Organisational response

Report title: Use of performance information: Service user perspective and outcomes – Denbighshire County Council

Completion date: December, 2023

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	**Information on the perspective of the service user** The Council should strengthen the information it provides to its senior leaders to enable them to better understand how well services and policies are meeting the needs of service users relevant to its new corporate plan. This should include strengthening its arrangements to assure itself that this information is drawn from a diverse range of service users.	The information provided to senior leaders has changed as this fieldwork was undertaken at a point of transition from one plan to another. The questionnaire used in the statutory stakeholder survey correlates directly with the new Corporate Plan and is reported annually. Information on the diversity of service users is collected via the annual Stakeholder Survey, but is not currently reported on due to capacity. Service level user information is reported at the discretion of services to relevant influencing managers or portfolio leaders as appropriate. Encouragement of service areas to explore measures of user perspectives is undertaken during service planning annually.	**Action available within existing resources complete**	**Helen Vaughan-Evans**
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 the intended outcomes over the medium-longer-term.	The council's Service and Corporate Plan frameworks are founded on Results-Based Accountability (RBA), with outcomes that seek to deliver long-term benefit to our customers and communities. The present Corporate Plan Framework is extensive, with a range of key national performance indicators, and local / operational performance measures to inform our performance reports to senior leaders.	**Action available within existing resources complete**	**Helen Vaughan-Evans**

| | | The service user perspective captured via the statutory annual stakeholder survey runs September to February each year, and is reported on during June/July. Reporting is therefore relatively frequent, allowing for incremental monitoring of progress on an annual basis. The objectives about which service users are surveyed are again long-term in nature, therefore we would assert that arrangements in respect of our objectives and the stakeholder survey do help us evaluate delivery over the medium-longer term.

Within the present financial environment and limited resources, management is satisfied that no further action is required strategically to progress this recommendation. | | |
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| R3 | **Arrangements to check the quality and accuracy of data**
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. | Arrangements to check the quality and accuracy of data beyond existing arrangements would require additional capacity that the present financial environment would not allow. We do not have cause for concern regarding the robustness of the data captured, supported by Audit Wales' own opinion given in April 2022 that the council's performance management arrangements were robust. We can seek some assurance by monitoring trends to identify outliers in relation to service user perspective, for other performance indicators we benchmark nationally where possible, which again would | **Action available within existing resources complete** | **Helen Vaughan-Evans** |

help alert us to any anomalies. Nonetheless, the level of risk here is considered low, and this is not a priority.

Within the present financial environment and limited resources, management is satisfied that no further action is required strategically to progress this recommendation.