

GOVERNANCE & AUDIT COMMITTEE
8 MARCH 2024

**AUDIT WALES REPORT:
USE OF PERFORMANCE INFORMATION: SERVICE USER
PERSPECTIVE AND OUTCOMES – CARMARTHENSHIRE
COUNTY COUNCIL**

Purpose:

To consider the findings and recommendations of the Audit Wales local report.

Recommendations / key decisions required:

To note the Audit Wales report and the Carmarthenshire County Council response to the recommendations of the report relevant to the Council.

Reasons:

We have a duty to consider regulatory report recommendations and Proposals for Improvement.

Cabinet Decision Required NO

Council Decision Required NO

CABINET MEMBER PORTFOLIO HOLDER
Cllr Philip Hughes, Cabinet Member for Organisation and Workforce

Chief Executive's Department	Designations:	Tel:
Jason Jones	Head of Regeneration, Digital & Policy	JaJones@carmarthenshire.gov.uk
Gwyneth Ayers	Corporate Policy, Performance & Partnership Manager	GAyers@carmarthenshire.gov.uk

EXECUTIVE SUMMARY

AUDIT WALES REPORT: USE OF PERFORMANCE INFORMATION: SERVICE USER PERSPECTIVE AND OUTCOMES – CARMARTHENSHIRE COUNTY COUNCIL

The report looks at the service user perspective and outcome data provided to members and senior officers, and how this information is used. It will not be a full review of the Council's performance management arrangements or an in-depth data quality review.

Audit Wales - Key findings

The performance information provided by the Council to senior leaders to enable them to understand the service user perspective and the outcomes of the Council's activities is limited.

- *The performance information the Council provides to its senior leaders on the perspective of service users is limited.*
- *The performance information the Council provides to senior leaders largely focuses on activity and output, rather than evaluating their impact.*
- *The Council has limited arrangements to ensure that service user perspective and outcomes information provided to senior leaders is accurate.*
- *As the information provided on outcomes and the perspective of service users is limited, the extent to which the Council can use this information to help it achieve its outcomes is also limited.*
- *The Council recognises it needs to strengthen the information it provides to its senior leaders to help them better understand the service user perspective and has been exploring how other councils do this.*

The report makes three recommendations:

R1	<p>Information on the perspective of the service user</p> <p>The Council should ensure that the information provided to its senior leaders enables them to understand how well services and policies are meeting the needs of service users. This should include strengthening its arrangements to assure itself that this information is drawn from the diversity of service users.</p>
R2	<p>Information on progress towards outcomes</p> <p>The Council should strengthen the information provided to senior leaders to help them evaluate whether the Council is delivering its objectives and intended outcomes.</p>
R3	<p>Quality and accuracy of data</p> <p>The Council should assure itself that it has robust arrangements to check the quality and accuracy of the information it provides to senior leaders relating to service user perspective and outcomes.</p>

DETAILED REPORT ATTACHED?

YES

1. Audit Wales Report
2. Carmarthenshire response to recommendations

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report:

Jason Jones, Head of Regeneration, Policy & Digital

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets	Bio-diversity & Climate Change
YES	NONE	NONE	NONE	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

- All regulatory report recommendations are entered onto the Council's performance monitoring system (PIMS) and any reasons for discounting recommendations should be explained and recorded. Progress against recommendations is monitored and reported.
- All regulatory reports will be considered by Corporate Management Team, Cabinet Member, Governance and Audit Committee and where appropriate relevant scrutiny committees.

Governance and Audit Committee

- The role of the Governance and Audit Committee is to review and assess the risk management, internal control, performance management and corporate governance arrangements of the Council, it is expected that the Council's Governance and Audit Committee formally consider all reports of external review bodies – principally; Audit Wales, Estyn and the Care Inspectorate Wales (CIW).
- As well as actively considering reports, committees are expected to assure themselves that there are arrangements in place to monitor and evaluate progress against any recommendations contained in them. The focus here should be on holding executives and officers to account to ensure that reports and recommendations have been acted upon.

Scrutiny

Some reports may also be relevant for consideration by scrutiny committees.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Jason Jones, Head of Regeneration, Policy & Digital

1. Scrutiny Committee request for pre-determination	NA –
Scrutiny Committee	
Date the report was considered:-	
Scrutiny Committee Outcome/Recommendations:-	

- 2. Local Member(s):** Not applicable
- 3. Community / Town Council:** Not applicable
- 4. Relevant Partners:** Not applicable
- 5. Staff Side Representatives and other Organisations:** Not applicable

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED YES	Cllr. Philip Hughes aware of report, recommendations and response
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Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

Title of Document	File Ref No.	Locations that the papers are available for public inspection