

Homelessness Transformation

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City Council

Rationale for Change

- Aligns to Corporate Plan
- Reduce Homelessness and Rough Sleeping
- A Modernising Council
- The Customer Promise
- Build on improvement work that commenced pre-pandemic.
- To create a new Operating Model for the Homelessness Service based on local experience

The Role

- To support the Homelessness Service
- Improve the whole customer journey, including outcomes and pathways for all customers.
- Improve quality of casework focusing on systems and develop performance
- Investment in staff and training/collaborative
- Align with transfer of Rough Sleeper & Single Homeless services into Housing

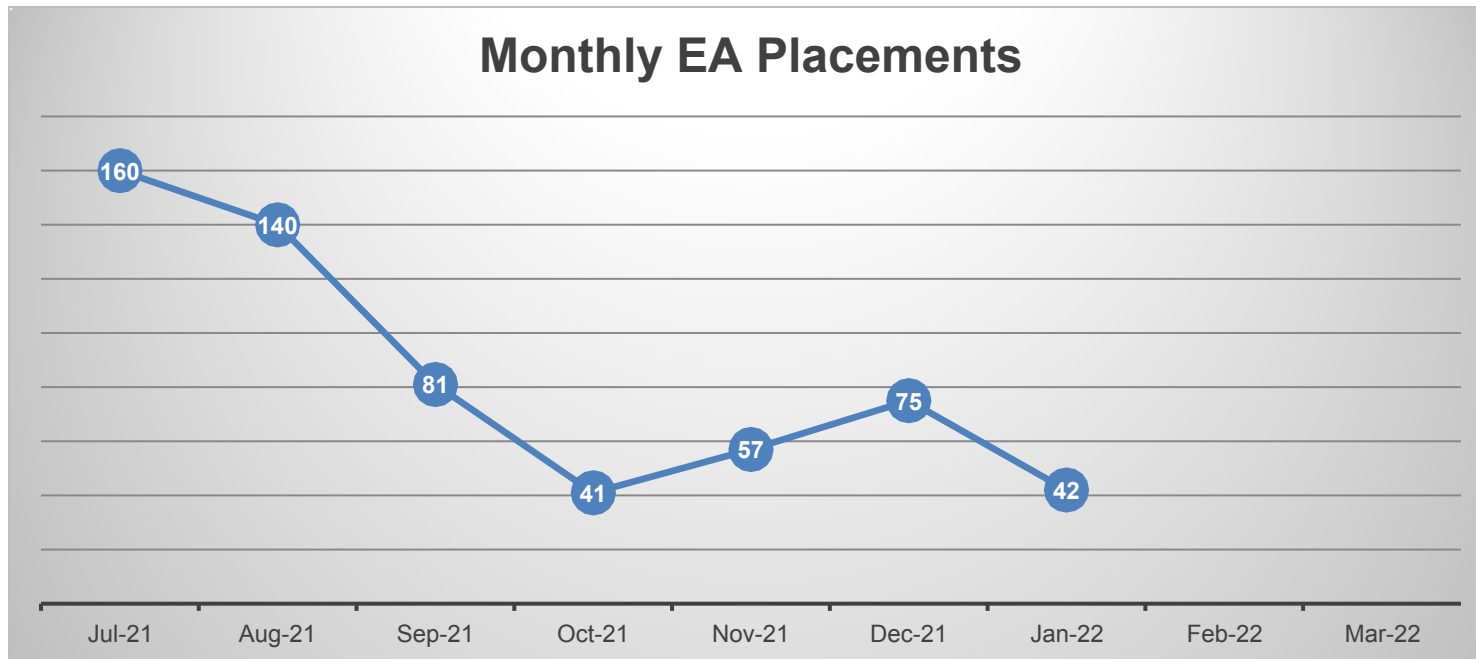
Key Workstreams

- Promote a culture focused on high quality casework and advice, and with a 'one service approach'
- Improve the customer journey with more effective outcomes for customers, better information, communication, and signposting
- Homeless Prevention to be the main offer to customers, including support and new pathways
- Reduce homelessness including placements into Emergency Accommodation
- Investment in systems training, legal training for staff and staff development. PIE training and other training in consultation with all staff
- Business Process Redesign to create an efficient service, with the emphasis on early intervention and prevention with local knowledge/collaboration
- TA Improvement Review
- Promote better alignment with Rough Sleeper & Single Homeless Services to better achieve outcomes across a range of accommodation for single people.

Emergency Accommodation Update

- EA Reduction Plan as part of Transformation
- Reducing EA placements
- Increasing 'move on'
- Aligns with budget pressures

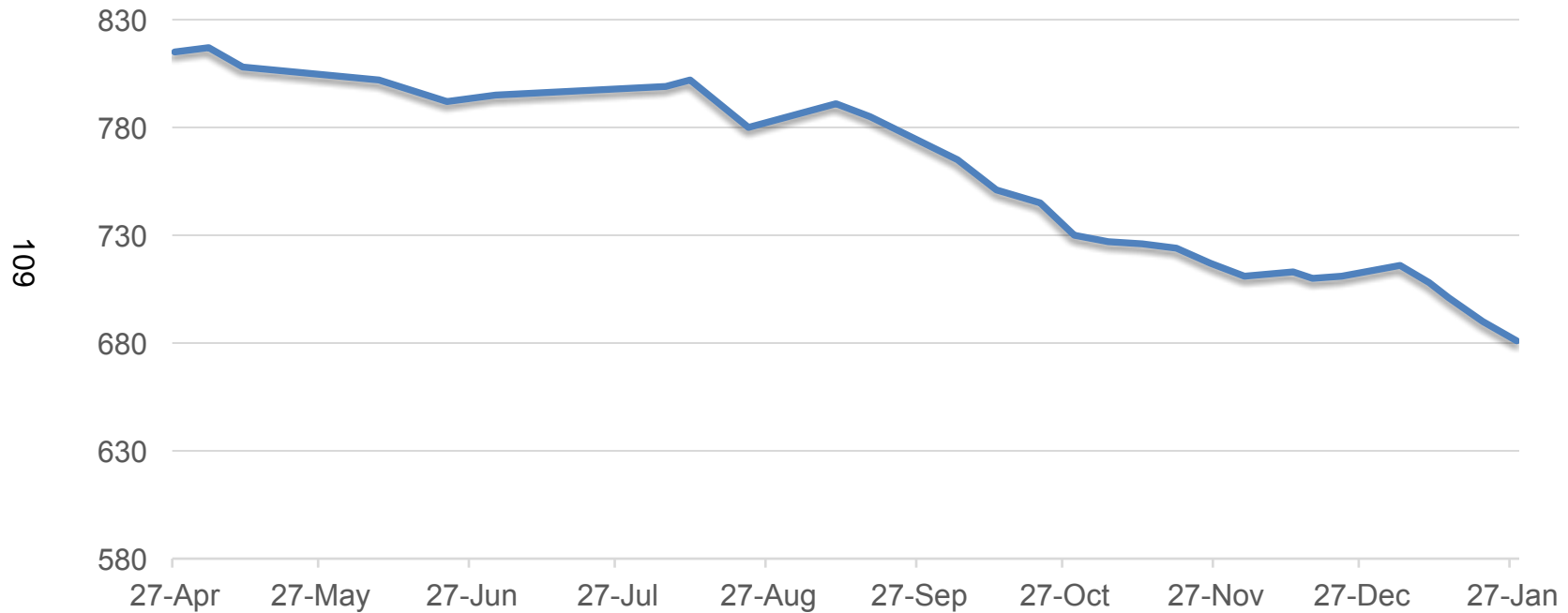
How are we Doing? Placements in EA



73% reduction in EA placements

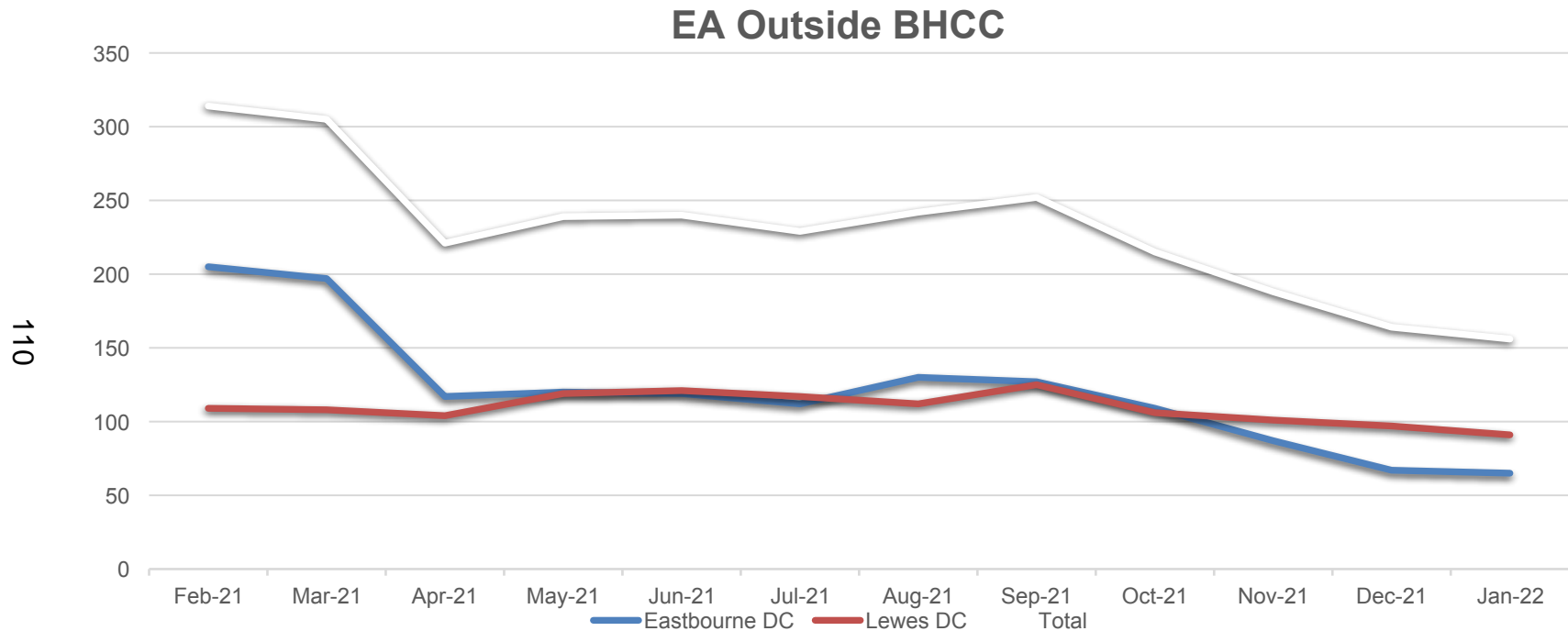
Overall Reduction in EA

Total Numbers in EA



16% Decrease

EA Placements Outside BHCC



Overall Reduction 50%
Eastbourne Reduced by 68%
Lewes Reduced by 16%