Housing Strategy and Commissioning

Policy and Development

Service Standards

Housing and Constituencies

Birmingham City Council

Our commitment to you…

The Policy and Development Team is responsible for the commissioning and performance management of a range of services which address homelessness, worklessness and financial exclusion for vulnerable people in Birmingham.

The team works with a range of partner agencies, including statutory and voluntary sectors to lead and develop policies and implement projects which take forward the strategic objectives of the department.

About these service standards

This leaflet tells you what you can expect from us when we are dealing with our stakeholders – our service standards.

Policy and Development Team – Housing Strategy and Commissioning Service Standards

When you contact our team for advice, we will:

- Provide you with clear and relevant advice and information in response to any enquiry.
- Monitor performance against Service Level Agreement targets, of services that we have commissioned at least quarterly.
- Release payments promptly to commissioned services when we receive satisfactory quarterly statistics and activity reports.
- Provide appropriate guidance and support to partners in the delivery of their services.
- Inform partners of any relevant strategic guidance, both regionally and nationally, which may affect the way in which services should be delivered.
- Consult with partners around changes to commissioning, service level agreements and monitoring arrangements.
- Ensure that any new commissioning programmes are made widely available to voluntary sector services by publication of a Voluntary Sector Commissioning Prospectus.

Can you work with us to make the service better?

We are always looking for stakeholders to get involved and help us improve the service. If you would like to find out more about how you can get involved, please phone the Policy and Development Team – Housing Strategy and Commissioning on the telephone number below.

How to contact us

Phone: 0121 464 2683

Fax: 0121 303 6142

Textphone: 0121 303 1119

Email:
homelessnessstrategy@
birmingham.gov.uk

Housing Strategy and Commissioning : policy and development service standards

If you would like this leaflet in large print, Braille, audio cd or tape, please call 0121 464 2683.

HOUS 10029

HouCom 09.934 08/09