

# Cabinet (Performance Management) Panel

17 December 2018

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

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

## Membership

**Chair** Cllr Val Gibson (Lab)

### Labour

Cllr Peter Bilson  
Cllr Steve Evans  
Cllr Roger Lawrence  
Cllr Hazel Malcolm  
Cllr Louise Miles  
Cllr Lynne Moran  
Cllr John Reynolds  
Cllr Sandra Samuels OBE  
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 Services team:

**Contact** Dereck Francis  
**Tel/Email** Tel: 01902 555835 or [dereck.francis@wolverhampton.gov.uk](mailto:dereck.francis@wolverhampton.gov.uk)  
**Address** Democratic Services, Civic Centre, 1st floor, St Peter's Square,  
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 - 17 September 2018** (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, July to September 2018** (Pages 7 - 42)  
[To review and comment on the performance and key areas for improvement]
- 6            **Information Governance Quarter Two Performance and General Data Protection Regulation (GDPR) Update Report** (Pages 43 - 50)  
[To review and comment on the Information Governance quarter two performance and GDPR update]
- 7            **Quarter Two Corporate Top-25 indicators (1 July - 30 September 2018) and WV Insight Progress Update** (Pages 51 - 54)  
[To receive an update on performance against the Council's top 25 corporate indicators in quarter two (July to September 2018) and on the implementation of WV Insight and planned developments]

<b>CITY OF WOLVERHAMPTON COUNCIL</b>	<b>Meeting of the Cabinet (Performance Management) Panel Minutes - 17 September 2018</b>
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## Attendance

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

Cllr Val Gibson (Chair)  
Cllr Peter Bilson  
Cllr Lynne Moran  
Cllr Sandra Samuels OBE

### Employees

Shaun Aldis	Chief Executive Wolverhampton Homes
Laura Collings	Project Manager
Ian Fegan	Head of Communications
Dereck Francis	Democratic Services Officer
Kate Martin	Service Director - City Housing
Kevin O'Keefe	Director of Governance
Martyn Sargeant	Head of Public Service Reform
Mila Simpson	Section Leader - Housing Strategy and Development
Geoff Simpson	Business Intelligence Manager
Mark Taylor	Strategic Director - People
Anna Zollino-Biscotti	Information Governance Manager

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

*Item No. Title*

- 1 **Apologies for absence**  
Apologies for absence were submitted on behalf of Councillors Steve Evans, Roger Lawrence, Louise Miles, John Reynolds and Paul Sweet.
- 2 **Declarations of interests**  
There were no declarations of interests.
- 3 **Minutes of the previous meeting - 25 June 2018**  
Resolved:  
That the minutes of the previous meeting held on 25 June 2018 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 that were not otherwise included on the agenda for the meeting.

5 **Housing Managing Agents Performance Monitoring Report – Quarter One April 2018 to June 2018.**

Mila Simpson, Service Lead, Housing Strategy presented the report on an evaluation of the performance of Wolverhampton Homes (WH) and the Tenant Management Organisations (TMOs) in managing and maintaining council house dwellings during quarter one of 2018/2019 (April to June 2018) together with a comparison for the same quarter during 2017/2018.

Members of the Panel paid tribute to the work of the team in the revised presentation of the user-friendly monitoring report.

Councillor Peter Bilson referred to the audit of the Managing Agents systems that had commenced and would continue during 2018/2019. The reports from the audit reviews would provide valuable information on areas of focus to improve service delivery. Councillor Peter Bilson also reported that the evaluation report showed that performance of Wolverhampton Homes and the TMOs was generally healthy and there was a positive outlook.

Referring to the rent collection arrears indicator, Councillor Lynne Moran asked about the shape of the number for tenants falling into rent arrears as a result of Universal Credit. Shaun Aldis, Chief Executive Wolverhampton Homes informed the Panel that they still faced significant challenge across the city and he felt that arrears would rise. He had asked his team to look at the trajectory within the city of tenants who were in arrears before they went on to Universal Credit. His team would use innovation and nudge techniques to recover the arrears. Whilst the monitoring information was for the first quarter, the Service was on top of rent arrears and the impact of the roll out of Universal Credit. He informed the Panel that there had always been a correlation between rent arrears and evictions. When rent arrears were high evictions were also high. The current position was that evictions were relatively low but rent arrears were increasing. Extra resources had been put into the front of house service to give tenants support in this area. He also reported that an issue the Service had was it did not know when someone goes on to Universal Credit

The Chair asked whether the Council was aware of when people went onto Universal Credit. The Strategic Director for People reported that information was available within the Revenue and Benefits Team. The Chair suggested that the Council look into communicating that information to Wolverhampton Homes as soon as possible without breaching any data protection rules.

Councillor Peter Bilson added that it was not just people on housing benefits who are affected by Universal Credit and that the process of Universal Credit was wrong.

Councillor Lynne Moran also asked for further details regarding Wolverhampton Homes performance against the customer care indicator and issues not being resolved to customers satisfaction. The Chief Executive, WH acknowledged that performance on the percentage of customers answered within 80 seconds was off target. Action was being taken to improve performance. The Service was also trying to move its clients to using digital contact services. He undertook to provide information regarding the current recorded levels of customer satisfaction on the service.

Resolved:

That the performance of the housing management agents for quarter one 2018-2019 be noted.

6 **Information Governance Quarter One Performance and General Data Protection Regulation (GDPR) Update Report**

Anna Zollino-Biscotti, Information Governance Manager and Data Protection Officer presented the quarterly update report on the General Data Protection Regulation and on a review of quarter one (April to June 2018) performance for information governance.

The Chair said it was good to see that the Council's performance in responding to FOI/EIR requests and Data Protection SAR requests remained strong.

Councillor Sandra Samuels OBE asked whether there was a further breakdown for FOI requests within adult services. The Information Governance Manager reported that more detailed information was available.

Councillor Peter Bilson noted an increase in FOI requests and queried the reason for the rise. He commented that it would be interesting to find out whether the increased requests were from regular enquirers. Kevin O'Keefe, Director of Governance reported that the enquirers tended to disguise themselves but the Express and Star were open with their FOI requests.

The Chair added once WV Insight goes live and information is readily available to the public, it would be interesting to see whether the number of FOI requests reduces. She suggested that some analysis of this point take place in the future. The Information Governance Manager confirmed that the Council was looking to do more on data analysis of FOI requests and being more proactive in the information it makes available to the public.

Resolved:

1. That the quarterly progress update on the General Data Protection Regulation be noted.
2. That the review the quarter one performance for Information Governance be noted.

7 **WV Insight Open Data Platform - Next Steps**

Laura Collins, Business Development Manager, Corporate presented the report which provided an update on the completion of the WV Insight portal and successful internal launch of the site to councillors and officers; the proposed date for the external launch of the sites to the public, businesses, community and voluntary organisations, and the forward plan for development activity for the site to build on existing site functionality.

The Chair reported that WV Insight was developing well and would be a fantastic tool for councillors and the public. She congratulated the team on their work in developing the system.

Resolved:

1. That the successful internal launch of the WV Insight portal and proposed external launch date for the site of the 24 September 2018 be noted.

2. That it be noted that an outline proposal for the phase two development of WV Insight and a fully scoped proposal would be submitted to a future meeting of Cabinet (Performance Management) Panel.

8 **Draft Council Insight and Performance Strategy and Quarter One Corporate Top-25 indicators (1 April - 30 June 2018)**

Ian Fagan, Head of Service, Communications presented the report on the development of a new City of Wolverhampton Council Insight and Performance Strategy and on performance against the Council's top 25 performance indicators in quarter one (April to June 2018). He particularly drew to the Panel's attention the two of the 25 indicators where improvement was required and the action taking place to improve performance.

The Chair asked that the link to the Council's top 25 performance indicators be forwarded to the Panel.

Resolved:

1. That progress, as part of the C3 transformation programme, on the development of a new Insight and Performance Strategy which aims to support the Council's ongoing transformation be noted.
2. That the Council's performance against its top 25 performance indicators in quarter one (April to June 2018) of the 2018/2019 financial year be noted.

<b>CITY OF WOLVERHAMPTON COUNCIL</b>	<b>Cabinet (Performance Management) Panel</b> 17 December 2018
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<b>Report title</b>	Housing Managing Agents Performance Monitoring Report – Quarter Two July 2018 to September 2018	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Peter Bilson City Assets and Housing	
<b>Corporate Plan priority</b>	Place - Stronger Economy	
<b>Key decision</b>	No	
<b>In forward plan</b>	Yes	
<b>Wards affected</b>	(All Wards);	
<b>Accountable Director</b>	Kate Martin, Service Director, City Housing	
<b>Originating service</b>	Housing	
<b>Accountable employee</b>	Melissa Green	Housing Strategy and Development Support Officer, Section Leader - Housing Strategy and Development
	Tel	01902 554758
	Email	Melissa.green3@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	Housing Directorate Leadership Team	11 December 2018

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**Recommendation for decision:**

The Cabinet (Performance Management) Panel is recommended to:

1. Review and comment on the performance of the housing management agents for quarter two 2018-2019 and any areas for improvement

## **1.0 Purpose**

- 1.1 The primary purpose of this report is to provide an evaluation of the performance of Wolverhampton Homes and the Tenant Management Organisations (TMOs) in managing and maintaining council owned dwellings during the 2018-2019 financial year.

## **2.0 Background**

- 2.1 This report assists in clarifying and highlighting areas of performance; where performance data suggests that intervention or revised working may be required or has been undertaken.
- 2.2 This report illustrates performance from quarter two 2017-2018 to quarter two 2018-2019 inclusively to allow comparison over the year.
- 2.3 The performance for each of the managing agents is grouped under three headings:
- a) Rents management
  - b) Repairs management
  - c) Voids and allocations
- 2.4 Wolverhampton Homes additionally reports on Business Planning, satisfaction with the handling and outcome of the Anti-Social Behaviour (ASB) process, Customer Care and Estate Services.
- 2.5 Tables indicate both the direction in which performance needs to move for improvement, and performance trends between the current and the previous quarter.
- 2.6 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



## **Governance**

- 2.7 The Housing Strategy Team continues to monitor the governance of the housing management organisations.
- 2.8 The Service Lead - Housing Strategy is invited to attend Wolverhampton Homes' board meetings as an observer. Wolverhampton Homes' board, committee and other minutes and papers are available on request to council employees.
- 2.9 The TMOs provide agendas, minutes and other documents from their regular meetings. Housing Services employees have observed TMO board and committee meetings where resources have permitted.
- 2.10 An annual review of the TMOs is conducted and this includes a review of governance, which started March 2018.

## **3.0 Evaluation of alternative options**

- 3.1 As this is a monitoring report, there are no alternative options to evaluate.

## **4.0 Reasons for decision**

- 4.1 To maintain oversight of Wolverhampton Homes and the Management of the Council's housing stock in accordance with the management agreements.

## **5.0 Financial implications**

- 5.1 The performance of the managing agents, and in particular Wolverhampton Homes in relation to rent collection and the reletting of void properties, impacts on the Council's Housing Revenue Account (HRA) 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.
- 5.2 All managing agents are seeing an increase in rent arrears which could result in an increase to the HRA bad debt provision should this continue. The increase in arrears is attributed to the number of tenants moving on to Universal Credit. The position will be closely monitored.  
[JM/28112018/C]

## **6.0 Legal implications**

- 6.1 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.  
[TS/30112018/Q]

## **7.0 Equalities implications**

7.1 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.

## **8.0 Environmental implications**

9.1 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.

## **9.0 Human resources implications**

9.2 This report has no human resources implications.

## **10.0 Corporate Landlord implications**

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

## **11.0 Health and Wellbeing implications**

11.1 Safe and well maintained homes positively contribute to the health and well being of the City's residents. The managing agents are maintaining properties in line with their management agreement responsibilities. This performance is monitored and currently shows no cause for concern.

## **12.0 Schedule of background papers**

12.1 None

## **13.0 Appendices**

13.1 Appendix 1: Housing Managing Agents Performance Monitoring Report, Quarter Two July to September 2018

## Housing Managing Agents Performance Monitoring Report Quarter Two – July 2018 to September 2018

This Housing Management performance report covers Quarter **Two** of the financial year **2018-2019**. It uses the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance.

### Trend

	Performance is out target and: (i) was marked as amber in the previous quarter, or marked as red, (ii) gives clear cause for concern.
	Performance is: (i) off target this quarter and was marked as Green previously, or (ii) in target this quarter and marked as red in the previous quarter.
	Performance is in target and: (i) was in target the previous quarter, or (ii) was marked as Amber in the previous quarter.

### Performance indicators and stock management

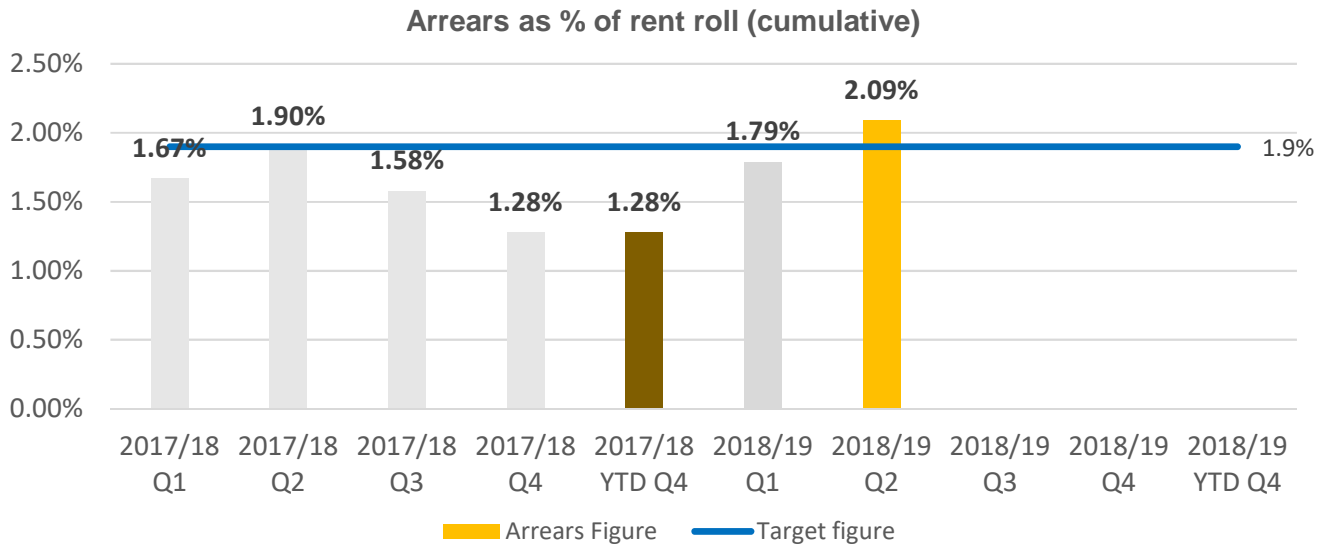
Managing Agent	Stock profile	Number of measured indicators	Performance targets snapshot		
			Below required targets	Within an acceptable tolerance	Meeting Targets
Wolverhampton Homes	20,106	22	2	9	11*
Bushbury EMB	824	8	1	3	4
Dovecotes TMO	802	10	1	2	7
New Park Village TMO	295	9	1	0	8
Springfield Horseshoe TMO	259	9	2	0	7

\* Two of the targets for Wolverhampton Homes do not yet have any comparative data. This will be included once the information is available.

Below is the quarter two performance information for Wolverhampton Homes during 2018-2019. Generally Wolverhampton Homes has performed well with only **two** indicators being outside of target, **nine** being within acceptable tolerance levels and **eleven** within target.

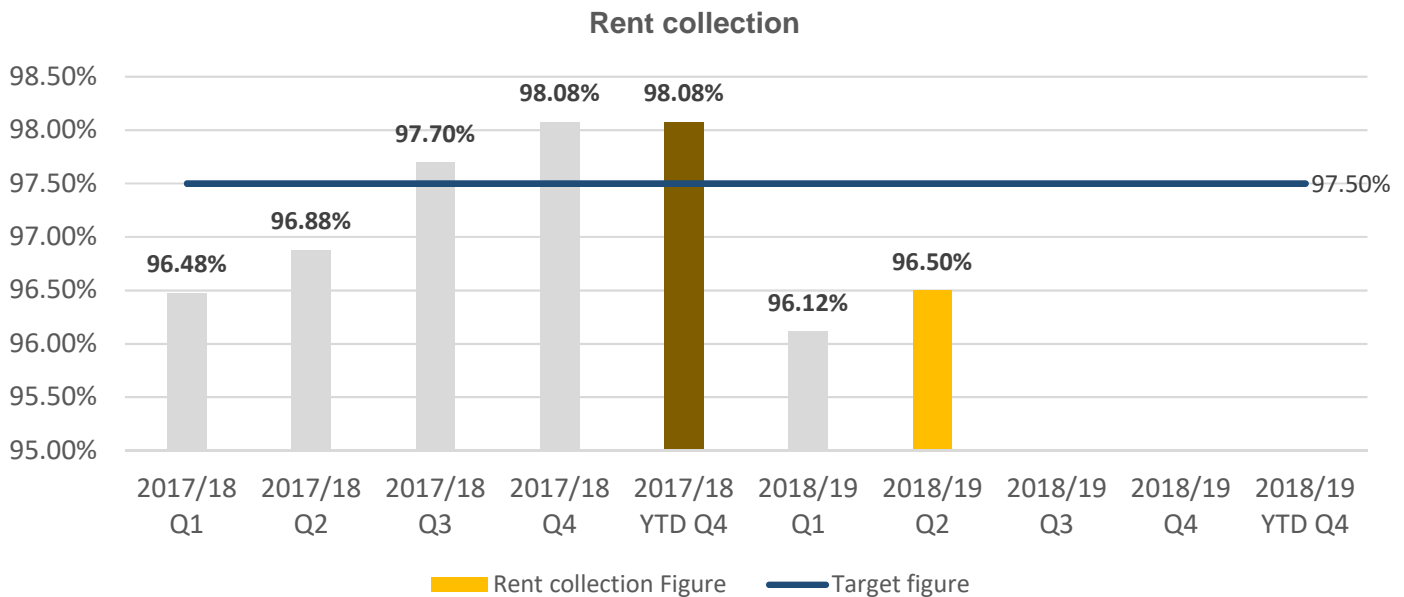
## Wolverhampton Homes – Rent Management

### Arrears as a percentage of the rent roll



- Wolverhampton Homes performance has decreased since quarter one and for the first time since quarter one, 2017-2018, arrears are out of target but with the acceptable tolerance level. The rollout of Universal Credit is having an impact, which is being discussed at the Universal Credit partnership group where the Department of Works and Pensions is represented.

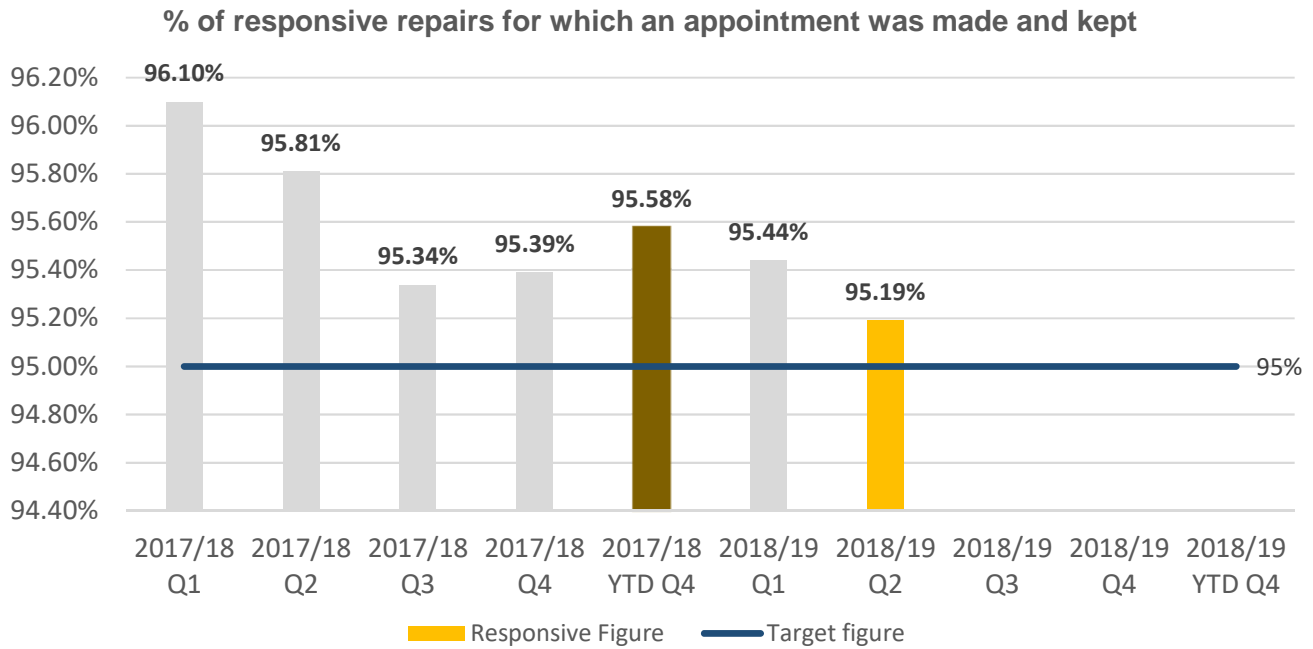
### Rent collection (arrears indicator)



- Whilst rent collection has improved since quarter one, performance remains below target but is within the acceptable tolerance level. This trend follows the same pattern as quarter one and two in 2017-2018, however Universal Credits is considerable concern with customers falling into arrears.

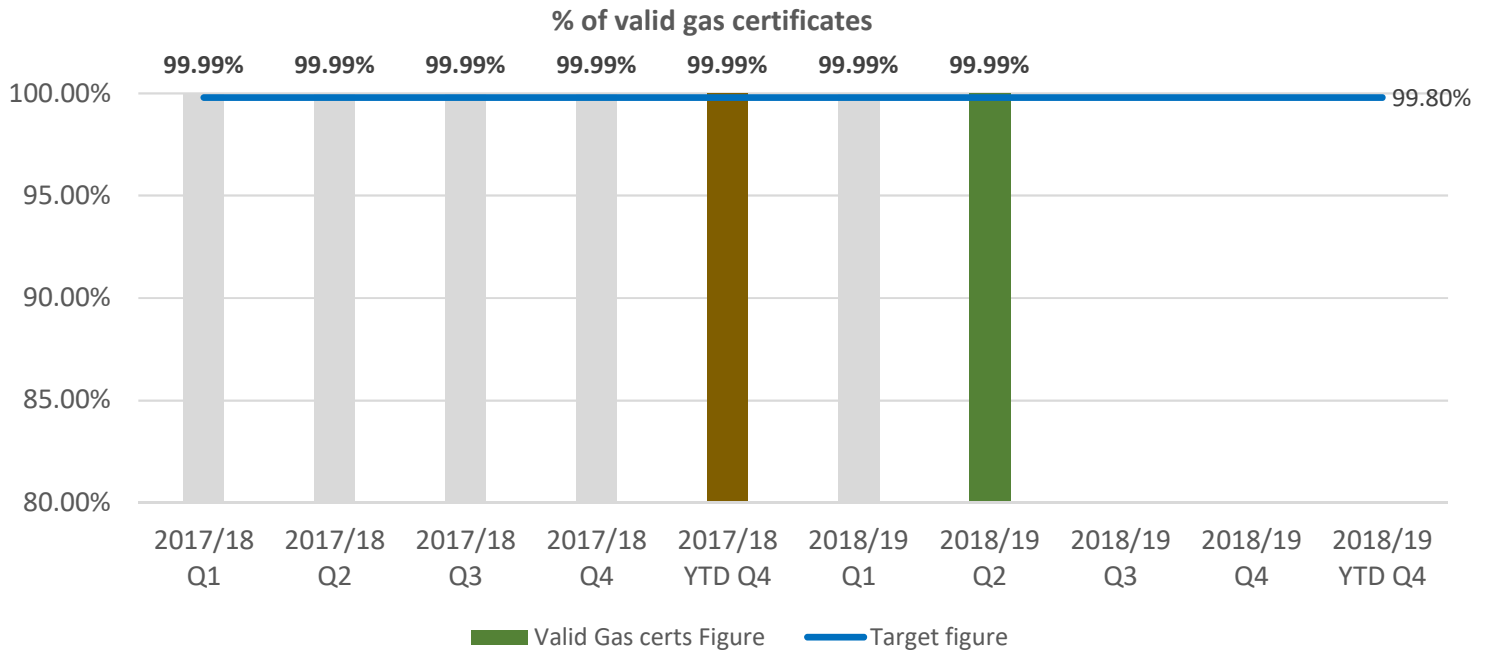
## Wolverhampton Homes – Repairs Management

### Responsive Repairs



- The percentage of responsive repairs for which an appointment was made and kept has fallen slightly when compared to quarter one and is 1% below where it had been at quarter one 2017-2018. Performance remains above the required target level of 95%.

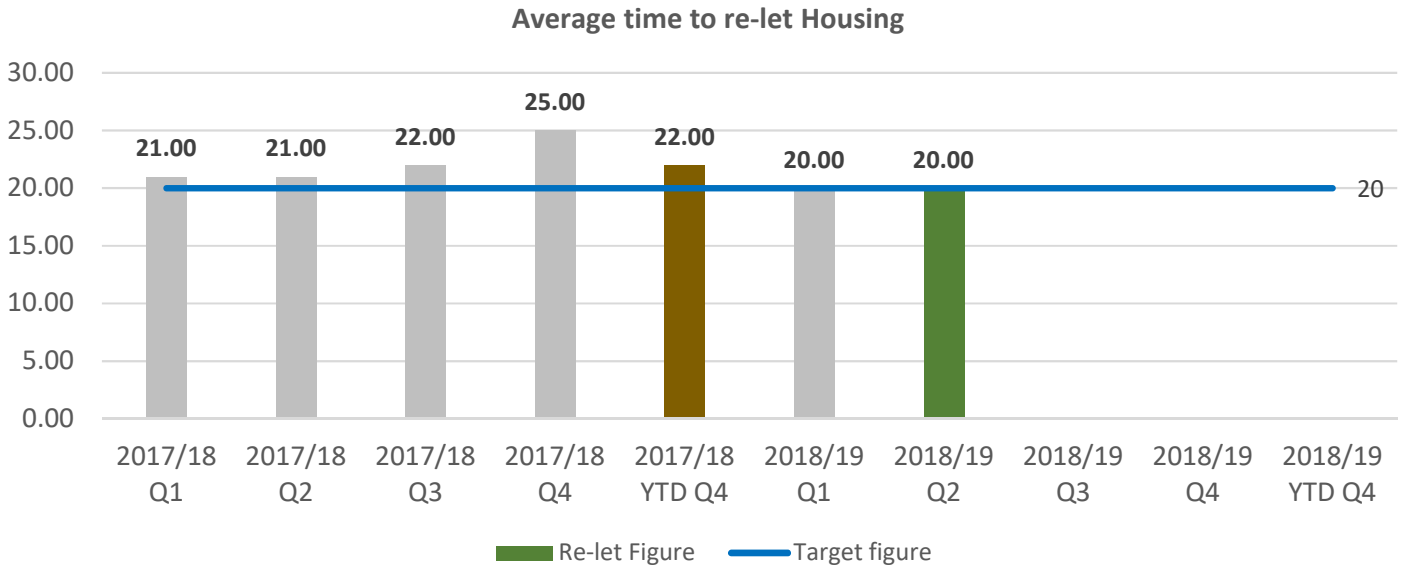
### Gas Certificates



- Wolverhampton Homes continues to maintain high performance with regards to the percentage of valid gas certificates at 99.99%.

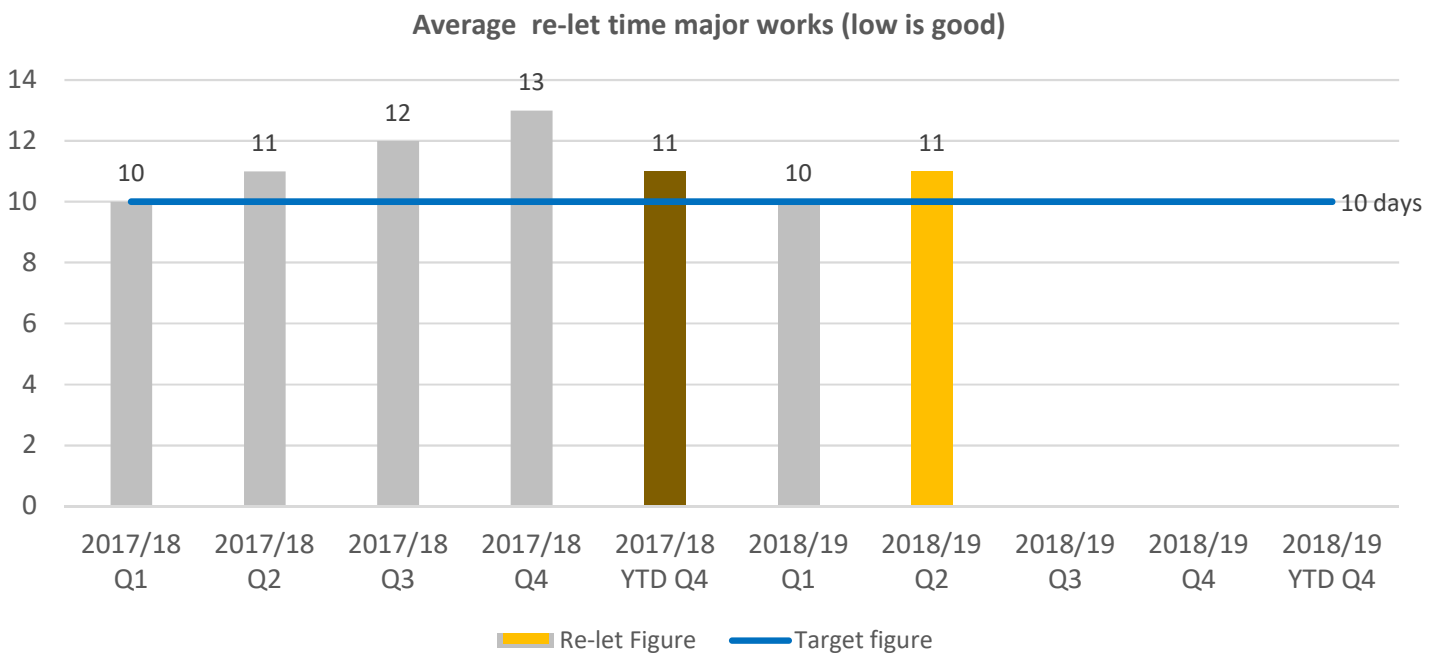
## Wolverhampton Homes – Voids and re-lets

### Average time to re-let











- Average time to re-let housing remains on target for quarter two, and marks a continuing improvement when compared to all quarters during 2017-2018.

### Average time to re-let – Major Works




- Performance when compared to quarter one of the same year the performance has declined, bringing major re-let works above the ten day target. This is the same as quarter two, 2017-2018 performance.

## Other Performance Indicators – Wolverhampton Homes Only


Anti-social behaviour				
AB 1	% satisfied with the way their ASB complaint was dealt with		97.01% (Target 97%)	Performance is good just above the required target level of 97%.
Business Planning				
BP 1	Average days lost through illness		7.62% (Target 6.5%)	Overall a decline in performance as long-term sickness for the organisation has improved but short term sickness has increased. From September 2018, Wolverhampton Homes staff have been offered free flu vaccinations. Cases continue to be monitored according to the sickness procedures.
Customer care				
CC 1	Homes Direct - % of customers answered within 80 seconds		65% (Target 55%)	Performance overall has been good, with four of the five indicators being within target.
CC 1b	Homes Direct - % of calls Abandoned		6.4% (Target 15%)	
CC 2	Complaints responded to in target timescales - %		87.88% (Target 92%)	
CC 3	Councillor enquiries responded to in 14 days		93.60% (Target 92%)	CC2 Decline in performance from the quarter one, however it is within the tolerance level of 87%.
CC 1a	% of calls answered		93.6% (Target 85%)	Good performance overall above the required target of 85%.
Estate Inspections				
EM1	% of Estate inspections achieving Good or Excellent rating		89.83% (Target 96%)	Performance when compared to previous quarter has fallen. It is however within an acceptable tolerance level.

## Other Performance Indicators – Wolverhampton Homes Only




## Voids and allocations

VA 3	% rent lost through empty property		0.92% (Target 0.90%)	Slight dip in performance due to the impact of major works, but is within the tolerance level of 1%.
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## Repairs

RP 12	% total response repairs completed within target		96.73% (Target 98%)	Performance has improved since previous quarter one.
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## Neighbourhood and Housing Management services

RM 3	% of tenants evicted for Rent Arrears (WH Homes only)		10 (Target N/A)	For information only, number of evictions taking place during quarter two.
NS 1	% of telecare calls answered within 60 seconds		97.69% (Target 97.5%)	NS1 performance has improved slightly when compared against quarter one.
NS 3	% of out of hours calls answered		No data	NS3 is an inherited service, currently due to existing systems not being fit for purpose there is no comparative data. However, it is expected a new system is should be implemented by the end of Q3.

## Estate Services / Health and Safety

ES7	% of fire safety inspections completed on low rise & medium rise blocks (concierge)		100% (Target 100%)	Fire inspections on blocks of flats are 100% completed.
ES1 1	% fire safety inspections completed on high rise blocks (concierge)		100% (Target 100%)	Management of Fire Risk Assessments fell slightly below target for quarter two to 99.89%. This was due to the paperwork of a risk assessment for one block not being filed in time, although the risk assessment was completed within timescale and Wolverhampton Homes still continue to meet their Health and Safety responsibilities.
HS2	Management of Fire Risk Assessments		99.89% (Target 100%)	

## Stock Investment

SI01	% progress (by Value) with the delivery of capital projects		42.22% (Target 95%)	Performance for this indicator has fallen as the Capital Works programme for Ellerton Walk has halted. The Council and Wolverhampton Homes have undertaken consultations with tenants and Board Members at New Park Village TMC to start to work through options.
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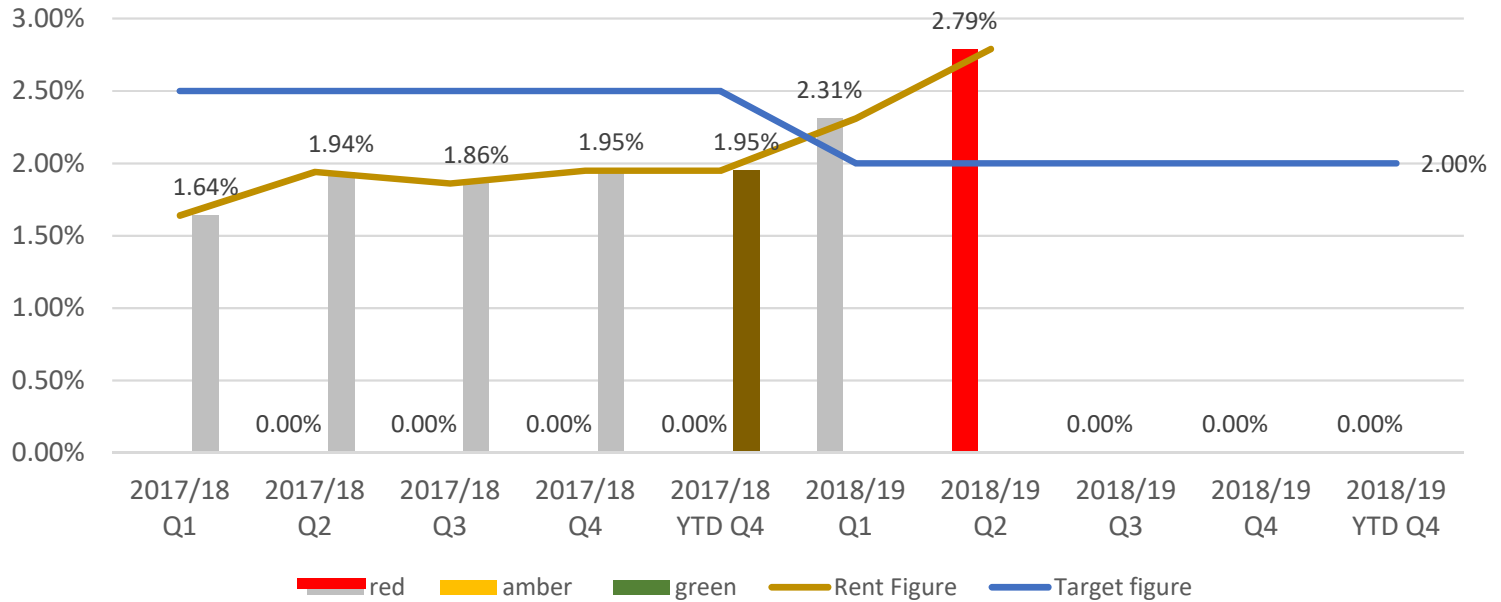


## Bushbury Hill Estate Management Board

Below is the quarter two performance information for Bushbury Hill Estate Management Board (EMB), for 2018-2019. Bushbury Hill EMB have an excellent performance track record however for quarter two, **two** indicators are outside of target, **two** are out of target but within an acceptable tolerance level and **four** within target.

### Arrears

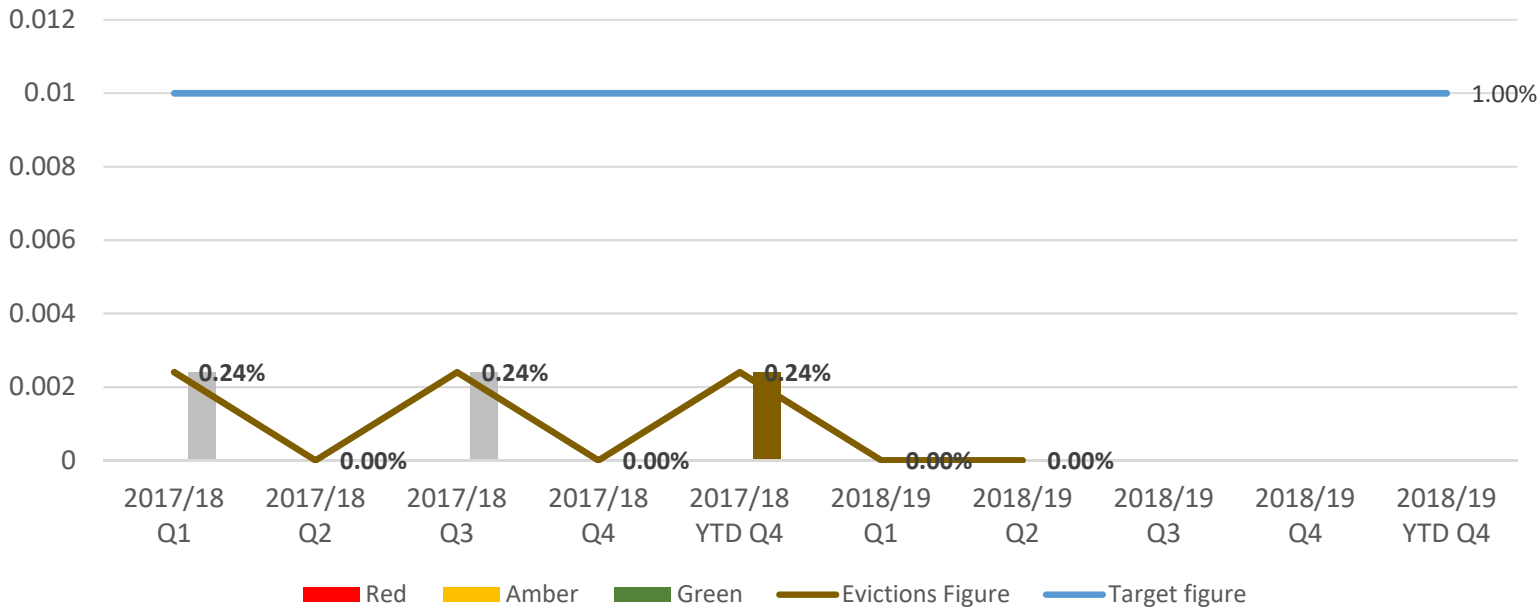
Tenants with more than seven weeks gross rent arrears (quarter figure)



- Rents Management performance has moved further out of target since quarter one; the main reason cited as the impact of the full roll out of Universal Credit. Bushbury Hill EMB continue to work to supporting tenants with the changes to sustain tenancy as well as work to maximise income collection.

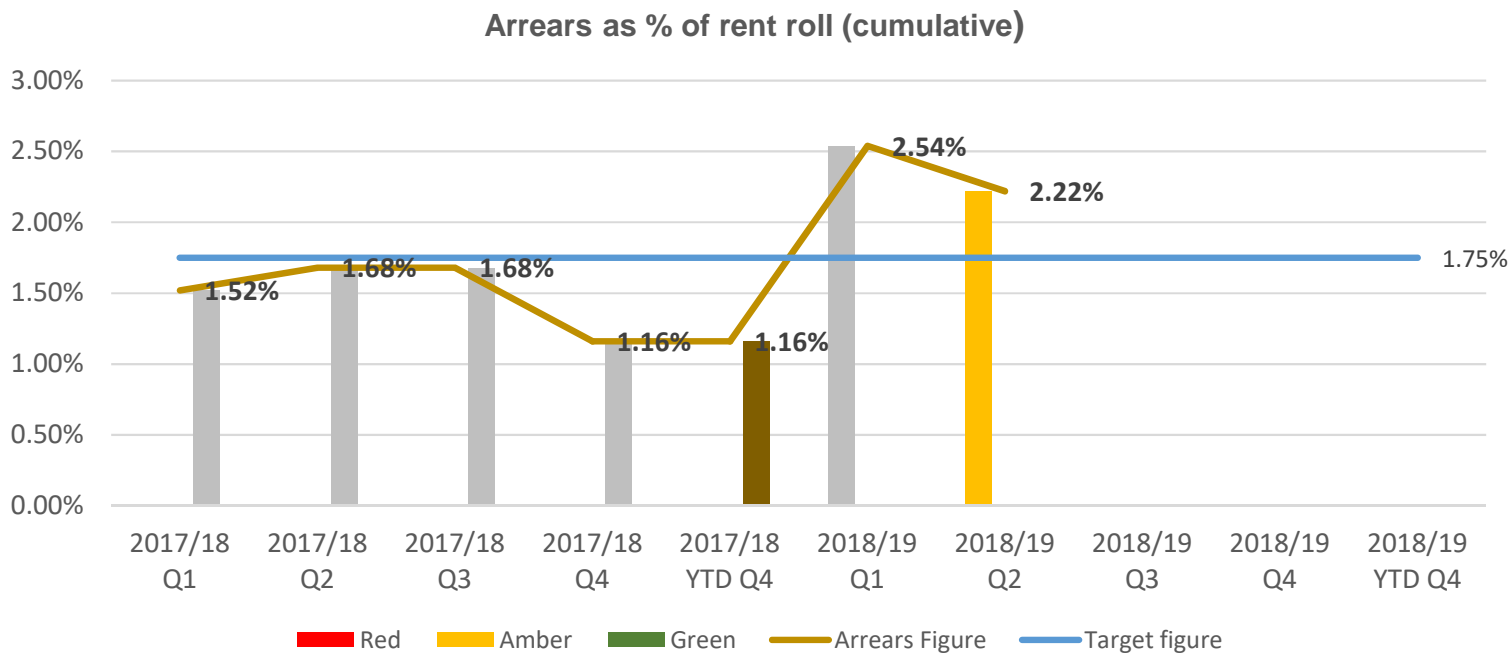
### Evictions

% of tenants evicted as a result of rent arrears



- Overall evictions has remained below the target of 1%. Overall Bushbury Hill EMB has done well in ensuring tenants maintain their tenancies.

### Arrears as a percentage of the rent roll

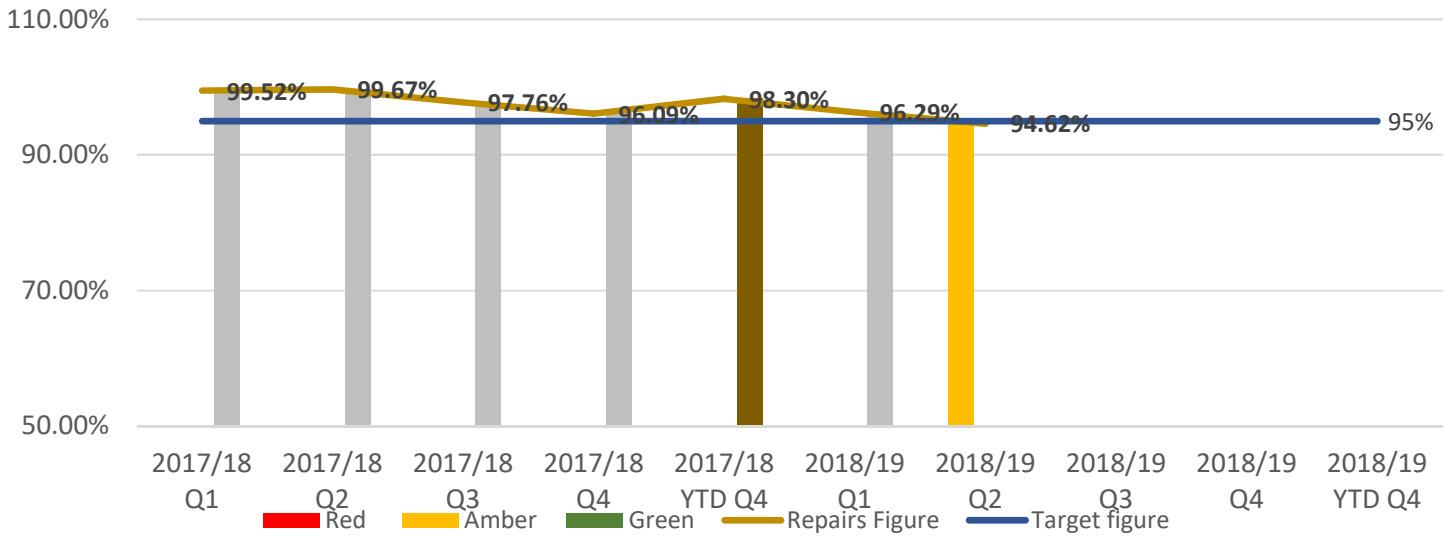


- Whilst arrears as a percentage of the rent roll remained below the required target during 2017/18, the percentage doubled by quarter one going out of target. Performance has improved slightly for quarter two demonstrating Bushbury Hill EMB are working hard to address this and mitigate against the impact of Universal Credit rollout however it remains out of target.
- It is evident that the full roll out of Universal Credit in Wolverhampton is having an impact on income collection and rent arrears.
- The EMB will continue to support tenants through this change and Housing Strategy are liaising with Bushbury Hill EMB to determine what further action need to take place to ensure this reduces.

## Bushbury Hill EMB – Repairs Management

### Repairs within time

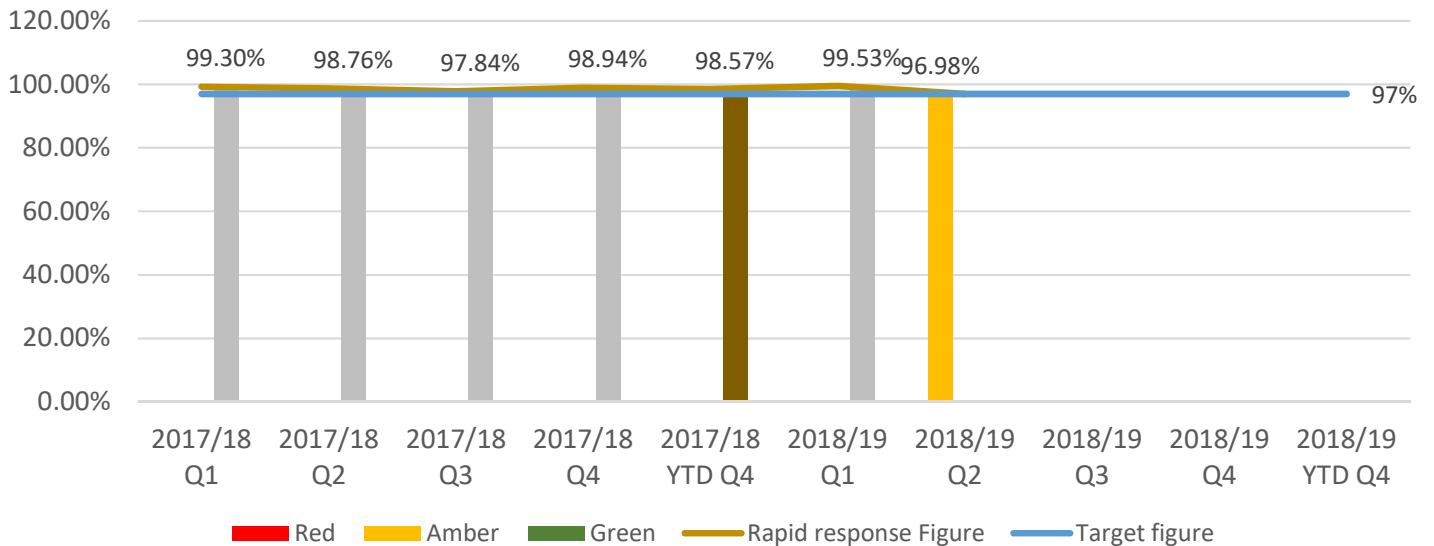
% Repairs attended within time (WHT & WH)



- Performance for repairs attended within time has fallen just short of target for quarter two, 2018-2019 despite being above target for the preceding five quarters and falling 5% since the same quarter in the previous year.
- Despite this slight fall in performance Bushbury Hill EMB still remain within the acceptable tolerance level.

### Rapid response repairs

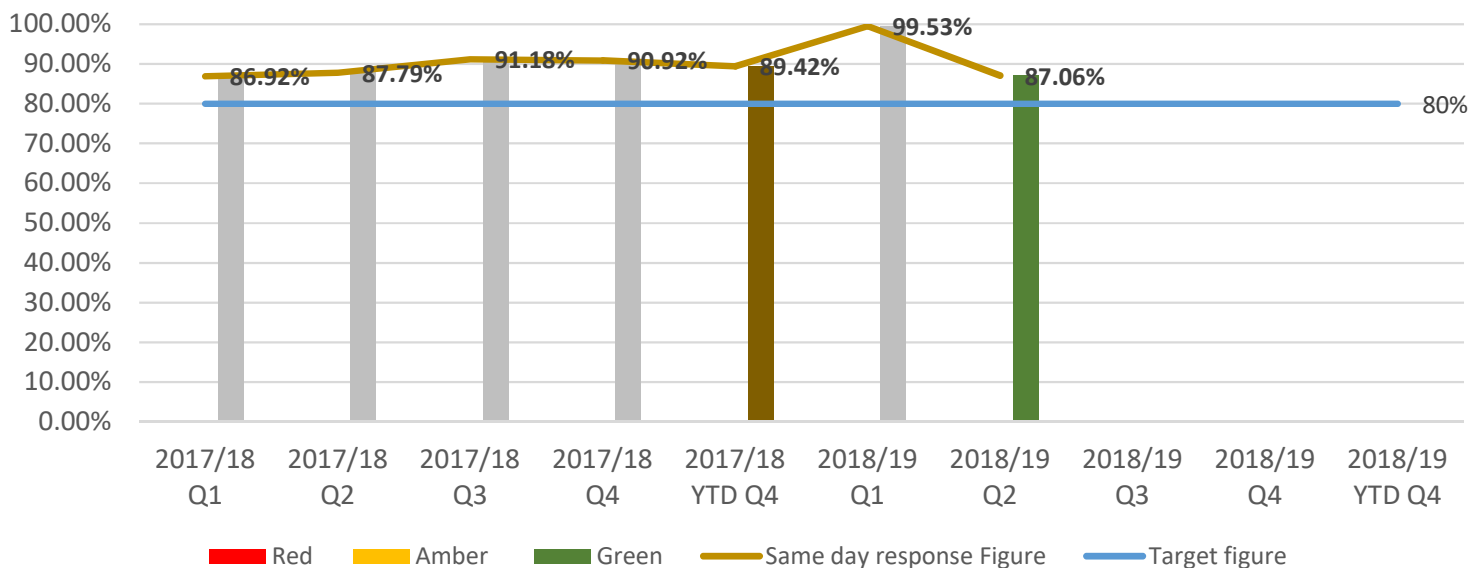
% Rapid Response Repairs attended same day (WHT only)



- Overall rapid response performance has been on or above target 2018-2019, indicating the EMB is ensuring a good service to tenants. Quarter two, 2018-2019 does represent a slight decline in performance since the previous quarter and when compared to the same quarter of 2017- 2018. Housing Strategy will continue to monitor this performance, to ensure it does not fall below target. Page 19

### Same day repairs

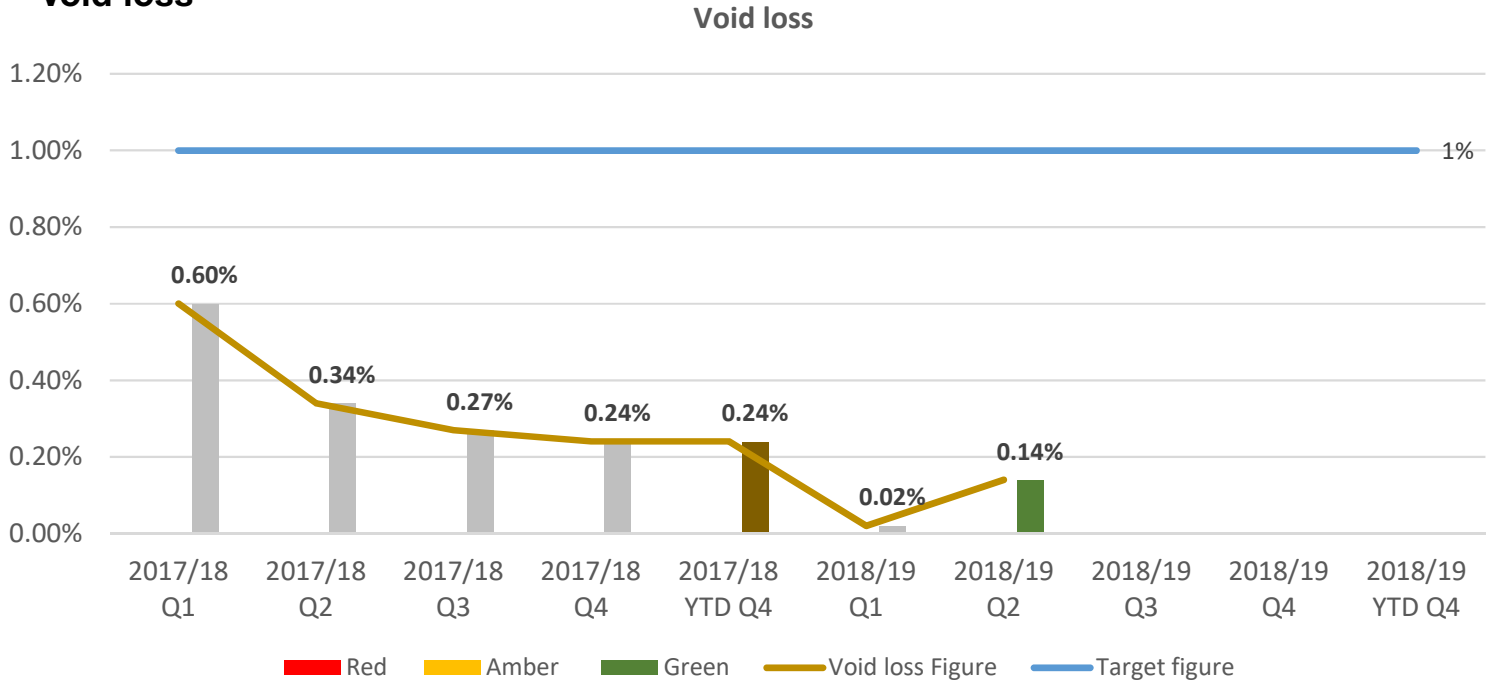
% Rapid Response completed same day (WHT only)



- Overall the same day response performance has been above target during 2018-2019, indicating an ongoing good service for tenants.
- Comparing quarter two against quarter one of the same year and against the same quarter of the previous year, there has been a slight decline in performance. This will continue to be monitored by Housing Strategy.

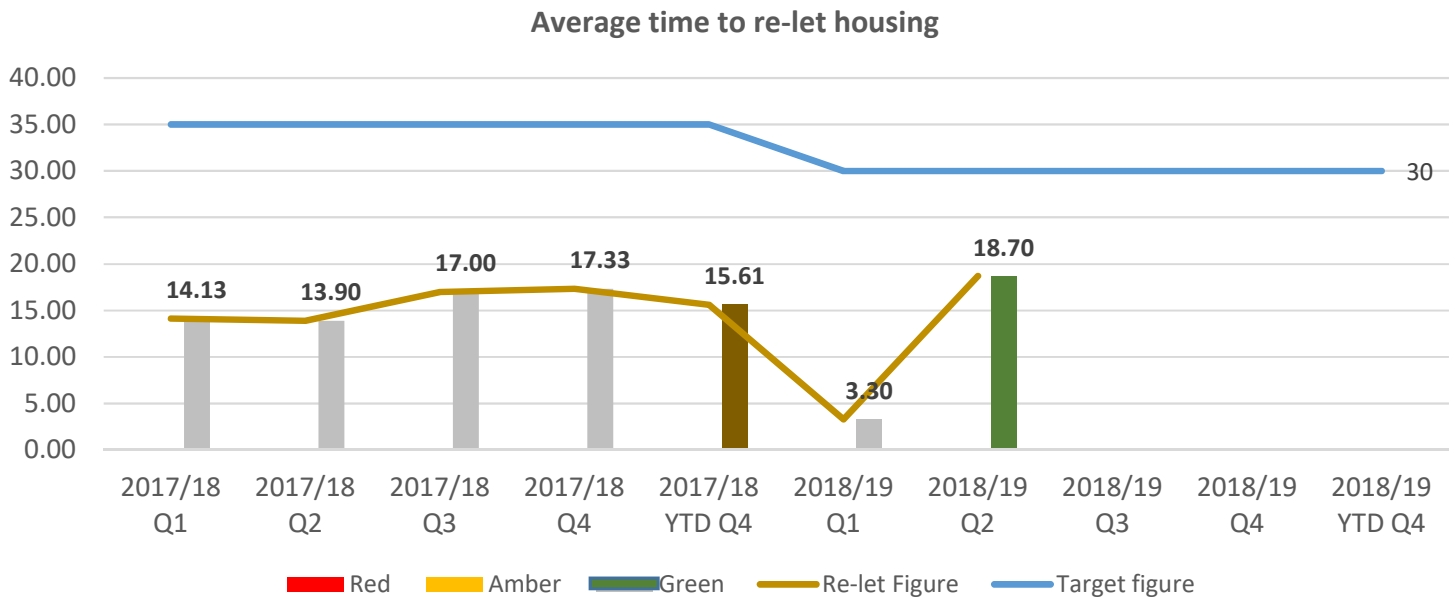
## Bushbury Hill EMB – Voids and Re-lets

### Void loss



- Overall void loss has remained below the required target of 1%, with improved performance when compared to the same quarter in 2017-2018.

### Re-lets



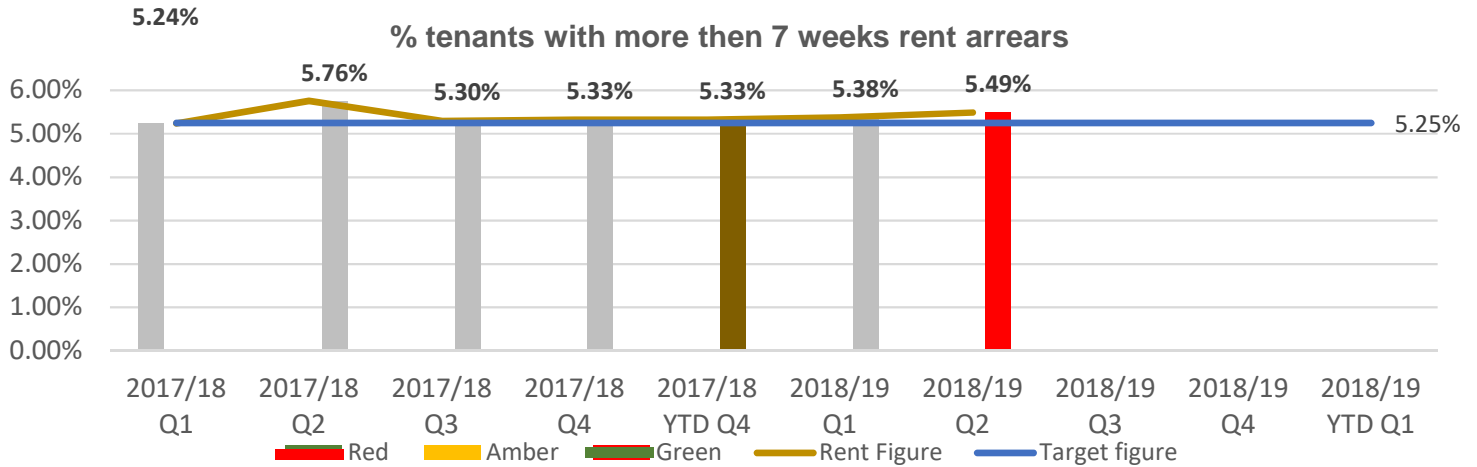
- Bushbury Hill EMB continue to demonstrate good performance for 2018-2019 quarter two, with properties re-let well within timescale.
- The target was reduced at the beginning of 2018 and they continue to remain below the new target of 30 days. This will continue to be monitored during 2018-2019 with a view to reducing this further.

## Dovecotes Tenant Management Organisation

Below is the quarter two performance information for Dovecotes Tenant Management Organisation (TMO), during 2018-2019. Dovecotes TMO has performed well with only **one** being outside of target and **nine** of their indicators within target.

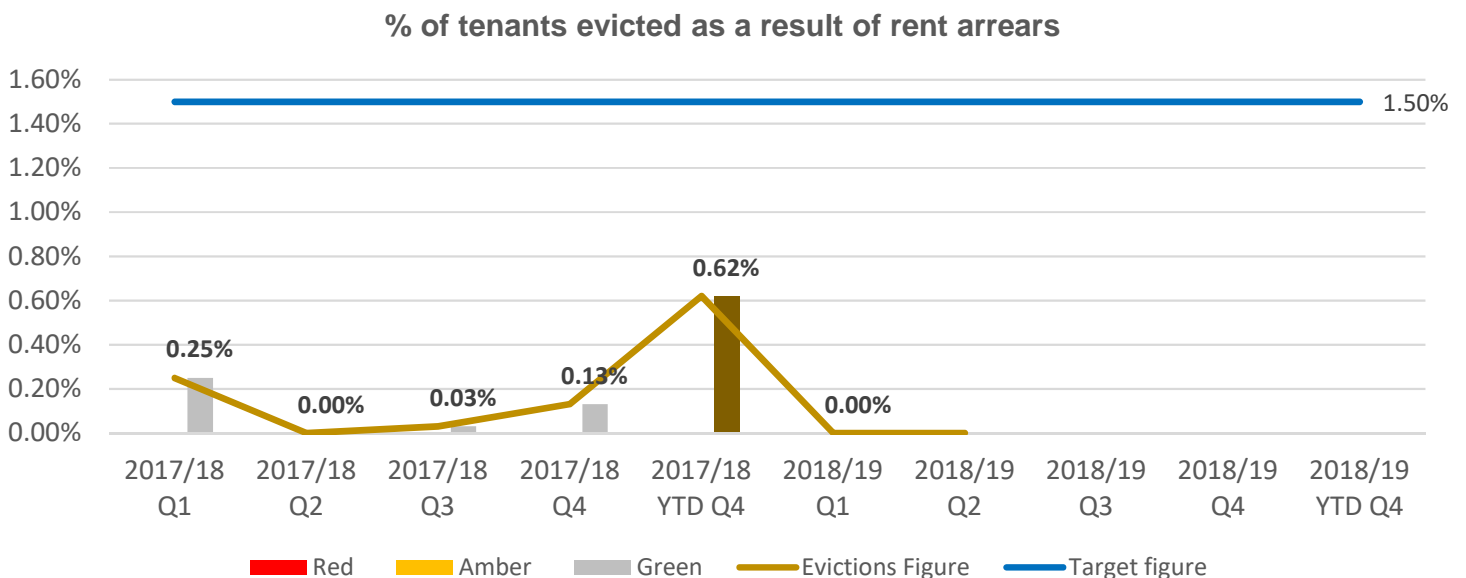
### Dovecotes TMO – Rent Management

#### Arrears



- The percentage of tenants in seven weeks plus arrears continues to remain out of target. Dovecotes TMO are working hard to address this issue, and it is hoped once Dovecotes TMO appoint a permanent Chief Officer, improvements will be made, although this will now be compounded by the roll out of Universal Credit, as experienced by other managing agents.
- Officers from Housing Strategy team and Human Resources are supporting Dovecotes with their recruitment of Chief Officer.

#### Evictions



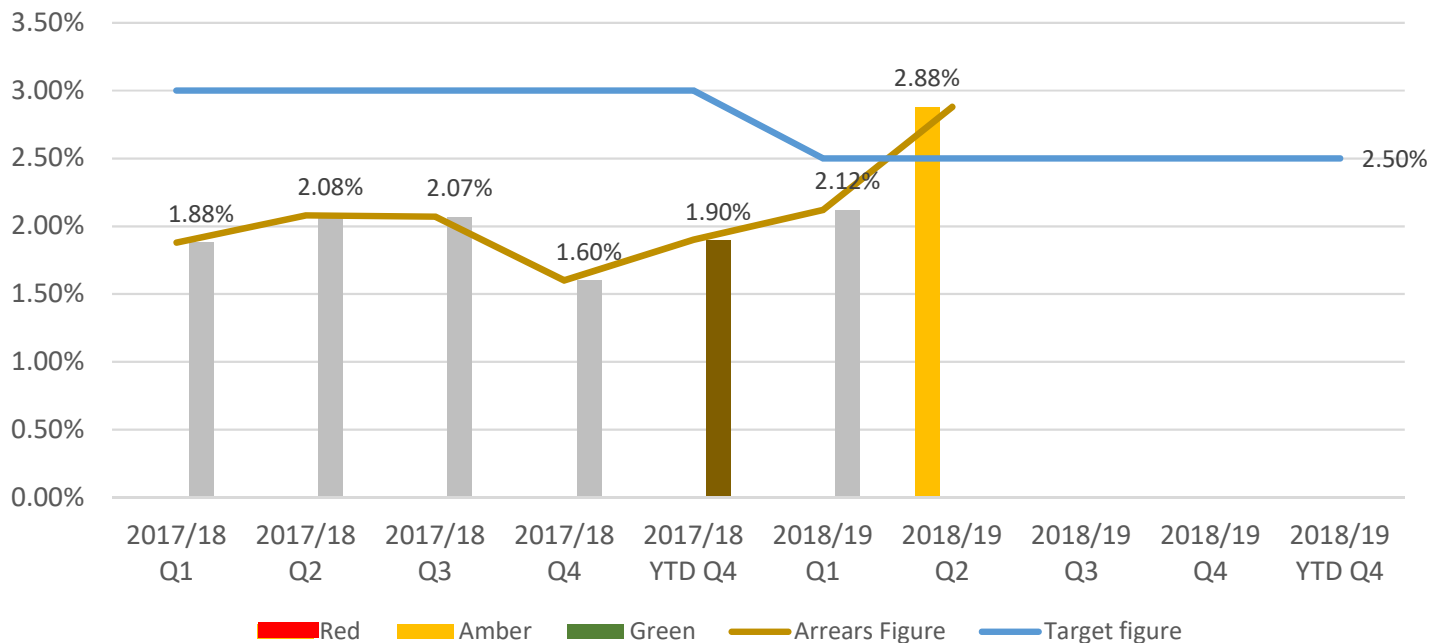
- Evictions continues to remain below the required target, with no evictions taking place in quarter two with Dovecotes TMO continuing to work with tenants in helping them sustain their tenancies.

## Dovecotes TMO – Rent Management

### Arrears

#### Arrears as a percentage of the rent roll

Arrears as % of rent roll (cumulative)

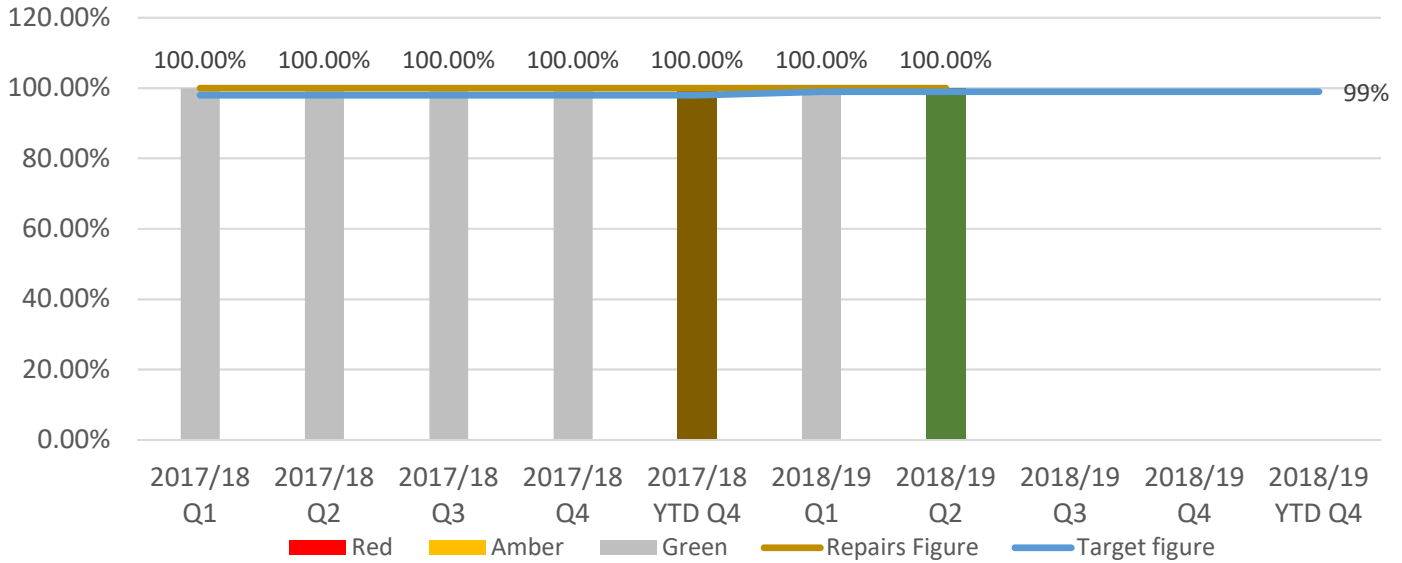


- There has been mixed performance for arrears as a percentage of the rent roll, however the TMO has successfully achieved being below the required target for quarter two 2018-2019, although it does represent an increase when compared to the previous quarter and quarter two of 2017-2018.
- As Dovecotes TMO allocates staff to address arrears, it is anticipated this trend should improve. Dovecotes TMO are reviewing their processes to determine where improvements can be made.

## Dovecotes TMO –Repairs Management

### Response repairs

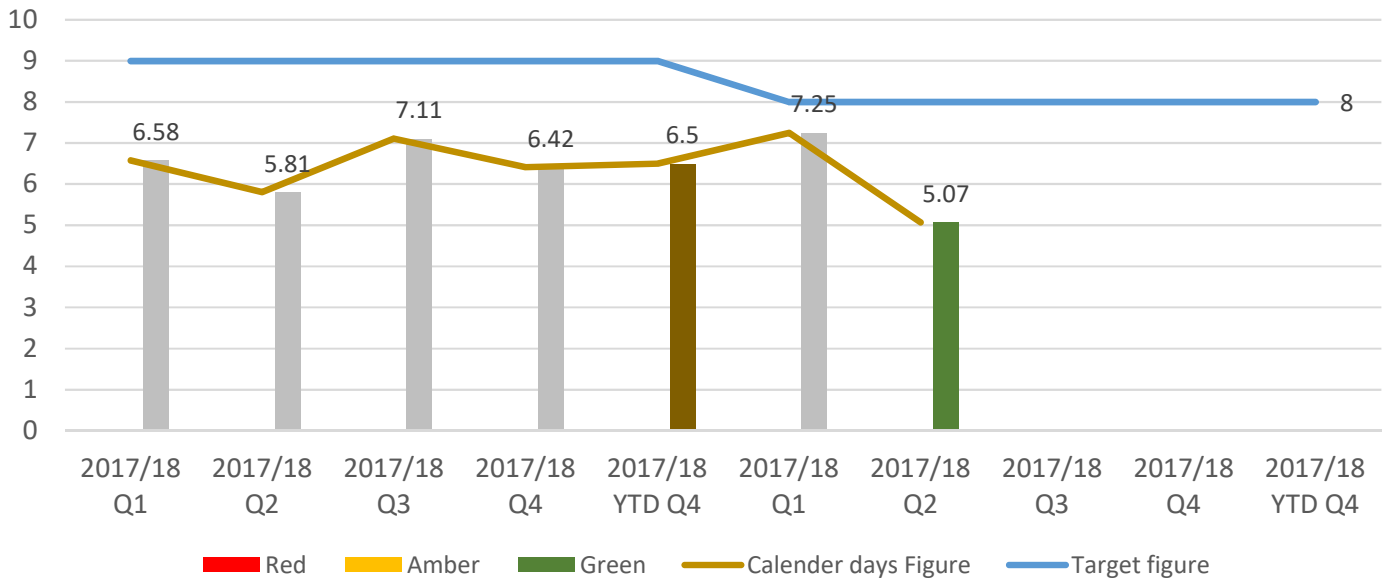
% Rapid response repairs (Right to repair)



- Performance for response repairs remains strong at 100%.

### Days to complete repairs

Complete non urgent repairs

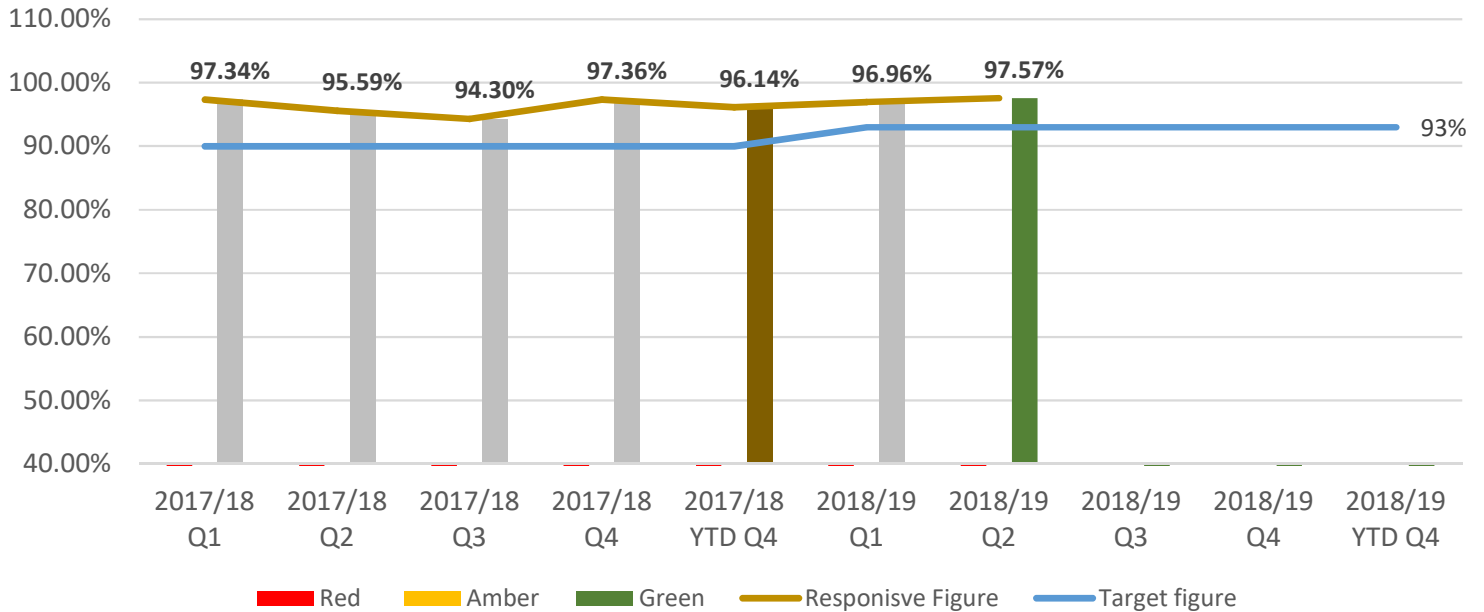


- Overall the average time to complete repairs has remained below the required target since quarter one 2017-2018.
- When compared against the previous quarter and also quarter two of the previous year, there has been an improvement in time taken to complete repairs.



### Responsive repairs

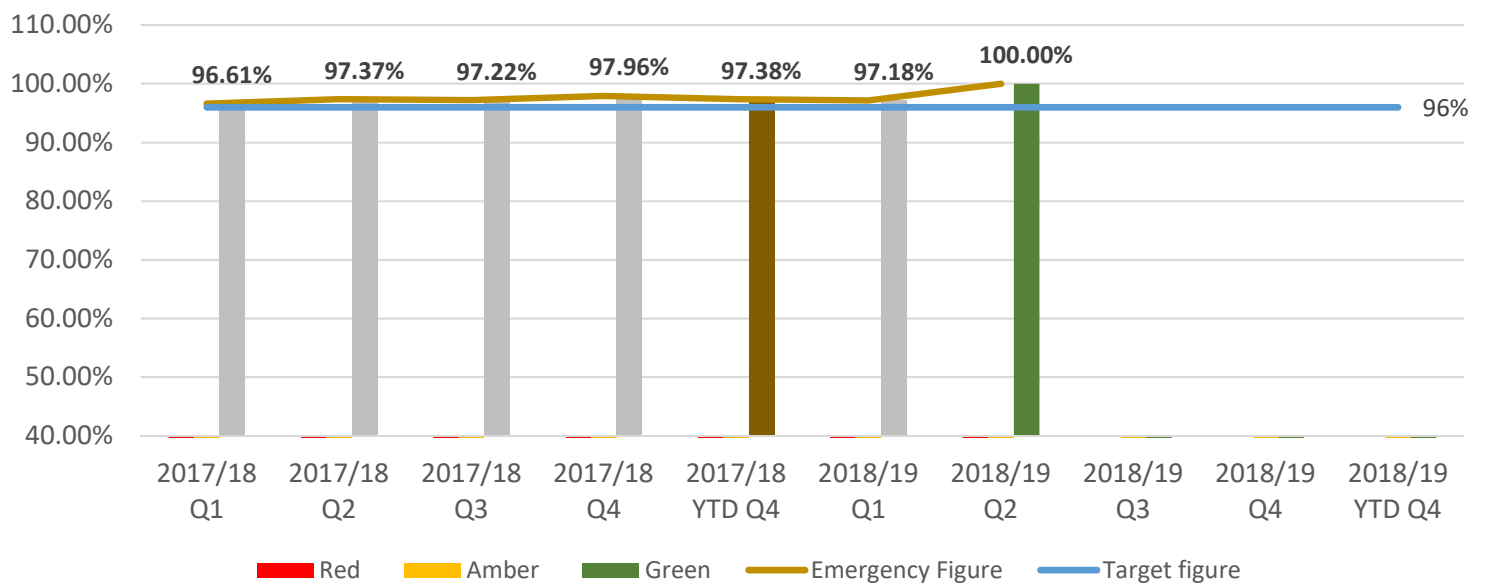
% of responsive repairs, appointment made and kept



- Overall tenant responsive repairs being made and kept when compared to quarter one and the same quarter of the previous year has improved and remains above target, which was made more stretching following from 90% to 93% for 2018-2019 due to high quarter on quarter performance.

### Emergency repairs

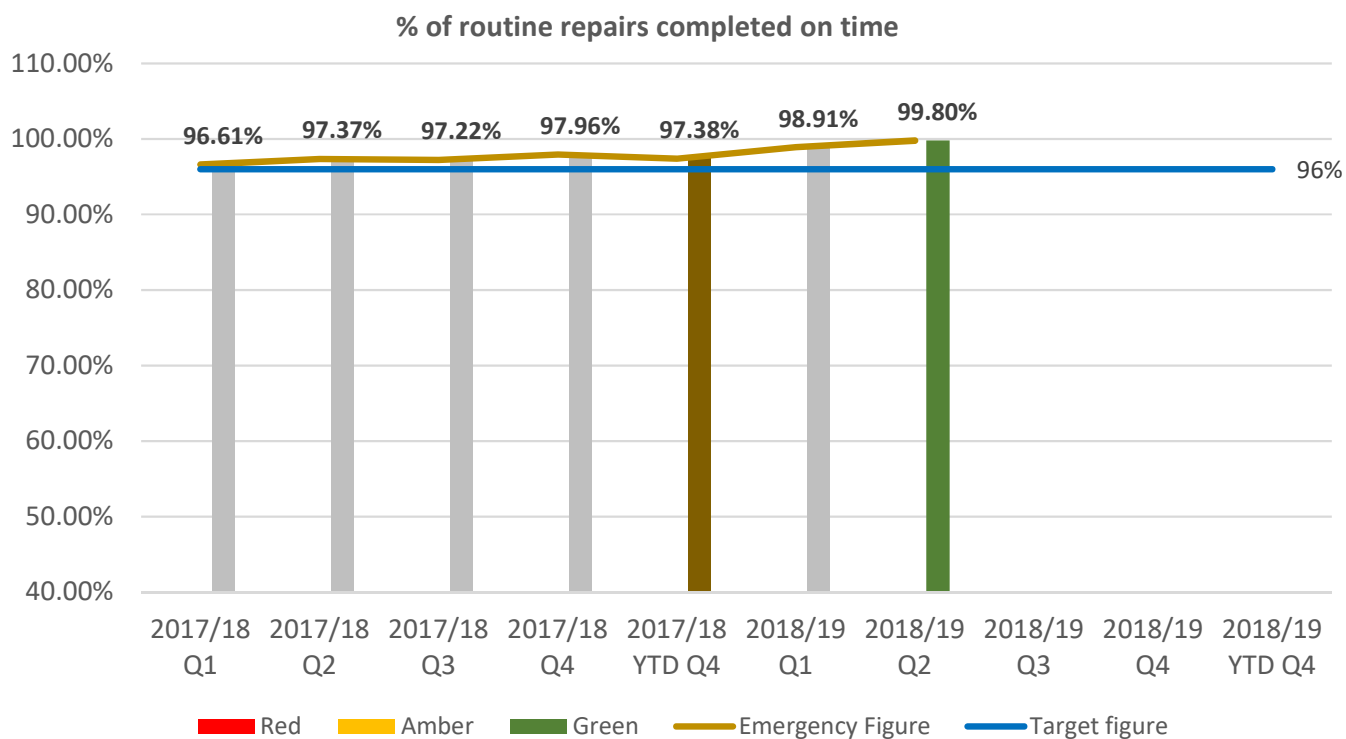
% of emergency repairs completed on time



- Dovecotes TMO has performed well over the last 12 months and has managed to remain above the required target for this indicator. Page 25 100% emergency repairs completed on time for quarter two.

## Dovecotes TMO – Repairs Management

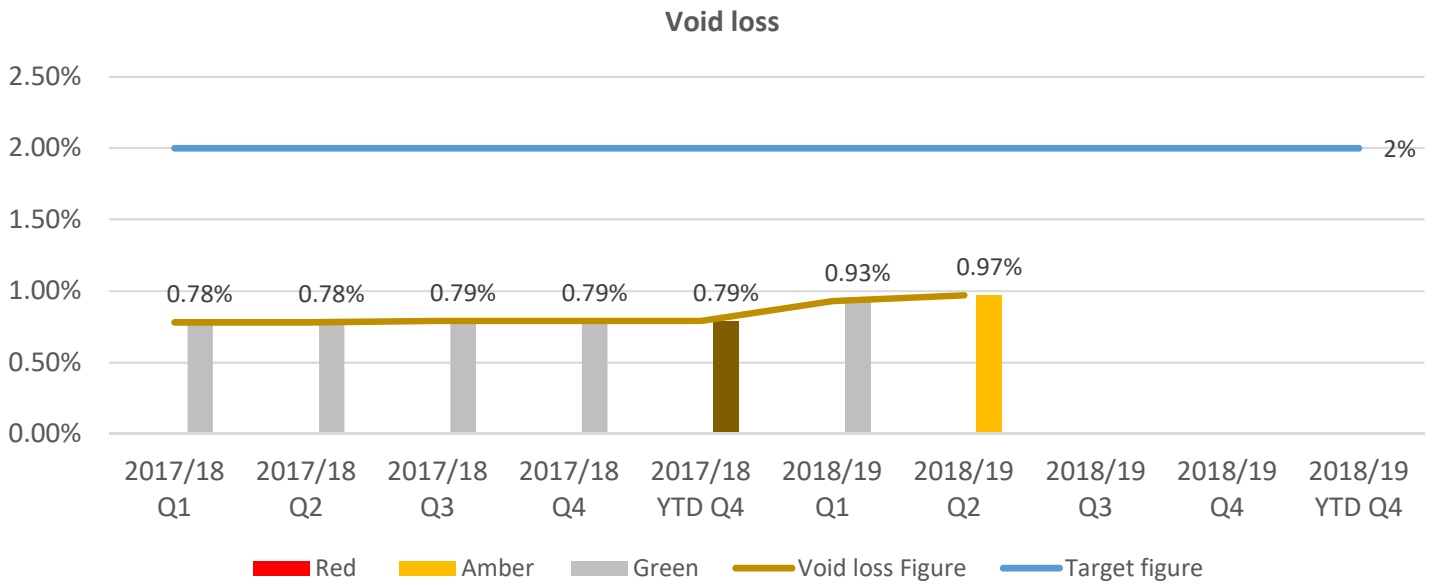
### Repairs completed on time



- Overall performance for routine repairs completed on time has been good, with performance remaining above the required target level since quarter one of 2017-2018.

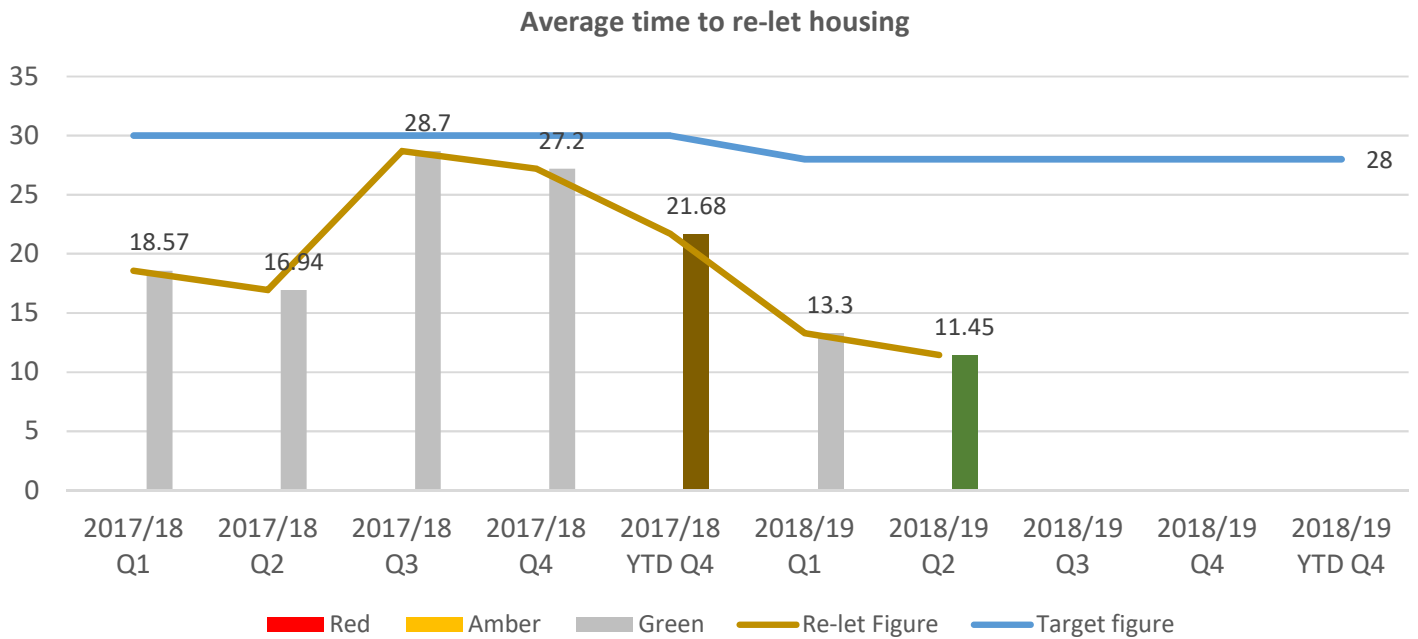
## Dovecotes TMO – Voids and Re-lets

### Voids



- Void loss for Dovecotes TMO has increased slightly from quarter one, however it is still below the required target level. Housing Strategy will monitor the activity to ensure it does not exceed the required target.

### Re-lets



- Quarter on quarter performance for the average time to re-let housing continues to improve since quarter three 2017-2018, reaching a low of 11.45 days.
- Performance is well below the new target of 28 days, which had been lowered from 30 days because of ongoing good performance.

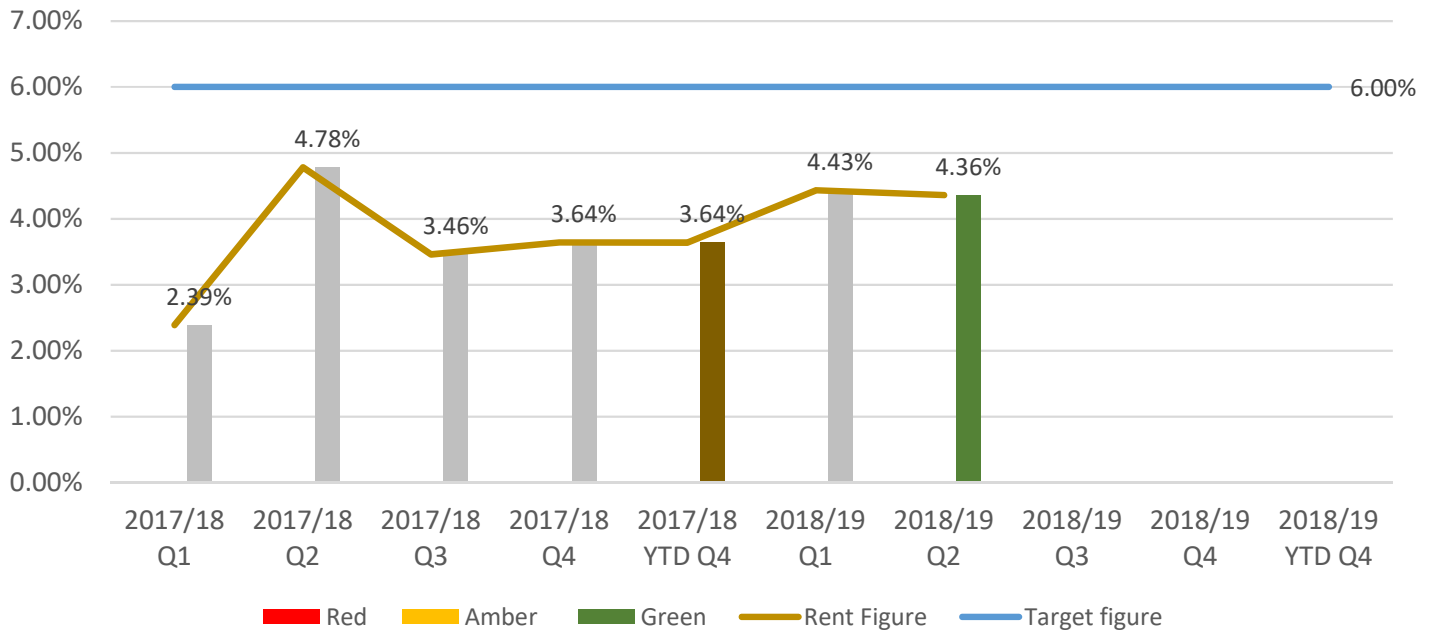
## New Park Village Tenant Management Cooperative

This section sets out quarter two performance information for New Park Village Tenant Management Cooperative (TMC), during 2018-2019. New Park Village TMC have generally performed well, with only **one indicator** being outside of target and **eight** being within target.

### New Park Village TMC – Rents Management

#### Arrears

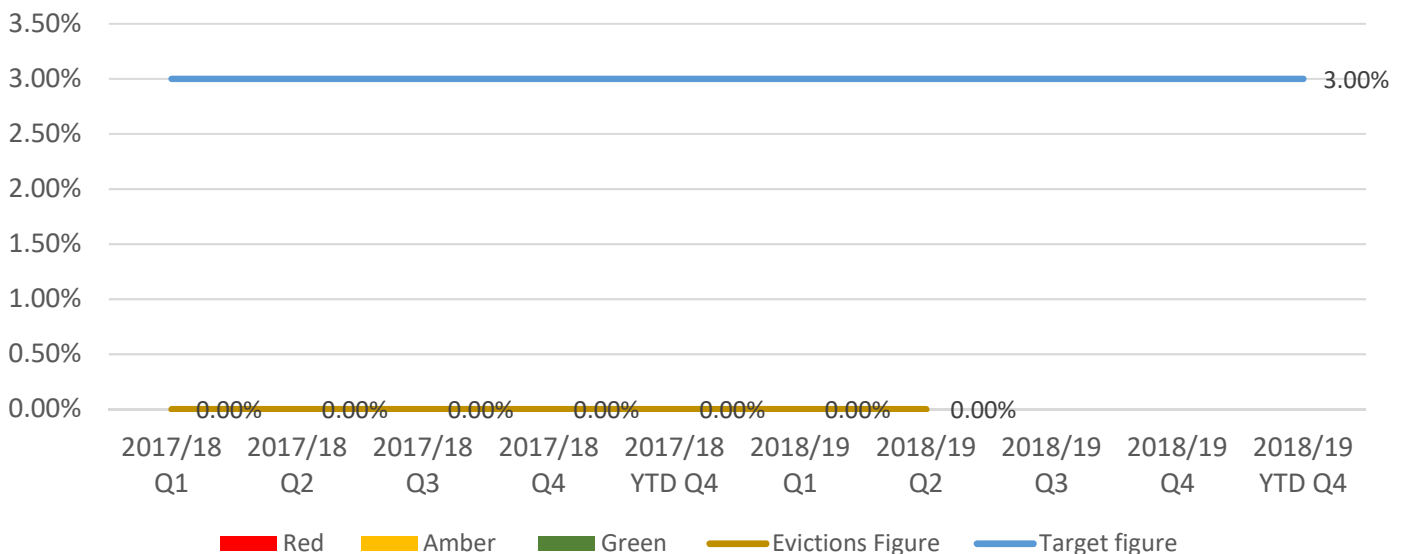
Tenants with more than 7 weeks rent arrears



- There has been a slight decrease in rent arrears, reversing the trend of the other managing agents, however the majority of arrears are attributed to the roll out of Universal credit. The TMC are working to address this and will be monitored by Housing Strategy.

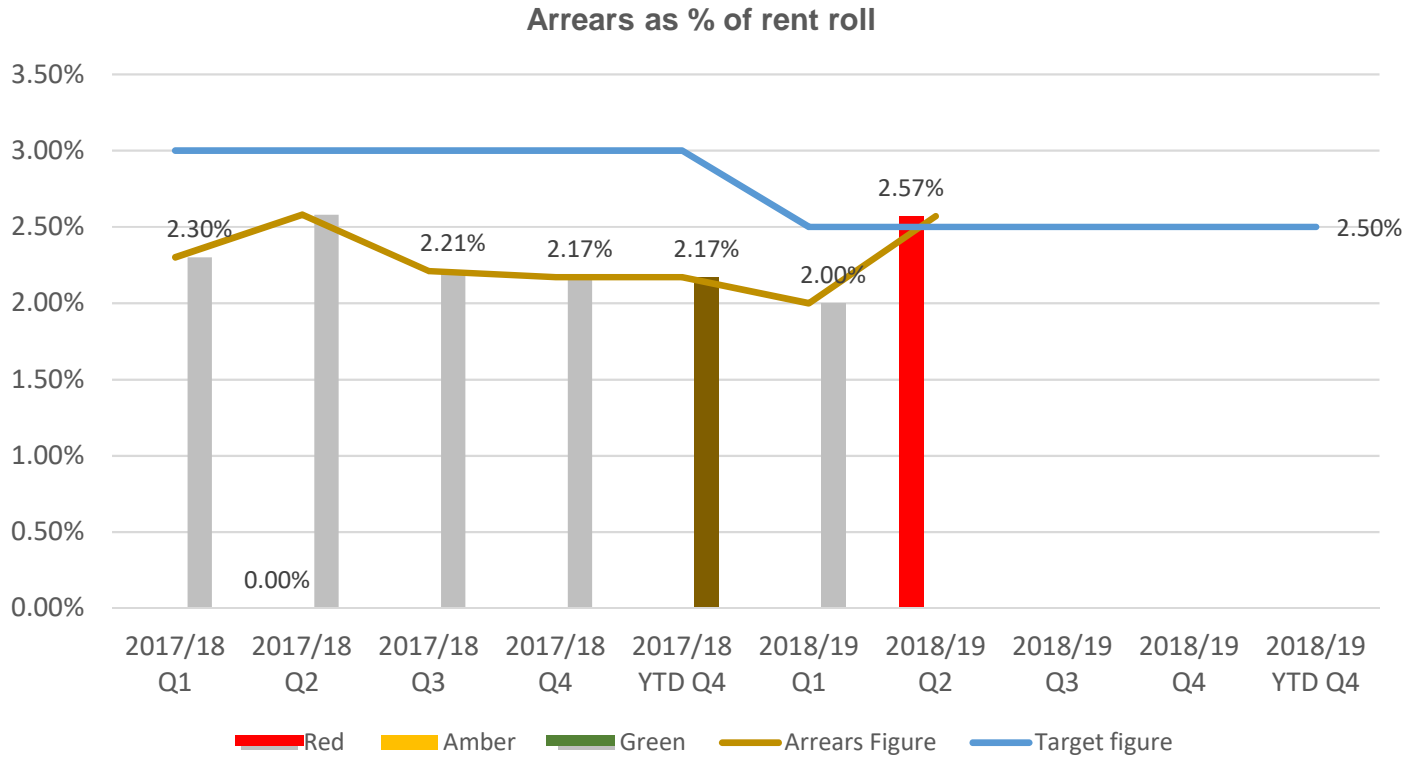
#### Evictions

% of tenants evicted as a result of rent arrears



- Ongoing good performance with no evictions, which illustrates tenants are sustaining their tenancies.

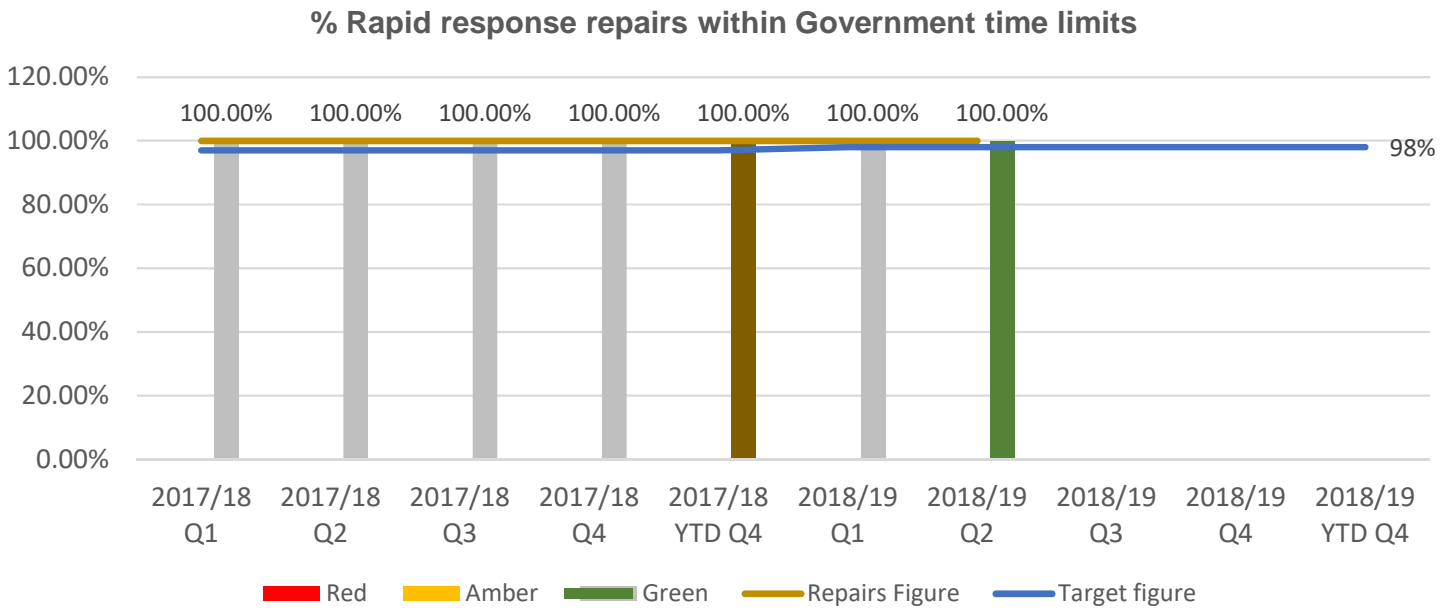
### Arrears as a percentage of the rent roll



- Performance for arrears as a percentage of the rent roll for quarter two 2018-2019 has seen a slight decline, taking it out of target; the first time since quarter two, 2017-2018. Universal Credit has had some impact on the arrears and will continue to be monitored by Housing Strategy.
- It had been agreed to lower the performance target for this indicator from 3% to 2.50% for 2018-2019 due to previous good performance. As New Park Village TMC has not achieved their target this will be monitored and the indicator reviewed to determine if it needs to revert back to original 3% target.

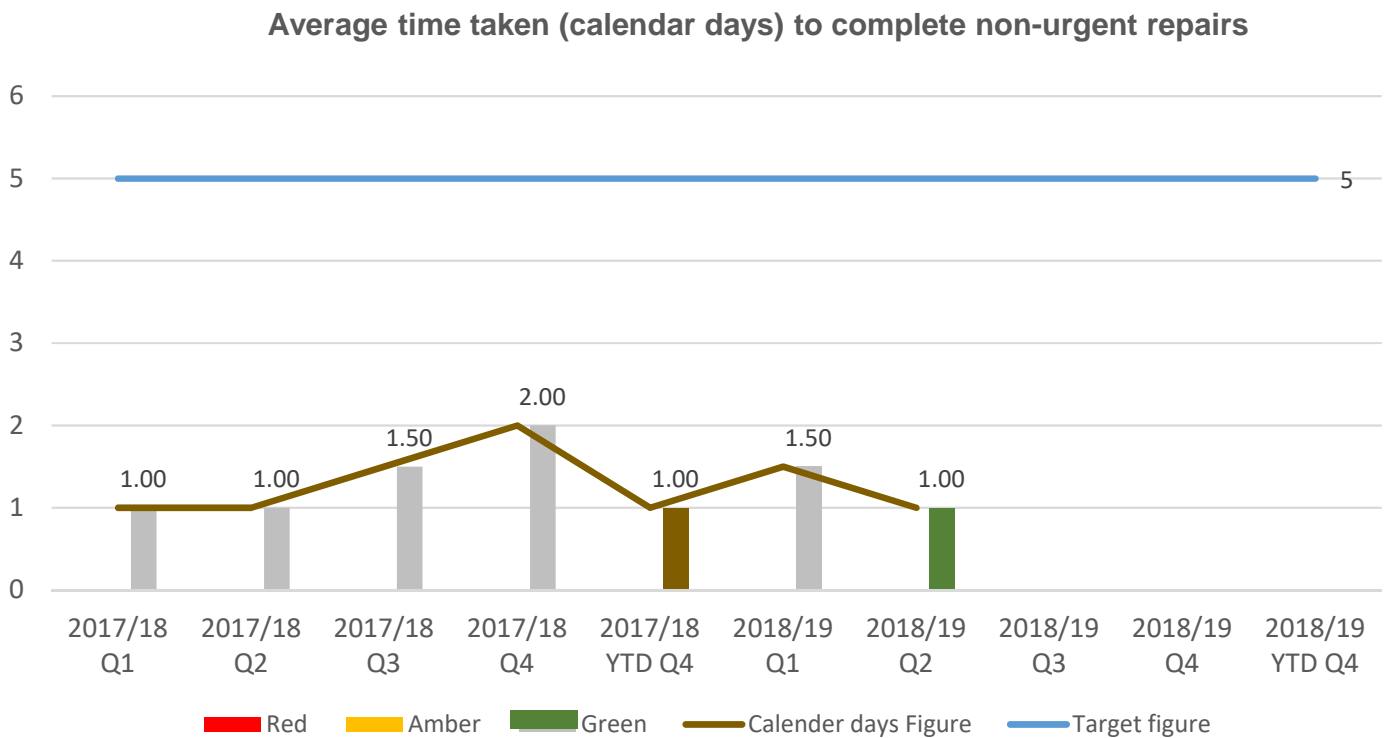
## New Park Village TMC – Repairs Management

### Rapid response repairs



- Performance continues to be at 100% for rapid response repairs.

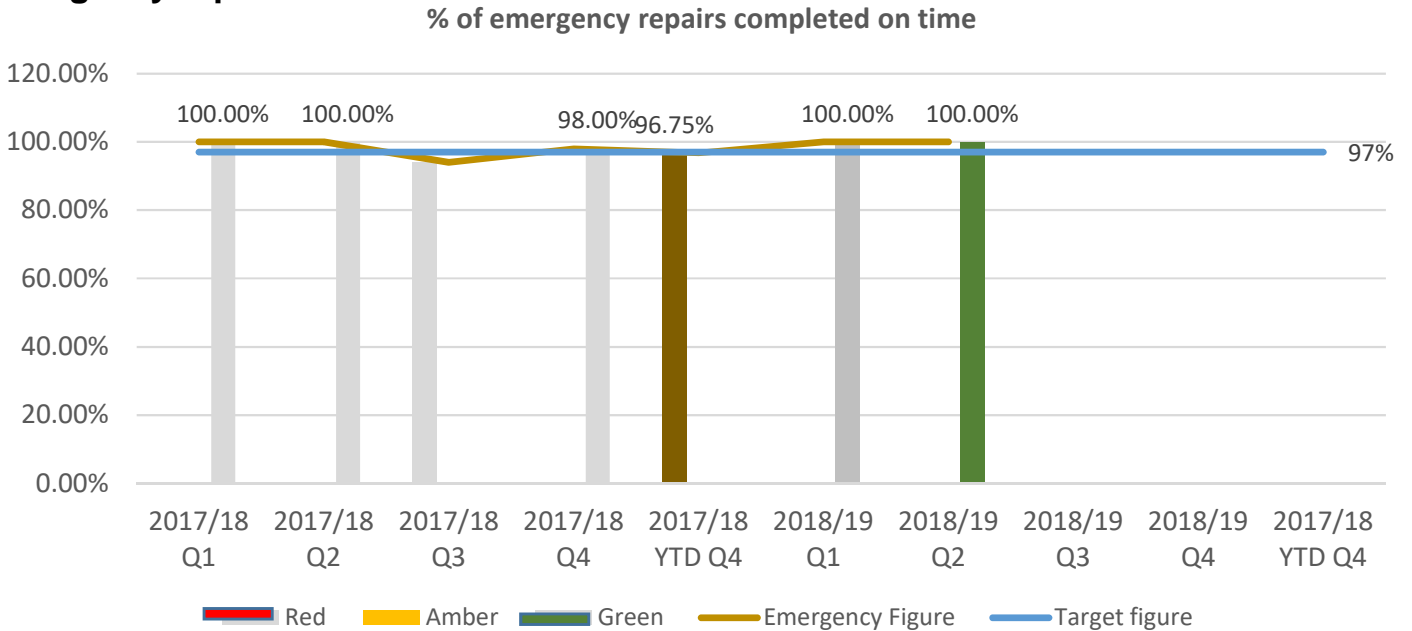
### Days to complete repairs



- The time to complete non-urgent repairs remains below the required target level, with overall good performance.

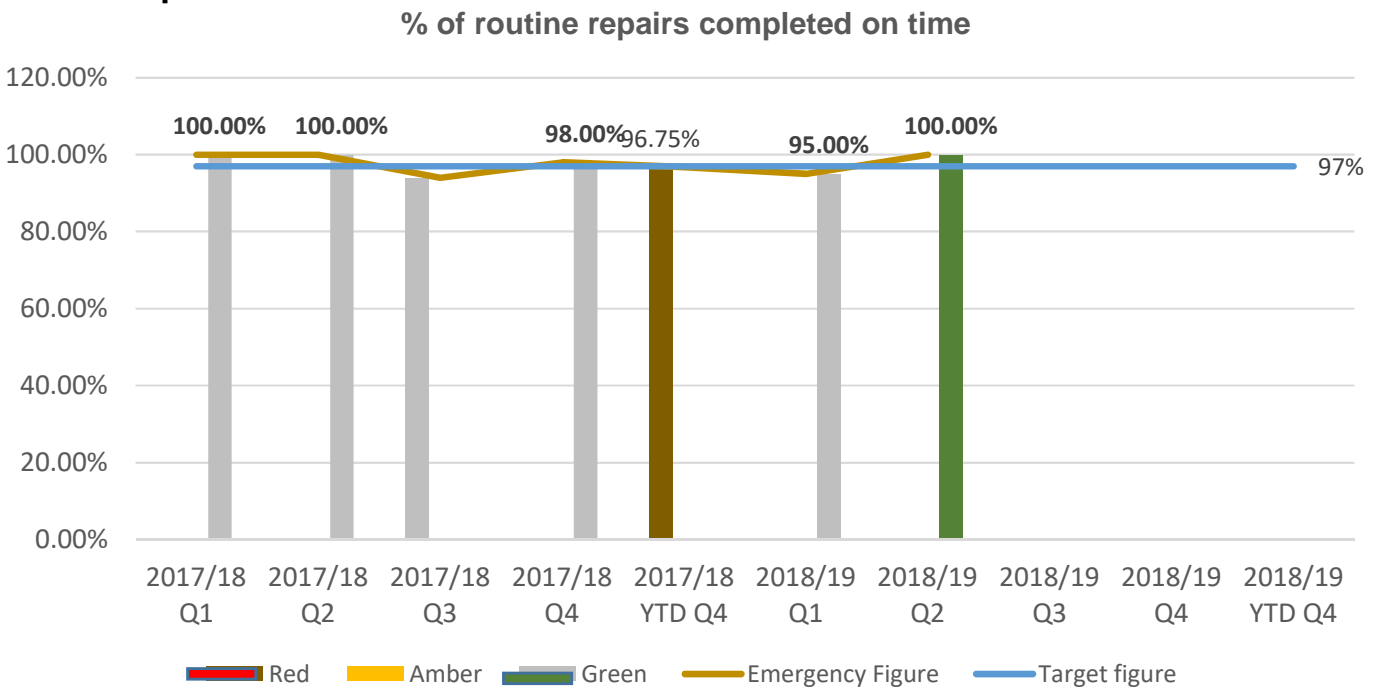
## New Park Village TMC – Repairs Management

### Emergency repairs



- Performance for the percentage of emergency repairs completed on time continues to be excellent at 100% for quarter two 2018-2019, continuing to remain above the required target level of 97%.

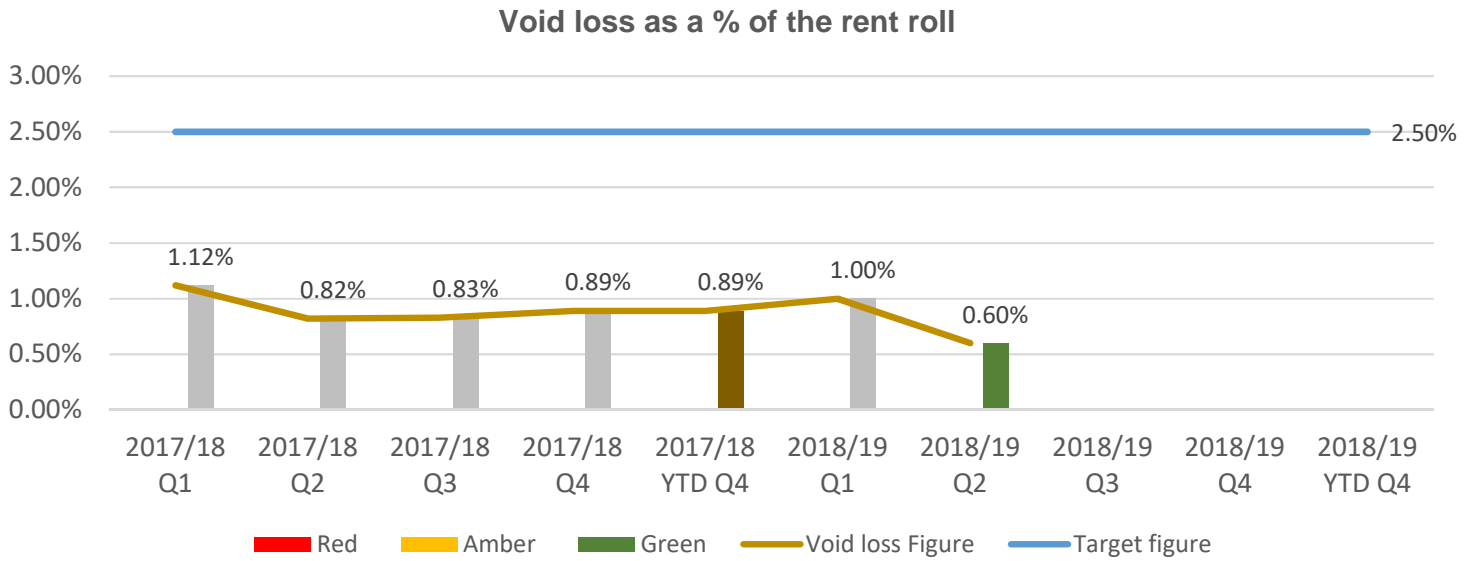
### Routine repairs



- Routine repairs performance has improved from quarter one and is above the required target at 100%.

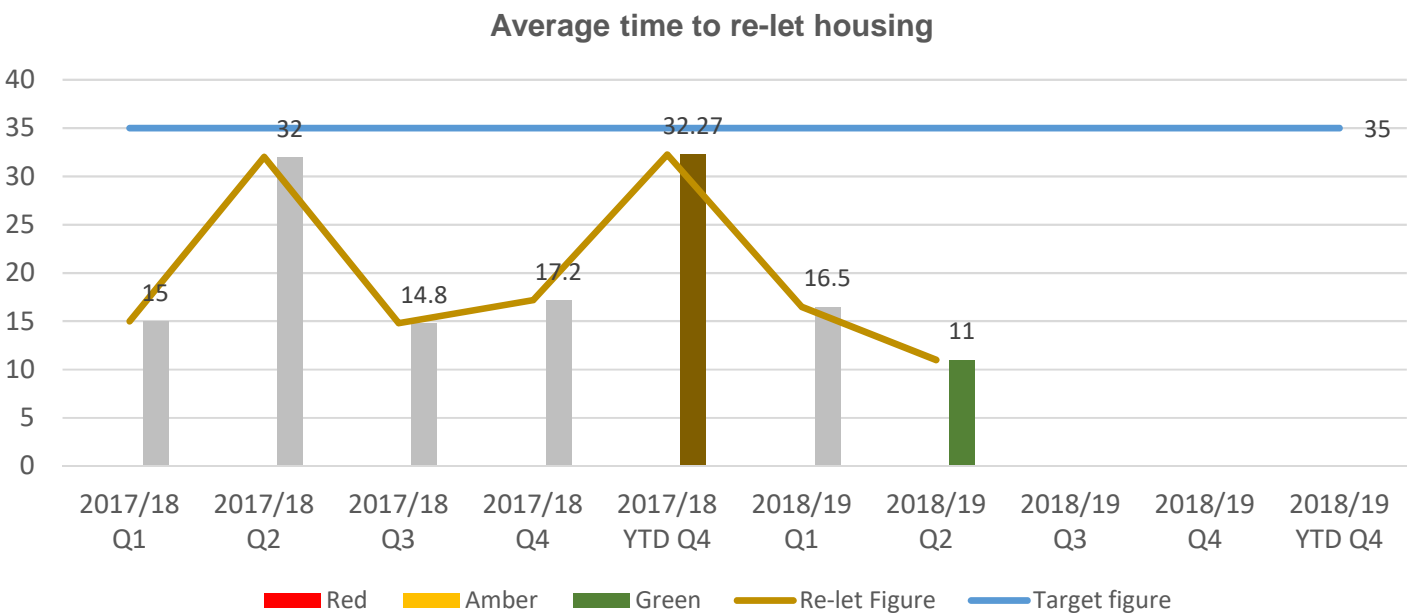
## New Park Village TMC – Voids and Re-lets

### Voids



- Void loss for New Park Village TMC has improved slightly from quarter one, remaining below target and is lower than the same quarter of the previous year.

### Re-lets



- Time to re-let properties has improved to 11 days, which is well within target for quarter two 2018-2019. It is also lower than the same quarter of the previous year.

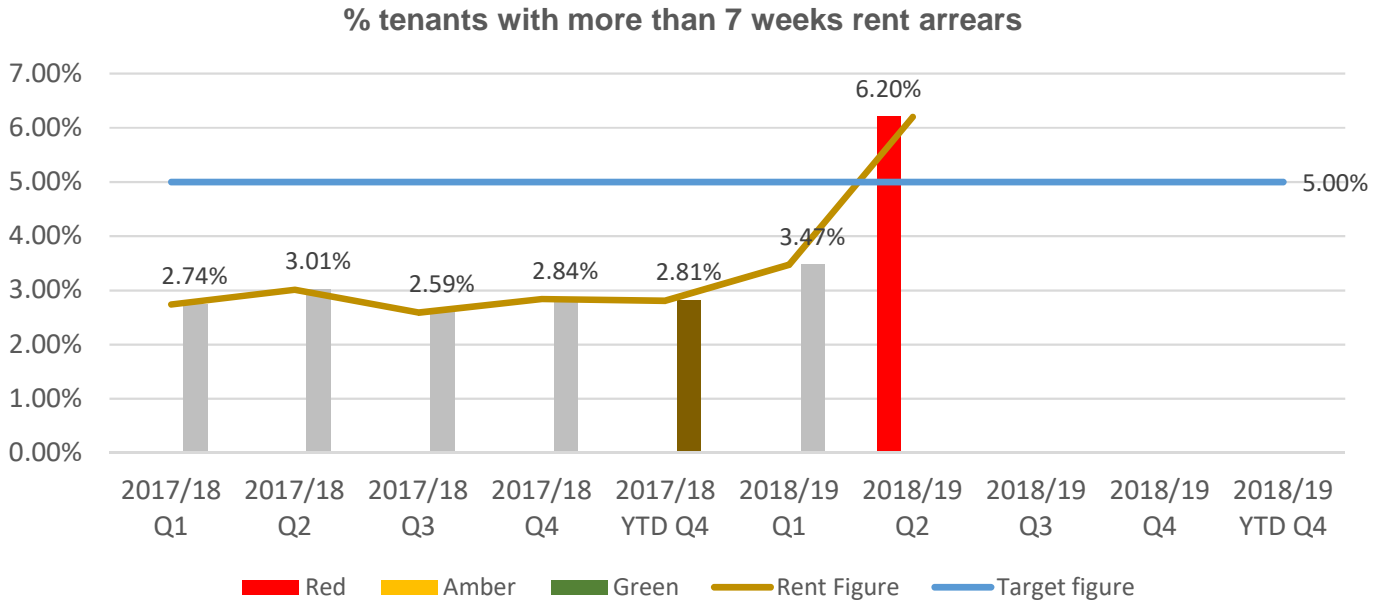


## Springfield Horseshoe Housing Management Cooperative

This sections sets out the quarter two performance information for Springfield Horseshoe Housing Management Cooperative (HMC), during 2018-2019. Generally Springfield Horseshoe HMC has performed well with **one** indicator being off target, **one** within acceptable tolerance level and the remaining **seven** indicators within target.

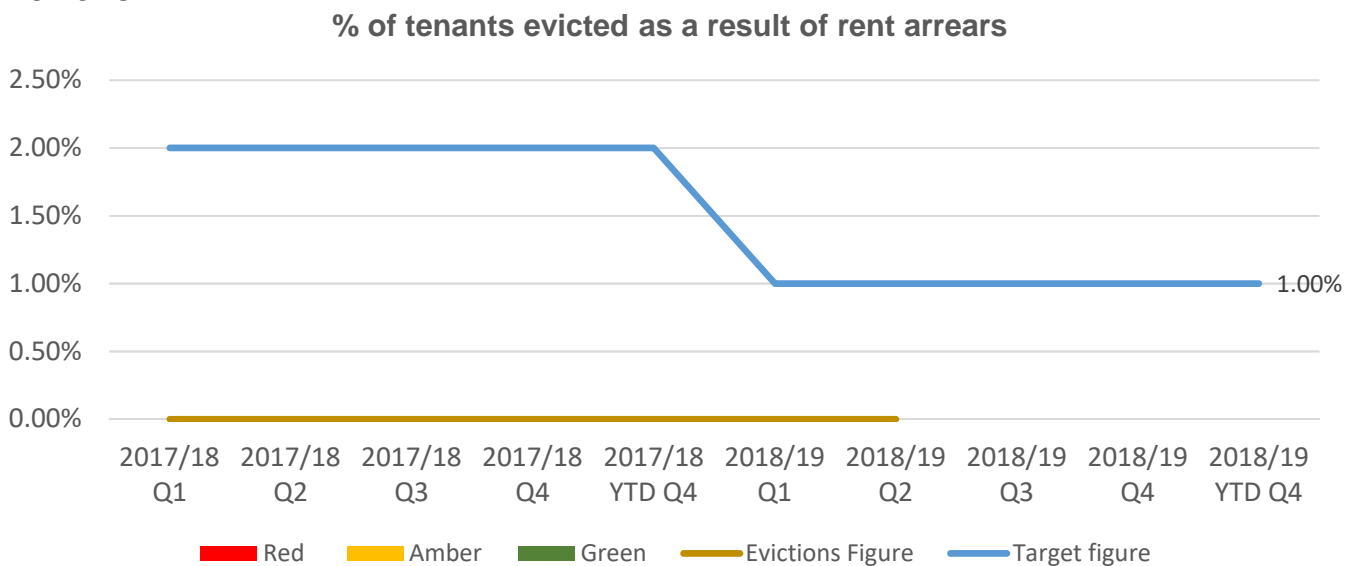
### Rents Management

#### Arrears



- Arrears management was good for 2017-2018, but there has been a marked increase in arrears when compared to the quarter one of 2018-2019, with arrears now above target. This increase is attributed to Universal Credit claims. The TMO is working to reduce arrears and Housing Strategy will continue to monitor.

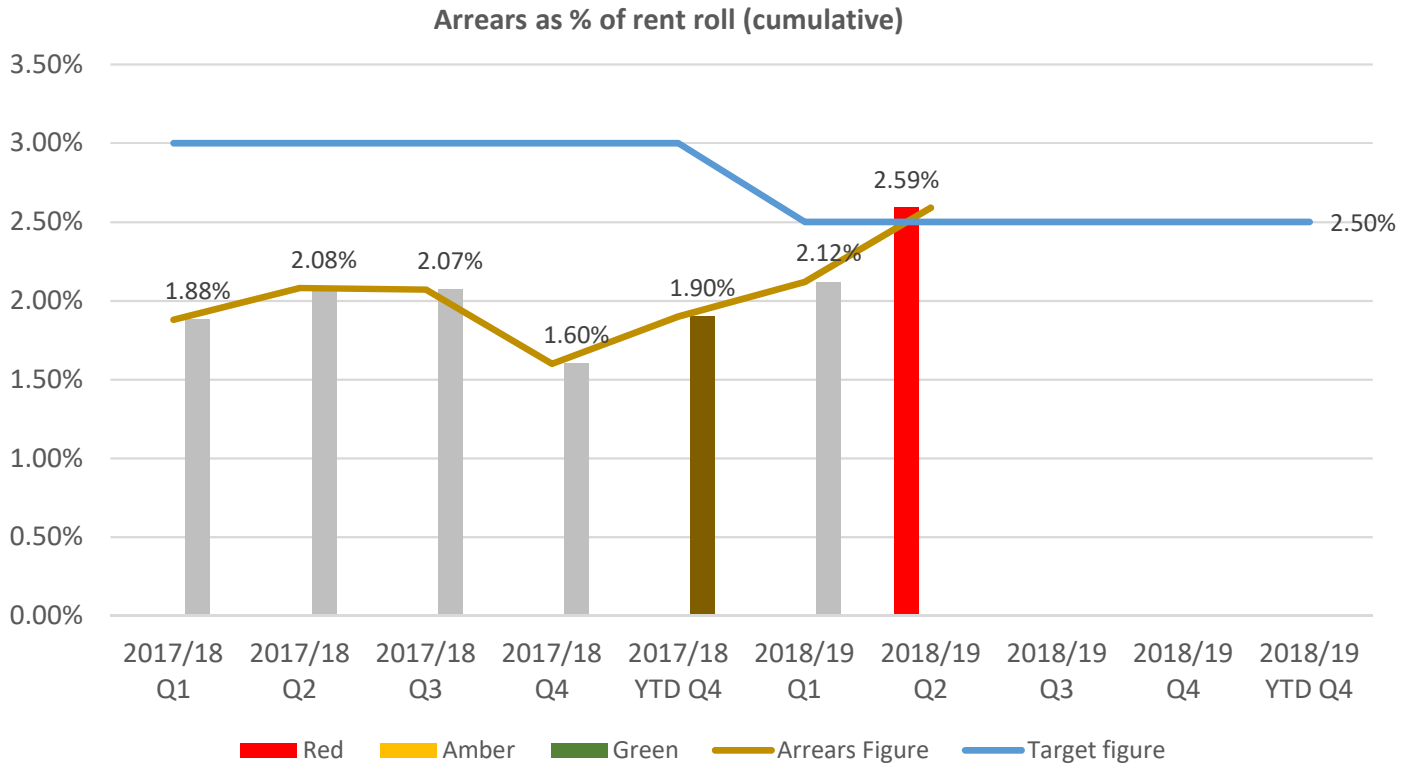
#### EVICIONS



- Springfield Horseshoe HMC continues to have no evictions due to rent arrears since quarter one 2017-2018.
- The TMO agreed to have their target change from 2% to 1% for 2018-2019 due to continually being below the required target level in the previous year.

## Springfield Horseshoe HMC – Rents Management

### Arrears of the Rent Roll

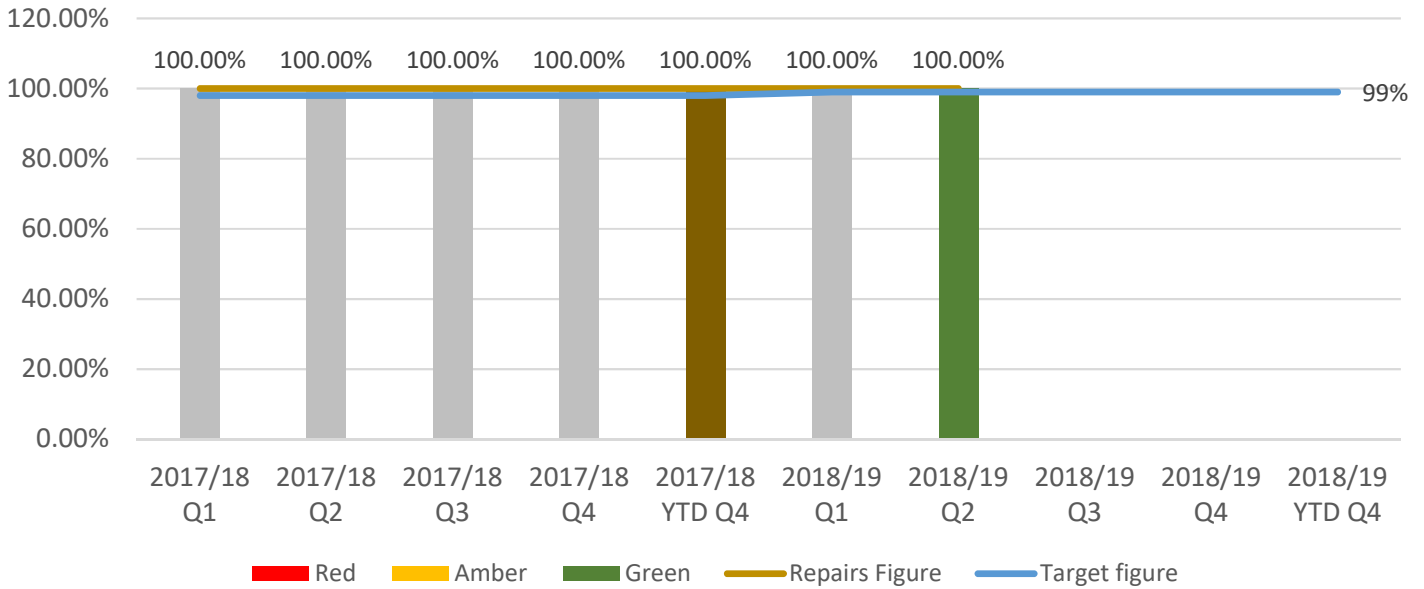


- Performance for arrears as a percentage of the rent roll has increased slightly above target level, and marks the highest level of arrears since quarter one 2017-2018. Performance will continue to be monitored in light of Universal Credit impact.
- Due to previous good performance for this indicator it has been agreed to reduce the target level from 3% to 2.5%, Housing Strategy will continue to monitor performance and if this needs to be revised further.

## Springfield Horseshoe HMC – Repairs Management

### Repairs within time

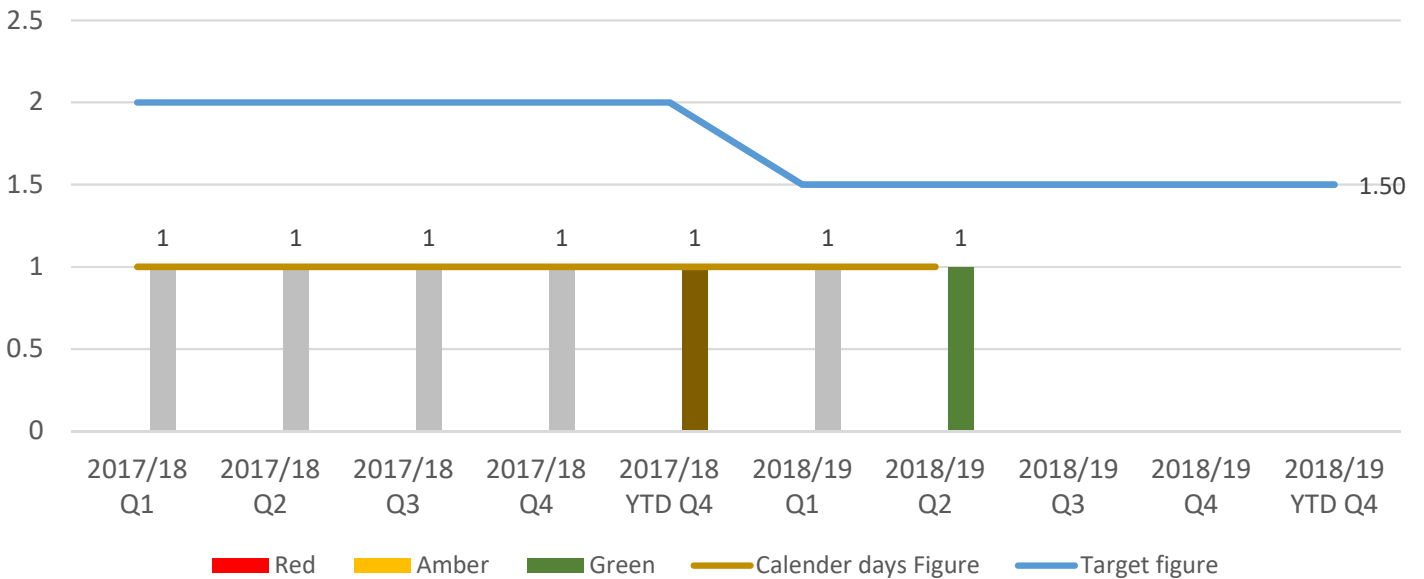
% Rapid response repairs (Right to repair)



- Springfield Horseshoe HMC continues to have high performance continually achieving a 100% response rate to rapid repairs.

### Days to complete repairs

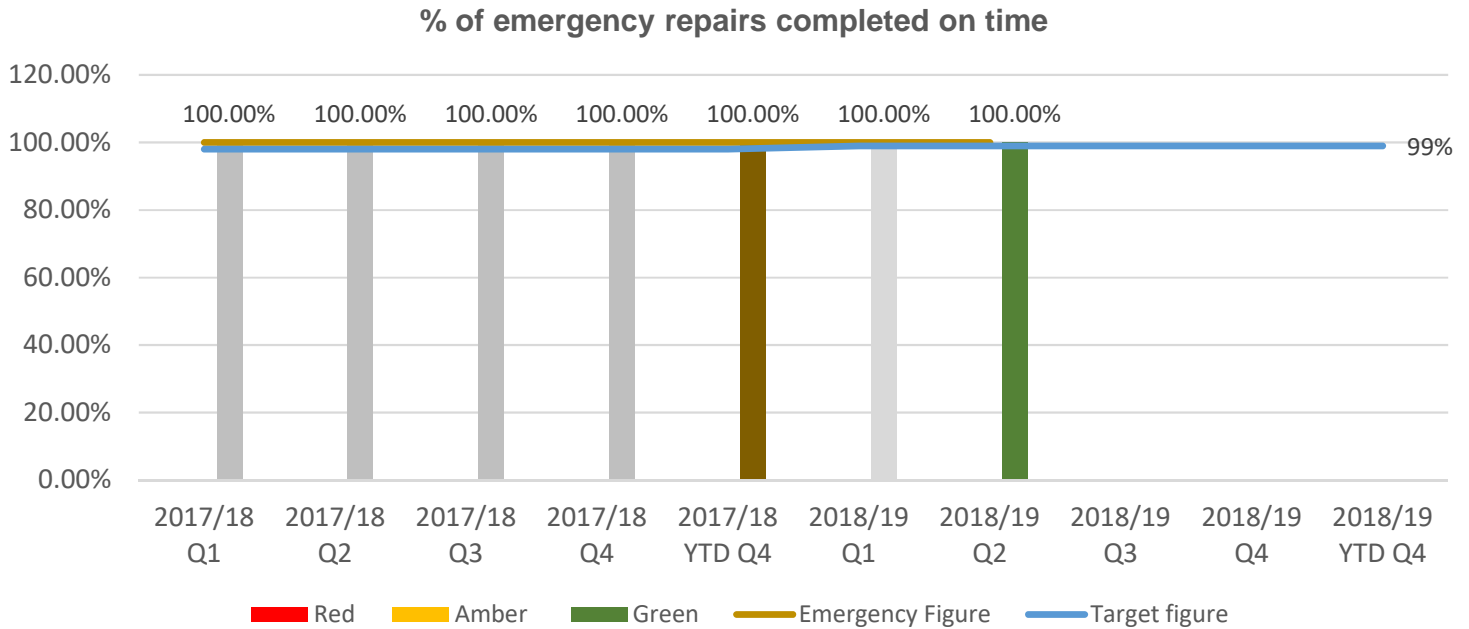
Average time to complete non-urgent repairs



- Springfield Horseshoe TMO continues to perform within target.
- The target level for this indicator has been changed from 2 days to 1.5 days due to continually achieving high performance during 2017-2018.

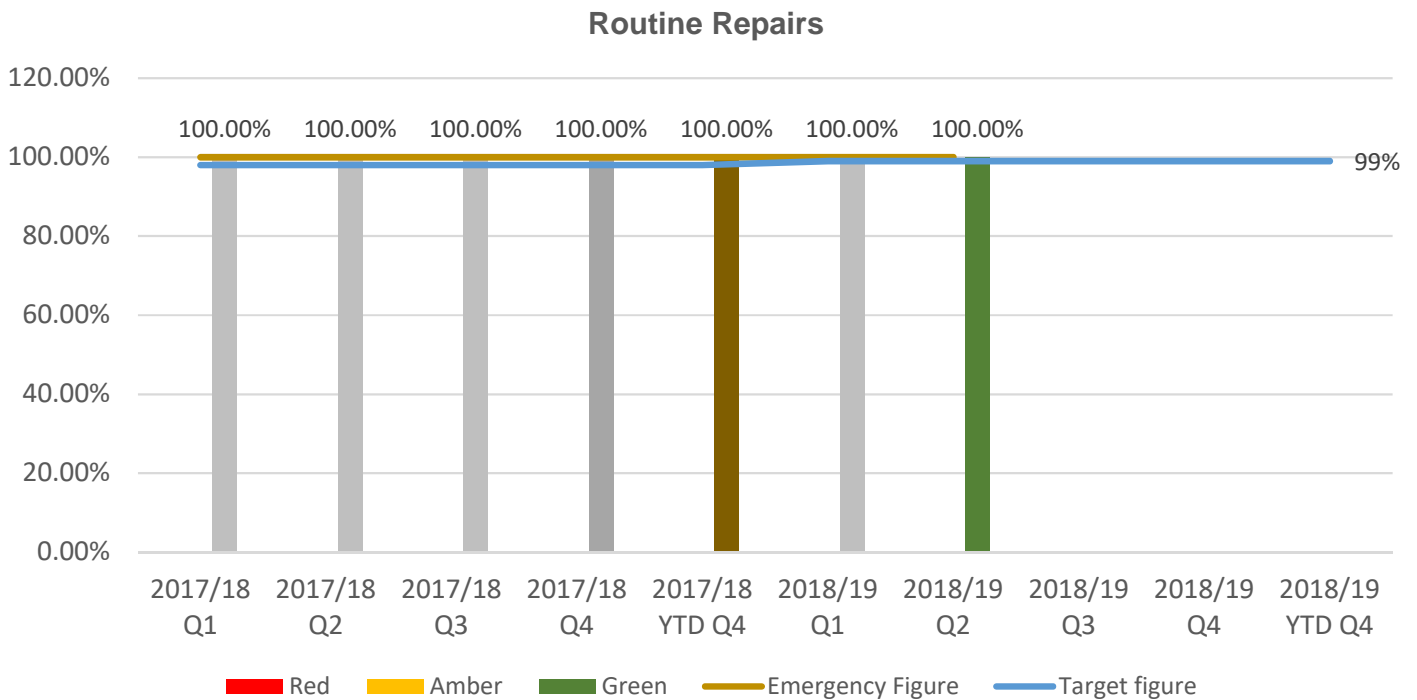
## Springfield Horseshoe HMC – Repairs Management

### Emergency Repairs



- Performance for this indicator remains at 100% since quarter one for 2017-2018, with Springfield Horseshoe HMC performing above the required target level.

### Routine Repairs

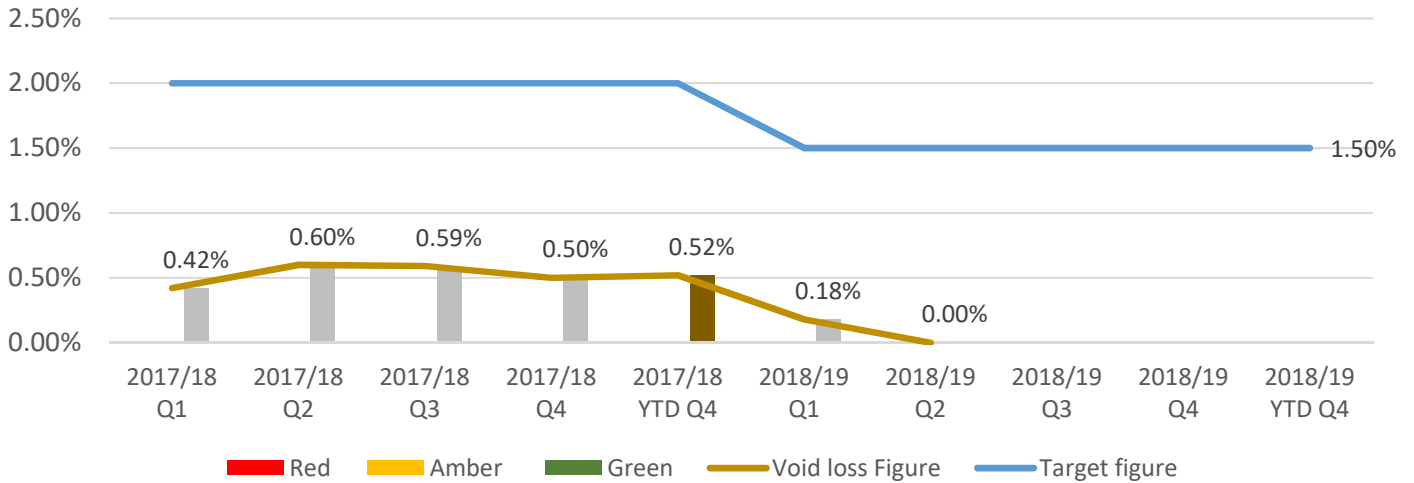


- Performance for this indicator remains at 100% since quarter one for 2017-2018, with Springfield Horseshoe HMC performing above the required target level.

## Springfield Horseshoe HMC – Voids and re-lets

### Voids

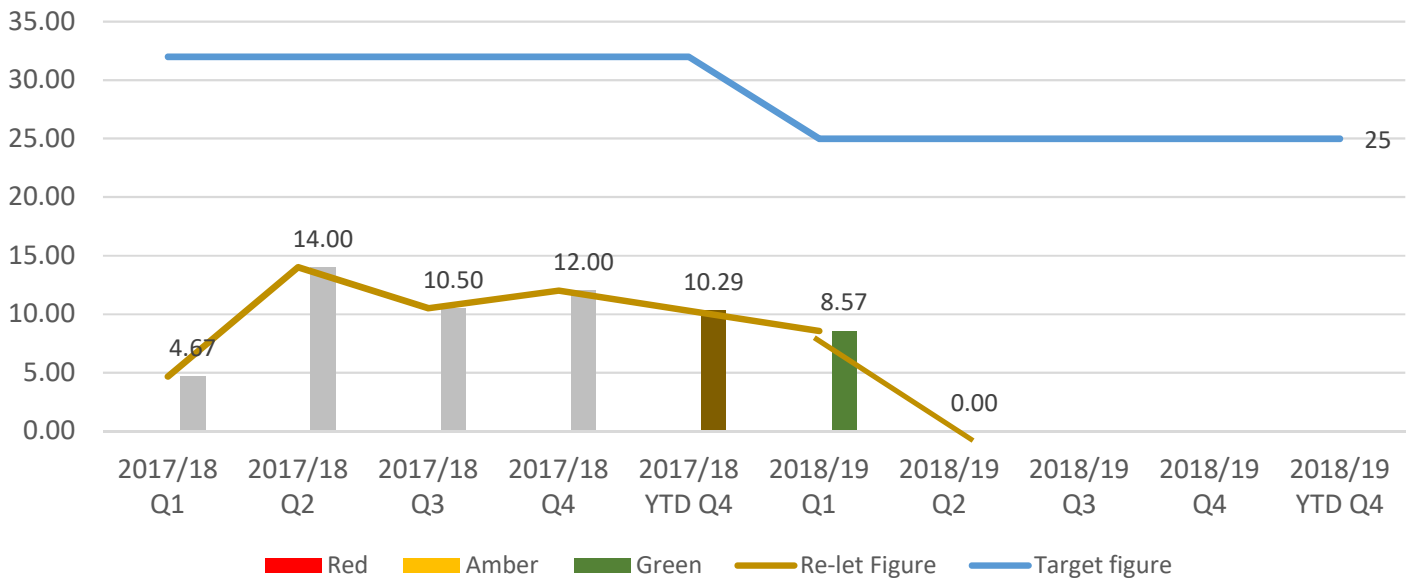
Void loss as a % of rent roll



- Springfield Horseshoe HMC continues to perform well. Void loss has improved quarter on quarter since the same period last year. No voids arose during this most recent quarter.
- Due to continuous good performance, the target level is has been changed from 2% to 1.5%.

### Re-lets

Re-lets



- Performance for quarter two is at zero with no arising voids in this period. Springfield Horseshoe HMC have historically performed well against this indicator.
- The target level for this indicator has been changed from 32 days to 25 days due to the TMO continually being below the required target for 2017-2018.

## **Auditing the Managing Agents**

During 2018-2019 auditing of the Managing Agents commenced as part of the Council's internal audit programme.

Housing Strategy will work with the Managing agents to address issues identified within their audits.

## **Progress Update**

### **Bushbury Hill EMB**

- Audit has been completed
- Action plan has been released and work is underway to address issues.

### **Dovecotes TMO**

- Audit has been completed
- Improvement plan and action plan currently being developed to address issues.

### **Springfield Horseshoe Housing Management Cooperative**

- Audit has been completed
- Draft Audit reported was released to Springfield Horseshoe during November 2018 and action plan will be developed during December 2018.

### **New Park Village Tenant Management Cooperative**

- Audit commenced during July 2018
- Draft Audit plan issued to New Park Village to review during November 2018 and action plan will be developed during December 2018.

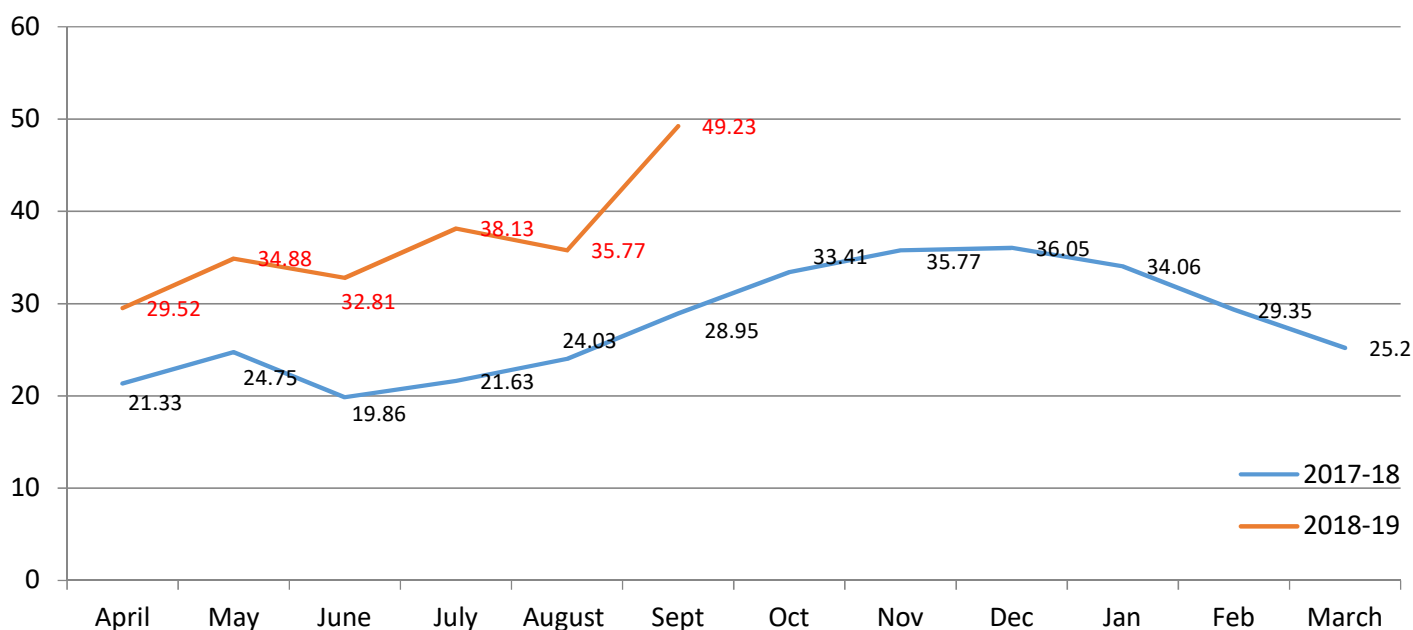
## Homeless Services Statistics

The Homelessness Reduction Act came into force from April 2017, placing legal duties on Local Authorities to provide meaningful help to anyone that becomes homeless, irrespective of their priority need status, as long as they are eligible for assistance.

Homeless services are delivered by Wolverhampton Homes on behalf of the Council, with residents provided with support in a number of ways to help ensure they keep their home.

The Housing Strategy team monitor Wolverhampton Homes' performance in the delivery of homelessness services as part of a service level agreement appended to their management agreement with the Council.

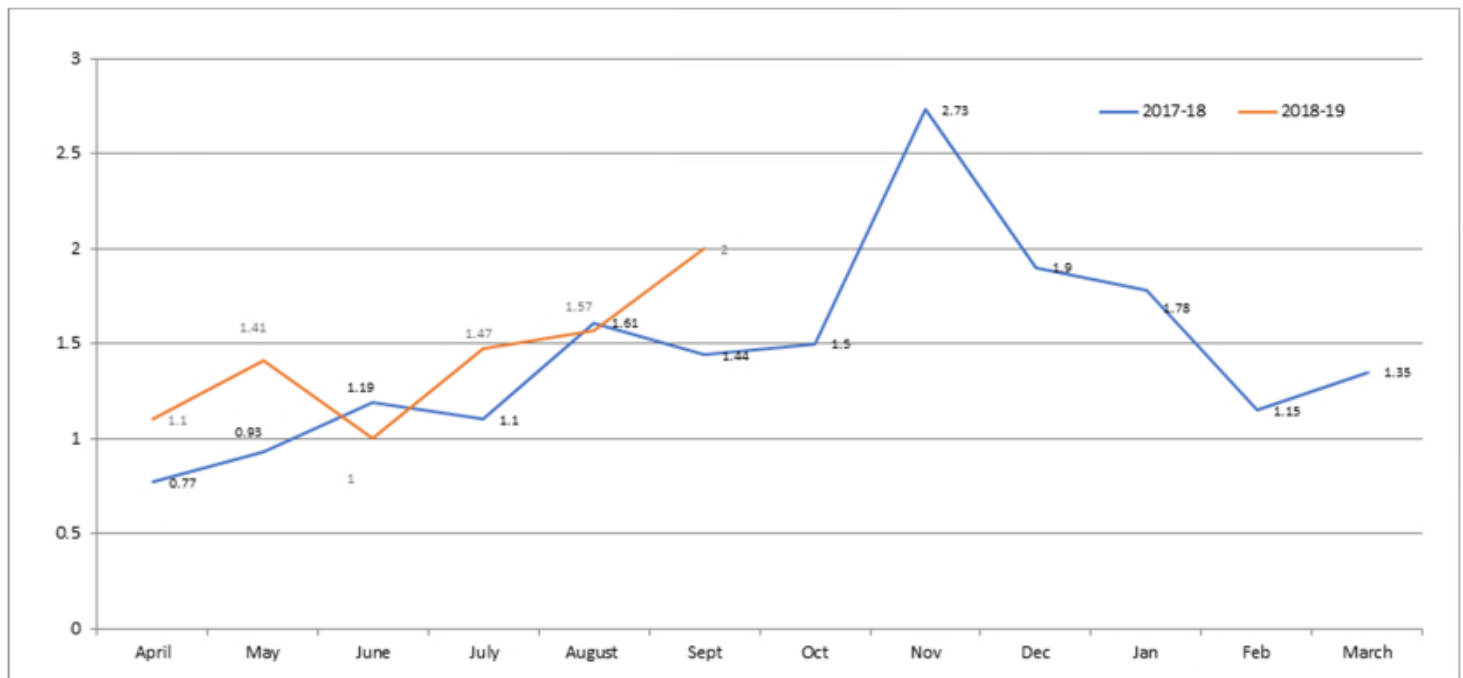
### Decision time in working days



The Homelessness Reduction Act increased the time allowed to make a homeless decision from 28 working days to 56 days. The average number of days taken to make a decision is therefore above the performance levels for 2017-2018, in response to the new duties.

This is an upward trend, but as new ways of working are increasingly embedded within Wolverhampton Homes, who are working diligently on the prevention and relief of homelessness it is anticipated that performance will improve further into 2018-2019.

### Length of stay in bed and breakfast – all clients



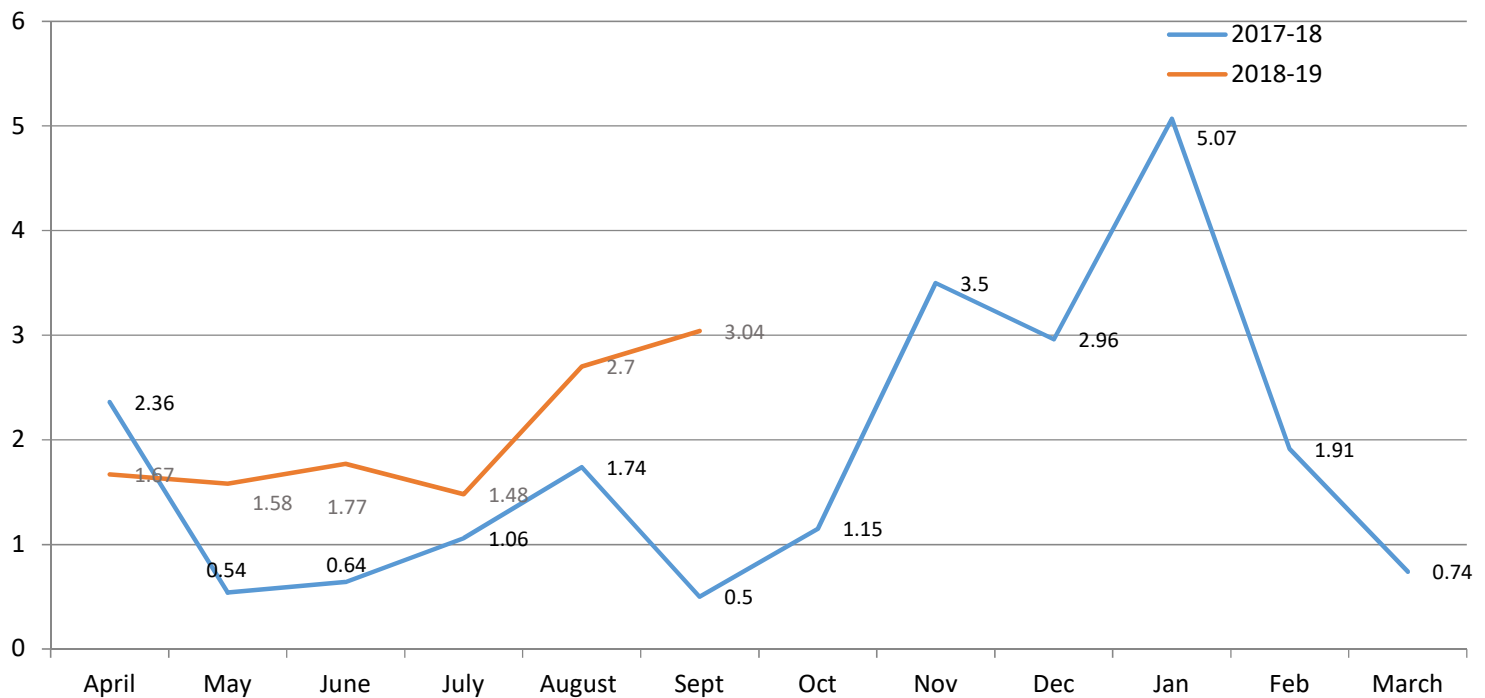
Homeless Services transferred to Wolverhampton Homes in December 2017. Between this time and April 2018 there was a steady reduction in the use of bed and breakfast accommodation. The Homelessness Reduction Act came into force in April 2018. From this time there has been an ongoing rise in the length of time spent in bed and breakfast, going from 1.1 days to 1.98 days on average.

Council officers are working with Wolverhampton Homes to regularly monitor bed and breakfast usage to understand the reasons for this and to try to reduce and minimise the usage of bed and breakfast.

Additional services are being utilised with the help of P3 and an officer is in place to help manage and monitor pathways processes from emergency accommodation into temporary accommodation and further onto settled accommodation.



### Length of stay in bed and breakfast with dependent children, leaving within a month



The 'length of stay in bed & breakfast with dependant children' is monitored as it is a legal requirement to ensure there are no families being accommodated in bed and breakfast for more than six weeks.

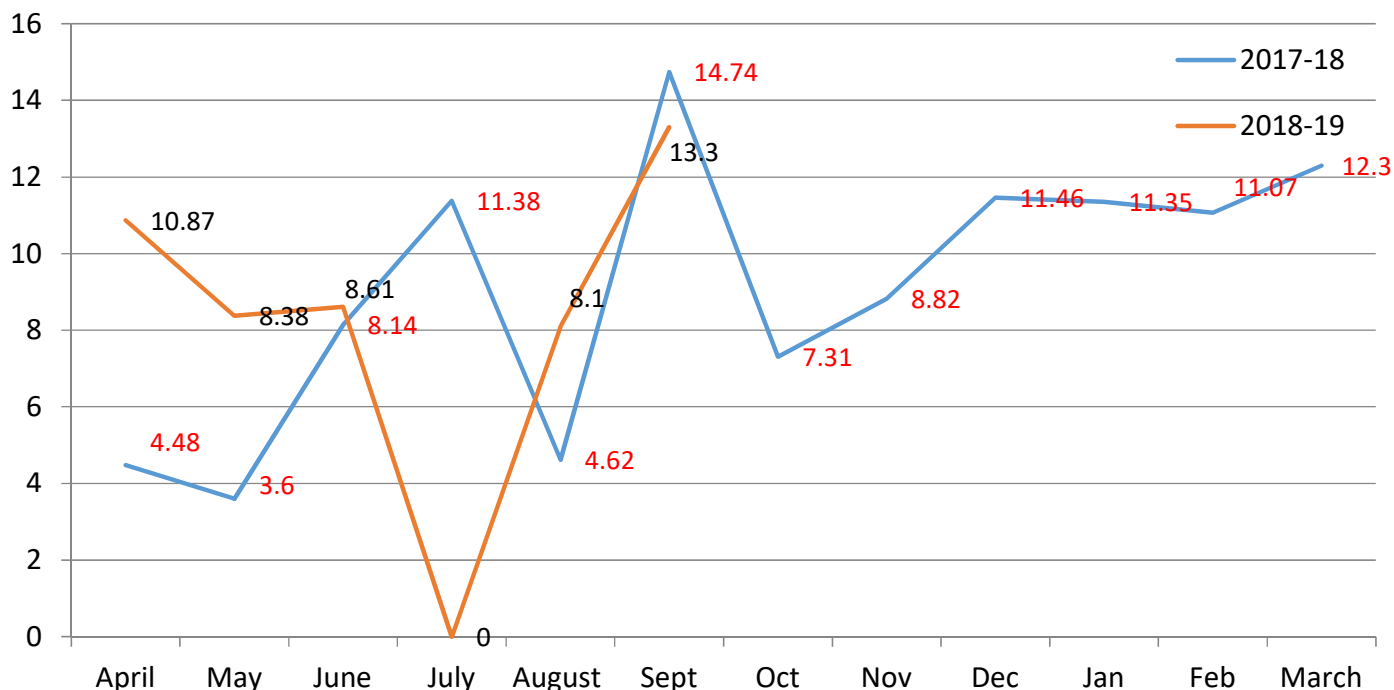
Average length of stay reduced significantly between January and March 2018 following Homeless Services transferring to Wolverhampton Homes, however quarter two 2018-2019 has experienced a monthly increase in the average length of stay by families within bed and breakfast.

The cumulative average totalled 1.84 weeks for 2017-2018. So far for 2018-2019, year to date the cumulative average figure is at 2.04 weeks.

During this period there has been an increase in larger families presenting, which presents a need for larger temporary accommodation for those families to move on to. Officers are working to secure larger properties within the private rented sector to enable people to reduce the use of and length of stay of families within bed and breakfast accommodation.

Housing Options staff are working to reduce the figures by working to ensure all other options are exhausted before bed and breakfast is used.

### Length of stay (weeks) in temporary 'shared accommodation' households with dependent children, leaving within a month



The length of stay by households with dependent children in temporary 'shared accommodation' relates to the average length of stay of those households that moved on from that accommodation in that month. (July 2018 therefore represents a month where no families moved on).

Where families did move on their average length of stay in 2018 -2019 for April, May and August was double that of 2017-2018. September 2018 has hit a peak of 13.3 weeks for the year, although this is slightly lower than the same period last year.

The cumulative length of stay (including placement prior to April 2018, as at Sept 11.38 weeks. As a comparison the cumulative figure as at April 2018 was 9.31 weeks.

Wolverhampton Homes are working to reduce average length of stay by improving move on making better use of private sector (temporary) accommodation.

<b>CITY OF WOLVERHAMPTON COUNCIL</b>	<b>Cabinet (Performance Management) Panel</b> 17 December 2018
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<b>Report title</b>	Information Governance Quarter Two Performance and General Data Protection (GDPR) Update Report	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Val Gibson Governance	
<b>Key decision</b>	No	
<b>In forward plan</b>	Yes	
<b>Wards affected</b>	All Wards	
<b>Accountable Director</b>	Jennifer Brake, Service Director of Strategy and Change	
<b>Originating service</b>	Information Governance	
<b>Accountable employee</b>	Anna Zollino-Biscotti	Information Governance Manager & DPO
	Tel	01902 555166
	Email	<a href="mailto:Anna.zollino-biscotti@wolverhampton.gov.uk">Anna.zollino-biscotti@wolverhampton.gov.uk</a>
<b>Report to be/has been considered by</b>	Corporate Leadership Team	27 November 2018
	Strategic Executive Board	4 December 2018
	Information Governance Board	10 January 2018

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**Recommendations for decision:**

The Cabinet (Performance Management) Panel is recommended to:

1. Review the quarterly progress update on the General Data Protection Regulation.
2. Review the quarter two performance for Information Governance.

## **1.0 Purpose**

- 1.1 To provide an update on the Information Governance performance figures for quarter two 2018-2019.
- 1.2 To provide a quarterly update on the work currently being undertaken by the Information Governance (IG) team and directorates following the implementation of the General Data Protection Regulation (GDPR).

## **2.0 General Data Protection Regulation**

### **Background and context**

- 2.1 On 14 April 2016, the EU Parliament approved the General Data Protection Regulation. In the following October, the Government confirmed that it will implement the GDPR in the UK and that the UK's decision to leave the EU will not affect the commencement of the GDPR. The new regulations have replaced the Data Protection Act 1998 and the Information Commissioner's Office (ICO) will continue to be the supervisory authority for the UK.
- 2.2 In April 2017, the Government issued a consultation document to consider the derogations (exemptions) within the GDPR where the UK can exercise discretion over how certain provisions are applied.
- 2.3 In September 2017, the Data Protection Bill was published setting out new standards for protecting general data in accordance with GDPR and preserving certain other exemptions of the current Data Protection Act 1998.
- 2.4 The Data Protection Act 2018 was given Royal Assent on 23 May 2018. The General Data Protection Regulation came into force on 25 May 2018 and provides an accountability-based framework for data protection in Europe.
- 2.5 In preparation for the new regulation, a GDPR work programme was developed, drawing on regional collaborative work completed with other local authorities. This was approved in July 2017 and this report provides the fifth quarterly update to the Cabinet (Performance Management) Panel on progress to date.

### **Progress to date and next steps**

- 2.6 The GDPR programme of work is now moving towards a business as usual status. GDPR training sessions have now been delivered across the Council and the demand for face to face general awareness training has further declined over the last three months. Where refresher or targeted training is requested, this will be delivered through the normal channels in addition to the GDPR e-learning training module that employees can access to further support their learning and understanding of the new Regulation.
- 2.7 The focus of teams over the last quarter has moved from training to the completion of key tasks aligned with the actions identified from the initial GDPR review and readiness audit conducted by Audit Services in May 2018. The audit's focus was on the Council's

preparations for the implementation of the new regulation in line with the ICO's 12 Steps to GPDR compliance. The main areas of work identified by the initial audit were the completion of individual Information Asset Registers and the completion of individual department/team GDPR matrices, the latter of which ensures that teams have carried out the various activities required to remain compliant with the new data protection laws. Work on the completion of these documents continues and updates are regularly provided to leadership teams and the Strategic Executive Board (SEB) on progress.

- 2.8 To follow on from the initial readiness audit and to ensure that changes have been applied, a further, more detailed audit will be scheduled in late Autumn/early Winter 2018.
- 2.9 The IG team continues to see an increase in the volume of general GDPR queries from teams in this last quarter; specifically requests from service areas requiring support with the completion of Data Privacy Impact Assessments (DPIAs), information sharing agreements and local privacy notices and consent forms. Work is also ongoing with Schools and Tenant Management Organisations (TMOs) who have purchased the Council's GDPR and IG support service under a paid for service level agreement.
- 2.10 No formal communications were scheduled this last quarter. Reminders and updates on GDPR and any other generic information governance related matters will continue to be published as and when required, either following a business need or following updates from the ICO.

### **3.0 Quarter two Information Governance performance reporting**

#### **Background and context**

- 3.1 The ICO has been interacting with the Council on information governance matters for several years. Considerable improvements have been made since their consensual audits in 2011 and 2012, which focused on requests for personal data (Subject Access Requests - SAR) and Freedom of Information (FOI).
- 3.2 Work has continued since the conclusion of the audit and a strategic approach to Information Governance has been adopted to ensure that the Council appropriately manages its information assets. Considerable improvements have been made in terms of processing information requests and the Council's overall statutory response rates have improved dramatically over the last five years.
- 3.3 To ensure ongoing improvements with information governance this report outlines current performance.

#### **Progress for quarter two**

- 3.4 The IG performance figures for quarter two are contained in appendix 1
- 3.5 Freedom of Information and Environmental Information (FOI/EIR) – 329 requests were received for Freedom of Information and Environmental Information, which is slightly less

than the volumes received last quarter (340). 327 requests were responded to within the statutory 20-day timeframe, which equates to a response rate of 99% for this quarter.

- 3.6 The number of requests received this quarter may indicate a break in the trend of volumes received for the last four quarters; this is the first quarter in more than 12 months where the volumes received within a three-month period have not increased.
- 3.7 Data Protection (DP/SAR) – 115 requests for personal data were received this quarter. All but two requests (113) were responded to within the shorter 30 calendar-day statutory timeframe, which again demonstrates a stable 98% response rate for the quarter.
- 3.8 Information Incidents – the number of incidents reported for the quarter remains almost the same as the numbers reported in the previous three months. 22 information incidents were reported in this quarter, which is just short (eight) of the total number of incidents reported in the whole of the period 2017-18. This may be indicative of the fact that employees are now more aware of what constitutes a breach and of the channels to report them following the GDPR training and awareness programme that has run for the last 12 months. All incidents reported, with the exception of one, were of the low risk category.

#### **4.0 Financial implications**

- 4.1 There are no financial implications associated with this report as Councillors are requested to review the information governance performance figures and note the progress made on the GDPR programme of work. All work associated with delivery of training and meeting information governance requirements is covered through existing budgets.
- 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. Following the implementation of GDPR, a two-tiered sanction regime with higher financial penalties will be adopted. Lesser information incidents will be subject to a maximum fine of either €10 million or 2% of an organisation's global turnover, whichever is greater. More serious violations could result in fines of up to €20 million or 4% of turnover.  
[ES/22112018/X]

#### **5.0 Legal implications**

- 5.1 The Council has a legal duty under the current Data Protection Act 2018, GPDR 2016/679, 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 for breaches of Data Protection 2018 or Privacy & Electronic Communication Regulations. With the implementation of the GDPR on 25 May 2018, a two-tiered sanction regime has been introduced and higher financial penalties will be adopted by the ICO. Lesser information incidents could be subject to a maximum fine of either €10 million or 2% of an organisation's global turnover, whichever is greater. More serious violations could result in fines of up to €20 million or 4% of turnover.
  - 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 to ensure they comply with the law.
  - Prosecute those who commit criminal offences under section 170 of the DPA 2018 (previously section 55 of the 1998 Act.)
  - Conduct audits to assess whether organisations processing of personal data follows good practice.
  - Report issues of concern to Parliament.
- 5.5 Demonstration of the Council's compliance with the current Data Protection Law protects it from legal challenges for alleged breaches of individuals' rights.  
[JSM 20/11/2018/ DP]
- 6.0 Equalities implications**
- 6.1 Having considered the equalities issues presented under the new legislation - Data Protection Act 2018 and GDPR 2016/679 and the previous Data Protection Act 1998, no new implications have been identified from associated actions or recommendations of this report.
- 6.2 Any new equalities issues that become apparent as the programme of work progresses will undergo an initial screening and if appropriate will be followed by a full equalities analysis.
- 7.0 Environmental implications**
- 7.1 There are no environmental implications identified.

## **8.0 Human resources implications**

8.1 Working practices to support the adoption of GDPR controls and measures will be incorporated into existing Information Governance and HR policies.

## **9.0 Corporate landlord implications**

9.1 There are no direct corporate landlord implications identified.

## **10.0 Health and Wellbeing implications**

10.1 There are no direct health and wellbeing implications identified in this report.

## **11.0 Schedule of background papers**

11.1 Strategic Executive Board – Briefing note on GDPR – July 2017

11.2 Strategic Executive Board Report – Approach to GDPR – January 2017

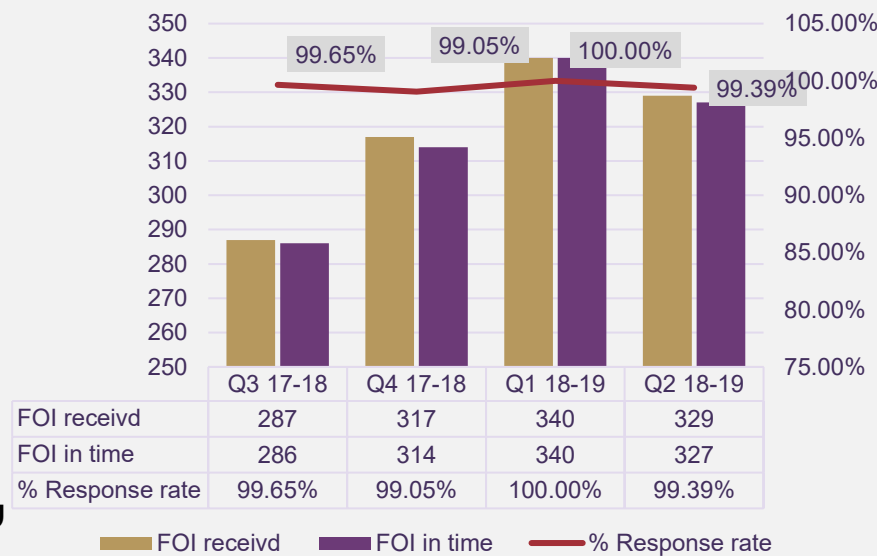
## **12.0 Appendices**

12.1 Appendix 1 – Quarter two 2018-19 info-graph

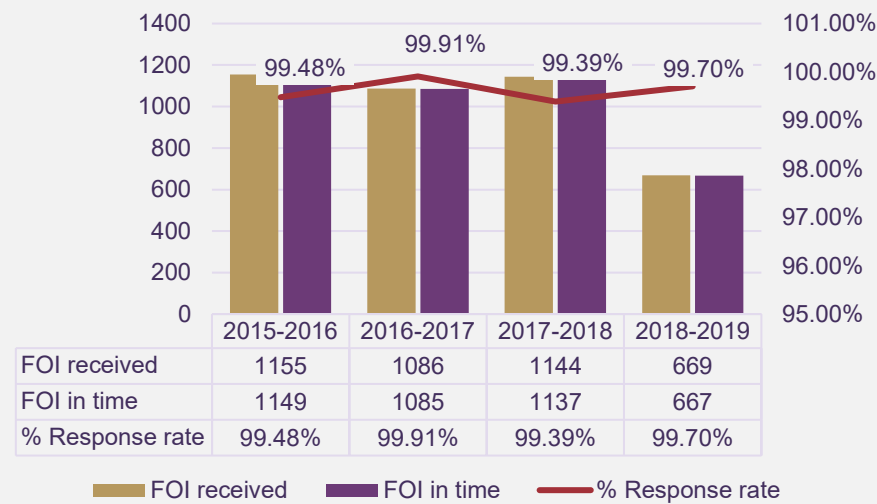


## Freedom of Information

FOI Quarterly Performance Q3 17-18 to Q2 18-19



FOI Performance - Annual Comparison - 2015-16 to present

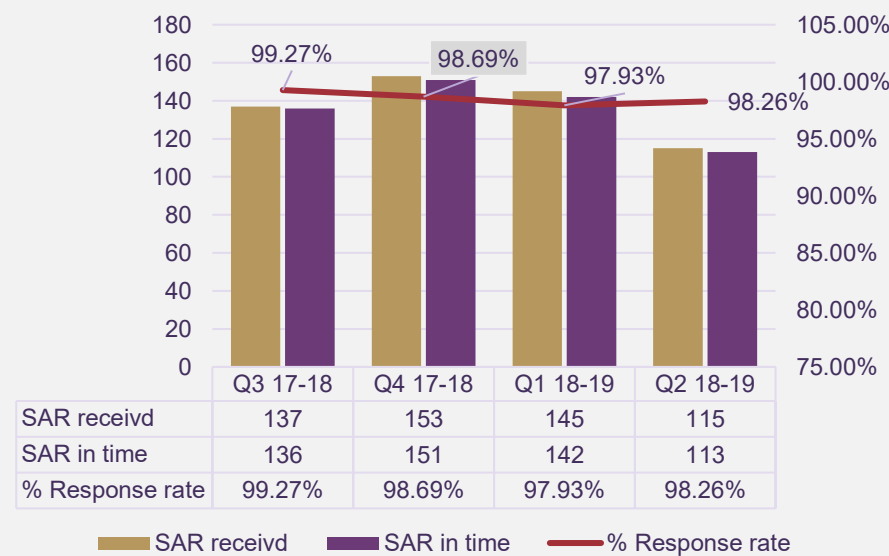


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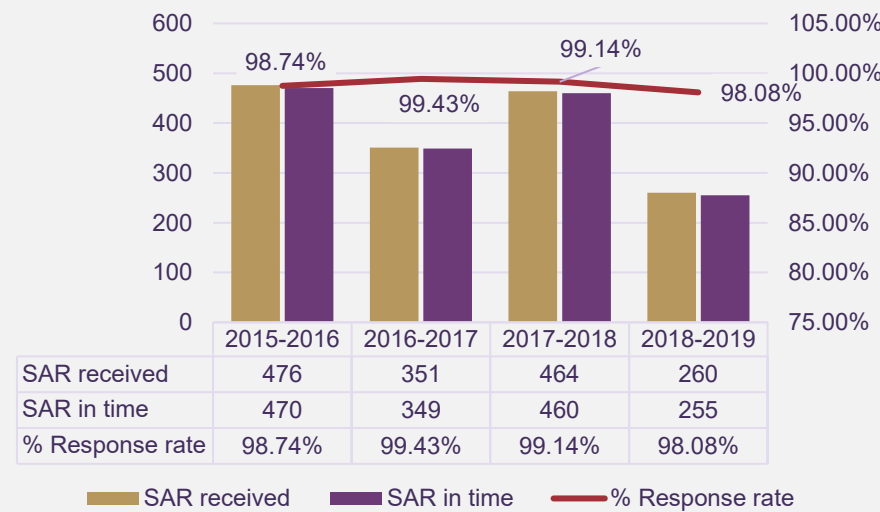
329 requests received this quarter. Volumes are slightly lower - breaking the upward trend reported for the last year. Response rates for the quarter remain high at 99%

## Data Protection

SAR Quarterly Performance - Q3 17-18 to Q2 18-19



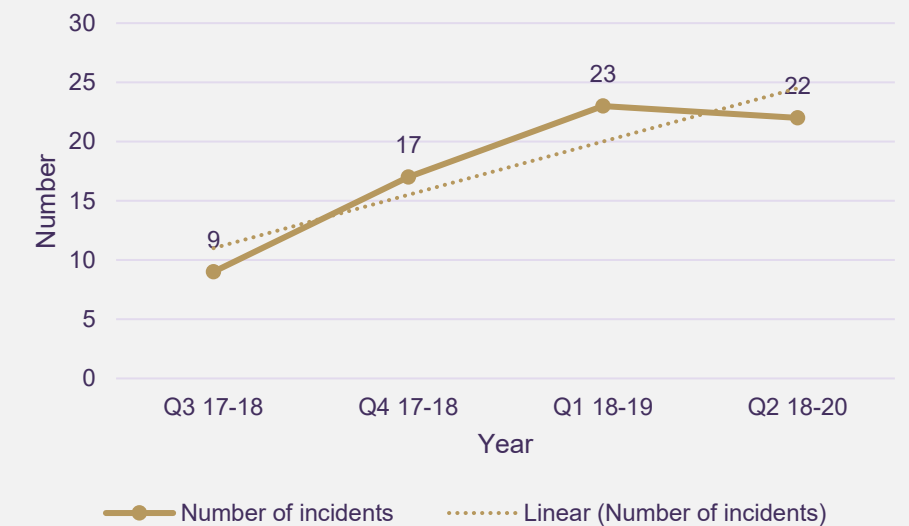
SAR Performance - Annual Comparison - 2015-16 to present



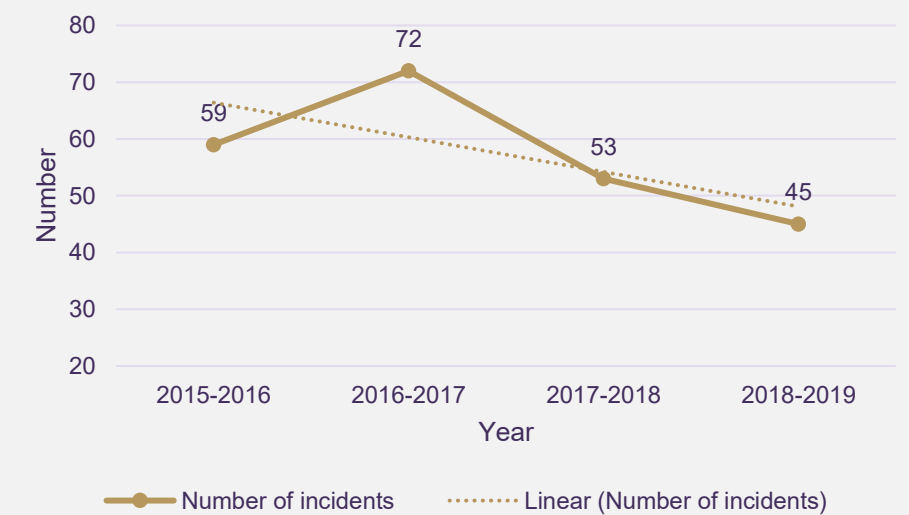
115 requests received this quarter. Volumes show a slight downward trend since Q4 2017-18. The response rate remains high at 98%

## Information Incidents

Number of incidents - Quarterly performance Q3 17-18 to Q2 18-19



Number of incidents to Annual Comparison 2015-16 to present



The number of information incidents reported this quarter is almost a duplicate of the volume reported last quarter. 22 incidents were reported - the majority of which were of the low risk category.

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# Cabinet (Performance Management) Panel

17 December 2018

<b>Report title</b>	Quarter Two Corporate top-25 indicators (1 July – 30 September 2018) and WV Insight progress update	
<b>Decision Designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Val Gibson Governance	
<b>Key decision</b>	No	
<b>In forward plan</b>	No	
<b>Wards affected</b>	All Wards	
<b>Accountable director</b>	Tim Johnson, Managing Director	
<b>Originating service</b>	Insight and Performance, Communications	
<b>Accountable employee(s)</b>	Ian Fegan	Head of Service, Communications
	Tel	01902 554286
	Email	Ian.Fegan@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	Strategic Executive Board	

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## Recommendations for noting:

That Cabinet (Performance Management) Panel is recommended to note:

1. The Council's performance against its top 25 performance indicators in quarter two (July to September 2018) of the 2018 to 2019 financial year.
2. Progress made in rolling out the WV Insight open data platform and on the phase 2 development plan.

## **1.0 Purpose**

- 1.1 Following on from the previous update to Cabinet (Performance Management) Panel in September 2018, the purpose of this report is to update members on performance against the Council's top 25 corporate indicators in quarter two (July to September 2018) of this year and on the implementation of WV Insight and planned developments.

## **2.0 Background**

- 2.1 Effective use of data and information to support decision-making and transformation is vitally important to the future success of the council.
- 2.2 As part of the Council's wider data strategy, building on previous work to develop an Outcome-Based Accountability (OBA) framework, the Council has implemented a new approach to managing insight and performance.
- 2.3 This includes the development of a suite of performance dashboards to support directors and managers to monitor and improve operational service delivery, a set of 25 top corporate indicators - selected for their strategic importance (nationally and locally) – and WV Insight, a new open data platform.

## **3.0 Top 25 Corporate indicators**

- 3.1 The Business Intelligence Managers for People and Place will present the Quarter 1 2018 to 2019 top 25 performance indicator results using PowerBi.
- 3.2 In summary, six indicators are demonstrating improving performance, 14 are stable, one is an area for improvement, two are annual indicators and two are under review.
- 3.3 Improving performance includes the:
- number of 18-65-year-old residents supported into work
  - percentage of council tax and business rates collected
  - number of 18-64-year-olds who receive care in their own home per 100,000 population
  - number of over 65-year-olds who receive care in their own home per 100,000 population
  - number of over 65-year-olds who receive care in residential / nursing homes per 100,000 population
  - average time taken to respond to potholes.
- 3.4 The one area for improvement is the number of fly-tipping incidents on public land. The Council is currently developing a new enforcement and public information approach to target offenders and better engage communities to tackle the problem.

## **4.0 WV Insight**

- 4.1 WV Insight was launched internally on 1 August 2018 and to the public and partners on 24 September 2018. It is an open data platform and 'one stop shop' for councillors,

employees, the public and businesses for data and information about wards, the city and wider region.

- 4.2 Updated monthly, the new system replaced the outdated Wolverhampton in Profile and delivers:
- 'Themed' data from multiple sources consolidated onto a single web portal providing ward, constituency, city-level, regional and national data
  - Improved intelligence-led decision making
  - Greater openness, transparency and scrutiny of the city and Council's performance in a number of areas supported by comparative data.
- 4.3 WV Insight includes universal information available to all, as well as a Councillor Portal with key service level information to support councillors in their work.
- 4.4 Performance data for the site between 1 August and 14 November 2018 highlights the following:
- 313 unique users have viewed the site over 1,600 times
  - Each user session lasts on average 12 minutes which shows a good degree of user retention
  - 75% of users visit from a desktop, whilst 25% visit from a mobile device
  - The top three viewed sections are: population (535-page views), unemployment and employment statistics (171-page views) and elections (139-page views).
- 4.5 Phase 2 development work is underway and will be accelerated with the allocation of a new project manager. However, in summary progress has been made on the following:
- *Council Tax data broken down by ward for councillors to access* – this work is 95% complete with an operational PowerBi dashboard and user testing currently taking place before integration into WV Insight. Work should be completed end of the year.
  - *Planning applications* – preliminary scoping work has been undertaken to develop a SQL connection to the IDOX planning database. This is achievable and will be progressed by the new project manager
  - *Personalisation of ward-level data for councillors* – scoping work will be carried out by the new project manager, liaising closely with ICT, to allow councillors to personalise their WV Insight experience.
- 4.6 Other key elements of the phase 2 work include the development of open data sources and more detailed engagement with city partners to develop the site as a hub for a much wider range of information about the city.
- 4.7 Looking forward, there is also the potential to commercialise WV Insight by creating an off-the-shelf product that can be marketed to other councils and organisations, locally, regionally and nationally.

## **5.0 Financial implications**

5.1 There are no financial implications associated with the first recommendation in this report as Panel is only requested to note performance against key indicators in quarter two. It is worth noting, however, that improved use of data and analysis to provide meaningful insight supports evidence-based decision making and the Council's drive to be more efficient and effective in resource use.

5.2 As previously reported in the September 2018 update to Panel the costs associated with the initial launch of WV Insight Portal were met from a budget set aside within the Corporate directorate for this specific purpose. The second phase of WV Insight development is being funded from within existing Strategy and Change employee budgets. The possibility of generating income from the sale of WV Insight as a product is also being explored following expressions of interest from other local authorities.  
[GE/06122018/N]

## **6.0 Legal implications**

6.1 There are no direct legal implications arising from this report.  
[TS/05122018/T].

## **7.0 Equalities implications**

7.1 There are no direct equalities implications arising from this report.

## **8.0 Environmental implications**

8.1 There are no direct environmental implications arising from this report.

## **9.0 Human resources implications**

9.1 There are no direct human resource requirements resulting from this report.

## **10.0 Corporate landlord implications**

10.1 There are no direct corporate landlord implications from this report.

## **11.0 Health and Wellbeing implications**

11.1 There are no direct corporate landlord implications from this report.

## **12.0 Schedule of background papers**

12.1 **13 June 2018** – Update on development of new Outcomes Based Accountability Performance Framework and new WV Insight Portal  
**17 September 2018** – New Insight and Performance Strategy and Top 25 Corporate Indicators.