

Organisational response

Report title: Use of performance information: Service User perspective and Outcomes - Monmouthshire County Council

Completion date: March 2024

Document reference: DRAFT

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> <ul style="list-style-type: none"> The Council should strengthen the information it provides to its senior leaders to enable them to gain a more comprehensive understanding of how well services and policies are meeting the needs of service users. 	<p>Our self-assessment also concludes there is a need to further develop arrangements to focus on outcomes and embed an evaluative mindset.</p> <p>To strengthen this information, we will:</p> <ul style="list-style-type: none"> Set out revised measures, including where possible developing the use of outcome measures, in the community and corporate plan. Support service managers to strengthen the use of evidence, including from the service user perspective, in their self-assessment of service performance within service business plans. Bring together multiple sources of evidence from the service user perspective, in our annual self-assessment of our progress. This will clearly identify how well are we doing, how do we know (the evidence we have used) and what and how can we do better. Self-assessment requires us to identify areas for development and this will include service areas where there is an absence of data on the user experience. 	<p>September 2024</p> <p>April 2025</p> <p>June 2025</p>	<p>Chief Officer People, Performance & Partnerships</p> <p>Performance & Data Insight Manager</p> <p>Performance & Data Insight Manager</p>
R2	<p>Information on progress towards outcomes</p>	<p>Our self-assessment also concludes there is a need to further develop arrangements to focus on outcomes and embed an evaluative mindset.</p>		

	<ul style="list-style-type: none"> The Council should strengthen the information provided to senior leaders to help them understand the impact of its services and evaluate whether it is delivering its long-term objectives and intended outcomes. 	<p>We also think it's important to acknowledge the difficulties in measuring outcomes, particularly in ascribing attribution to the activities of a single organisation to complex societal challenges.</p> <p>To strengthen this information, we will:</p> <ul style="list-style-type: none"> Set out revised measures, including where possible developing the use of outcome measures, in the community and corporate plan. Support service managers to strengthen the use of evidence, including on impact, in their self-assessment of service performance within service business plans. Strengthen the use of evidence, including on the impact made, in our annual self-assessment of our progress in meeting our wellbeing objectives. This will clearly identify how well are we doing, how do we know (the evidence we have used) and what and how can we do better. 	<p>September 2024</p> <p>April 2025</p> <p>June 2025</p>	<p>Chief Officer People, Performance & Partnerships</p> <p>Performance & Data Insight Manager</p> <p>Performance & Data Insight Manager</p>
R3	<p>Information on the quality and accuracy of data</p> <ul style="list-style-type: none"> The Council needs to assure itself that it has robust arrangements to check the quality and accuracy of the service user and outcomes data it provides to senior leaders. 	<p>We have existing arrangements in place that guide the production of performance data used in our strategic reporting. These include:</p> <ul style="list-style-type: none"> Performance measure and target setting guidance which is embedded in service business plan principles and a process, using definitions and proformas, to collate and inform end point checks of performance data used in the community and corporate plan. 		

- This is supplemented by Internal Audit reviews which take an independent view of risk and will ensure that performance information is reviewed when it is appropriate to do.

While these arrangements are in place to support the production of performance data, our reviews show we need to focus on improving our data maturity as an organisation, with data accuracy being an important part. To achieve this, we will:

- Implement a process with clear guidance to collate 2023/24 performance measure data used in the community and corporate plan.
- Conduct a data maturity assessment and use the findings to inform any further development of arrangements or targeted action we need to take to improve data accuracy, in coordination with internal audit.

May 2024

Performance &
Data Insight
Manager

December 2024

Performance &
Data Insight
Manager