

## Organisational response

**Report title:** Homelessness services in Flintshire

**Completion date:** December 2023

**Document reference:** 3981A2023

Ref	Recommendation	<b>Organisational response</b> Please set out here relevant commentary on the planned actions in response to the recommendations	<b>Completion date</b> Please set out by when the planned actions will be complete	<b>Responsible officer (title)</b>
R1	<p>To ensure the service is sustainable operationally and strategically, the Council ensures that funding is available to maintain its levels of service or make decisions on service delivery based on funds available.</p>	<p><b>Monitoring of revenue budget position against MTFS position and modelling undertaken</b></p> <p><b>Implementation of agreed mitigation measures</b></p> <p><b>Implementation of service restructure to maximise resources for service delivery</b></p>	<p><b>End March 2025</b></p> <p><b>End March 2025</b></p> <p><b>End June 2024</b></p>	<p><b>Chief Officer, Housing and Communities / Strategic Finance Manager</b></p> <p><b>Chief Officer, Housing and Communities</b></p> <p><b>Housing &amp; Prevention Service Manager</b></p>
R2	<p>The Council ensures arrangements for evaluating its homelessness activities are applied to all activities so it can provide assurance of its impact on service users and efficiencies.</p>	<p><b>Identify and document all homelessness activities - not limited to Housing Support Grant Commissioned Services.</b></p> <p><b>Review the evaluation processes that are currently in place for Housing Support Grant services and develop this further to enhance impact assessments and cost benefit analysis and apply to all the above identified homelessness activities.</b></p> <p><b>Develop a rolling programme and local processes for the evaluation for all identified homelessness activities.</b></p>	<p><b>End March 2024</b></p> <p><b>End June 2024</b></p> <p><b>End June 2024</b></p>	<p><b>Housing &amp; Prevention Service Manager</b></p> <p><b>Commissioning &amp; Reviewing Manager</b></p> <p><b>Commissioning &amp; Reviewing Manager</b></p>

R3

To better understand the needs of residents, the Council should widen its engagement activity with residents to cover the development and evaluation of all services.

**Build on existing resident engagement activities and develop a resident engagement framework for homelessness services that includes development and evaluation of services**

**End Sept 2024**

**Housing & Prevention Service Manager**