

## APPENDIX B

### Organisational response

**Report title:** Use of Performance Information: Service user perspective and outcomes – City of Cardiff Council

**Completion date:** January 2024

**Document reference:** 3936A2023

Ref	Recommendation	Organisational response <small>Please set out here relevant commentary on the planned actions in response to the recommendations</small>	Completion date <small>Please set out by when the planned actions will be complete</small>	Responsible officer (title)
R1	<p>Information on the perspective of the service user</p> <ul style="list-style-type: none"> <li>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.</li> </ul>	<p><b>The Council will strengthen links between its service user perspective data and the Performance Framework, in line with commitments in the Participation Strategy, Including:</b></p> <ul style="list-style-type: none"> <li><b>Reviewing the citizen insight KPIs in the Corporate Plan.</b></li> <li><b>Including citizen insight KPIs in all Directorate Delivery Plans.</b></li> <li><b>Review all Wales and Core City metrics to inform the above.</b></li> </ul>	April 2024	Gareth Newell (Head of Performance and Partnerships)