

## **Briefing to Housing and Homes Overview and Scrutiny Committee**

**Tuesday, 11<sup>th</sup> October 2016**

### **Homelessness Change Programme**

Proposed Timeline : 12-18months to have in place a fully commissioned single system for responding to homelessness.

#### **Phase 1 : Visioning – End of December 2016**

Map the current homelessness operation

Map touch points of other service areas

Map the impact of other service areas

Map the current customer journey

Develop the Vision – comprising Vision statement, aims and Outcomes

Develop the Future Operating Model - describing the system, defining the system

Develop how it will operate in order to achieve the Vision and desired Outcomes

Develop an outline Business Case

A workshop has been set up for 21<sup>st</sup> October to commence the tasks in phase 1.

#### **Phase 2 – End of February 2017**

Define the change programme including the scope

The leadership and governance structure, plans and the timescales

Define the work areas and what each needs to deliver, how each affect and depend on each other.

Identify and implement 'quick wins'

Develop a full business case

The remaining timetable for delivery will be determined by the first two phases.

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