

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

Attendance

Members of the Cabinet (Performance Management) Panel

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

Employees

Emma Bennett	Service Director - Children and Young People
Dereck Francis	Democratic Support Officer
Tony Ivko	Service Director - Older People
Ros Jervis	Service Director - Public Health and Wellbeing
Charlotte Johns	Head of Strategic Programmes
Adrian McCormick	Head of Transformation
Kevin O'Keefe	Director of Governance
Gareth Payne	Policy Officer
Mila Simpson	Section Leader - Housing Strategy and Development
Anna Zollino-Biscotti	Senior Information Governance Officer

Part 1 – items open to the press and public

Item No. *Title*

- 1 Apologies for absence**
Apologies for absence were submitted on behalf of Cllrs Val Gibson, Andrew Johnson, Roger Lawrence, John Reynolds and Paul Sweet,
- 2 Declarations of interests**
No declarations of interests were made.
- 3 Minutes of the previous meeting (22 February 2016)**
Resolved:
That the minutes of the meeting held on 22 February 2016 be approved as a correct record and signed by the Chair.
- 4 Matters arising**
There were no matters arising from the minutes of the previous meeting.
- 5 Corporate performance report - quarter four**
Charlotte Johns, Head of Organisational Development presented the report on performance indicators for quarter four against those published in the Council's Corporate Plan 2015/16.

Resolved:

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

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

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

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

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

Resolved:

That the report be received and noted.

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

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

Resolved:

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

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

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

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

Resolved:

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

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

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

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

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

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

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

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

Resolved:

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