

# Meeting of the Cabinet (Performance Management) Panel Minutes - 12 June 2017

## Attendance

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

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

### Employees

Dereck Francis	Democratic Services Officer
Keith Ireland	Managing Director
Helena Kucharczyk	Business Intelligence Manager
Martyn Sargeant	Head of Democratic Services

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

*Item No. Title*

- 1 Apologies for absence**  
An apology for absence submitted on behalf of Councillor Steve Evans.
- 2 Declarations of interests**  
No declarations of interests were made.
- 3 Minutes of the previous meeting - 27 February 2017**  
Resolved:  
That the minutes of the previous meeting held on 27 February 2017 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 **Information Governance Performance Report - Quarter Four 2016/17**

Martyn Sargeant, Head of Democratic Services presented the performance monitoring report on Information Governance for quarter four (January to March 2017). The report showed sustained high performance by the Council in its response to Freedom of Information/ Environmental Information (FOI) and Subject Access Requests (SARs) received. The Head of Service highlighted that in the last three years the Council had progressed to become one of the best performing Councils for its Information Governance function. The service would strive to improve on this. Issues relating to process improvements to help the IG team manage a lot of the work electronically were being explored.

The Head of Democratic Services also reported that the IG team was meeting with Wolverhampton Homes about supporting their information governance function. At the request of the West Midlands Combined Authority, the IG team would also be supporting them in their Information Governance Audit.

Resolved:

1. That the Information Governance performance figures for 2016/17 for Freedom of Information/Environmental Information requests and Subject Access requests be noted.
2. That the year on year performance figures for both regimes be noted.

6 **Housing Managing Agents Performance Monitoring Report - Quarter Four 2016/17**

Cllr Peter Bilson presented the report on quarter four performance of Wolverhampton Homes (WH) and the Tenant Management Organisations (TMOs) management and maintenance of council owned properties. He reported that the Monitoring Group had considered the performance monitoring report at its meeting last week and endorsed the performance at quarter four and the development plan.

Cllr Andrew Johnson requested an update on the performance of Dovecotes Tenant Management Board in relation to the percentage of tenants in seven weeks rent arrears.

Resolved:

1. That the performance of the housing management agents for quarter four 2016/17 be noted.
2. That an update on the actions taken to manage the performance of Dovecotes Tenant Management Board in relation to the percentage of tenants in seven weeks rent arrears be submitted to the next meeting.

7 **Outcome Based Accountability and Outcome Based Budgeting Update**

Helena Kucharczyk, Insight and Performance Manager presented the report on progress made in implementing the Council's approach to outcome-based accountability and outcome-based budgeting.

With reference to the example cited in the report to test the methodology for outcome-based accountability and outcome-based budgeting (i.e. Corporate Communications) it was questioned, in terms of an invest to save scheme, whether the approach would provide the Council with information on the cost effectiveness of the Communications Team relative to an outside agency (i.e. costs relative to the

outcome). The Insight and Performance Manager confirmed the next phase in the development of the approach was to develop a cost calculator linked to outcomes. Keith Ireland, Managing Director added that the approach would provide members with an indication of what the Council would obtain for its internal resource and how its funds were being deployed. Through the Qlikview application managers would have automatic access to data which would free up the Insight and Performance Manager and her team to focus on higher level data analysis.

Resolved:

1. That the progress to date on the continuing implementation of the outcome-based corporate performance framework be noted.
2. That a workshop on the outcome-based corporate performance framework be arranged for the Panel with Dr Tony Munton.