

Cabinet (Performance Management) Panel

16 September 2019

Time 5.00 pm **Public Meeting?** YES **Type of meeting** Executive

Venue Committee Room 3 - Civic Centre, St Peter's Square, Wolverhampton WV1 1SH

Membership

Chair Cllr Sandra Samuels OBE (Lab)

Labour

Cllr Harman Banger
Cllr Peter Bilson
Cllr Ian Brookfield
Cllr Steve Evans
Cllr Dr Michael Hardacre
Cllr Jasbir Jaspal
Cllr Linda Leach
Cllr Louise Miles
Cllr John Reynolds

Quorum for this meeting is two Councillors.

Information for the Public

If you have any queries about this meeting, please contact the Democratic Services team:

Contact Dereck Francis
Tel/Email Tel: 01902 555835 or dereck.francis@wolverhampton.gov.uk
Address Democratic Services, Civic Centre, 1st floor, St Peter's Square,
Wolverhampton WV1 1RL

Copies of other agendas and reports are available from:

Website <http://wolverhampton.moderngov.co.uk>
Email democratic.services@wolverhampton.gov.uk
Tel 01902 550320

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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 - 24 June 2019** (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 **Housing Managing Agents Performance Monitoring Report Quarter One - April to June 2019** (Pages 7 - 74)
[To review and comment on the performance and key areas for improvement]
- 6 **Information Governance Quarter One Performance Report** (Pages 75 - 80)
[To review and comment on the Information Governance quarter one performance and GDPR update]
- 7 **Annual Social Care, Public Health and Corporate Complaints Report** (Pages 81 - 124)
[To receive a summary of the complaints, compliments and Local Government and Social Care Ombudsman and Housing Ombudsman enquiries received by the Council during the period 1 April 2018 to 31 March 2019]
- 8 **Corporate Performance Management Framework**
[To receive a presentation on the Council's performance management framework]