|  |
| --- |
| **Service improvement project – Wales** |
|  |
|  |
| **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.
 |