

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	<p>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:</p> <ul style="list-style-type: none"> • 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. 	<p>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.</p> <p>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.</p> <p>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.</p>	<p>To be confirmed</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Council Business Support Service Manager</p> <p>Equality Advisor</p> <p>Website Team Leader</p>

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.