

# SCOPING REPORT FOR MAJOR REVIEW OF HOMELESS PREVENTION & THE CUSTOMER JOURNEY

<b>Committee name</b>	Residents' Services Select Committee
<b>Officer reporting</b>	Liz Penny, Democratic Services Officer
<b>Papers with report</b>	Scoping Report for Review
<b>Ward</b>	All

## HEADLINES

At its meeting on 16 January 2024, the Residents' Services Select Committee agreed to undertake a major review of the Council's Housing Advice and Homelessness Service, with a particular focus on the residents' journey through the system and customer service. The Committee is now requested to comment on and consider the scoping report in order to initiate the review.

It is envisaged that there will be three witness sessions, with a suggested schedule set out in the attached scoping report and on the Committee's Multi-Year Work Programme.

## RECOMMENDATION:

**That the Committee comment on and consider the scoping report to initiate the review.**

## SUPPORTING INFORMATION

The updated scoping report for the review is attached.

### Implications on related Council policies

A role of the Select Committees is to make recommendations on service changes and improvements to the Cabinet, who are responsible for the Council's policy and direction.

### How this report benefits Hillingdon residents

Select Committees directly engage residents in shaping policy and recommendations from the Committees are presented to Cabinet to consider, and ultimately seek to improve the way the Council provides services to residents.

### Financial Implications

It is important that the Committee considers cost effective proposals that benefit resident taxpayers in relation to this review, which would ultimately be determined by Cabinet as part of the Council's broader budget planning process.

### Legal Implications

None at this stage.

## **BACKGROUND PAPERS**

NIL.