 In order to ensure ongoing improvements with information governance this report outlines current performance.

3.0 Progress

- 3.1 This is contained in appendix A.

4.0 Financial implications

- 4.1 There are no financial implications associated with the recommendation in this report as Councillors are requested to review the progress made on information governance.

- 4.2 It is worth noting, however, that a failure to effectively manage information governance carries a financial risk. Inaccurate and out of date information can lead to poor decision making and a potential waste of financial resources. In addition to this, poor information governance can actually result in a fine of up to £500,000 from the ICO.
[GE/09022016/Z]

5.0 Legal implications

- 5.1 The Council has a legal duty under the Data Protection Act 1998, Freedom of Information Act 2000 and Environmental Information Regulations 2004 to appropriately manage and protect information assets.
- 5.2 The integration of Public Health into the Council in April 2012 required the Council to provide assurance to the NHS that it had in place suitable Information Governance policies, procedures and processes.
- 5.3 Failure to effectively manage information governance could increase risk of exposure to fraud and malicious acts, reputational damage, an inability to recover from major incidents and potential harm to individuals or groups due to inappropriate disclosure of information.
- 5.4 The Information Commissioner has the legal authority to:
- Fine organisations up to £500,000 per breach of the Data Protection Act or Privacy & Electronic Communication Regulations
 - Conduct assessments to check organisations are complying with the Act
 - Serve Enforcement Notices and 'stop now' orders where there has been a breach of the Act, requiring organisations to take (or refrain from taking) specified steps in order to ensure they comply with the law
 - Prosecute those who commit criminal offences under section 55 of the Act
 - Conduct audits to assess whether organisations processing of personal data follows good practice
 - Report issues of concern to Parliament.
- [TS/10022016/I]

6.0 Equalities implications

- 6.1 There are no equality implications arising from this report and its recommendations.
- 6.2 All policies and procedures developed as part of the information governance maturity model will undergo an equalities analysis screen and full analysis if appropriate.

7.0 Environmental implications

- 7.1 There are no environmental implications arising from this report.

8.0 Human resources implications

- 8.1 All employees are required to comply with Information Governance legislation and are required to complete the mandatory 'protecting information training'.

9.0 Corporate landlord implications

9.1 There are no corporate landlord implications arising from this report.

10.0 Schedule of background papers

10.1 Update on Information Governance report to Cabinet – 26 March 2014.

Information Governance Summary Quarter Three - 2015/16

FOI number received (response rate) by Directorate Q3 - 2015/16

FOIs Directorate	October		November		December		Total
	Total	%	Total	%	Total	%	
Corporate	38	100.00%★	43	97.67%★	23	100.00%★	104
People	21	100.00%★	26	100.00%★	18	100.00%★	65
Place	27	100.00%★	37	100.00%★	23	100.00%★	87
WMPF	1	100.00%★	0	100.00%★	2	100.00%★	3
WM Transport	0		0		0		0
Overall	87	100.00%★	106	99.10%★	66	100.00%★	259

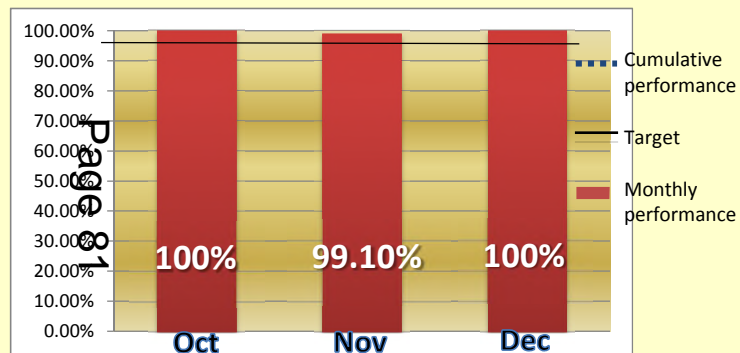
Training Q3 2015/16

New Starters - 106
Completed 69%
Not completed 31%

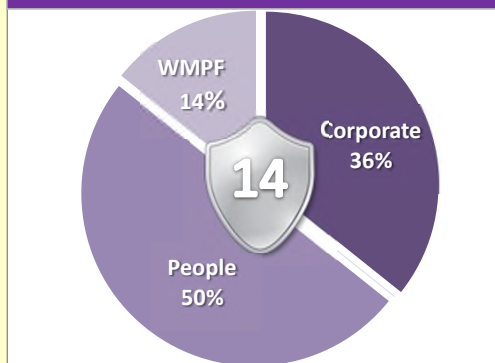
SAR number received (response rate) by Directorate Q3 - 2015/16

SARs Directorate	October		November		December		Total
	Total	%	Total	%	Total	%	
Corporate	19	100.00%★	14	100.00%★	27	100.00%★	60
People	3	100.00%★	6	100.00%★	4	100.00%★	13
Place	9	100.00%★	3	100.00%★	2	100.00%★	14
WMPF	0	100.00%★	0	100.00%★	0	100.00%★	0
WM Transport	0		0		0		0
Overall	31	100.00%★	23	100.00%★	33	100.00%★	87

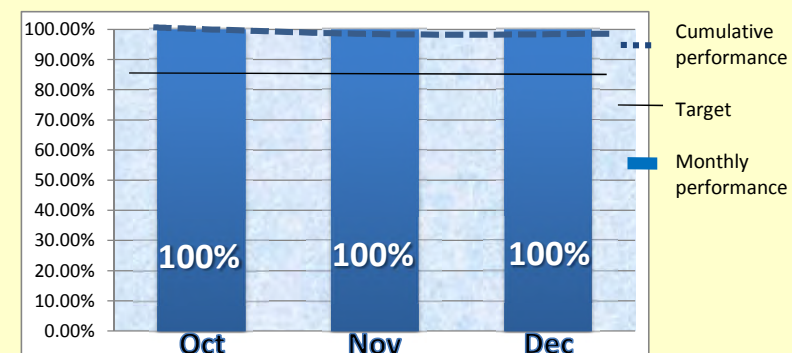
Freedom of Information (FOI) Response Rates Q3 2015/16



Information Incidents Q3 2015/16



Subject Access Request (SAR) Response Rates Q3 2015/16



Quarter 3
2015/16

99.70%

FOI Response Rate

accumulative to
date - 2015-16:

99.80%

Quarter 3
2015/16

100%

SAR Response Rate

accumulative to
date - 2015-16:

98.47%

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