

## Organisational response

**Report title:** Use of Performance Information: Service User Perspective and Outcomes

**Completion date:** January 2024

**Document reference:** 3980A2023

Ref	Recommendation	Organisational response <small>Please set out here relevant commentary on the planned actions in response to the recommendations</small>	Completion date <small>Please set out by when the planned actions will be complete</small>	Responsible officer (title)
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 enables them to understand how well services and policies are meeting the needs of service users. This should include strengthening its arrangements to assure itself that this information is drawn from the diversity of service users.</p>	<ul style="list-style-type: none"> <li>• Develop a new involvement strategy which will allow for the collection of service user perspective information from the diversity of service users.</li> <li>• Utilise the findings of consultation activity undertaken by the Council and relevant stakeholders to identify areas of focus for further targeted service user engagement.</li> <li>• Map existing and planned activity which aims to capture the service user perspective by Council services and ensure that this feeds into wider corporate reporting.</li> </ul>	<p>July 2024</p> <p>Ongoing as part of Service Delivery Plans</p> <p>May 2024</p>	<p>Deina Hockenhull and Gwyneth Ayers</p> <p>Rachel Clegg / Robert James</p> <p>Rachel Clegg / Robert James</p>

<b>R2</b>	<p><b>Information on progress towards outcomes</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>	<ul style="list-style-type: none"> <li>We will ensure that the developing Corporate Data Suite, which will focus on monitoring delivery against the Corporate Strategy objectives and outcomes, also embeds service user perspective and feedback as part of its performance monitoring framework.</li> </ul>	<p>March 2025</p>	<p>Rachel Clegg</p>
<b>R3</b>	<p><b>Quality and accuracy of data</b></p> <p>The Council should 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>	<ul style="list-style-type: none"> <li>To review and amend as necessary our arrangements to check the quality and accuracy of our performance information.</li> </ul>	<p>March 2025</p>	<p>Rachel Clegg / Robert James</p>