



# A workforce fit for a challenge

*Anna Robbani  
Head of Housing, Homelessness and Customer Services*



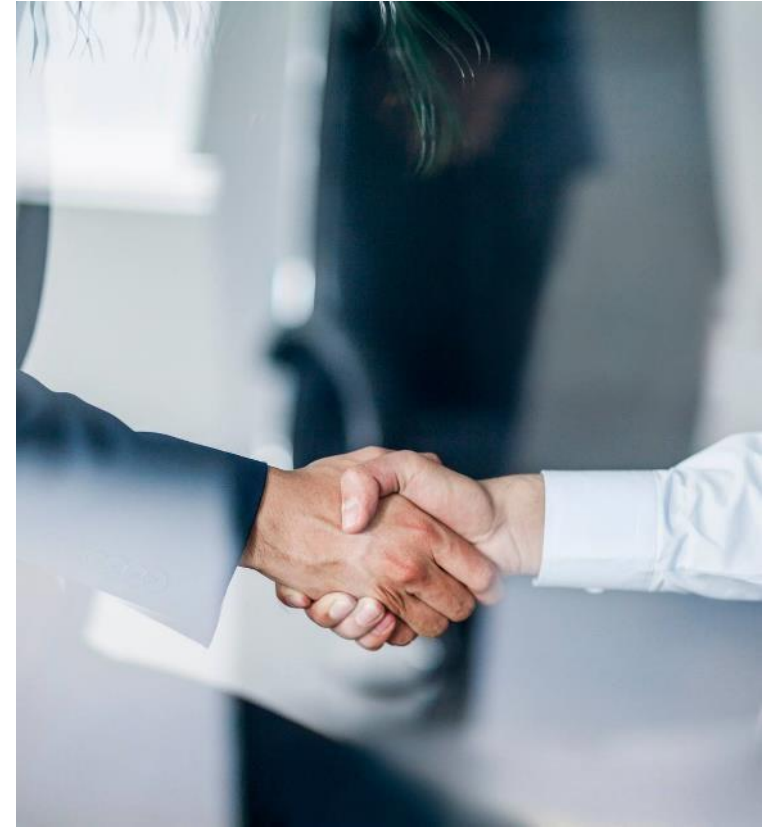
## Capacity:

Making the case for change



## Capability:

Empowering Officers



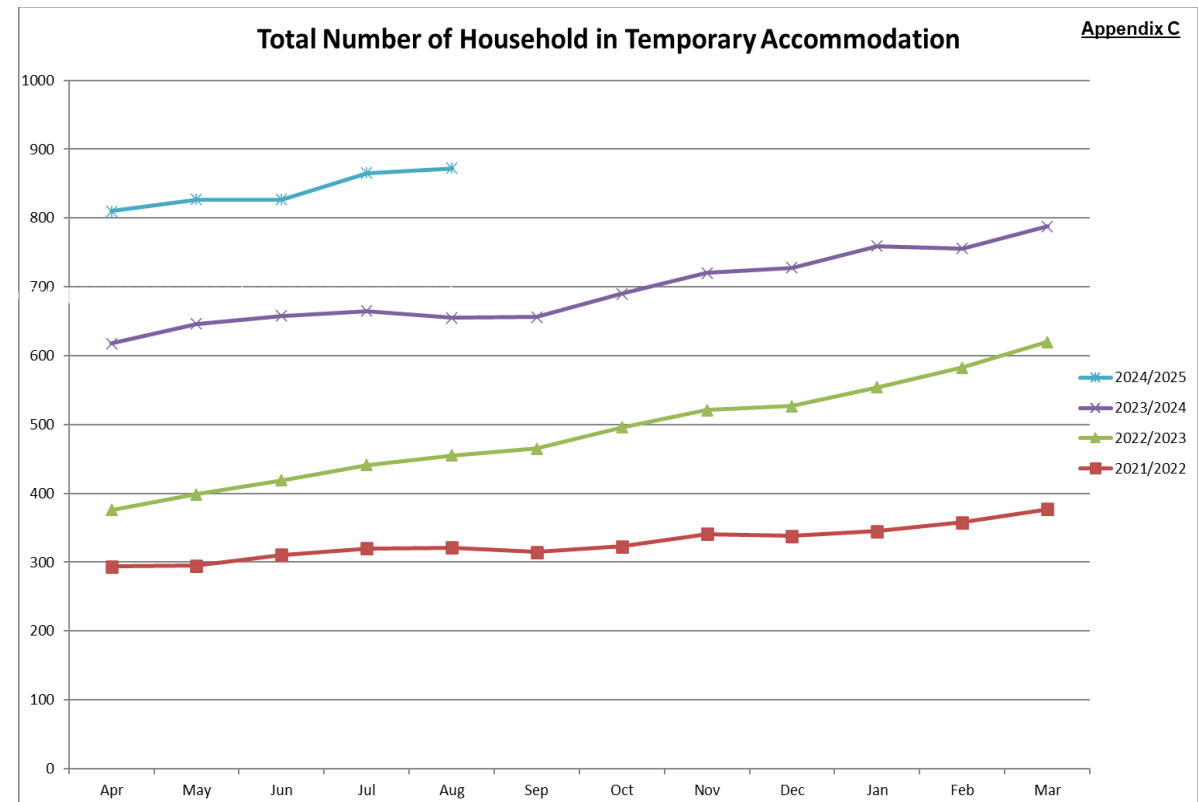
## Culture:

Customer centric teamwork

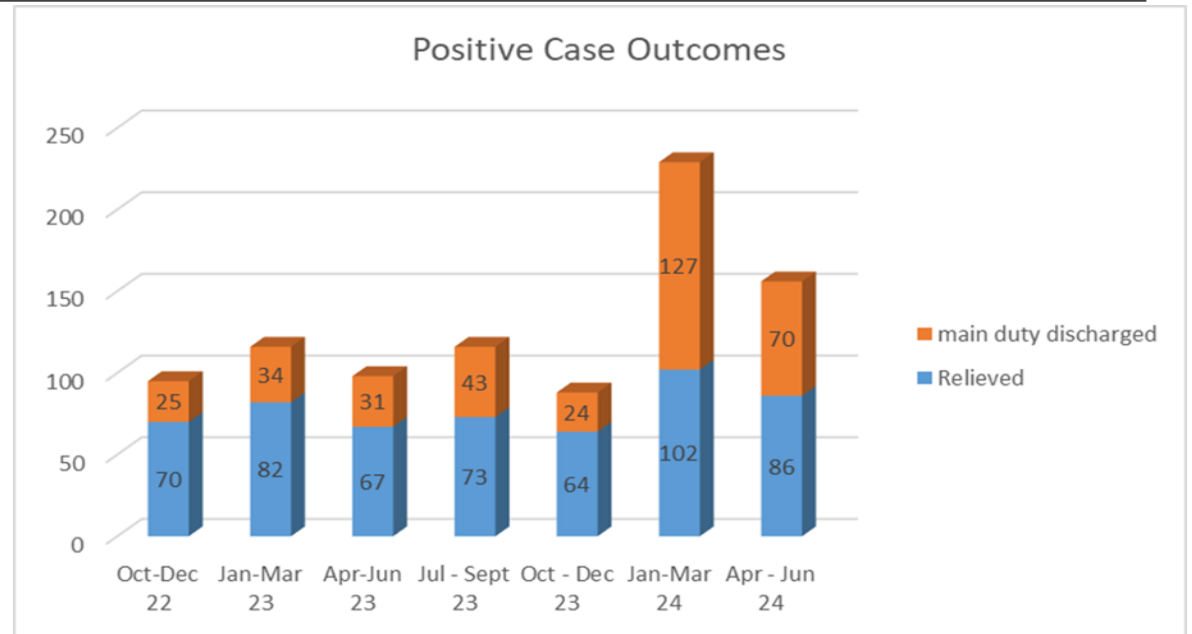
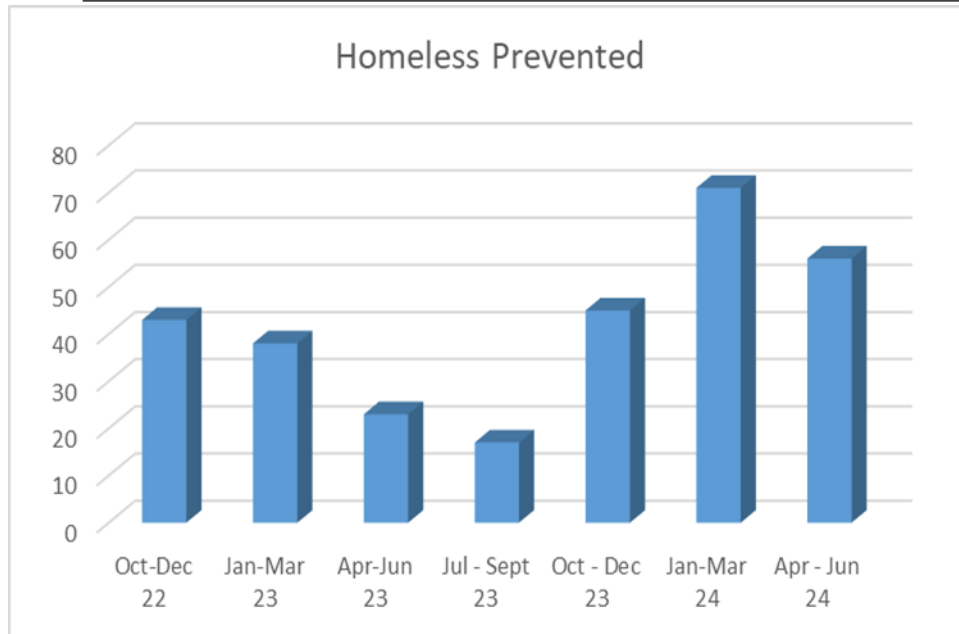
# The Challenge

## TEMPORARY ACCOMMODATION

- April 2019: 234 households
- April 2024: 810 households
- Overspend position of c.£5m



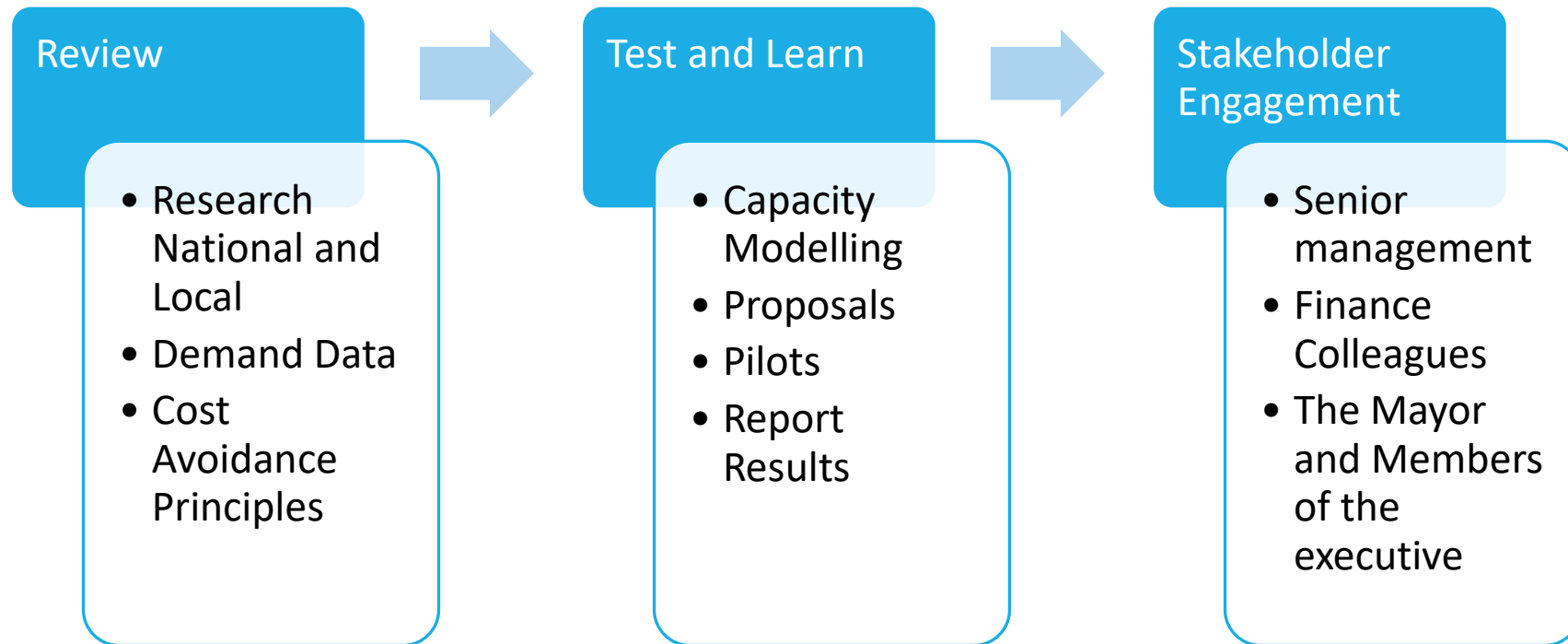
# Casework Outcomes



- 143% increase in Homeless Preventions (Apr – Jun 2024; 56 cases compared to 23 in 2023)
- 80% increase in Rehousing Outcomes (Jan – Jun 2024; 385 cases compared to 214 in 2023)

# Capacity: Making the case for change

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# Capacity: Investing in 22 new recruits



# Capability: Empowering Officers

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- Trainee Role Created to Enhance Recruitment
- Prioritised transferable skills
- Tailored Induction Programme
- Working with local partners
- Refreshed wide range of pathway processes
- Supervision arrangements
- Celebrating creativity



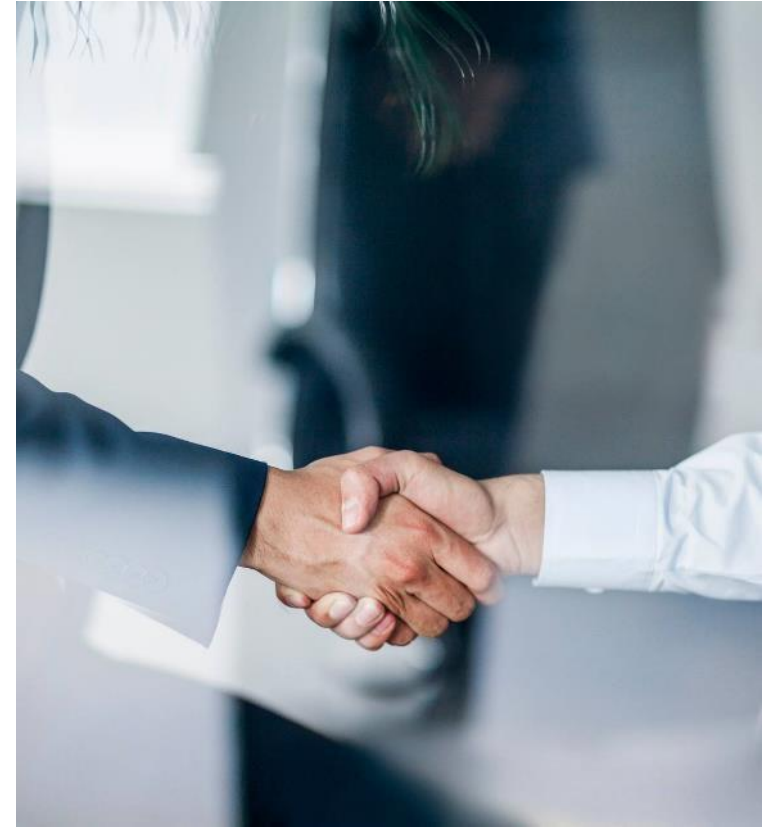
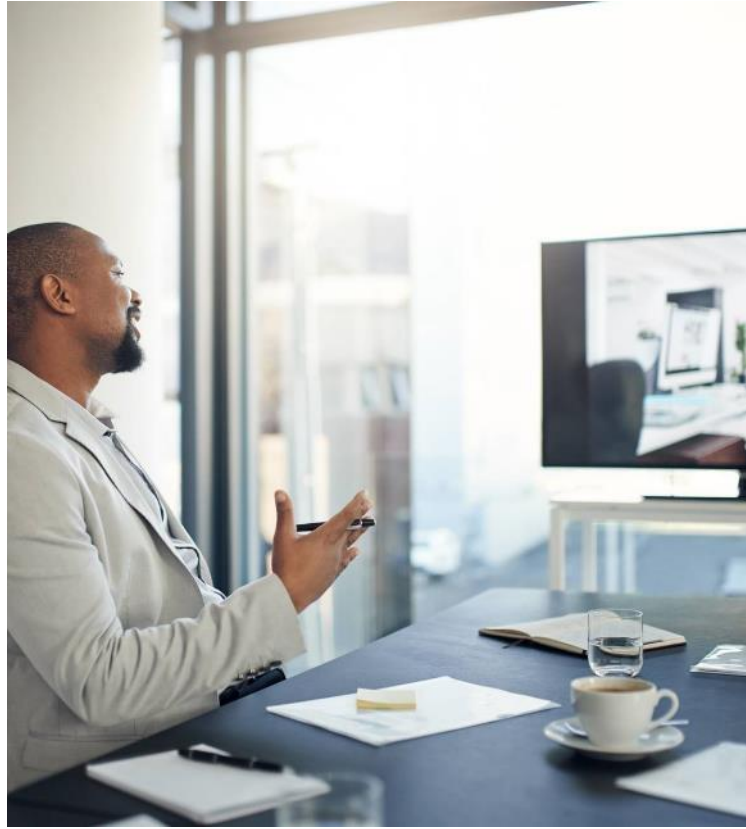
# Culture: Customer Centric Teamwork

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- Singular Focus on Customer Outcomes
- Whole team approach
- Celebrating Creativity





## Capacity:

Making the case for change

## Capability:

Empowering Officers

## Culture:

Customer centric teamwork