

Audit Wales – [Use of Performance Information: Service User Perspective and Outcomes](#)Publicly available September 2023 - reported to Governance and Audit Committee [24 January 2024](#)

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	Actions To Address The Recommendation	Progress Update	Timescale	Responsible Officer
<p>R1 The Council should strengthen the perspective of the service user:</p> <p>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.</p>	<p>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.</p> <p>This will include case studies within published quarterly Performance Reports (aligned</p>	<p>The Council continues to 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.</p> <p>This position was reflected in the Council's <u>2022/23 Annual Self-Assessment</u>, that was scrutinised by the Governance and Audit Committee on</p>		

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	<p>to services and policies) and specific service user information within self-standing reports. 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>19th December 2023 and considered and approved by full Council on 17th January 2024, and reaffirmed the need to strengthen arrangements that will demonstrate the difference the Council's work is making. This is an on-going programme of work and includes:</p> <ul style="list-style-type: none"> • Using the Council's new Customer Relationship Management System to enhance the availability of service user feedback e.g through the development of the Complaints, Compliments and Comments Dashboard containing information at service/ward level; • Utilising case studies within the Council's performance reports that illustrate the impact on people's lives and also incorporating specific service user information into self-standing reports e.g. for illustrative purposes case studies including <u>evaluation of Step 4 provision for learners with SEBD difficulties</u> and <u>Trainee of the Year</u> in our quarterly Prosperity performance summary; • Progressing the 'You said, We did' approach that evidences how service user feedback is being used to inform 	<p>March 2024 (and on-going)</p>	<p>Lead Officers for new Corporate Plan</p>

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		<p>service delivery, for example, introducing Adult swimming lessons in our leisure facilities at Tonyrefail Leisure Centre (press release).</p> <ul style="list-style-type: none"> • Services considering more outcome focussed measures / information as part of the development of the Council's new Corporate Plan. 		
<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>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 ongoing review) and key actions to support the delivery of intended outcomes.</p> <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</p>	<p>There is a continued focus on demonstrating the impact of the Council's work through more clearer outcomes in quarterly performance reports alongside supporting actions and measures. In parallel, case studies are being used to provide evidence of impact, for example, the work of the new Diversionary Activity Team to provide support to those at risk of or who are homeless in our communities and a client engaged in support and recreational activities to reduce loneliness and improve their wellbeing (case study).</p> <p>As the 2020-24 Corporate Plan comes to an end, as reflected in the Annual Self-Assessment 2022/23, we have been</p>	<p>Original timescale of March 2024 has been revised as per below.</p> <p>July 2024 (Year-end Performance Report)</p> <p>On-going (will be reviewed on a quarterly</p>	<p>Delivery Leads for Priorities within the new Well-being Objectives</p>

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	<p>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>	<p>developing the new Corporate Plan 2024-30. The new Plan, endorsed by Cabinet in March 2024 and subject to Council approval in April 2024 sets out a range of clearer outcomes for each of the four new Well-being Objectives. This will be underpinned by a suite of performance and outcome measures and delivery actions which will be reviewed and refreshed over the life of the plan.</p>	<p>basis during 2024/25 as part of performance reporting arrangements)</p>	
<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 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). • Corporate quality assurance - the 2023/24 Internal Audit 	<ul style="list-style-type: none"> • Local data assurance – local data assurance requirements are being discussed and reviewed with services as part of current year reporting and also as part of preparations for financial year 2024/25. • Corporate quality assurance – the Internal Audit Service has undertaken a 	<p>Original timescale - December 2023. Review arrangements will be on-going.</p> <p>Original timescale - December</p>	<p>Delivery Plan Lead Officers</p> <p>Paul Griffiths / Lesley Lawson</p>

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	<p>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.</p>	<p>review of performance information as part of the 2023/24 Internal Audit Plan. The report is currently at draft stage. This area will continue to be highlighted for review by Internal Audit as part of the annual internal audit planning arrangements.</p>	<p>2023. Revised timescale – May 2024.</p>	