

# 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             |

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## 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.