

Organisational response

Report title: Use of performance information: service user perspective and outcomes – Flintshire County Council

Completion date:

Document reference: 3976A2023

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> <p>The Council should strengthen the information it provides to its senior leaders to enable them to understand how well services and policies are meeting the needs of service users.</p>	<p>Service level user information is reported at the discretion of services to relevant influencing managers or portfolio leaders as appropriate. However, as part of the Council's Corporate Self-assessment 2022/23, the Council identified consultation and engagement as an opportunity for improvement and an action plan was devised to address and improve consultation and engagement across the Council. This includes developing a Consultation and Engagement Strategy, and as part of the development of this strategy a key focus will be to consider the needs of the service users and how we gather and use this information</p>	July 2025	Customer Contact Service Manager / Customer Service and Communications Manager
R2	<p>Outcomes information</p> <p>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.</p>	<p>To strengthen how the Council is delivering its outcomes and intended outcomes of service user perspectives, the annual review of the actions and measures detailed with the Council Plan 2023-28 will ensure, where applicable, information is captured and recorded on this specific subject matter, with outcomes that seek to deliver, short, medium and long-term benefit to our citizens and communities. This will be achieved by engaging with Portfolios directly to finalise the content review for 2024-25 of the Council Plan 2023-28</p> <p>Additionally quarterly Council Plan 2023-28 performance reports are presented to senior leaders which would include this information.</p>	June 2024	Internal Audit, Performance and Risk Manager / Strategic Performance Advisor

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 data it provides to senior leaders relating to service user perspective and outcomes.

It is the responsibility of service area to review the accuracy of their data and the information it provides to senior leaders. Arrangements to check the quality and accuracy of data beyond existing arrangements would require additional capacity that the present financial environment would not allow.

However, as an additional step, Performance Leads will be asked to confirm the monitoring arrangements they have in place to ensure data accuracy and that they arrangements are operating effectively. This would cover both data relating to service user perspectives and performance management outcomes for the Council Plan.

December 2024

Internal Audit,
Performance and
Risk Manager /
Strategic
Performance
Advisor