

Appendix 1

Baseline Summary of Diagnostic Peer Review

Pre-Visit Assessment	Score	Max	Overall Score %	
2. Homelessness Strategy Overview	80	116	69%	All parts over 60% - no actions
3. Website Review	29	48	60%	Two parts under 60% - Please see actions below
Total			65%	

Onsite Assessment	Score	Max	Overall Score %	
4. Reception and Interview Room	23	48	48%	All parts under 60% - Please see actions below
5. Customer Interview Observations	128	216	59%	Four parts under 60% - Please see actions below
6. Housing Options File Review	155	240	65%	One part under 60% - Please see action below
7. Homeless Assessment File Review	79	144	60%	Two parts under 60% - Please see actions below
12. Quality of Housing Options Service	53	92	58%	Two parts under 60% - Please see actions below
Total			58%	

Interview Summary Scores	Score	Max	Overall Score %	
8. Staff	72	96	75%	All parts over 60% - no actions
9. Managers	163	256	64%	Two parts under 60% - Please see actions below
10. Partners	184	288	64%	Two parts under 60% - Please see actions below
11. Visits	361	412	88%	All parts over 60% - no actions
Total			73%	

Total Overall Score	Average % Score	
Total	64%	

Appendix 1

Breakdown of Individual Parts of the Diagnostic Peer Review

2. Homelessness Strategy Overview		%
Current Homelessness Strategy		75%
Review and Strategy Development		70%
Strategic Priorities		64%
Fit for Purpose		70%
Corporate Commitment		63%
Investment		75%
Evidence of joint working		75%
Overall		69%

3. Website Review		%
Accessibility and Navigation		50%
Information and Advice		67%
Links and Directory		75%
Contact and On-line Application		56%
Overall		60%

4. Reception and Interview Room		%
Reception Facilities		46%
Interview Facilities		50%
Overall		48%

5. Customer Interview Observations		%
Preparation		47%
Establishing the Facts		56%
Providing Advice		56%
Engaging with the Customer		78%
Efficiency of Approach		69%
Effectiveness Of Approach		50%
Overall		59%

6. Housing Options File Review		%
Facts established		63%
Client's requirements		63%
Accurate and appropriate advice		55%
Timely and efficient casework		65%
Appropriate outcome/solution		70%
Effective file management		73%
Overall		65%

7. Homeless Assessment File Review		%
Facts established		60
Accommodation duties met		50
Efficient progress of inquiries		60
Accurate decision		65
Clearly reasoned s.184 letter		75
Effective file management		50
Overall		60

Appendix 1

Breakdown of Individual Parts of the Diagnostic Peer Review continued....

8. Staff Summary		%
Customer Experience		72%
Operational Delivery		79%
Resources		75%
Staff Development & Involvement		75%
Evidence of Joint Working		75%
Overall		75%

9. Managers Summary		%
Service Structure & Staff Development/Involvement		75%
Customer Experience		55%
Resources		75%
Operational Delivery		58%
Evidence of Joint Working		85%
Corporate Commitment		63%
Overall		64%

10. Partners Summary		%
Operational Delivery		73%
Resources		56%
Evidence of Joint Working		69%
Customer Experience		56%
Overall		64%

11. Visits Summary		%
Visit to Statutory Temporary Accommodation		86%
Visit to Over Night Accommodation		89%
Visit to Day facility		
Overall		88%

12. Quality of Housing Options Service		%
Service standards promote quality		64%
Baseline threshold service		53%
Good practice systems in place		67%
Confirmation of advice is provided		25%
Overall		58%