

Cabinet (Performance Management) Panel

28 November 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

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

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Wolverhampton WV1 1RL

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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 - 19 September 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 Two 2016/17** (Pages 7 - 32)
[To review and comment on the quarter two performance]
- 6 **Information Governance Performance Report - Quarter Two 2016/17** (Pages 33 - 38)
[To receive and comment on the quarter two performance]
- 7 **Performance Indicator WCP1063 (percentage of employees who have a current appraisal)** (Pages 39 - 42)
[To provide an update on the performance indicator WCP1063]

Meeting of the Cabinet (Performance Management) Panel Minutes - 19 September 2016

Attendance

Members of the Cabinet (Performance Management) Panel

Cllr Milkinderpal Jaspal (Chair)
Cllr Peter Bilson
Cllr Claire Darke
Cllr Andrew Johnson
Cllr John Reynolds
Cllr Sandra Samuels
Cllr Paul Sweet

Employees

Dereck Francis	Democratic Support Officer
Helena Kucharczyk	Business Intelligence Manager
Kevin O'Keefe	Director of Governance
Martyn Sargeant	Head of Democratic Services
Mila Simpson	Section Leader - Housing Strategy and Development

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 Steve Evans, Val Gibson and Roger Lawrence.
- 2 **Declarations of interests**
No declarations of interests were made.
- 3 **Minutes of the previous meeting - 13 June 2016**
Resolved:
 That the minutes of the previous meeting held on 13 June 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 one 2016/17**

Mila Simpson, Service Lead, Housing Strategy presented the report on quarter one performance of Wolverhampton Homes (WH) and the Tenant Management Organisations (TMOs) management and maintenance of council owned properties. Overall there had been good levels of performance by WH and the TMO's and there were no real areas of concern.

Cllr John Reynolds sought clarification on the issue within the report relating to updating/posting information via Agresso. The Service Lead, Housing Strategy reported that it related to the timing and reconciliation of data. The issue was being followed up. Cllr Peter Bilson asked that the matter be checked to determine whether it was a systematic or routine processing matter.

Cllr Paul Sweet also commented that WH had a good presence on social media. He asked that more be done to encourage the TMO's to have a presence on social media.

Resolved:

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

6 **Information Governance performance report - quarter one 2016/17**

Martyn Sargeant, Head of Democratic Services presented the report on the performance of Information Governance for quarter one (April to June 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. The Head of Democratic Services also reported on the on-going emphasis for every council employee to undertake data protection training.

Cllr Peter Bilson welcomed the performance report. He referred to recent discussions and an agreement which had been reached between the Leader of the Council and Keith Ireland, Managing Director regarding mandatory and discretionary training courses for Councillors. Protection of Information would be one of the mandatory training courses.

Cllr Sandra Samuels reported that the Councillor Development and IT Advisory Group had also discussed the issue of mandatory training for elected members as agreed by the Leader of the Council and the Managing Director. The Head of Democratic Services added that the Advisory Group would have a monitoring role on elected member training.

Resolved:

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

7 **City Scorecard, Corporate Plan and Outcomes Based Planning Update**

Helen Kucharczyk, Business Intelligence Manager presented an update report on the progress made against the development of a City Scorecard, the visualisation of the Corporate Plan, the identification of Corporate Plan indicators and the development of service plans.

During the discussion members of the Committee commented on the QlikView software application that would be used to allow councillors, managers and employees to have an easily accessible overview of the city and the council's performance against key indicators and the council's delivery of the corporate plan. They requested a training session to demonstrate how they could make the best use of their access to the QlikView management tool.

Cllr John Reynolds commented on the need to align the Council's Corporate Plan to the measures in the Wolverhampton 'scorecard'. He questioned the logic of the 'Transport and Neighbourhoods' scorecard topics being together. The Business Intelligence Manager undertook to confirm the rationale.

Cllr Andrew Johnson reported that he had received a demonstration of QlikView and that it was an excellent management tool. He queried why there were only qualitative targets for the 'FutureMoney' priority and asked that this point be looked into. He also referred to a recommendation from the Local Government Association Finance Peer Review on a 'financial plan for the city'. He asked that this also be considered for inclusion in the Corporate Plan under FutureMoney.

Resolved:

That it be noted that the timelines for finalisation of the Corporate Plan measures originally laid out in the July update to Scrutiny Board have been extended due to the combination of several strands of work around the Corporate Plan and City Scorecard.

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Cabinet (Performance Management) Panel

28 November 2016

Report title	Housing Managing Agents Performance Monitoring Report – Quarter Two July 2016 to September 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 two 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 two 2015-16 to quarter two 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 two 2016/17. Performance details are available in Appendix 1a and 1b.
- 3.2 Wolverhampton Homes manages 20,427 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-one indicators included in this report;
- performance for thirteen are in target.
 - performance has improved or been maintained for twelve 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-one with applicable data where comparison with the previous quarter is possible.
 - for the eight 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 mixed in the second quarter of 2016-17. Three of the four target were missed. However, of those three missed, one (the percentage of rent collected) was just 0.01% off meeting the target.
- 3.3.3 The percentage of tenant evicted for rent arrears is in target and has improved when compared to the previous quarter and the same quarter last year. There has been a total of forty-seven evictions for rent arrears so far in 2016-17 of which 1 was related to the non-payment of the removal of under occupancy subsidy. None were solely due to non-payment for reasons of benefit cap or Universal Credit. Wolverhampton Homes continues 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 two improving when compared to the same quarter last year. The percentage of appointments made and kept continued to be in target and improved on last quarter.

3.4.2 Performance for the percentage of total response repairs completed within target is off target by 1.65%, due to resourcing issues. It is also partly due to the field operatives' software not being available following CWC ICT works. 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 second quarter of 2016-17, meeting all targets. All performance also improved when compared to the previous quarter and three of the four improved when compared to the same quarter in the previous year.

3.5.2 The average number of empty dwellings for quarter two is 104 out of the total stock, i.e. 0.5%.

3.5.3 Throughout the first half of 2016-17 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 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 two. 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 and the previous quarter.

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 has weakened in quarter two with three of the four indicators reported being off target, and the three with comparable data having weakened when compared to the same quarter last year. Poor performance has been attributed to issues encountered by City Council ICT Services when carrying out works to the software used by Wolverhampton Homes repairs operatives, which caused the scheduler to fail. Subsequently, information was not available to the repairs operatives and Homes Direct team, causing delays in handling customer telephone enquiries.

3.9.3 Performance for both complaints responded to in target timescales and councillor enquiries responded to within 14 calendar days is off target at quarter two. A small number of cases running over time have had a great impact on performance. Team resourcing issues are being addressed.

3.10 Estate and Concierge Services

3.10.1 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 2016-17. Performance details are available in Appendix 2.

4.2 Bushbury Hill EMB manages 833 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 one 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 second quarter of 2016-17, meeting all of the targets. Performance has weakened slightly for arrears as a percentage of rent roll. This is partly due to the timing of payments as the month-end fell on the end of the week so payments were credited in the next week.

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 2.43% at quarter two last year to 2.14 at quarter two in the current year, 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 to ensure it fulfils the requirements of the Council's Allocations Policy.

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 whilst performance has weakened when compared with the same quarter last year. However, the unusually short average re-let period of 13 days for quarter two last year should be taken into account.

4.4.3 Void loss remains low and is well within target. Performance has weakened slightly this quarter and when compared with the same quarter last year, however void loss levels then were exceptionally low.

4.4.4 Throughout the first half of 2016-17 the BHEMB'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. However, the Council is currently investigating a complaint from a tenant relating to the differences between Home in the City and Choose Your Home.

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 one improved this quarter when compared to the same quarter last year. Performance for all targets has weakened slightly when compared to the previous quarter.

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 two 2016-17. Performance details are available in Appendix 3.

5.2 Dovecotes TMO manages 820 properties on behalf of City of Wolverhampton Council. Generally performance is good this quarter. Of the ten indicators all but two are in target, five have improved or been maintained this quarter and three 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 poor in the first quarter of 2016-17, meeting one of the three targets. The percentage of tenants with more than seven weeks rent arrears and arrears as a percentage of the rent roll are off target and have weakened 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 good this quarter with levels of void loss and the average housing re-let time both target and improved this quarter.

5.4.2 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. All of the indicators were in target with three improving since last quarter and when compared to the same quarter last year.

5.5.2 For those indicators where performance has weakened slightly, the cause has been identified as ill health and staff resourcing issues. Performance is expected to improve in the next quarter.

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 two 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 three bedroom properties on the estate due to the size of the third bedroom. 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.

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 same quarter last year.

6.4.3 The average re-let time continues to improve. At its lowest for six consecutive quarters, it is well within target, highlighting the TMO's efforts to improve its allocations process. The TMO attributes the longer re-let time in the previous quarters partly to multiple re-advertising of properties when tenancy offers were declined. In response, the Council has agreed to introduce a small change to the Allocations Policy that will allow difficult to let properties to be advertised in a different way. The 'immediately available property' pilot will commence in January and run for six months.

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 two 2016-17. Performance details are available in Appendix 5.

7.2 Springfield Horseshoe HMC manages 267 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, nine have improved or been 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 generally good in the first quarter of 2016-17, with all but one of the indicators well within target and one improving or being maintained 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 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.

8.2 Bushbury Hill has completed the process and is ready to enter into the new agreement. Springfield Horseshoe has almost completed and will have Board approval shortly. Dovecotes and New Park Village will complete the process in January 2017.

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.
[JB/14112016/K]

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/15112016/K]

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 Two Performance (by category)

Appendix 1b:

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

Appendix 2:

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

Appendix 3:

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

Appendix 4:

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

Appendix 5:

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

This report is PUBLIC
[NOT PROTECTIVELY MARKED]

Appendix 1a Wolverhampton Homes by category		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q2 16/17 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	95.61	98.05	97.14	97.03	98.55	97.91	[P] 97.00 [A] 97.00	Performance has improved year-on-year and is in target.	+
G	% satisfied with the outcome of their ASB complaint	H	93.21	96.75	95.00	96.04	97.10	96.65	[P] 96.00 [A] 96.00	Performance has improved year-on-year and is in target.	+
Business planning											
R	Average days lost through illness	L	5.47	5.52	5.97	6.86	7.10	7.10	[P] 6.50 [A] 6.50	Performance has weakened year-on-year and is off target.	-
Customer care											
R	Homes Direct - Average call answer wait time (in seconds)	L	ND	ND	ND	130.00	159.00	144.00	[P] 120.00 [A] 120.00	The target for the indicator has changed significantly - data from the same quarter last year is not suitable for comparison. Performance is off target.	-
G	Homes Direct - % of calls abandoned	L	9.30	16.10	19.20	16.50	19.30	17.90	[P] 20.00 [A] 20.00	Performance has weakened year-on-year and is in target.	-
R	Complaints responded to in target timescales - %	H	92.31	93.10	86.44	87.27	86.21	86.73	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
R	Councillor enquiries responded to in 14 days	H	95.38	92.54	95.95	92.99	91.76	92.63	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-

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[NOT PROTECTIVELY MARKED]

Appendix 1a Wolverhampton Homes by category		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q2 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
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.	=
Rent management											
A	Rent collected as a percentage of rent owed	H	97.62	97.57	98.14	96.83	97.08	97.08	[P] 97.09 [A] 97.50	Performance has weakened year-on-year and is off target.	+
A	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	1.67	1.70	1.74	1.90	2.20	2.20	[P] 1.90 [A] 1.90	Performance has weakened year-on-year and is off target.	-
G	Tenants evicted for rent arrears as a percentage of all tenants	L	0.26	0.34	0.47	0.12	0.23	0.23	[P] 0.24 [A] 0.48	Performance has improved year-on-year and is in target.	+
R	Rent arrears of current tenants as a % of the rent roll (WH only)	L	1.33	1.39	0.98	1.46	1.75	1.75	[P] 1.66 [A] 0.98	Performance has weakened year-on-year and is off target.	-

This report is PUBLIC
[NOT PROTECTIVELY MARKED]

Appendix 1a Wolverhampton Homes by category		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q2 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Repairs											
G	% of responsive repairs for which an appointment was made & kept	H	93.20	96.63	96.78	96.06	96.13	96.10	[P] 95.00 [A] 95.00	Performance has improved year-on-year and is in target.	+
R	% total response repairs completed within target	H	96.57	96.65	96.35	98.23	97.35	96.47	[P] 99.00 [A] 99.00	Performance has improved year-on-year and is off target.	-
Stock investment											
P	% progress (by Value) with the delivery of capital projects	+/- 5%	24.87	22.41	26.06	23.91	24.26	48.17	[P]23.76 [A] 47.52	Performance has improved year-on-year and is in target.	-
A	Tenant satisfaction with the completed work	H	92.30	95.06	97.37	94.98	97.17	95.83	[P] 95.00 [A] 95.00	Performance has improved year-on-year and is in target.	+
Voids and allocations											
G	Average time taken to re-let standard voids	L	29	28	23	21	19	20	[P] 30.00 [A] 30.00	Performance has improved year-on-year and is in target.	+
G	Average time taken to re-let major works voids	L	20	15	14	9	8	9	[P] 15 [A] 15	Performance has improved year-on-year and is in target.	+
G	% of tenancy offers accepted first time	H	85.81	83.17	82.40	84.04	84.69	84.38	[P] 80.00 [A] 80.00	Performance has weakened year-on-year and is in target.	+
G	% Rent lost through properties being vacant	L	1.53	1.52	1.44	0.92	0.88	0.88	[P] 0.94 [A] 0.94	Performance has improved year-on-year and is in target.	+

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Appendix 1a Wolverhampton Homes by GAR		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q2 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Green - Anti-social behaviour											
G	% satisfied with the way their ASB complaint was dealt with	H	95.61	98.05	97.14	97.03	98.55	97.91	[P] 97.00 [A] 97.00	Performance has improved year-on-year and is in target.	+
G	% satisfied with the outcome of their ASB complaint	H	93.21	96.75	95.00	96.04	97.10	96.65	[P] 96.00 [A] 96.00	Performance has improved year-on-year and is in target.	+
Green - Customer care											
G	Homes Direct - % of calls abandoned	L	9.30	16.10	19.20	16.50	19.30	17.90	[P] 20.00 [A] 20.00	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.	=
Green - Rent management											
G	Tenants evicted for rent arrears as a percentage of all tenants	L	0.26	0.34	0.47	0.12	0.23	0.23	[P] 0.24 [A] 0.48	Performance has improved year-on-year and is in target.	+

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Appendix 1a Wolverhampton Homes by GAR		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q2 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Green - Repairs											
G	% of responsive repairs for which an appointment was made & kept	H	93.20	96.63	96.78	96.06	96.13	96.10	[P] 95.00 [A] 95.00	Performance has improved year-on-year and is in target.	+
Green - Stock investment											
G	% progress (by Value) with the delivery of capital projects	+/- 5%	24.87	22.41	26.06	23.91	24.26	48.17	[P]23.76 [A] 47.52	Performance has improved year-on-year and is in target.	-
Green - Voids and allocations											
G	Average time taken to re-let standard voids	L	29	28	23	21	19	20	[P] 30.00 [A] 30.00	Performance has improved year-on-year and is in target.	+
G	Average time taken to re-let major works voids	L	20	15	14	9	8	9	[P] 15 [A] 15	Performance has improved year-on-year and is in target.	+
G	% of tenancy offers accepted first time	H	85.81	83.17	82.40	84.04	84.69	84.38	[P] 80.00 [A] 80.00	Performance has weakened year-on-year and is in target.	+
G	% Rent lost through properties being vacant	L	1.53	1.52	1.44	0.92	0.88	0.88	[P] 0.94 [A] 0.94	Performance has improved year-on-year and is in target.	+

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Appendix 1a Wolverhampton Homes by GAR		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q2 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Amber - Rent management											
A	Rent collected as a percentage of rent owed	H	97.62	97.57	98.14	96.83	97.08	97.08	[P] 97.09 [A] 97.50	Performance has weakened year-on-year and is off target.	+
A	Tenants with more than 7 weeks arrears as a percentage of all tenants	L	1.67	1.70	1.74	1.90	2.20	2.20	[P] 1.90 [A] 1.90	Performance has weakened year-on-year and is off target.	-

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Appendix 1a Wolverhampton Homes by GAR		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q2 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Amber - Stock investment											
A	Tenant satisfaction with the completed work	H	92.30	95.06	97.37	94.98	97.17	95.83	[P] 95.00 [A] 95.00	Performance has improved year-on-year and is in target.	+
Red - Business planning											
R	Average days lost through illness	L	5.47	5.52	5.97	6.86	7.10	7.10	[P] 6.50 [A] 6.50	Performance has weakened year-on-year and is off target.	-
Red - Customer care											
R	Homes Direct - Average call answer wait time (in seconds)	L	ND	ND	ND	130.00	159.00	144.00	[P] 120.00 [A] 120.00	The target for the indicator has changed significantly - data from the same quarter last year is not suitable for comparison. Performance is off target.	-
R	Complaints responded to in target timescales - %	H	92.31	93.10	86.44	87.27	86.21	86.73	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
R	Councillor enquiries responded to in 14 days	H	95.38	92.54	95.95	92.99	91.76	92.63	[P] 95.00 [A] 95.00	Performance has weakened year-on-year and is off target.	-
Red - Rent management											
R	Rent arrears of current tenants as a % of the rent roll (WH only)	L	1.33	1.39	0.98	1.46	1.75	1.75	[P] 1.66 [A] 0.98	Performance has weakened year-on-year and is off target.	-

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Appendix 1a Wolverhampton Homes by GAR		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q2 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Red - Repairs											
R	% total response repairs completed within target	H	96.57	96.65	96.35	98.23	97.35	96.47	[P] 99.00 [A] 99.00	Performance has improved year-on-year and is off target.	-
Appendix 2 Bushbury Hill by category		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q2 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	2.43	1.94	1.61	1.74	2.14	1.94	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	0.12	0.12	0.24	0.36	1.00%	Performance has weakened year-on-year and is in target.	=
G	Arrears as % of rent roll (cumulative)	L	1.54	1.74	0.67	1.50	1.67	1.67	1.75%	Performance has weakened year-on-year and is in target.	-
G	Void Loss as a % of rent roll	L	0.04	0.27	0.13	0.12	0.18	0.32	1.00%	Performance has weakened year-on-year and is in target.	-
G	Average time to re-let housing	L	13.00	29.17	38.46	23.33	29.00	26.07	35 days	Performance has weakened year-on-year and is in target.	-

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Appendix 2 Bushbury Hill by category		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 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	97.79	92.10	96.42	96.55	96.37	96.46	95.00%	Performance has weakened year-on-year and is in target.	-
G	% Rapid Response Repairs attended same day (WHT only)	H	98.63	97.32	98.05	98.63	97.96	98.30	97.00%	Performance has weakened year-on-year and is in target.	-
G	% Rapid Response completed same day (WHT only)	H	81.51	79.67	89.85	83.30	82.64	82.97	80.00%	Performance has improved year-on-year and is in target.	-

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Appendix 3 Dovecotes TMO by category		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q2 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rent management											
R	% tenants with more than seven weeks (gross) rent arrears	L	5.58	5.61	5.88	5.68	6.29	5.98	[P] 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	0.37	0.49	[A] 1.50%	Performance has weakened year-on-year and is in target.	-
A	Arrears as % of rent roll (cumulative)	L	2.92	3.06	2.53	2.89	3.13	3.13	[A] 3.00%	Performance has weakened year-on-year and is off target.	-
G	Void Loss as a % of rent roll	L	0.41	0.82	0.09	0.41	0.22	0.63	[A] 2.00%	Performance has weakened year-on-year and is in target.	+
G	Average time to re-let housing	L	6.11	25.05	18.41	30.39	30.00	28.86	[P] 30 days	Performance has weakened year-on-year and is in target.	+

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Appendix 3 Dovecotes TMO by category		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 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	98.99	97.60	96.18	97.67	100.00	98.84	[P] 96.00%	Performance has improved year-on-year and is in target.	+
Page 28	Average time taken (calendar days) to complete non-urgent repairs	L	5.40	6.21	6.36	5.97	6.16	6.06	[P] 9 days	Performance has weakened year-on-year and is in target.	-
G	% of responsive repairs for which an appointment was made and kept	H	94.50	95.54	95.53	97.29	97.71	97.56	[P] 90.00%	Performance has improved year-on-year and is in target.	+
R	% of emergency repairs completed on time	H	95.24	96.74	97.37	94.44	98.00	95.90	[P] 96.00%	Performance has improved year-on-year and is in target.	+
G	% of routine repairs completed on time	H	99.71	97.92	99.52	99.53	98.25	98.91	[P] 96.00%	Performance has weakened year-on-year and is in target.	-

Appendix 4 New Park Village by category		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q2 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	6.56	4.43	3.74	3.97	2.55	3.26	[P] 6.00%	Performance has improved year-on-year and is in target.	+
G	% of tenants evicted as a result of rent arrears	L	0.68	0.00	0.34	0.00	0.34	0.34	[A] 3.00%	Performance has improved year-on-year and is in target.	-
P	Arrears as % of rent roll	L	2.64	2.75	1.89	2.37	2.11	2.11	[A] 3%	Performance has improved year-on-year and is in target.	+
Voids and Allocations											
G	Void Loss as a % of rent roll	L	0.54	0.29	0.20	0.18	0.23	0.41	[A] 2.5%	Performance has improved year-on-year and is in target.	-
G	Average time to re-let housing	L	37.38	42.88	24.44	21.88	19.83	21.00	[P] 35 days	Performance has improved year-on-year and is in target.	+

**Appendix 4
New Park Village
by category**

		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 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%	Performance has been maintained year-on-year and is in target.	=
Page 30	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	Performance has been maintained year-on-year and is in target.	=
G	% of emergency repairs completed on time	H	97.00	97.00	98.00	98.00	98.00	98.00	[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	99.00	97.00	97.00	97.00	[P] 97.00%	Performance has weakened year-on-year and is in target.	=

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Appendix 5 Springfield Horseshoe by category		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q2 16/17 to date	Target Profile Or Annual	Comment	Trend Q-O-Q
Rents management											
R	% tenants with more than seven weeks (gross) rent arrears	L	4.40	4.26	5.00	5.47	5.20	5.34	5.00%	Performance has weakened year-on-year and is off target.	+
G	% of tenants evicted as a result of rent arrears	L	0.00	0.37	0.00	0.00	0.00	0.00	2.00%	Performance has been maintained year-on-year and is in target.	=
G	Arrears as % of rent roll	L	2.34	1.96	1.85	2.44	2.18	2.18	3.00%	Performance has improved year-on-year and is in target.	+
Voids and Allocations											
G	Void Loss as a % of rent roll	L	0.12	0.15	0.15	0.13	0.04	0.17	2.00%	Performance has improved year-on-year and is in target.	+
G	Average time to re-let housing	L	21.00	15.67	25.38	20.00	16.33	18.90	32 days	Performance has improved year-on-year and is in target.	+

Appendix 5 Springfield Horseshoe by category		Good is	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 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	98.00%	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	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	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	98.00%	Performance has been maintained year-on-year and is in target.	=

Cabinet (Performance Management) Panel

28 November 2016

Report title	Information Governance Performance Report – Quarter Two 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	Democratic Services	
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	15 December 2016 13 December 2016

Recommendation(s) for action or decision:

The Cabinet (Performance Management) Panel is recommended to:

1. Review and comment on the quarter two 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 two (July – September 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 two are contained in appendix A.

- 3.2 243 requests were received for Freedom of Information /Environmental Information which is six less than those received in quarter one. All requests were answered within the statutory timeframe of 20 days.
- 3.3 83 requests were received for Data Protection which is 29 less than the numbers received last quarter. Only one request went over the statutory 40 day timeframe. This was the result of the request not being received into the IG Team from West Midlands Pension Fund until after the deadline date had passed.
- 3.4 The number of information incidents reported for the quarter has reduced slightly – 11 incidents were reported which is eight less than the number reported in quarter one.
- 3.5 There were 143 new starters in quarter two; this is 36 more than the number who joined the council in quarter one. Out of this number, 88 completed the mandatory protecting information module which is an increase of 13 percent on the number of new starters who completed the training in the last quarter.

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/14112016/F]

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/14112016/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 Two - 2016/2017

Freedom of Information (FOI) requests received by Directorate Q2 2016/2017

FOIs by Directorate	July		August		September	
	Total	%	Total	%	Total	%
Corporate	26	100%	34	100%	24	100%
Education	6	100%	4	100%	3	100%
Housing	5	100%	0	100%	4	100%
People	19	100%	18	100%	25	100%
Place	25	100%	19	100%	26	100%
WMPF	0	100%	4	100%	1	100%
BC Transport	0		0		0	
WM Transport	0		0		0	
Overall	81	100%	79	100%	83	100%

Training Q2 2016/2017

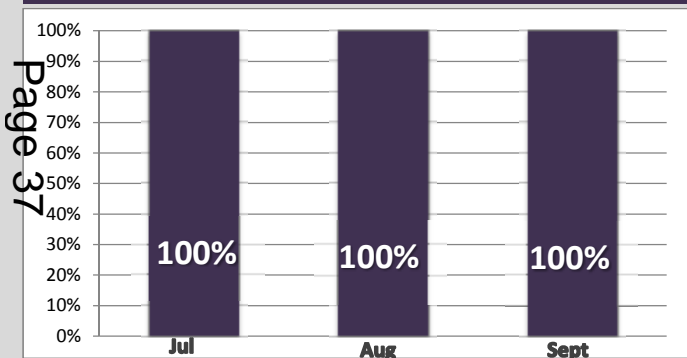
New Starters -143

88 - completed 62%
55 - not completed 38%

Data Protection (DP) requests received by Directorate Q2 - 2016/2017

DPs Directorate	July		August		September	
	Total	%	Total	%	Total	%
Corporate	12	100%	16	100%	12	100%
Education	0		1	100%	0	
Housing	2	100%	0		0	
People	3	100%	4	100%	4	100%
Place	5	100%	10	100%	12	100%
WMPF	0		1	0%	1	100%
BC Transport	0		0		0	
WM Transport	0		0		0	
Overall	22	100%	32	97%	29	100%

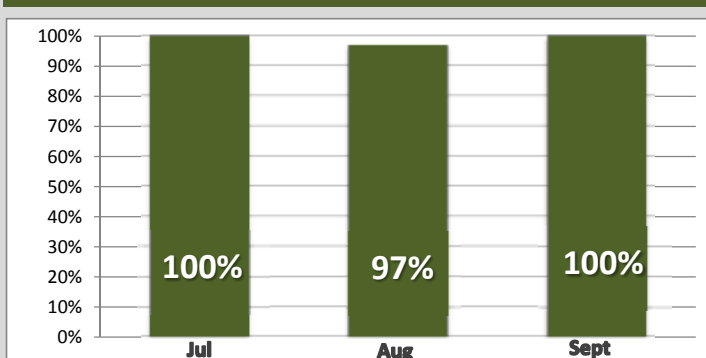
Freedom of Information (FOI) Response Rates Q2



Information Incidents Q2



Data Protection Request (DP) Response Rates Q2



Quarter 2
2016/17

100%

FOI Response Rate

cumulative
to date
2016/17

100%

Quarter 2
2016/17

99%

DP Response Rate

cumulative
to date
2016/17

99.5%

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Cabinet (Performance Management) Panel

28 November 2016

Report title	Performance Indicator WCPI063 (Percentage of employees who have a current appraisal)	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Milkinder Jaspal Governance	
Key decision	No	
In forward plan	No	
Wards affected	N/A	
Accountable director	Kevin O'Keefe, Governance	
Originating service	Human Resources	
Accountable employee(s)	Denise Pearce	Head of Human Resources
	Tel	01902 554515
	Email	Denise.Pearce@wolverhampton.gov.uk
Report to be/has been considered by	Strategic Executive Board	8 November 2016

Recommendation(s) for action or decision:

The Cabinet (Performance Management) Panel is recommended to:

1. Comment and feed back on the update.

Recommendations for noting:

The Cabinet (Performance Management) Panel is asked to note:

1. The proposed process for monitoring and improving appraisal completion percentages.

1.0 Purpose

- 1.1 The purpose of the paper is to provide an update following a report received by Cabinet (Performance Management) Panel on 13 June 2016 regarding performance indicator WCP1063 (percentage of our eligible workforce who have a current appraisal).

2.0 Background

- 2.1 Performance indicator WCPI063 measures the percentage of eligible employees who have been subject to an appraisal within the previous 12 months. This indicator is important because it provides reassurance that employees are receiving appraisals in line with the corporate policy. It is vital that employees receive appraisals so that they are clear about their objectives and what they need to deliver and how this fits in with the wider corporate priorities and the values of their work to the organisation.
- 2.2 Currently not included in the eligibility criteria for the indicator are employees:
- in Teaching positions
 - in casual/zero hours' posts
 - on long term sick leave (and for one month following return)
 - on Maternity leave (and for one month following return)
 - in their first 6 months of employment (the first appraisal should be undertaken upon completion of the probationary period)
- 2.3 The WCPI063 indicator is measured and recorded over the Financial Year. Performance is reported quarterly to Cabinet Performance Management Panel and a number of Scrutiny Panels when appropriate.
- 2.4 All line managers across the council are responsible for completing their individual employee appraisals and ensuring that they follow the current guidelines, processes and use the appropriate templates. They are also responsible for uploading and updating this information directly onto the council's system.
- 2.5 The system used to record appraisal activity and performance is Agresso. The performance management system used to extract data for the quarterly reporting is QlikView. Management and development of the Agresso system was the responsibility of the Hub, until 1 May 2016, when responsibility transferred to Finance. QlikView is currently being developed as part of the C3 Digital Transformation Programme and the Council's Transformation Team.
- 2.6 The performance against indicator WCPI063 at the end of 2015/16, Quarter 4 was 70.8% (73.4% previous year) of our eligible workforce who have a current appraisal. This is against an annual target of 100%. In order to provide the most up to date figures, as the figure changes on a daily basis, as the 12-month appraisal expiry date is arrived at, the data will be provided at the Cabinet (Performance Management) Panel on 28 November 2016.

2.7 The Managing Director is due an appraisal and this is booked in for February 2017 following the Corporate Peer Review in January 2017.

3.0 WCPI063 Reporting

3.1 Regular reporting will be set up for managers which highlight which of their employees have a current appraisal and which ones are overdue. This will replace the current ad-hoc reporting to managers. When this is set up, managers will be required to take responsibility for checking their reports and ensuring any highlighted issues are addressed. These reports will reflect data and information as recorded on Agresso. If the reports identify any issues with incorrect establishment lists, it will be responsibility of managers to raise this with the Hub and ensure that they are addressed directly in Agresso.

3.2 Service Directors will also receive regular reports, identifying the position by the different services within their area to enable them to proactively address any issues.

3.3 Following feedback from managers it became apparent that some managers were scheduling the next employee appraisal following the 12-month expiry date to be completed in the following month. This means that the 12-month compliancy target was unachievable. It has therefore been made clear to managers that appraisals must be completed on or before expiry of the current appraisal and not after.

3.4 Clarity will be provided regarding current policy and procedure and expectations regarding appraisal timescales and recording.

4.0 Financial implications

4.1 There are no financial implications arising from the recommendations in this report.
[GE/17112016/R]

5.0 Legal implications

5.1 There are no legal implications arising from this report.
[TS/17112016/P]

6.0 Equalities implications

6.1 There are no equalities implications arising from this report.

7.0 Environmental implications

7.1 There are no environmental implications arising from this report.

8.0 Human resources implications

8.1 There are no proposals to change employees' terms and conditions. Non-compliance by managers who do not undertake their employee appraisals may result in disciplinary

action as per their accountability letter. Employees may feel aggrieved or discriminated against for not having an appraisal and they can raise this through the organisation's grievance procedure.

9.0 Corporate landlord implications

9.1 There are no Corporate Landlord implications arising from this report.