



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA) Request ID: FOI794255264

Thank you for your request for information relating to Resident involvement in homelessness services.

You have requested the following information:

1. Resident Involvement Arrangements

Does your local authority currently have any formal or informal arrangements in place to involve people with lived experience of homelessness in the design, review, or improvement of homelessness services?

Yes.

2. Methods of Involvement

If resident involvement is in place, what methods are used?

(For example: surveys, focus groups, lived experience panels, co production workshops, service user forums.)

There are various ways we gather feedback and involve customers in service design including workshops, questionnaires, feedback mechanisms, and previously we have used lived experience panels and co production workshops.

3. Scope of Involvement

At which stages of homelessness service delivery are residents involved?

(For example: service design, policy development, service review, feedback and evaluation.)

Service design, policy development, service review, feedback and evaluation.

4. Accessibility and Inclusion

What steps does the authority take to ensure resident involvement is accessible and inclusive, particularly for people with complex needs (such as mental health needs, substance misuse, language barriers, or those in temporary accommodation)?

We confirm that we work with partners to gather feedback from service users and to support involvement and engagement in services. Through our commissioned provision of housing related support, we gather feedback from people who use the services and use this feedback as part of any improvement process and to influence future service design.

5. Outcomes and Impact

Has resident involvement led to any changes or improvements in homelessness services in the last three years?

Please provide brief examples where available.

Feedback was used as part of the recent re commissioning process and in the development of our Homelessness and Rough Sleeping Strategy (2024-29).

6. Evaluation of Effectiveness

Does the authority formally measure or evaluate the effectiveness of resident involvement in homelessness services?

No.

7. Challenges

What are the main challenges or barriers the authority has experienced in implementing or maintaining resident involvement within homelessness services?

Often, those who provide feedback and want to be involved are the furthest removed from current service provision.

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance