

Meeting of the Cabinet (Performance Management) Panel Minutes - 5 March 2018

Attendance

Members of the Cabinet (Performance Management) Panel

Cllr Peter Bilson
Cllr Claire Darke
Cllr Steve Evans
Cllr Val Gibson
Cllr Andrew Johnson
Cllr Roger Lawrence
Cllr John Reynolds
Cllr Sandra Samuels OBE
Cllr Paul Sweet

Employees

Shaun Aldis	Chief Executive Wolverhampton Homes
Ian Fegan	Head of Communications
Melissa Green	Housing Strategy and Development Support Officer
Keith Ireland	Managing Director
Helena Kucharczyk	Insight and Performance Manager
Kate Martin	Service Director - City Housing
Kevin O'Keefe	Director of Governance

Part 1 – items open to the press and public

Item No. *Title*

Chair for the meeting

In the absence of the Chair, Councillor Milkinder Jaspal, it was agreed that Councillor Paul Sweet chair the meeting.

- 1 **Apologies for absence**
Apologies for absence were submitted on behalf of Councillor Milkinder Jaspal.
- 2 **Declarations of interests**
There were no declarations of interests.
- 3 **Minutes of the previous meeting - 4 December 2017**
Resolved:
That the minutes of the previous meeting held on 4 December 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 that were not otherwise covered on the agenda for the meeting.

5 **Housing Managing Agents Performance Monitoring Report – Quarter Three October to December 2017**

Kate Martin, Service Director: Housing presented the report on the performance of Wolverhampton Homes (WH) and the Tenant Management Organisations (TMOs) in managing and maintaining Council owned properties during quarter three of the 2017-2018 financial year. Generally, there was good performance across all performance indicators. There were however, a few areas falling short of target. The service would be meeting with WH and the TMOs in the coming weeks to discuss their plans for bringing the targets back on track.

Councillor John Reynolds referred to the performance of Dovecotes TMO and New Park Village Tenant Management Co-operative on some of the repairs indicators that were outside of target. He asked whether they were undertaking the repairs work themselves or subcontracting it out. Melissa Green, Housing Strategy and Development Support Officer advised that Dovecotes TMO carried out their repairs through a contract with Wrekin Housing Trust. New Park Village Tenant Management Co-operative were looking to recruit the services of a contractor to undertake their repairs work. The Housing Strategy and Development Support Officer undertook to look into that issue.

Councillor Sandra Samuels OBE asked about the impact of the roll out of Universal Credit in Wolverhampton. The Service Director briefly reported on arrangements for supporting the TMOs with their arrangements to prepare for the change to the benefits system. There were no main issues to report at the moment.

Councillor Paul Sweet commented that following the recent severe winter weather conditions, the Council was receiving calls from tenants about burst pipes. He commended WH presence on social media in keeping its tenants updated. He asked about the methods of communication used by the TMOs to speak to and receive feedback from their tenants. The Housing Strategy and Development Support Officer undertook to take up the issue with the TMOs.

Resolved:

That the performance of the housing managing agents for quarter three 2017/2018 be noted.

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

Anna Zollino-Biscotti, Information Governance Manager delivered a quarterly update on the work currently being undertaken in preparation for the General Data Protection Regulation (GDPR) that would replace the current Data Protection Act 1998. The Information Governance Manager also reported on performance of Information Governance for quarter three (October to December 2017). Targets had been maintained for the response to Freedom of Information/ Environmental Information (FOI) and Subject Access Requests (SARs) received.

Councillor John Reynolds asked about repeated requests for the same information the Council received and the costs incurred in providing responses. The Information Governance Manager reported that data on costs incurred in responding to requests was not currently collated, but it was something that could be considered.

Resolved:

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

7 **Update on Progress to Embed New Outcomes Based Accountability Performance Framework and New WV Insight Portal**

Ian Fegan, Head of Corporate Communications presented the report on progress made on the implementation of outcome based accountability core corporate indicators and the new WV Insight website. Helena Kucharczyk, Insight and Performance Manager delivered a demonstration of the population model on WV Insight.

Councillor Paul Sweet commented that progress on the core corporate indicators and WV Insight had come a long way since initially proposed. He congratulated employees for their work on the initiatives.

Councillor John Reynolds asked that the University and College be informed when WV Insight is launched.

Resolved:

1. That progress with the continuing implementation of the Council's new outcome-based corporate performance framework be noted.
2. That progress on the development of the new WV Insight website be noted.
3. That the presentation and demonstration of PowerBI dashboard functionality be noted.