

Organisational response – Appendix B

Report title: Use of performance information: Service User perspective and Outcomes - Caerphilly County Borough Council

Completion date: March 2024

Document reference:

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)
R1	<p>Information on the perspective of the service user</p> <ul style="list-style-type: none"> The Council should strengthen the information it provides to senior leaders to enable them to understand how well services and policies are meeting the needs of service users. 	<p>The Council will seek to review the data that is provided to senior leaders in respect of a service user perspective on performance information and will implement changes as appropriate.</p> <p>In the context of the Directorate and the Corporate Performance Assessment (as this was the evidence looked at by AW) in terms of service user perspective the mechanism exists in the reports, however, more needs to be done to encourage and make the links with user perspective and the DPA</p>	<p>Review May to June 2024</p> <p>Ongoing as part of the DPA / CPA timetable</p>	<p>RR</p> <p>CMT</p>
R2	<p>Information on progress towards outcomes</p> <ul style="list-style-type: none"> 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>The Wellbeing Objective's and the Corporate Plan have been published December 2023 with outcomes and key measures of success already agreed. Progress against the Wellbeing Objectives is reported annually to Council as part of the self-assessment process.</p> <p>The Performance Framework for the WBO's is being further developed as is noted within the Self-Assessment 2022/23 as a future action.</p> <p>This will include a new Corporate Plan performance dashboard that will enable the recommended monitoring to take place and for service user information to feature more prominently.</p>	<p>Nov 24</p>	<p>RR</p>

R3

Quality and accuracy of data

- The Council needs to assure itself that it has robust arrangements to check the quality and accuracy of the service user perspective and outcomes data it provides to senior leaders.

The Service Managers responsible for providing accuracy are aware of the importance of providing accurate performance data.

The Performance Team already provide an additional tier of checks for the data submitted, as do the Senior Management and Corporate Management Teams that review the DPA and CPA dashboards.

The Council's prior experiences in PI testing did not yield value in improved accuracy or material change but did consume resources.

Any testing arrangement must balance these issues and as such the Council carry out a limited number of tests on the PI's within the Corporate Plan 2023-28 as these are high profile measures measuring the Council's priorities.

The Council will also continue to promote and communicate the benefits of data accuracy with data collectors.

May 24 – May 25

RR