

## **BEST VALUE REVIEW – HOMELESSNESS AND HOUSING ADVICE SERVICE ACTION PLAN**

### **1 SUMMARY**

- 1.1 This report seeks approval of the improvement action plan which follows from the review of homelessness and housing advice services.

### **2 BACKGROUND AND ACTION PLAN**

- 2.1 Members considered the final report of the pilot best value review of homelessness and housing advice services at the Committee meeting on 30 January 2001. The report identified a number of issues which needed to be turned into an action plan to improve the services, including increasing the establishment of the homelessness and housing advice unit which has been considered by Corporate Resources Sub-Committee.
- 2.2 The draft action plan is appended.
- 2.3 It is proposed that progress be reported twice annually, by means of an updated version of the action plan.

### **3 RESOURCE IMPLICATIONS**

- 3.1 Any improvement actions which cannot be met from within agreed budgets will be reported to Committee for decision.
- 3.2 Many of the actions are dependant on completion of the increased establishment for the homelessness and housing advice team, agreed in principle at the 30 January meeting and which is the subject of a decision by Finance & General Purposes Committee later this month.

### **4 RECOMMENDATION**

- 4.1 It is proposed that the Committee **RESOLVES**
- (1) That the improvement action plan be adopted.
- (2) That progress be reported twice a year. (HHHCC)

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