

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

GOVERNANCE AND AUDIT COMMITTEE

REPORT OF THE DIRECTOR OF STRATEGY & CORPORATE SERVICES

MR NOELWYN DANIEL

22nd November 2024

Matter for Information

Wards Affected – All wards

Report Title - Progress Update – Use of Performance Information: Service User Perspective and Outcomes

Purpose of the Report

The purpose of this report is to provide Governance and Audit Committee with an update on the work undertaken to implement the recommendations made by Audit Wales following their review of the Use of Performance Information: Service User Perspective and Outcomes.

Background

The Well-being of Future Generations (Wales) Act 2015 places a “well-being duty” on 48 public bodies. The duty requires those bodies to set and publish “well-being objectives” that are designed to maximise their contribution to achieving each of the Act’s seven national well-being goals.

Section 15(1) (a) of the above Act requires the Auditor General to carry out examinations to assess the extent to which public bodies have acted in accordance with the sustainable development principle when setting their well-being objectives.

Audit Wales undertook the above examination during July – September 2023 the aim of which was to determine:

'Does the Council's performance data enable senior leaders to understand the service user perspective and the outcomes of its activities to effectively manage its performance?'

The findings of the examination were reported to Governance & Audit Committee on 12th July 2024 along with the Council's response to the following three recommendations:

Information on the perspective of the service user

R1 - 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.

Outcomes information

R2 - The Council should strengthen the information provided to senior leaders to help them evaluate whether the Council is delivering its objectives and intended outcomes

Quality and accuracy of data

R3 - 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.

As requested by the Committee at the meeting on 12th July, an update on the progress made in implementing the above recommendations is attached at Appendix 1.

Financial Impact

There are no financial impacts in respect of this item.

Integrated Impact Assessment

There is no requirement for an integrated impact assessment in respect of this item.

Valleys Communities Impacts

There are no impacts in respect of this item.

Workforce impacts

There are no workforce impacts in respect of this item.

Legal Impacts

There are no legal impacts in respect of this item.

Risk Management

There are no risk management issues in respect of this item.

Consultation

There is no requirement under the Constitution for external consultation on this item.

Recommendation

It is recommended that:

Members note the update on progress contained in the attached Appendix.

Appendix

Appendix 1 - Progress Update – Use of Performance Information: Service User Perspective and Outcomes

Background Papers

None

Officer Contact

For further information on this report item, please contact:

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