

Organisational response form

Report title: Use of Performance Information; Service User Perspective and Outcomes

Completion date: November 2023

Document reference: TBC

Ref	Recommendation	Organisational response Please set out here relevant commentary on the planned actions in response to the recommendations	Completion date Please set out by when the planned actions will be complete	Responsible officer (title)
R1	<p>Information on the perspective of the service user</p> <p>The Council should ensure that the information provided to its senior leaders enables them to understand the service user perspective. The Council should ensure this information is drawn from the diversity of its service users.</p>	<ul style="list-style-type: none"> • Deliver the Engagement and Participation Strategy Action Plan • Ensure that “performance information” on the service user perspective from engagement and consultations activities is reported to senior leaders • Use the recent implementation of MyAccount and other digital technologies, such as the Council’s LoRaWAN network, to capture further feedback and data on the customer experience at the point of contact and the usage of Council services. • Explore a potential involvement project that would bring together the work on strengthening citizen engagement and consultation. This could include, for example, the work with Data Cymru on developing the national Pan-Wales Survey and a group to bring insights together across the Council. 	<p>March 2024</p> <p>Ongoing</p> <p>March 2025</p> <p>June 2025</p>	<p>Diana Davies / Cathryn Morgan et al</p> <p>Leadership Group via Alun Williams</p> <p>Leadership Group</p> <p>Engagement and Inclusion Team / Performance and Research Team</p>
R2	<p>Information on progress towards outcomes</p> <p>The Council should strengthen the information provided to senior leaders to</p>	<ul style="list-style-type: none"> • Update Business Planning Guidance for 2024/25 to provide further support for setting performance measures, in particular outcome-based measures. 	<p>March 2024</p>	<p>Diana Davies</p>

	<p>help them evaluate whether the Council is delivering its objectives and intended outcomes.</p>	<ul style="list-style-type: none"> • Corporate Lead Officers and Corporate Managers to develop and identify additional outcome focused measures to demonstrate progress in delivering objectives and intended outcomes. 	<p>Ongoing / March 2024</p>	<p>Leadership Group via Alun Williams</p>
<p>R3</p>	<p>Quality and accuracy of data The Council needs to assure itself that it has robust arrangements to check the quality and accuracy of the information it provides to senior leaders relating to service user perspective and outcomes.</p>	<ul style="list-style-type: none"> • Individual services continue to be responsible for the accuracy of their own data. The Internal Audit Annual Plan is prioritised according to risk. The results of the Audit Wales report will be added to Internal Audit's assurance map and considered as part of the CMIA's annual risk assessment. 	<p>Ongoing</p>	<p>Alex Jenkins</p>