

Cabinet (Performance Management) Panel

19 September 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 Milkinderpal Jaspal (Lab)

Labour

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

Quorum for this meeting is two Councillors.

Information for the Public

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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 - 13 June 2016** (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 2015/16** (Pages 7 - 34)
[To receive and comment on the quarter one performance]
- 6 **Information Governance performance report - quarter one 2015/16** (Pages 35 - 40)
[To receive and comment on the quarter one performance]

**Meeting of the Cabinet
(Performance Management) Panel**
Minutes - 13 June 2016

Agenda Item No: 3

Attendance

Members of the Cabinet (Performance Management) Panel

Cllr Milkinderpal Jaspal (Chair)
Cllr Peter Bilson
Cllr Claire Darke
Cllr Steve Evans
Cllr Sandra Samuels

Employees

Emma Bennett	Service Director - Children and Young People
Dereck Francis	Democratic Support Officer
Tony Ivko	Service Director - Older People
Ros Jervis	Service Director - Public Health and Wellbeing
Charlotte Johns	Head of Strategic Programmes
Adrian McCormick	Head of Transformation
Kevin O'Keefe	Director of Governance
Gareth Payne	Policy Officer
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 submitted on behalf of Cllrs Val Gibson, Andrew Johnson, Roger Lawrence, John Reynolds and Paul Sweet,
- 2 Declarations of interests**
No declarations of interests were made.
- 3 Minutes of the previous meeting (22 February 2016)**
Resolved:
That the minutes of the meeting held on 22 February 2016 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 four**
Charlotte Johns, Head of Organisational Development presented the report on performance indicators for quarter four against those published in the Council's Corporate Plan 2015/16.

Resolved:

That the performance of the corporate performance indicators for quarter four 2015/16 be received and noted.

6 **Performance Indicator WCP1063 (percentage of employees who have a current appraisal)**

In response to the request made at the last meeting (22 February 2016), Adrian McCormick, Head of Transformation, presented a report on performance indicator WCP1063 (percentage of employees who have a current appraisal).

Cllr Peter Bilson reported that this indicator was an area where the Council had not been performing but there had been a step change in performance as a result of measures put in place. However, there was still a work to do.

Cllr Milkinder Jaspal commented that addressing issues raised during appraisals would be made easier if appraisals were held more frequently than the formal annual appraisal. The Head of Transformation agreed and reported that managers also held monthly reviews with their staff.

Resolved:

That the report be received and noted.

7 **Adult Social Care Peer Challenge Improvement Action Plan**

Cllr Sandra Samuels presented a report on the outcome of the city's adult social care Peer Challenge undertaken in March 2016. An amended action plan in response to the Peer Challenge had been circulated for approval.

Resolved:

That the Peer Challenge Improvement Action Plan be received and approved.

8 **Housing managing agents performance monitoring report - quarter four (January to March 2016)**

Mila Simpson, Service Lead, Housing Strategy presented the report on quarter four performance of Wolverhampton Homes (WH) and the Tenant Management Organisations (TMOs) management and maintenance of Council owned properties. She reported that the monitoring report showed strong overall performance by WH and the TMO's. A few targets were off track but within accepted tolerance.

Cllr Peter Bilson added that only six targets were off track and generally speaking the performance had been good from WH.

Resolved:

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

9 **Information Governance performance report - quarter four 2015/16**

Anna Zollino-Biscotti, Information Governance Manager presented a report on the performance of information governance for quarter four (January to March 2016). In doing so she reported that performance on Freedom of Information/ Environmental Information (FOI) response rates was at 100% and the Subject Access Request (SAR) response rate was at 99.83% for the quarter.

Cllr Milkinder Jaspal commented that it was a key priority for the Council to be open and transparent and that the move to make publically available as much information on the Council's website would help to reduce the number of FOI requests the Council received.

Responding to questions the Information Governance Manager reported that a high proportion of the FOI requests came from businesses and the media rather than from residents of Wolverhampton. The location of where the requests comer from was not recorded so there was currently no way of saying where the individuals who submitted the requests lived.

Cllr Steve Evans asked about the costs of responding to FOI and SAR requests. The Information Governance Manager reported that the service did need to report on the costs of responding to requests. She undertook circulate information to the Panel.

Kevin O'Keefe, Head of Governance reported that the IG Team was in the upper quartile of top performing teams in the United Kingdom.

Cllr Peter Bilson commented that he was impressed with the dashboard presentation of the performance during the quarter and the response rates being achieved for FOI/SAR requests. Cllr Sandra Samuels also welcomed the dashboard approach to presenting the performance and asked that it be used for her portfolio area. Charlotte Johns, Head of Organisational Development informed the Panel that the Council was rolling out dashboard software across all of its performance management reports.

Resolved:

- That the Information Governance figures for the following areas be noted:
- i. Freedom of Information /Environment Information Regulations for the period 2010/2011 to 2015/2016.
 - ii. Subject Access Requests for the period 2014/15 – 2015/2016.

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Cabinet (Performance Management) Panel

19 September 2016

Report title	Housing Managing Agents Performance Monitoring Report – Quarter One April 2016 to June 2016	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Peter Bilson City Housing and 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
	Tel	01902 554758
	Email	Liane.Taylor@wolverhampton.gov.uk
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 one 2016/17 and any areas for improvement.

1.0 Purpose

- 1.1 The primary purpose of this report is to provide the Panel with an evaluation of the performance of Wolverhampton Homes and the Tenant Management Organisations (TMOs) in managing and maintaining Council owned dwellings during the 2016-17 financial year.

2.0 Background

- 1.1 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.
- 1.2 This report illustrates performance from quarter one 2015-16 to quarter one 2016-17 inclusively to allow comparison over the year.
- 1.3 The performance for each of the managing agents is grouped under three headings:
- a) Rents management
 - b) Repairs management
 - c) Voids and allocations
- 1.4 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.
- 1.5 Tables indicate both the direction in which performance needs to move for improvement and performance trends between the current and the previous quarter.
- 1.6 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, R or where there is no data available ND.

1.7 Governance

- 1.7.1 The Housing Strategy Team continues to monitor the governance of the housing management organisations.
- 1.7.2 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.
- 1.7.3 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 one 2016/17. Performance details are available in Appendix 1a and 1b.
- 3.2 Wolverhampton Homes manages 20,483 properties on behalf of City of Wolverhampton Council. Generally, good performance has been maintained in the first quarter of the year and remains good overall. Of the twenty-one indicators included in this report;
- performance for fourteen are in target.
 - performance has improved or been maintained for fourteen of the twenty with applicable targets where comparison with the same quarter last year is possible.
 - performance has improved or been maintained for twelve of the twenty with applicable data where comparison with the previous quarter is possible.
 - for the seven 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 first quarter of 2016-17, meeting all but one of the targets, and improving performance for one indicator 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.
- 3.3.3 There have been twenty-four evictions for rent arrears this year, of which five were related to the non-payment of the under occupancy subsidy. None were solely due to non-payment for reasons of benefit cap or Universal Credit and Wolverhampton Homes continue to advise and support tenants identified as having difficulty in maintaining their

tenancy. The process of eviction is only taken when all other options have been exhausted.

3.4 Repairs Management

3.4.1 Repairs performance was generally good in quarter one improving when compared to the same quarter last year. The percentage of appointments made and kept continued to be in target.

3.4.2 Performance for the percentage of total response repairs completed within target is slightly off target by 0.77%, due to an administration error. It has been identified that some repairs were not recorded as being completed on the correct date. This has now been addressed and performance is expected to improve as a result.

3.5 Voids and Allocations

3.5.1 Performance for voids and allocations was very good in the first quarter of 2016-17, meeting all targets. All performance also improved when compared to the previous quarter and the same quarter in the previous year.

3.5.2 The average number of empty dwellings for quarter four is 107 out of the total stock, i.e. 0.005%.

3.5.3 Throughout 2015-16 Wolverhampton Homes' process for allocating properties has been monitored using a random sample of cases. No issues were flagged and good practise and adherence to the Council's allocations policy was demonstrated.

3.6 Business Planning

3.6.1 Performance for average days lost through employee illness has weakened slightly and is off target. Performance is being closely monitored by Wolverhampton Homes and a number of steps have been taken to help reduce sickness including articles written by the Occupational Health Nurse on viruses/sickness and precautions against injury from physical activity.

3.7 Anti-Social Behaviour

3.7.1 Performance for tenant satisfaction with the anti-social behaviour service remains in target with improvements on the previous quarter and the same quarter in the previous 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 2016-17 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 Performance for stock investment has been good in quarter one. The percentage progress with the delivery of capital projects is in target and has improved when compared to the previous quarter and to the same quarter last year. Tenant satisfaction with the completed work has also improved when compared to the same quarter last year, but has weakened since the previous quarter and is slightly off target by just 0.02%.

3.9 Customer Care

3.9.1 Wolverhampton Homes' Channel Shift programme aims to encourage tenants to utilise on-line facilities for making contact and reporting issues, in turn allowing officer time to be put to better use, for example, engaging with vulnerable tenants.

3.9.2 Performance for customer care is mixed at quarter one with three of the four indicators off target and two having weakened when compared to the same quarter last year. However, performance for the percentage of calls abandoned and complaints responded to in time has improved when compared to the previous quarter.

3.9.3 The target for average call answer wait time has changed significantly and so data from the previous quarters is not suitable for comparison. Performance is off target at quarter one due to a number of IT issues including loss of internet connection and also an increase in call volume due to rent accounts failing to be updated via Agresso.

3.9.4 Performance for complaints responded to in target timescales is off target at quarter one, however, it has seen improvement since the previous quarter. A small number of cases running over time have had a great impact on performance presented as a percentage due to the total number of cases also being fairly low (48 out of 55 cases).

3.9.5 Councillor enquiries responded to within 14 calendar days is off target and has weakened this quarter, however it has improved when compared to the same quarter last year. Five cases over ran the target of 14 days. Wolverhampton Homes will be monitoring performance closely in quarter two.

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 one 2016-17. Performance details are available in Appendix 2.

4.2 Bushbury Hill EMB manages 835 properties on behalf of City of Wolverhampton Council. Generally, performance has been good this quarter. Of the eight indicators all are in target and two have improved when compared to the same quarter last year. Performance for five 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 good in the first quarter of 2016-17, meeting all targets. Some areas of performance have weakened when compared to the previous quarter, partly due to rent payments failing to be posted via Agresso.
- 4.3.2 The TMO has made efforts to reduce the 'percentage of tenants with more than seven weeks (gross) rent arrears' by focusing on collections, incentivising payment by Direct Debit, and producing literature on priority debts to support tenants in sustaining their tenancies. This has reduced the figure from 2.03% at quarter one 2015-16 to 1.74 at quarter one 2016-17, well within the annual target of 2.50%.

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 indications suggest that it is effective and well run.
- 4.4.2 Performance for voids and allocations has been good this quarter. The 'average time to re-let housing' is well within target and has seen a great improvement since the previous quarter.
- 4.4.3 Void loss remains low and is well within target. Performance has improved slightly this quarter but has weakened when compared with the same quarter last year, however void loss levels then were exceptionally low.
- 4.4.4 Throughout 2015-16 the TMO's process for allocating properties has been monitored using a random sample of cases. No issues were flagged and the TMO demonstrated good practise and adherence to the Councils allocations policy.

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 all indicators in target and two improving this quarter when compared to last quarter. Performance for all targets has weakened slightly when compared to the same quarter last year.

4.6 General Governance

- 4.7 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 one 2016-17. Performance details are available in Appendix 3.

5.2 Dovecotes TMO manages 821 properties on behalf of City of Wolverhampton Council. Generally performance is good this quarter. Of the ten indicators all but three are in target, six have improved or been maintained this quarter and four have improved or been maintained when compared to the same quarter last year.

5.3 Rents

5.3.1 Performance for rents management was generally good in the first quarter of 2016-17, meeting all but one target. The percentage of tenants with more than seven weeks rent arrears remains off target, however it has improved since last quarter. The TMO has referred some tenants to Wolverhampton Homes' Money Smart service to assist with tenancy sustainment.

5.4 Voids and Allocations

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

5.4.2 The TMO had a large number of properties to re-let in quarter one when compared to each quarter last year and a relatively tight target. Seven of the 23 properties were offered twice following refusal/lack of eligibility. This performance does not currently give cause for concern and will continue to be monitored.

5.4.3 The TMO's process for allocating properties continues to be monitored using a random sample of cases. Any issues are flagged and addressed to improve good practise and adherence to the Council's allocations policy.

5.5 Repairs

5.5.1 Performance for repairs is generally good. Four of the indicators were in target with four improving since last quarter and three improving when compared to the same quarter last year.

5.5.2 The percentage of emergency repairs completed on time is off target at 1.66% due to ill health and staff resourcing issues.

5.6 Governance

- 5.6.1 The TMO continues to engage with a consultant from Open Communities Ltd to develop a new training plan and deliver bespoke training sessions where appropriate.

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 one 2016-17. 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 nine indicators all are in target, six have improved or been maintained when compared to the previous quarter and eight 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 first quarter of 2016-17, with all indicators in target. All performance has improved or been maintained when compared to the same quarter last year and is well within target.

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 very good this quarter. The level of void loss is within target and has improved when compared to the previous quarter and the same quarter last year.
- 6.4.3 The average re-let time continues to improve. At its lowest for five consecutive quarters, it is well within target. The TMO attributes the longer re-let time in the previous quarters partly to multiple re-advertising of properties when tenancy offers were declined.
- 6.4.4 Throughout 2015-16 the TMO's process for allocating properties has been monitored using a random sample of cases. No issues were flagged and the TMO demonstrated good practise and adherence to the Council's allocations policy.

6.5 Repairs

- 6.5.1 Performance for repairs is very good with all indicators in target, and all but one 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 one 2016-17. Performance details are available in Appendix 5.
- 7.2 Springfield Horseshoe HMC manages 269 properties on behalf of City of Wolverhampton Council. Generally, performance has been good this quarter. Of the nine indicators all but one are in target, seven have improved or been maintained this quarter and seven 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 generally good in the first quarter of 2016-17, with all but one of the indicators well within target and one improving when compared to the same quarter last year.
- 7.4 Performance for the percentage of tenants with more than seven weeks rent arrears has weakened and is off target. The TMO is pursuing arrears cases to encourage tenants to seek advice and assistance where necessary.

7.5 Voids and Allocations

- 7.5.1 Performance for voids and allocations has been very good this quarter. Levels of void loss and the 'average time to re-let housing' are both well within target and improved when compared with the previous quarter and the same quarter last year.
- 7.5.2 Throughout 2015-16 the TMO's process for allocating properties has been monitored using a random sample of cases. No issues were flagged and the TMO demonstrated good practise and adherence to the Council's allocations policy.

7.6 Repairs

- 7.6.1 Performance for repairs remains excellent with all indicators in target and all performance maintained at very high levels. All repairs are completed within timescales with the average time to complete non-urgent repairs being one day.

7.7 Governance

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

8.0 Re-negotiation of Tenant Management Organisation Management Agreements

8.1 All of the TMOs are currently working with City of Wolverhampton officers and the appointed consultant from Open Communities Ltd to re-negotiate new management agreements. The process, which started in April 2016 is progressing well with and it is expected that the content of each document will be complete and ready to be endorsed/agreed and signed by City of Wolverhampton Chief Legal Officer by the end of 2016. This process was granted delegated authority from Cabinet on 20 July 2016.

9.0 Financial implications

9.1 The performance of the managing agents, and in particular Wolverhampton Homes, impacts on the Council's Housing Revenue Account Business Plan. The financial impact is reflected in the quarterly financial monitoring of the HRA which is included as part of the quarterly corporate budget monitoring reports to Cabinet (Resources) Panel.
[MF/07092016/I]

10.0 Legal implications

10.1 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/08092016/I]

11.0 Equalities implications

11.1 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.

12.0 Environmental implications

12.1 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.

13.0 Human resources implications

13.1 This report has no human resources implications.

14.0 Corporate landlord implications

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

15.0 Schedule of background papers

Appendix 1a:

Wolverhampton Homes – 2016-17 Quarter One Performance (by category)

Appendix 1b:

Wolverhampton Homes – 2016-17 Quarter One Performance (by Green Amber Red)

Appendix 2:

Bushbury Hill EMB – 2016-17 Quarter one Performance (by category)

Appendix 3:

Dovecotes TMO – 2016-17 Quarter One Performance (by category)

Appendix 4:

New Park Village TMC – 2016-17 Quarter One Performance (by category)

Appendix 5:

Springfield Horseshoe HMC – 2016-17 Quarter One Performance (by category)

This report is PUBLIC
[NOT PROTECTIVELY MARKED]

Appendix 1a Wolverhampton Homes by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q4 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
Anti-social behaviour												
G	% satisfied with the way their ASB complaint was dealt with	H	94.39	95.61	98.05	97.14	97.03	97.03	[P] 97.00 [A] 97.00	94.75	Performance has improved year-on-year and is in target.	-
G	% satisfied with the outcome of their ASB complaint	H	91.59	93.21	96.75	95.00	96.04	96.04	[P] 96.00 [A] 96.00	90.70	Performance has improved year-on-year and is in target.	+
Business planning												
A	Average days lost through illness	L	5.76	5.47	5.52	5.97	6.86	6.86	[P] 6.50 [A] 6.50	7.12	Performance has weakened year-on-year and is off target.	-
Customer care												
G	Homes Direct - Average call answer wait time (in seconds)	L	ND	ND	ND	ND	130.00	130.00	[P] 120.00 [A] 120.00	11.00	The target for the indicator has changed significantly - data from previous quarters is not suitable for comparison. Performance is off target.	ND

This report is PUBLIC
[NOT PROTECTIVELY MARKED]

Appendix 1a Wolverhampton Homes by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q4 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
Customer care (continued)												
A	Homes Direct - % of calls abandoned	L	12.90	9.30	16.10	19.20	16.50	16.50	[P] 20.00 [A] 20.00	N/A	Performance has weakened year- on-year and is in target.	+
R	Complaints responded to in target timescales - %	H	90.16	92.31	93.10	86.44	87.27	87.27	[P] 95.00 [A] 95.00	N/A	Performance has weakened year- on-year and is off target.	+
A	Councillor enquiries responded to in 14 days	H	92.02	95.38	92.54	95.95	92.99	92.99	[P] 95.00 [A] 95.00	N/A	Performance has improved year-on- year and is off 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	N/A	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] 100.00 [A] 100.00	N/A	Performance has been maintained year-on-year and is in target.	=
Rent management												
A	Rent collected as a percentage of rent owed	H	96.79	97.62	97.57	98.14	96.83	96.83	[P] 97.50 [A] 97.50	98.39	Performance has improved year-on- year in and is off target.	-

Appendix 1a Wolverhampton Homes by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q4 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
Rent management (continued)												
G	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	1.54	1.67	1.70	1.74	1.90	1.90	[P] 1.90 [A] 1.90	N/A	Performance has weakened year-on-year and is in target.	-
A	Tenants evicted for rent arrears as a percentage of all tenants	L	0.10	0.26	0.34	0.47	0.12	0.12	[P] 0.48 [A] 0.48	0.17	Performance has weakened year-on-year and is in target.	+
R	Rent arrears of current tenants as a % of the rent roll (WH only)	L	1.29	1.33	1.39	0.98	1.46	1.46	[P] 0.98 [A] 0.98	N/A	Performance has weakened year-on-year and is off target.	-
Repairs												
G	% of responsive repairs for which an appointment was made & kept	H	94.38	93.20	96.63	96.78	96.06	96.06	[P] 95.00 [A] 95.00	99.38	Performance has improved year-on-year and is in target.	-
R	% total response repairs completed within target	H	97.85	96.57	96.65	96.35	98.23	98.23	[P] 99.00 [A] 99.00	N/A	Performance has improved year-on-year and is off target.	+
Stock investment												
G	% progress (by Value) with the delivery of capital projects	+/- 5%	21.41	24.87	22.41	26.06	23.91	23.91	[P]23.75 [A] 95.00	N/A	Performance has improved year-on-year and is in target.	+

Appendix 1a Wolverhampton Homes by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q4 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
Stock investment (continued)												
R	Tenant satisfaction with the completed work	H	90.36	92.30	95.06	97.37	94.98	94.98	[P] 95.00 [A] 95.00	N/A	Performance has improved year-on- year and is off target.	-
Voids and allocations												
G	Average time taken to re-let standard voids	L	30	29	28	23	21	21	[P] 30.00 [A] 30.00	18.22	Performance has improved year-on- year and is in target.	+
G	Average time taken to re-let major works voids	L	14	20	15	14	9	9	[P] 15 [A] 15	N/A	Performance has improved year-on- year and is in target.	+
G	% of tenancy offers accepted first time	H	80.43	85.81	83.17	82.40	84.04	84.04	[P] 80.00 [A] 80.00	81.61	Performance has improved year-on- year and is in target.	+
G	% Rent lost through properties being vacant	L	1.60	1.53	1.52	1.44	0.92	0.92	[P] 0.94 [A] 0.94	0.57	Performance has improved year-on- year and is in target.	+

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[NOT PROTECTIVELY MARKED]

Appendix 1b Wolverhampton Homes by RAG		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
Green - Anti-social behaviour												
G	% satisfied with the way their ASB complaint was dealt with	H	94.39	95.61	98.05	97.14	97.03	97.03	[P] 97.00 [A] 97.00	94.75	Performance has improved year-on-year and is in target.	-
G	% satisfied with the outcome of their ASB complaint	H	91.59	93.21	96.75	95.00	96.04	96.04	[P] 96.00 [A] 96.00	90.70	Performance has improved year-on-year and is in target.	+
Green - Customer care												
G	Homes Direct - Average call answer wait time (in seconds)	L	ND	ND	ND	ND	130.00	130.00	[P] 120.00 [A] 120.00	11.00	The target for the indicator has changed significantly - data from previous quarters is not suitable for comparison. Performance is off target.	ND
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	N/A	Performance has been maintained year-on-year and is in target.	=

Appendix 1b Wolverhampton Homes by RAG		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
Green - Estate services (continued)												
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] 100.00 [A] 100.00	N/A	Performance has been maintained year-on-year and is in target.	=
Green - Rent management												
G	Rent collected as a percentage of rent owed	H	96.79	97.62	97.57	98.14	96.83	96.83	[P] 96.62 [A] 97.50	98.39	Performance has improved year-on-year in and is in target.	-
Page 23	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	1.54	1.67	1.70	1.74	1.90	1.90	[P] 1.90 [A] 1.90	N/A	Performance has weakened year-on-year and is in target.	-
Green - Repairs												
G	% of responsive repairs for which an appointment was made & kept	H	94.38	93.20	96.63	96.78	96.06	96.06	[P] 95.00 [A] 95.00	99.38	Performance has improved year-on-year and is in target.	-
Green - Stock investment												
G	% progress (by Value) with the delivery of capital projects	+/- 5%	21.41	24.87	22.41	26.06	23.91	23.91	[P]23.75 [A] 95.00	N/A	Performance has improved year-on-year and is in target.	+

Appendix 1b Wolverhampton Homes by RAG		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
Green - Voids and allocations												
G	Average time taken to re-let standard voids	L	30	29	28	23	21	21	[P] 30.00 [A] 30.00	18.22	Performance has improved year-on-year and is in target.	+
G	% of tenancy offers accepted first time	H	80.43	85.81	83.17	82.40	84.04	84.04	[P] 80.00 [A] 80.00	81.61	Performance has improved year-on-year and is in target.	+
G	% Rent lost through properties being vacant	L	1.60	1.53	1.52	1.44	0.92	0.92	[P] 0.94 [A] 0.94	0.57	Performance has improved year-on-year and is in target.	+
G	Average time taken to re-let major works voids	L	14	20	15	14	9	9	[P] 15 [A] 15	N/A	Performance has improved year-on-year and is in target.	+
Amber - Business planning												
A	Average days lost through illness	L	5.76	5.47	5.52	5.97	6.86	6.86	[P] 6.50 [A] 6.50	7.12	Performance has weakened year-on-year and is off target.	-
Amber - Customer care												
A	Homes Direct - % of calls abandoned	L	12.90	9.30	16.10	19.20	16.50	16.50	[P] 20.00 [A] 20.00	N/A	Performance has weakened year-on-year and is in target.	+

Appendix 1b Wolverhampton Homes by RAG		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
Amber - Customer care (continued)												
A	Councillor enquiries responded to in 14 days	H	92.02	95.38	92.54	95.95	92.99	92.99	[P] 95.00 [A] 95.00	N/A	Performance has improved year-on-year and is off target.	-
Amber - Rents management												
A	Tenants evicted for rent arrears as a percentage of all tenants	L	0.10	0.26	0.34	0.47	0.12	0.12	[P] 0.48 [A] 0.48	0.17	Performance has weakened year-on-year and is in target.	+
Red - Customer care												
R	Complaints responded to in target timescales - %	H	90.16	92.31	93.10	86.44	87.27	87.27	[P] 95.00 [A] 95.00	N/A	Performance has weakened year-on-year and is off target.	+
Red - Rents management												
R	Rent arrears of current tenants as a % of the rent roll (WH only)	L	1.29	1.33	1.39	0.98	1.46	1.46	[P] 0.98 [A] 0.98	N/A	Performance has weakened year-on-year and is off target.	-
R	% total response repairs completed within target	H	97.85	96.57	96.65	96.35	98.23	98.23	[P] 99.00 [A] 99.00	N/A	Performance has improved year-on-year and is off target.	+

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 [NOT PROTECTIVELY MARKED]

Appendix 1b Wolverhampton Homes by RAG		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Top Quartile	Comment	Trend Q-O-Q
Red - Stock investment												
R	Tenant satisfaction with the completed work	H	90.36	92.30	95.06	97.37	94.98	94.98	[P] 95.00 [A] 95.00	N/A	Performance has improved year-on- year and is off target.	-

Appendix 2 Bushbury Hill by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management											
G	% tenants with more than seven weeks (gross) rent arrears	L	2.03	2.43	1.94	1.61	1.74	1.74	[P] 2.50% [A] 2.50%	Performance has improved year-on-year and is in target.	-
G	% of tenants evicted as a result of rent arrears	L	0.00	0.00	0.00	0.12	0.12	0.12	[A] 1.00%	Performance has weakened year-on-year and is in target.	=
G	Arrears as % of rent roll (cumulative)	L	1.53	1.54	1.74	0.67	1.50	1.50	[P] 1.50% [A] 1.50%	Performance has improved year-on-year and is in target.	-
Voids and allocations											
G	Void Loss as a % of rent roll	L	0.02	0.04	0.27	0.13	0.12	0.12	[A] 1.00%	Performance has weakened year-on-year and is in target.	+
G	Average time to re-let housing	L	22.75	13.00	29.17	38.46	23.33	23.33	[P] 35 days [A] 35 days	Performance has weakened year-on-year and is in target.	+

Appendix 2 Bushbury Hill by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% Repairs attended within time (WHT & WH)	H	97.03	97.79	92.10	96.42	96.55	96.55	[P] 95.00% [A] 95.00%	Performance has weakened year-on-year and is in target.	+
G	% Rapid Response Repairs attended same day (WHT only)	H	99.70	98.63	97.32	98.05	98.63	98.63	[P] 97.00% [A] 97.00%	Performance has weakened year-on-year and is in target.	+
G	% Rapid Response completed same day (WHT only)	H	87.51	81.51	79.67	89.85	83.30	83.30	[P] 80.00% [A] 80.00%	Performance has weakened year-on-year and is in target.	-

Appendix 3 Dovecotes TMO by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 15/16 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent management											
R	% tenants with more than seven weeks (gross) rent arrears	L	5.08	5.58	5.61	5.88	5.68	5.68	[P] 5.25% [A] 5.25%	Performance has weakened year-on-year and is off target.	+
G	% of tenants evicted as a result of rent arrears	L	0.12	0.12	0.12	0.12	0.00	0.00	[A] 1.50%	Performance has improved year-on-year and is in target.	+
G	Arrears as % of rent roll (cumulative)	L	2.77	2.92	3.06	2.53	2.89	2.89	[P] 3.00% [A] 3.00%	Performance has weakened year-on-year and is in target.	-
G	Void Loss as a % of rent roll	L	0.29	0.41	0.82	0.09	0.41	0.41	[A] 2.00%	Performance has weakened year-on-year and is in target.	-
A	Average time to re-let housing	L	21.06	6.11	25.05	18.41	28.61	28.61	[P] 21 days [A] 21 days	Performance has weakened year-on-year and is off target.	-

Appendix 3 Dovecotes TMO by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 15/16 to date	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	98.99	97.60	96.18	97.67	97.67	[P] 96.00% [A] 96.00%	Performance has weakened year-on-year and is in target.	+
Page 30	Average time taken (calendar days) to complete non-urgent repairs	L	6.52	5.40	6.21	6.36	5.97	5.97	[P] 9 days [A] 9 days	Performance has improved year-on-year and is in target.	+
G	% of responsive repairs for which an appointment was made and kept	H	94.90	94.50	95.54	95.53	97.29	97.29	[P] 90.00% [A] 90.00%	Performance has improved year-on-year and is in target.	+
R	% of emergency repairs completed on time	H	96.00	95.24	96.74	97.37	94.44	94.44	[P] 96.00% [A] 96.00%	Performance has weakened year-on-year and is off target.	-
G	% of routine repairs completed on time	H	99.30	99.71	97.92	99.52	99.53	99.53	[P] 96.00% [A] 96.00%	Performance has improved year-on-year and is in target.	+

Appendix 4 New Park Village by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent Management											
G	% tenants with more than seven weeks (gross) rent arrears	L	8.29	6.56	4.43	3.74	3.97	3.97	[P] 6.00% [A] 6.00%	Performance has improved year-on-year and is in target.	-
G	% of tenants evicted as a result of rent arrears	L	0.00	0.68	0.00	0.34	0.00	0.00	[A] 3.00%	Performance has been maintained year-on-year and is in target.	+
G	Arrears as % of rent roll	L	4.96	2.64	2.75	1.89	2.37	2.37	[P] 3.00% [A] 3.00%	Performance has improved year-on-year and is in target.	-
Voids and Allocations											
G	Void Loss as a % of rent roll	L	0.28	0.54	0.29	0.20	0.18	0.18	[A] 2.5%	Performance has improved year-on-year and is in target.	+
G	Average time to re-let housing	L	38.00	37.38	42.88	24.44	21.88	21.88	[P] 35 days [A] 35 days	Performance has improved year-on-year and is in target.	+

Appendix 4 New Park Village by category (continued)		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 2015/16	Q1 16/17	Q1 16/17 to date	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	100.00	[P] 97.00% [A] 97.00%	Performance has been maintained year-on-year and is in target.	=
Page 32	Average time taken (calendar days) to complete non-urgent repairs	L	1.00	1.00	1.00	1.00	1.00	1.00	[P] 5 days [A] 5 days	Performance has been maintained year-on-year and is in target.	=
G	% of emergency repairs completed on time	H	93.00	97.00	97.00	98.00	98.00	98.00	[P] 97.00% [A] 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	99.00	97.00	97.00	[P] 97.00% [A] 97.00%	Performance has weakened year-on-year and is in target.	-

Appendix 5 Springfield Horseshoe by category		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management											
A	% tenants with more than seven weeks (gross) rent arrears	L	3.31	4.40	4.26	5.00	5.47	5.47	[P] 5.00% [A] 5.00%	Performance has weakened year-on-year and is off target.	-
G	% of tenants evicted as a result of rent arrears	L	0.37	0.00	0.37	0.00	0.00	0.00	[A] 2.00%	Performance has improved year-on-year and is in target.	=
G	Arrears as % of rent roll	L	1.76	2.34	1.96	1.85	2.44	2.44	[P] 3.00% [A] 3.00%	Performance has weakened year-on-year and is in target.	-
Voids and Allocations											
G	Void Loss as a % of rent roll	L	0.26	0.12	0.15	0.15	0.13	0.13	[A] 2.00%	Performance has improved year-on-year and is in target.	+
G	Average time to re-let housing	L	29.00	21.00	15.67	25.38	20.00	20.00	[P] 32 days [A] 32 days	Performance has improved year-on-year and is in target.	+

**Appendix 5
Springfield Horseshoe
by category**

		Good is	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q1 16/17 to date	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	100.00	[P] 98.00% [A] 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	1.00	1.00	1.00	1.00	1.00	[P] 2 days [A] 2 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	100.00	[P] 98.00% [A] 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	100.00	[P] 98.00% [A] 98.00%	Performance has been maintained year-on-year and is in target.	=

Cabinet (Performance Management) Panel

19 September 2016

Report title	Information Governance Performance Report – Quarter One 2016/17	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Milkinderpal Jaspal 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	20 September 2016 13 September 2016

Recommendation(s) for action or decision:

The Cabinet (Performance Management) Panel is recommended to:

1. Review and comment on the Quarter One 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 One (April – June 2016).

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 June 2016, as a result of an information incident, the Council signed a written undertaking with the ICO to ensure that all staff handling personal data receive data protection training and that it is refreshed at regular intervals not exceeding two years. In addition, the Council was also required to devise and implement a system to monitor training.
- 2.8 In order to ensure ongoing improvements with information governance this report outlines current performance.

3.0 Progress

- 3.1 The IG performance figures for quarter one are contained in appendix A.
- 3.2 In summary, the number of information requests received for this quarter for both regimes is slightly lower than the numbers received last year. 249 requests were

received for Freedom of Information /Environmental Information which is 23 less than those received in quarter one 2015. 112 data protection requests were received in this quarter, 17 less than those received for the same quarter last year.

- 3.3 The response rate this quarter for requests answered within the statutory timeframes for both regimes is 100 percent.

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/06092016/O]

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/05092016/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 One - 2016/2017

Freedom of Information (FOI) requests received by Directorate Q1 2016/2017

FOIs by Directorate	April		May		June	
	Total	%	Total	%	Total	%
Corporate	31	100%	27	100%	23	100%
Education	3	100%	8	100%	5	100%
Housing	6	100%	2	100%	3	100%
People	18	100%	24	100%	18	100%
Place	24	100%	32	100%	18	100%
WMPPF	1	100%	2	100%	4	100%
BC Transport	0		0		0	
WM Transport	0		0		0	
Overall	83	100%	95	100%	71	100%

Training Q1 2016/2017

New Starters -107

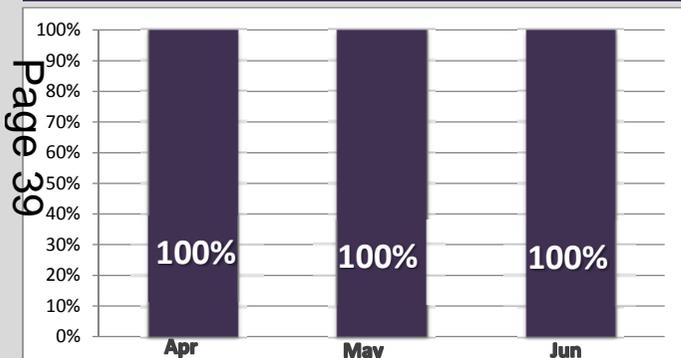
52 - completed 49%

55 - not completed 51%

Data Protection (DP) requests received by Directorate Q1 - 2016/2017

DPs Directorate	April		May		June	
	Total	%	Total	%	Total	%
Corporate	19	100%	16	100%	20	100%
Education	0		1	100%	1	100%
Housing	1	100%	0		1	100%
People	4	100%	12	100%	8	100%
Place	7	100%	12	100%	8	100%
WMPPF	1	100%	1	100%	0	
BC Transport	0		0		0	
WM Transport	0		0		0	
Overall	32	100%	42	100%	38	100%

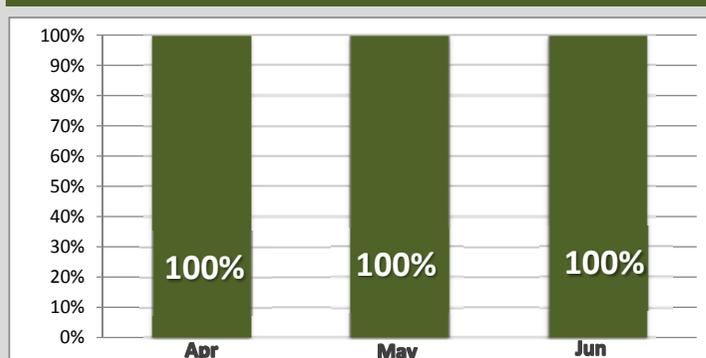
Freedom of Information (FOI) Response Rates Q1 2016



Information Incidents Q1 2016



Data Protection Request (DP) Response Rates Q1 2016



Quarter 1
2016/17

100%

FOI Response Rate

Quarter 1
2015/16

100%

Quarter 1
2016/17

100%

DP Response Rate

Quarter 1
2015/16

98%

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