

## Organisational Response

Title of the report: Use information about performance: perspective and results of service users - Cyngor Gwynedd

Completion date: December 2023

Ref	Recommendation	Organisational response Insert here relevant commentary on the proposed steps in response to the recommendations	Completion Date Insert here relevant commentary on the proposed steps in response to the recommendations	Responsible Officer (title)
A1	Information about the server user's perspective The Council should strengthen its arrangements to enable Senior Learners to understand the perspective of the service user through:  • sharing its performance information on service's user perspective with a wider variety of Senior Leaders to ensure that it is worth as much as possible considering cross- cutting themes of its well-being objectives;  • ensure itself that the information on service user perspective derives from the variety of service users including groups that share protected characteristics.	Work is already being undertaken deriving from the Review of Scrutiny Effectiveness (Published October 2023) in order to share information on performance more widely including members of Scrutiny Committees.  We are already looking to improve the information we have by increasing the variety of individuals with protected characteristics or groups who represent them within our Citizens Panel.  An engagement group (including representatives from each Department) has been established. Work will also be under way through the group to raise awareness among managers of the need to collect individual views with protected characteristics.	To be confirmed  Ongoing  Ongoing	Council Business Support Service Manager  Equality Advisor  Website Team Leader

A2	Information about results The Council should strengthen the information provided to Senior Leaders to help them to evaluate that the Council fulfils its aims and the intended results.	Milestones for the priority projects of the Council Plan have been developed for 23/24 after the field work being held. This information has been shared with Cabinet Members, and the Scrutiny Members who attend performance challenge and support meetings and	Completed	Council Business Support Service Manager
		relevant Officers.  Milestones for the rest of the Council Plan period will be developed over the next few weeks and shared with relevant Members and Officers.	April 2024	Council Business Support Service Manager
		We will be looking at the possibility of comparing measures and management data with peers periodically. This will enable us to identify fields where there are anomalies in terms of performance.	To be confirmed	Council Business Support Service Manager
A3	Arrangements to check the quality and accuracy of data The Council needs to reassure itself that it has robust arrangements to check the quality and accuracy of the information that it provides for Senior Leaders on service user perspective and results.	We are confident that existing arrangements to check the quality and accuracy of the information are sufficient and trust the services. Further opportunity will be available to question and check the quality and accuracy of the information within the challenge and performance support meetings every two months  Introducing any additional arrangements to those already in place would ask for additional capacity, which is not practical	Completed	Chief Executive and Corporate Director.

due to the Council's current financial position.	
As already noted above, there is a possibility that we will look into periodically verifying the information against peers in the future.	