

# Housing Options High Level Transformation Programme Timeline

## Aim:

Delivery transformative improvements to the Housing Options service, enabling enhanced service delivery and more efficient and effective support for those in need. Communication and engagement with staff and service users will be crucial throughout the programme.

## Expected outcomes:

- Increased capacity to meet rising demand for Housing Options services.
- Improved service delivery through expanded operating hours and dedicated staff resources.
- Enhanced customer experience through faster response times and quality service interactions.
- Reduced staff stress and improved morale through workload management and support systems.
- Increased efficiency and effectiveness of the Housing Options service.
- Stronger foundations for future service enhancements and adaptation to meet evolving needs.

## Note that the below timeline is subject to:

- Approval of the requested £1.59 million additional revenue allocation.
- Change based on unforeseen circumstances or project progress.
- Full support from staff, Trade Unions and corporate leadership.

<b>Phase 1: immediate actions (May – June 2024)</b>
<b>May</b>
Secure funding approval
Initiate recruitment for 26 – 27 new staff positions (confirmation needed) <ul style="list-style-type: none"> <li>- Focus on frontline roles in homelessness, rough sleeping, temporary accommodation, and procurement</li> <li>- Include leadership positions (Head of Homelessness, Service Improvement Practitioner)</li> <li>- Prioritise staff wellbeing and retention by converting temporary positions to permanent</li> </ul>
Finalise detailed Service Improvement Programme timeline reflecting confirmed number of new hires
<b>June</b>
Develop temporary arrangements for separation of strategic and operational functions within Housing (Housing Solutions and Housing Policy and Strategy divisions).

Conduct initial consultation with staff regarding potential service structure changes.
<b>Phase 2: Implementation and Review (July – December 2024)</b>
<b>July</b>
Finalise the new Housing and Regeneration directorate structure with separated divisions
Conclude staff consultations and implement revised service structure (including potential reorganisation of Housing Options)
Begin training and onboarding new staff members
<b>August – September</b>
Launch expanded service operating hours based on available resources (e.g.: weekdays, Saturday mornings)
Launch specialist triage with appropriate training.
Initiate reviews of service standards, ICT systems, customer journey, staff wellbeing, and partnerships
Develop and pilot key service improvement initiatives identified in the Service Improvement Programme
<b>October – December</b>
Implement and monitor effectiveness of service improvement initiatives
Make adjustments as needed on data and feedback
Begin developing long-term sustainability plans for service improvements
<b>Phase 3: ongoing monitoring and development (January 2025 onwards)</b>
Continuously monitor performance metrics to assess the impact of service improvements
Gather feedback from staff and service users to identify areas for further improvement
Implement new national policy initiatives related to homelessness
Conduct regular reviews of the Service Improvement Programme and adjust strategies as needed