**Officer Interviews – Welsh Service Improvement Project**

**Focus Areas:**

1. Customer Journey through the service
   1. How is the service set up – triage, specific officers, how many officers?
   2. What are current and historic workloads?
   3. How often are customers passed between officers? Do customers see/speak to the same officer throughout their journey?
   4. How often do you contact customers routinely? How many failed contacts would equate to a loss of contact?
   5. How do customer’s contact you? How does the system work for them to get in touch?
   6. What times is the service open? What out of hours arrangements are in place?
   7. Does the current system and technology you have meet customer needs? Where could improvements be made?
   8. Do you think the journey meets all of the customer’s needs? How could it be improved?
2. Housing options for customer
   1. How is temporary accommodation offered – how is it matched to customers eg. HMOs? Who deals with this?
   2. Do you think current accommodation offers meets customer need? What could be improved?
   3. How does the council work with the PRS and housing associations?
   4. Is there a common housing register in place?
   5. What types of supported accommodation or floating support is available?
   6. Can you track in any way whether customers have been housed through a means other than the Council eg. PRS or local faith organisations?
   7. What is in place for prison leavers in your area? How does the service support those who go back to prison on recall or for short sentences?
3. Covid 19 arrangements
   1. What arrangements were made in Caerphilly for hotel accommodation?
   2. How many people were brought in? How many are still there?
   3. Have special move on arrangements been made outside of business as usual?
   4. Do you think less people have fallen out of the system whilst in the hotels?
   5. What have customers reported to you around the hotel arrangements? How has customer satisfaction been affected during Covid?
   6. How have customers contact officers during this period? How has this differed from usual contact?
4. General
   1. Have you received any training around PIE or TIC?
   2. Have you received any mental health training?
   3. How does your service interact with to substance support services?
   4. How does the service interact with health services internally and externally?
   5. Do you think customers' expectations are in line with the service they will receive?
   6. Tell us about the reasons you think contribute to people falling out of the service.

Scenario based questions:

1. Can you think of scenarios in which a case would end in ‘failure to co-operate’?
2. Can you think of scenarios in which a case would end in ‘assistance refused’?
3. Can you think of scenarios in which contact would be lost (how/why)?
4. Can you think of scenarios in which an application would be withdrawn?
5. Can you think of scenarios in which a case would end with an “other’?