

Audit Wales – [Use of Performance Information: Service User Perspective and Outcomes](#)

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What are we trying to achieve, the outcome	Clear, robust and timely information that gives assurance to elected Members and residents that we are delivering what we set out to achieve and putting residents at the centre of what we do.
Why we need to do it:	The Council collects and uses a raft of information from across its services and a range of platforms to evidence and compare performance and to hold services to account. Part of the suite of information is resident feedback. The Council has a good track record of engaging with communities to inform decisions. However, in recent years we have not routinely sought the information that has enable the Council to test whether its work is making the difference it intended. Whilst the Corporate Plan was clear about the intended outcomes in the priorities set in 2020, the focus on response to floods and the pandemic has impacted the business processes that would normally provide a range of evidence in respect of Service User Perspective and Outcomes.

Recommendation	Council's Response	Next Steps	Timescale	Responsible Officer
R1 The Council should strengthen the perspective of the service user: The council should strengthen the information it provides to its senior leaders to enable them to understand how services and policies are meeting the needs of service users.	The Council has local arrangements in place across services to engage with service users and capture and use their feedback to inform service planning and delivery. The Council recognises that work is required to bring this information together to further support its arrangements in understanding how services and	The Council will use its existing arrangements and the range of service user feedback captured to help assess how services and policies are meeting the needs of service users, with senior leaders being an integral part of this process. This will include case studies within published quarterly Performance		Lead Officers for Corporate Plan

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	<p>policies are meeting the needs of service users.</p>	<p>Reports (aligned to services and policies) and specific service user information within self-standing reports.</p> <p>As part of the Council's on-going review of its approach, where new developments will further support this area (e.g. the new Customer Relationship Management system that will enhance the availability of service user information; the development of 'you said, we did'; and new / revised outcome measures), these will be incorporated into existing arrangements.</p>	<p>March 2024 (and on-going)</p>	<p>Priorities: People, Places and Prosperity</p>
<p>R2 Outcomes information: The council should strengthen the information provided to senior leaders to help them evaluate whether the council is delivering its objectives and the intended outcomes.</p>	<p>The Council has sound arrangements in place to set priorities and outcomes, and the monitoring of progress, and recognises that work is required to further improve how it demonstrates the extent to which intended outcomes are being achieved.</p>	<p>As part of developing the 2023/24 Corporate Plan priority action plans for People, Places and Prosperity, work has focussed on setting more clear outcomes, a suite of underpinning performance measures (noting that the suite of measures are subject to on-going review) and key actions to support the delivery of intended outcomes.</p>		

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		<p>With regard to key actions, these include a focus on evaluating the impact of outcomes in specific areas, with updates to be reported to senior leaders. As part of the evaluation process, a suite of qualitative and quantitative information will be used (including the information referenced at R1).</p> <p>The learning from the above approach is also being applied in the development of the Council's new Corporate Plan, effective from April 2024, to continue to build and strengthen the arrangements in place.</p>	March 2024	Lead Officers for Corporate Plan Priorities: People, Places and Prosperity
<p>R3 Arrangements to check the 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 the service user perspective and outcomes</p>	<p>The Council's work to re-set its performance management arrangements during 2022/23, following interim arrangements being in place during the pandemic, includes ensuring robust processes are in place to check the quality and accuracy of performance information used and / or published by the Council (including</p>	<p>The following assurance arrangements are being progressed:</p> <ul style="list-style-type: none"> Local quality assurance – services evidencing the checks undertaken on the quality and accuracy of data / information produced and reported, the frequency of the checks and corrective action taken (where required). 	December 2023	Delivery Plan Lead Officers

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	information from a service user perspective).	<ul style="list-style-type: none"> Corporate quality assurance - the 2023/24 Internal Audit Plan agreed by Governance and Audit Committee on 4th July 2023, includes a review of performance information to provide an independent opinion on the accuracy of the information produced / reported (including information from a service user perspective). This will be an annual process, with services provided with corporate support (where required) to implement agreed Internal Audit recommendations. 	December 2023	Paul Griffiths / Lesley Lawson