

## Management response

**Report title:** Delivering Sustained Performance Improvement – Denbighshire County Council

**Completion date:** January 2022

**Document reference:** 2784A2022-23

Ref	Recommendation	Intended outcome/benefit	High priority (yes/no)	Management response	Completion date	Responsible officer
R1	<p><b>The Council should consider how it can better support staff to use the Verto system. It needs</b></p> <ul style="list-style-type: none"> <li>review the content and frequency of the training and support available to staff; and</li> <li>consider whether the new Verto contract allows it to make the</li> </ul>	Better quality performance reporting, increased user satisfaction with the Verto system and improved system functionality.	Yes	<ul style="list-style-type: none"> <li>The election of the new council in May will be an opportunity for the Strategic Planning and Performance Team to review training materials and schedule new training events for councillors and staff.</li> <li>We will progress discussions with Verto's developer to ascertain</li> </ul>	<p>November 30, 2022</p> <p>December 31, 2022</p>	<p>Nicola Kneale, Strategic Planning and Performance Manager</p> <p>Nicola Kneale, Strategic Planning and Performance Manager</p>

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	system more user friendly.			what improvements can be made to the system.		
R2	<b>The Council needs to present financial and performance information simultaneously, to provide elected members and officers with greater understanding and context of the links between performance and spend/cost.</b>	More joined up decision making where links between activity and cost are more transparent.	Yes	The Council's Statement of Accounts includes reference and links to the Self-Assessment of Performance, and vice versa. Our Corporate Health Outcome within the latter now specifically includes measures on service variance and council reserves. Additionally, budget reports to Cabinet are presented alongside tabled performance reports.	July 31, 2022	Nicola Kneale, Strategic Planning and Performance Manager

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R3	<b>The Council should consider ways in which it makes service level performance information regularly available to councillors and for public scrutiny.</b>	Wider coverage of performance reporting capable of identifying variations to plans where corrective action may be required.	Yes	The council will progress discussions with its Senior Leadership and Cabinet to explore options for the publication of Service Plans, and performance against them.	March 31, 2023	Nicola Kneale, Strategic Planning and Performance Manager
R4	<b>The Council needs to ensure that staff one-to-one meetings are taking place as planned and are being accurately recorded in a timely manner.</b>	Improved accountability for delivery of council priorities.	Yes	The completion of one-to-one meetings is regularly reviewed with HR business partners at management team meetings. Business partners will continue to work with services to ensure that they are accurately recorded in iTrent.	Ongoing	Louise Dougal