

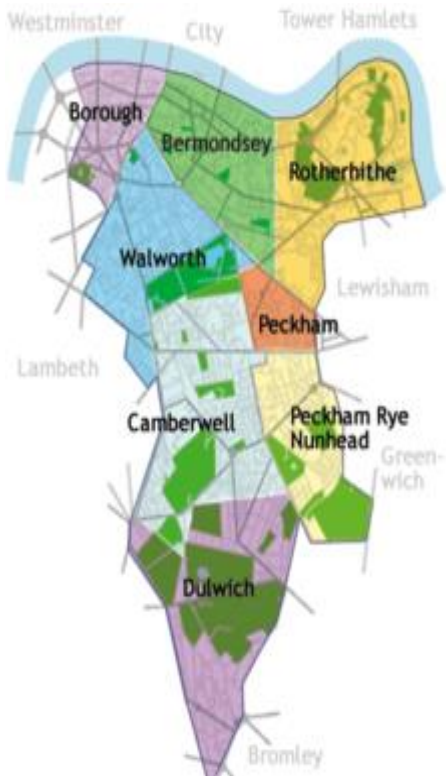


Housing Needs Service – The future

Daniel Ferlance
Head of Homelessness

My Journey

London Borough of Southwark



Royal Borough of Kensington and Chelsea



Three main areas

Values, Behaviours and Outcomes

Putting communities first

- We put local people at the heart of decision making in everything we do
- We seek to include and involve: all voices matter
- We provide quality services that are responsive, effective and efficient

Our new values

Respect

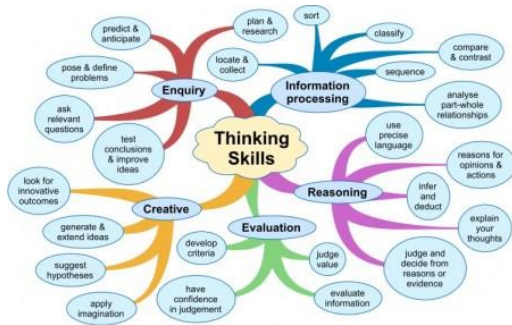
- We act with openness, honesty, compassion, responsibility and humility
- We let people know what we are doing and communicate why and how decisions have been made

Integrity

- We listen to everyone and value the personal experiences of people in our communities and of each other
- We adopt a fair, and involving approach regardless of any way in which an individual is different to us

Working together

- We work together and in partnership with everyone that has an impact on the lives of our residents
- We want to understand, learn from each other and continually adapt



Values - What if it were you?



Daniel Ferlance Head of Homelessness RBKC



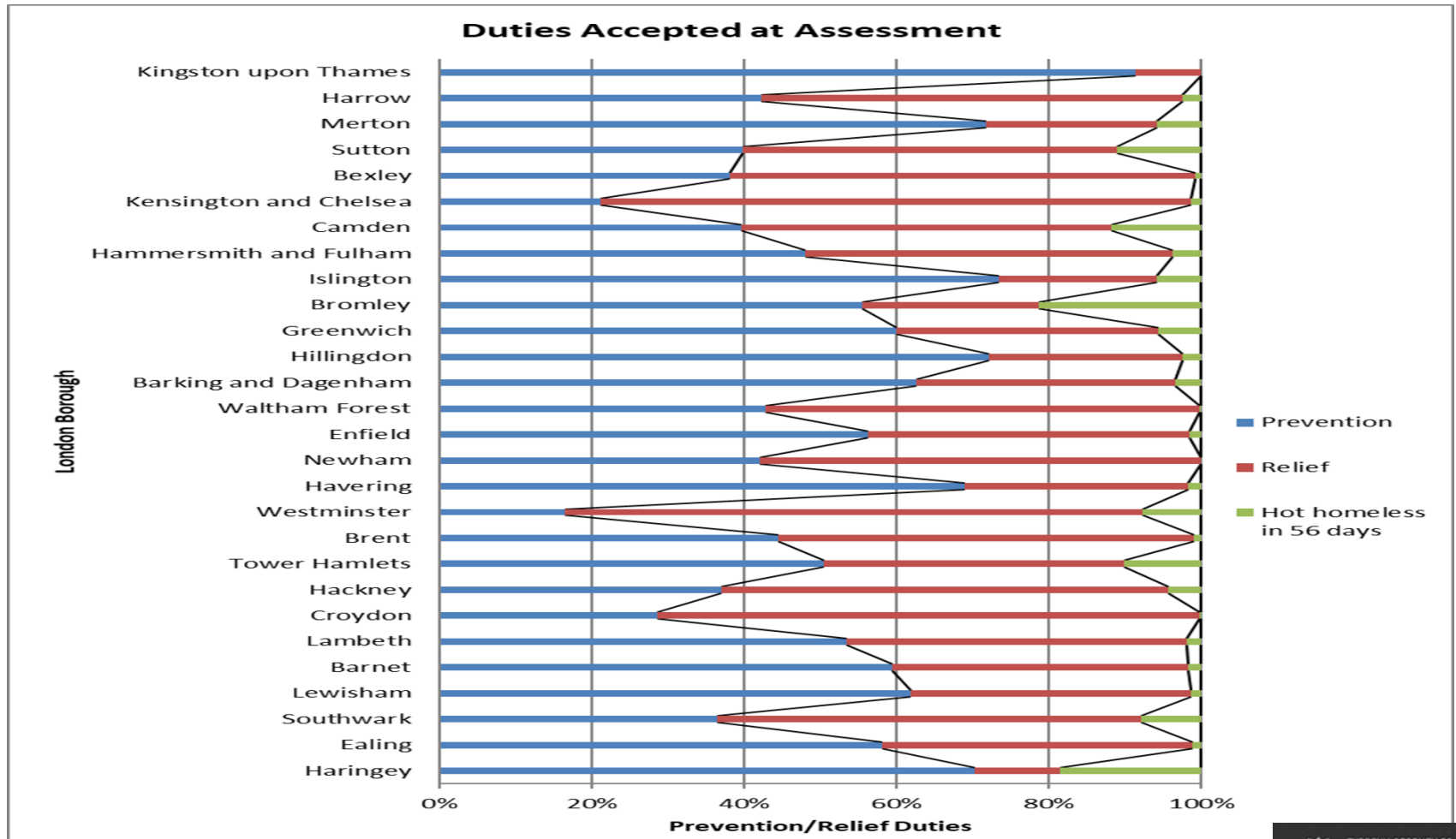
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Empowerment

- Local economy
- Freedom and autonomy to make decisions and be creative
- Can do and solution based focus.



Behaviours - At what stage are we seeing people that need help?



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Information

- Close to 50% of the households that we have contact with, **before a crisis intervention situation**, we are able to create a planned move.
- 40% of the households that have been eligible for our private rented sector option have secured accommodation before a crisis situation.
- Approximately 75% of the households that **we see in a crisis situation** end up in temporary accommodation and often in an area that they didn't want to live in.
- We have one member of staff in my service area that is from the local area.

Homelessness Strategy



Homelessness Prevention



Improving the offer and the options



Reducing Rough Sleeping



Working with Partners

How?

- ***Prioritising resident involvement***

‘Done with, not done to’

We will engage with our residents in an empathetic, honest and respectful way so residents feel genuinely listened to, and trust that we are doing all that is possible to help them.

Resolution focused help

‘Personal before the process’

We will embed a resolution focused culture in our services, working with residents and alongside our partners to find authentic options that reflect the particular circumstances of a resident and their family.



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- Measuring what we do and how well we do it.
- Being held to account on what we do and how well we do it.
- Improving the available information and where it can be found.
- Becoming part of the community, rather than just assessing the community.

Homelessness Strategy – Action plan

Contact details
– Get in touch
– happy to
help.

- Daniel.Ferlance@rbkc.gov.uk
- 07812 148528