

## **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.

**Contact Officer: John Hardy**  
**Commissioning Manager**  
**[John.hardy@birmingham.gov.uk](mailto:John.hardy@birmingham.gov.uk)**

