

| Ref | Recommendation   | Organisational response<br>Please set out here relevant commentary on the planned actions in response to the recommendations  | Completion date<br>Please set out by when the planned actions will be complete     | Responsible officer (title)       | Update on Progress  |
|-----|--|---|--|-----------------------------------|---|
| R1  | <p><b>Information on the perspective of the service user</b></p> <p>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.</p> | <p>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.</p>          | <p><b>30<sup>th</sup> April 2024 (delayed due to review of Corporate Plan)</b></p> | <p><b>Caryn Furlow-Harris</b></p> | <p>Work is ongoing with Senior Management Teams regarding the inclusion of service user perspective information in their service delivery plans, which will be woven into the performance monitoring reports of the Corporate Plan presented to Cabinet and Scrutiny Committees</p>   |
| R2  | <p><b>Outcomes information</b></p> <p>The Council should strengthen the information provided to senior leaders to help them evaluate whether the Council is delivering its objectives and intended outcomes.</p>   | <p>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.</p> <p>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.</p> | <p><b>30<sup>th</sup> April 2024 (delayed due to review of Corporate Plan)</b></p> | <p><b>Caryn Furlow-Harris</b></p> | <p>Good progress has been made in establishing a revised framework.</p> <p>This has included the formation of a Strategic Planning &amp; Performance Group chaired by the Director of Strategy and Corporate Services which has been established to:</p> <ul style="list-style-type: none"> <li>strengthen our approach to corporate planning and performance management across the council.</li> <li>Ensure Directorate Management Teams and Accountable Managers are fully informed and engaged on the</li> </ul> |

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|           |  |   |  |                                   | <p>corporate planning and performance management requirements and timescales</p> <ul style="list-style-type: none"> <li>• Ensure there is an effective and streamlined performance management framework that meets the needs of all Directorates and all of our statutory obligations.</li> </ul> <p>The membership of the Group is senior officers who sit on the respective Directorates Management Teams</p> |
| <b>R3</b> | <p><b>Quality and accuracy of data</b></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> | <p><b>30<sup>th</sup> April 2024<br/>(completed - added to Internal Audit Plan</b></p> | <p><b>Caryn Furlow-Harris</b></p> | <p>The Internal Audit Plan 2024/25 (originally approved by Governance &amp; Audit Committee on 21/03/2024) includes a 'Performance Data' internal audit. The audit activity is scheduled for Quarter 4 2024/25.</p>   |