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# Understanding service-users

Putting service-user perspectives at the heart of performance reporting



**Wednesday 11 December**

MS Teams, 10am-11.30am

# Programme / Booking

## About the meeting

*"We found that many councils provide limited information to help senior leaders understand service users' views and outcomes."*



A 2024 report by Audit Wales found few councils are putting the views of those who use local services at the core of their reporting, casting doubt on whether many councils have proper arrangements to secure economy, efficiency, and effectiveness in the use of their resources (therefore failing in their statutory performance requirements under the Local Government and Elections (Wales) Act 2021).

With speakers from Audit Wales and APSE Performance Networks, join our discussion exploring how councils can put service-user perspective information at the forefront of their performance reporting.

### 10.00 Meeting starts

#### **Use of performance information: service user perspective and outcomes**

- An overview of the findings from the Audit Wales review which looked at whether the performance information provided to senior leaders helped them to understand the perspective of service users and the outcomes of the Council's activities.
- Why Audit Wales did the review and the importance of having that performance information.
- What Audit Wales were looking for, and what they found with the aim of encouraging councils to actively take steps to strengthen their arrangements.

**Sara-Jane Byrne, Audit Manager, Audit Wales**

#### **Monitoring customer/public perception**

- What is the data saying?
- Why do you want to measure this?
- How APSE can support this?

**Debbie Johns, Head of APSE Performance Networks**

#### **Using APSE's Customer Satisfaction Surveys**

- Adopting the survey
- Benefits delivered

**Dave Clark, Senior Business Development Officer,  
East Riding of Yorkshire Council**

### 11:30 Meeting close



Click [here](#) to reserve your place on this event