

# Meeting of the Cabinet (Performance Management) Panel Minutes - 28 November 2016

## Attendance

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

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

### Employees

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

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

*Item No.*    *Title*

- 1        Apologies for absence**  
Apologies for absence were submitted on behalf of Cllr Sandra Samuels.
- 2        Declarations of interests**  
No declarations of interests were made.
- 3        Minutes of the previous meeting - 19 September 2016**  
Resolved:  
That the minutes of the previous meeting held on 19 September 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        Housing Managing Agents Performance Monitoring Report - Quarter Two 2016/17**  
Kenny Aitchison, Service Manager Housing Strategy/Development presented the report on quarter two performance of Wolverhampton Homes (WH) and the Tenant Management Organisations (TMOs) management and maintenance of council

owned properties. Overall there had been strong performance by WH and the TMO's and there were no particular areas of concern.

Cllr Peter Bilson commented that the Delivery Plan Monitoring Group very positive in its consideration of the report at its meeting last week.

Cllr John Reynolds asked whether anything could be done in response to the reported difficulties in letting some of the three bedroomed properties on the New Park Village estate due to the size of the third bedroom. The Service Manager Housing Strategy/Development reported that the situation had been reviewed and it was not easy to resolve. The layout of the properties lent themselves to conversion from three bedroomed properties to two bedroomed properties.

Cllr Steve Evans welcomed the performance on voids and allocations for quarter two of 2016/17 and particular when compared to the same quarter in the previous year. He asked what had changed to deliver the improved performance. Lesley Roberts, Strategic Director of Housing reported that WH were concerned about the performance on voids and allocations so Simon Aldis, Project Officer took a personal lead with WH officers to make inroads into the problem.

Resolved:

That the performance of the housing management agents for quarter two of 2016/17 be received and noted.

6 **Information Governance Performance Report - Quarter Two 2016/17**

Anna Zollino-Biscotti, Senior Information Governance Officer presented the report on the performance of Information Governance for quarter two (July to September 2016). The report showed continued excellent performance by the Council in its response to Freedom of Information/ Environmental Information (FOI) and Subject Access Requests (SARs) received.

Cllr John Reynolds asked whether there were any sections within the Council who needed to be encouraged to undertake the mandatory protecting information training module. The Senior Information Governance Officer reported that she could report back on those areas who were performing well.

Resolved:

That the performance for Information Governance for quarter two of 2016/17 be noted.

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

Keith Ireland, Managing Director presented an update report on progress regarding performance indicator WCP1063 (percentage of our eligible workforce who have a current appraisal). The indicator was important because it provided reassurance that employees were receiving appraisals in line with the corporate policy. It was vital that employees received appraisals so that they are clear about their objectives and what they need to deliver and how this fitted in with the wider corporate priorities and the values of their work to the organisation.

The Chair welcomed the improvement in performance on this indicator. Cllr Paul Sweet also reported that he was reassured to learn that the Council's Audit Team would be undertaking an audit of the appraisals process.

Resolved:

That the proposed process for monitoring and improving appraisal completion percentages be noted.