



## **CORPORATE AND REGENERATION SCRUTINY COMMITTEE - 14TH MAY 2024**

**SUBJECT: USE OF PERFORMANCE INFORMATION AND SERVICE USER  
PERSPECTIVE AND OUTCOMES REPORT FROM AUDIT WALES**

**REPORT BY: CORPORATE DIRECTOR OF EDUCATION AND CORPORATE  
SERVICES**

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### **1. PURPOSE OF REPORT**

- 1.1 The purpose of this report is to present to the committee, the Audit Wales Report, called the 'Use of performance information: Service User perspective and Outcomes which was issued in February 2024. Audit Wales will present their report.

### **2. SUMMARY**

- 2.1 Audit Wales conducted a review across each Authority of how service user perspective and outcome information is provided to senior leaders and how the information is used in performance reporting. The review used the performance reporting through the Directorate Performance Assessment as the evidence base.
- 2.2 Audit Wales notes that "we focused on the performance information provided to senior officers and senior members (senior leaders) about service user perspective and outcomes, and how this information is used. We did not undertake a full review of the Council's performance management arrangements or an in-depth review of the quality of the data that the Council collects. Neither did the review focus on engagement with service users on specific service changes or the development of policies and strategies"
- 2.3 The high-level summary from the review was that "*Overall, we found that the Council provides limited performance information to enable senior leaders to understand the perspective of service users and the outcomes of its activities and thus, effectively manage its performance*" The report is attached as appendix A
- 2.4 Audit Wales made three recommendations for improvement as noted in paragraph 5.4 below, and the Council's Organisational Response Form (ORF) is attached as appendix B

### 3. RECOMMENDATIONS

- 3.1 It is recommended that Scrutiny review and note the report as presented by Audit Wales.
- 3.2 Actions to address the recommendations for improvement will be monitored by Governance and Audit Committee through the 'Regulator Tracker'.

### 4. REASONS FOR THE RECOMMENDATIONS

- 4.1 Scrutiny are updated on an external view of how service user perspectives are used in performance reporting.

### 5. THE REPORT

- 5.1 Audit Wales provided a project brief early 2023 and finalised the project brief in May 2023. The work included provision of the Directorate Performance Assessments and a series of interviews with relevant officers.
- 5.2 Audit Wales provided a draft outcome report to the Council in December 2023. Following the clearance process the final report was received in February 2024. An Organisational Response Form (ORF) in response to their recommendations were returned to Audit Wales (appendix B).
- 5.3 The final Report concluded "*Overall, we found the performance information provided to senior leaders, in Corporate and Directorate Performance Assessments, and the Council's self-assessment report, does not enable senior leadership to have a comprehensive understanding of the service user perspective*"
- 5.4 As such, Audit Wales made three recommendations for improvement which were:
  - R1** Information on the perspective of the service user • 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
  - R2** Information on progress towards outcomes • The Council should strengthen the information provided to senior leaders to help them evaluate whether the Council is delivering its objectives and intended outcomes.
  - 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
- 5.5 The Council response to the report recommendations is attached (appendix B).
- 5.6 In addition the recommendations and actions to address them as noted in 5.3 will be monitored by Governance and Audit committee twice a year.

## **Conclusion**

Audit Wales will present their findings of Use of performance information: Service User perspective and Outcomes to the Scrutiny Committee and provide fuller details of their findings as noted in Appendix A. The recommendations made have been accepted and action is underway to address the recommendations. In addition to monitoring of the progress at different organisational levels, there will also be monitoring as part of our standard tracking process which is reported to Governance and Audit twice a year.

## **6. ASSUMPTIONS**

6.1 No assumptions have been made in this covering report.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 This report is for information and has no decision-making requests, so the Council full Integrated Impact Assessment process does not need to be applied.

## **8. FINANCIAL IMPLICATIONS**

8.1 There are no financial implications within this report.

## **9. PERSONNEL IMPLICATIONS**

9.1 There are no personnel implications within this report.

## **10. CONSULTATIONS**

10.1 The report includes the views of the listed consultees.

## **11. STATUTORY POWER**

11.1 The Report was undertaken to help discharge the Auditor General's duties under section 17 of the Public Audit (Wales) Act 2004 (the 2004 Act), and section 15 of the Well-being of Future Generations Act (Wales) 2015.

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Consultees: Dave Street, Deputy Chief Executive  
Richard Edmunds, Corporate Director, Corporate and Education.  
Mark S Williams, Corporate Director, Economy, and Environment  
Councillor Eluned Stenner, Cabinet Member of Performance  
Councillor Gary Johnston, Chair of Corporate and Regeneration Scrutiny  
Councillor Amanda McConnell, Vice Chair of Corporate and Regeneration  
Stephen Harris, Head Financial Services and Section 151 Officer  
Rob Tranter, Head of Legal Services and Monitoring Officer  
Sue Richards, Head of Education Planning and Strategy  
Kathryn Peters, Corporate Policy Manager

Background:

Appendices:

Appendix - A Use of performance information: Service User perspective and Outcomes.

Appendix B – Caerphilly County borough council Organisational Response Form