

**What
citizens
experience**

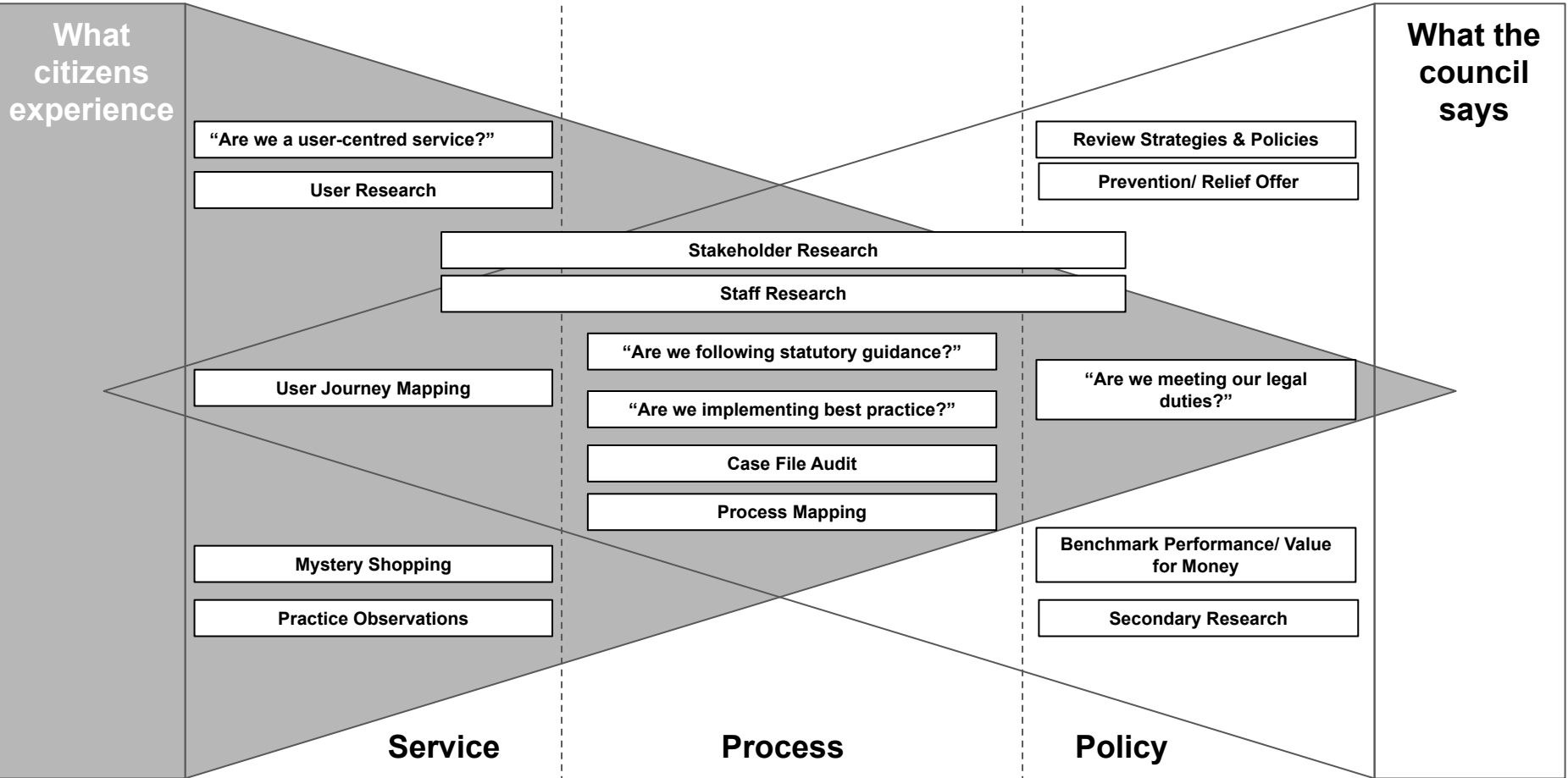
**What the
council
says**

Service

Process

Policy

Holistic Approach to Service Reviews/ Audits - Potential Activities



Holistic Approach to Service Reviews/ Audits - Potential Activities

Activity	Description	Who? (US/ PEER/ EXTERNAL)	Where? (ON SITE/ OFF SITE)
“Are we a user-centred service?”	Assessment of service against the “15 principles of good service design”		
User Research	Quantitative and qualitative research with current and previous users of the service to understand their experience. Can include surveys, in-depth interviews, focus groups, ethnography etc.		
User Journey Mapping	Visualising and documenting the end-to-end journeys of different users through your service. Usually done collaboratively. Helps understand your service from the user’s perspective and the role different teams play. Can use actual cases or hypothetical journeys		
Mystery Shopping	People approach the service “incognito” to assess quality of service and customer experience provided		
Practice Observations	Shadowing frontline officers - can include interactions with clients and without		
Stakeholder Research	Quantitative and qualitative research with partners e.g. housing providers, statutory services, third sector etc. Can include surveys, in-depth interviews, focus groups, forums etc.		
Staff Research	Qualitative research with staff including interviews and focus groups. Usually aim for representation from all grades/ roles including teams that regularly interact with the statutory homelessness service		

Activity	Description	Who? (US/ PEER/ EXTERNAL)	Where? (ON SITE/ OFF SITE)
“Are we following statutory guidance?”	Assessing the extent to which the statutory code of guidance is followed by the service		
“Are we implementing best practice?”	Assessing areas where best/ effective practice is being implemented by the service		
Case File Audit	Reviewing a sample of case files and scoring quality of advice and service provided		
Process Mapping	Visualising and documenting key internal processes to understand efficiency and effectiveness, including appropriate levels of decision making and escalation		
Review Strategies & Policies	Reviewing key policies, strategies and protocols - assess quality, implementation, any gaps and alignment with service priorities		
Prevention/ Relief Offer	Review the current service provision/ interventions for different cohorts and reasons for presenting. Helps identify gaps in service provision		
“Are we meeting our legal duties?”	Assessing whether the service is compliant with its legal duties		
Benchmark Performance/ Value for Money	Analysis of performance, outcomes and financial data. Can benchmark/ compare with neighbouring or similar authorities		
Secondary Research	Desktop research understanding any relevant activities already completed (and their findings) including publicly available reports e.g. ombudsman		