Organisational response

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

Completion date: 3.1.24

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	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.	The Corporate Scorecard indicators are agreed between senior officers and elected members. The quarterly data and trend analysis provides a flag for challenge. The Scorecard is presented quarterly to the Executive and Scrutiny where elected members question and challenge. Parallel to this work has been the development of key thematic data dashboards as part of a longer-term aim to become a data driven organisation. Initial dashboards developed include Net Zero and Poverty. The data has been accessed from a variety of internal and external sources e.g. Census data, Ward Census data etc. The Authority proposes to ask its senior leaders what additional information they require to understand how well services and policies are meeting the needs of service users.	September 2024	Corporate Planning, Performance and Programme Manager
R2	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.	There are already several sources of information provided to senior leaders on performance e.g. annual service reviews, annual financial service reviews, the quarterly scorecard data, self-assessment process etc which all focus on the way the Council deliver.	September 2024	Corporate Planning, Performance and Programme Manager

		As noted in R1 response above the development of Dashboards have been welcomed by Senior Leaders as a means of not only identifying data but also providing information in a format which lends itself to further challenge .This supports the Council's view of moving towards being a more data driven organisation that utilises less narrative and is more focussed on data and trends that create a visible picture in a consistent format. Creating the initial Dashboards has created a great deal of enthusiasm and interest and the challenge is to manage the expectation of that enthusiasm within the capacity available. Collaboration with other local authorities who have done substantial work - albeit with the capacity to deliver -has been invaluable to progress the Authority with these developments. The Authority proposes to ask its senior leaders what additional information they require to help them beyond what is already in place to evaluate whether the Council is delivering its objectives and intended outcomes.		
R3	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.	Current arrangements for collating data are managed on a service level but filtered to the corporate centre for collation. The corporate centre currently reviews data against past data and any anomalies, increased/decreased levels are referred to	September 2024	Corporate Planning, Performance and Programme Manager

services and/or cross checked with information held from other sources.

The establishment of Dashboards will strengthen the arrangements to verify accuracy and quality.

Internal Audit (IA) routinely look at performance measures and their associated data in relevant audits at both corporate and service level. Where applicable an "Issue/Risk" may be raised around performance data by IA which becomes an action for improvement.

The Council is eager to take advantage of any opportunity that will enable it to learn from the good practice of others. E.g.it has recently joined the newly formed all Wales Data Cymru Network, which should prove an invaluable network to share and learn from others.

Services to review the service user perspective and outcomes through the Council's Consultation and Communication Board.