

Organisational response form

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

Completion date: January 2024

Document reference: 3979A2023

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)	Update on Progress
R1	Information on the perspective of the service user The Council should ensure that the information provided to its senior leaders enable them to understand the service user perspective on a broader range of services and policies. The Council should ensure this information is drawn from the diversity of service users.	Work is underway to identify service user perspective information that is already collected across the council by services. In addition, research is also being undertaken to identify other examples of service user perspective information that is collected by other local authorities for inclusion in the Council's updated Corporate Plan and Business Plans for 2024 onwards.	30 th April 2024	Caryn Furlow-Harris	As the focus of the reset Corporate Plan for the period 2024/2027 is on the delivery of 9 transformation programmes Senior Management Teams are being asked to include service user perspective information in their service delivery plans which are currently being developed.
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 intended outcomes.	Information provided to senior leaders has been strengthened during 2023/2024 with the provision of 6 monthly report on progress made on delivering the Council's well-being objectives. A review is underway of the Council's Corporate Performance Framework and a key consideration in that review will be how we can further strengthen the information provided to senior leaders.	30 th April 2024	Caryn Furlow-Harris	The review of the Council's Corporate Performance Management Framework is now underway. This has been delayed due to the resetting of the council's Corporate Plan for the period 2024/2027 which has included the development of 9 transformation programmes and the introduction of service delivery plans at head of

					<p>service level. In addition, the new model of scrutiny is bedding in.</p> <p>These are all key factors in the council's Corporate Performance Management Framework so it was deemed timely to commence the review in early 2024 to ensure the revised Framework reflected the above developments / changes.</p> <p>The review will be completed mid July 2024 with the revised framework implemented in readiness for quarter 2 reporting (April – Sept 24).</p>
R3	<p>Quality and accuracy of data</p> <p>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>	<p>Engaging with the Internal Audit Service on an approach to the checking of quality and accuracy of information provided to senior leaders.</p>	30th April 2024	Caryn Furlow-Harris	<p>Following a discussion with the Internal Audit Manager, a review of the quality and accuracy of performance information has been included in the Internal Audit Plan for 2024/2025.</p>