

Meeting of the Cabinet (Performance Management) Panel Minutes - 15 June 2015

Attendance

Members of the Cabinet (Performance Management) Panel

Cllr Paul Sweet (Chair)
Cllr Peter Bilson
Cllr Claire Darke
Cllr Val Gibson
Cllr Andrew Johnson
Cllr Elias Mattu
Cllr Sandra Samuels

Employees

Dereck Francis	Democratic Support Officer
Adam Hadley	Group Manager - Democracy
Charlotte Johns	Head of Transformation
Anna Zollino-Biscotti	Senior Information Governance Officer
Kenny Aitchison	Service Manager Housing Strategy/Development

Part 1 – items open to the press and public

- | <i>Item No.</i> | <i>Title</i> |
|-----------------|---|
| 1 | Apologies for absence
Apologies for absence were submitted on behalf of Cllrs Steve Evans, Roger Lawrence and John Reynolds. |
| 2 | Declarations of interests
No declarations of interests were made. |
| 3 | Minutes of the previous meeting (23 February 2015)
Resolved:
That the minutes of the previous meeting held on 23 February 2015 be confirmed as a correct record and signed by the Chair. |
| 4 | Matters arising
With reference to Minute No. 6 (Corporate Performance Report – Quarter Three 2014/15), Cllr Sandra Samuels gave a verbal response to questions raised at the last meeting regarding infant mortality rates and promoting sports in school. |
| 5 | Corporate performance report quarter four 2014/15
Charlotte Johns, Head of Transformation presented the quarter four corporate performance report for 2014/15. She highlighted the three measures that were currently rated red and were therefore underperforming. |

Cllr Val Gibson reported that the update on Looked After Children (LAC) had been presented at the recent away day.

Regarding the indicators 'working days lost' and 'appraisals', Cllr Paul Sweet reported that work was underway on both issues and that a report would be presented to Cabinet on a more simplified appraisal system and recording/monitoring arrangements.

Resolved:

That the performance on the corporate performance indicator for quarter four 2014/15 be received and noted

6 Housing managing agents performance monitoring report - quarter three 2014/15

The Panel reviewed performance monitoring information on Wolverhampton Homes and the Tenant Management Organisations (TMOs) management and maintenance of Council owned properties during quarter three of the 2014/15 financial year.

Kenny Aitchison, Service Manager Housing Strategy and Development reported that the monitoring report showed that Wolverhampton Homes (WH) was making good in year progress and compared favourably to the same period in 2013/14. He reported on the indicators satisfaction, complaints, rent arrears and repairs where performance was off target and explained that the causes for the performance had been identified and the issues addressed. The only issue from the TMOs performance was that re let times were off target but this was not a cause for concern.

Lesley Roberts, Wolverhampton Homes reported that the latest data showed rent arrears at 0.87% which was below its 1% target. The Service Manager Housing Strategy and Development would be able to confirm this once he received the data for quarter four.

Cllr Peter Bilson welcomed performance report and commented that it was encouraging news that Wolverhampton Homes and the TMOs were all performing well. He also informed the Panel that new benchmarking arrangements for WH were being explored. In light of the change in the way WH delivered the response repairs service across the city, consideration would need to be given to how performance of this new method of operation was monitored and reported in the Panel.

Resolved:

That the performance of the housing management agents for quarter three of 2014/15 be received and noted.

7 Information Governance performance report - quarter four 2014/15 and year end

Adam Hadley, Group Manager - Democracy reported that there had been a 1% dip in performance on Freedom of Information (FOI) response rates between quarters three and four of 2014/15 and that the Subject Access Request (SAR) response rate had improved from 81% to 88% during the same period. The year-end report

showed a performance rate of 95% for FOI requests and an 82% SARs response rate.

The Group Manager - Democracy also reported that he was working with the Charlotte Johns, Head of Transformation to ensure that all new starters undertake the mandatory Information Governance training.

Resolved:

That the quarter four 2014/15 and year end performance for Information Governance be received and noted.