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| **Service improvement project – Wales** | |
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| **Types of documents** | **Examples** |
| Any relevant strategy documents. | * Current strategy for homelessness service * Details of any plans for future changes at strategic level |
| Performance data for the service | * Contact data * Caseload numbers * Statistics for reporting |
| Commissioning arrangements/plans | * Details of partners eg. Supported housing, * Any homelessness contract details * Formal/Informal arrangements with other agencies to deliver services |
| Relevant policies and current procedures | * Any documentation relating to the day to day running of the service that might be relevant eg. How the service is set up; * Any change projects or programmes |
| People and accountability structure | * Organisational chart * Departmental structure * Job roles including areas of responsibility |
| Any relevant budgetary information | * Cost of relevant services * Contract costs for outsourced work |
| Technology | * Case management system * Details of how you store and manage your data |
| Service user information | * Any research carried out with service users * Details of local service user groups |
| Partnership details | * Joint working agreements * Pathways * Sub-regional and local forums * Partnership board information |
| Best practice | * Any practice or approaches that have achieved successful outcomes in the past. |