

Focusing on Strengths: Enabling Change

Phil Turner

**“I’m afraid that you’re lacking some free will,
Your real’s not real.”**

King Gizzard & The Lizard Wizard [2019]

Plato: Allegory of the Cave

- ◆ **The cave:** those who believe solely in empirical knowledge are trapped in a cave of misunderstanding...
- ◆ **The shadows:** believing empirical evidence ensures knowledge – believe only what you see, see only a shadow of the truth...
- ◆ **The game:** people can believe someone is a master when they have knowledge of the empirical world – yet this master does not actually know any truth...
- ◆ **The escape:** the philosopher who seeks knowledge outside the cave - while the sun represents truth and knowledge...
- ◆ **The return and the reaction of the other prisoners:** people are often scared of knowing philosophical truths...

One in 10 council houses let to a foreigner last year

Proportion of new social housing lettings made to foreign tenants rose in 2013/14, compared with 2010



Revealed: How 500,000 immigrants have been given social housing in last decade as number of families on waiting list hits record high

- 1.8million families are now on the waiting list on social housing
- Nearly 470,000 of the 4million migrants who arrived in the last ten years were given council homes
- David Cameron launched plans to give local people priority on waiting lists
- Clampdown will see migrants only become eligible for social housing after two years in the UK

'Stop criticising me or I'll have another baby': Father-of-13 who lives in new supersize council house while collecting £53k-a-year benefits threatens to INCREASE his family to spite his critics

Stop the scandal of foreigners in council houses

SOME facts are so staggering they just take your breath away so you'd better read this one while you're sitting down: Britain, already the most crowded country in Europe, has to build a new home every seven minutes to cope with the 250,000 immigrants who arrive each year.

Perceptions

“MORAL DEGENERATES” ON COUNCIL ESTATES

Revealed: How HALF of all social housing in parts of England goes to people born abroad

Landlord's fury as shameless benefits family behave like 'pack of wild animals' trashing home during party to celebrate move to new council house

Mother-of-five on benefits demands a bigger home because it's 'unfair' that her 11-year-old daughter has to share a box room with her four little brothers

Time for action on benefit scroungers

THE welfare state was meant to be a pillar of our civilisation, the protector of the genuinely poor and vulnerable.

Somali asylum seeker family given £2m house... after complaining 5-bed London home was 'in poor area'

Buy-to-let tycoon evicts tenants on benefits in favour of Eastern Europeans - because 'they are better at paying rent'

- Fergus Wilson has sent eviction notices to 200 tenants on housing benefit
- He said Eastern Europeans less likely to default on rent than Britons
- Mr Wilson said many other private landlords had taken the same decision

Social housing residency test introduced by David Cameron

As thousands of servicemen are made redundant, how many will be turned away from homeless shelters that are packed full of immigrants?

2. Taking control of our own laws

We will take control of our own affairs, as those who voted in their millions to leave the EU demanded we must, and bring an end to the jurisdiction in the UK of the Court of Justice of the European Union (CJEU).

Parliamentary sovereignty

2.1 The sovereignty of Parliament is a fundamental principle of the UK constitution. Whilst [Parliament has remained sovereign throughout our membership of the EU](#), it has not always felt like that. The extent of EU activity relevant to the UK can be demonstrated by the fact that 1,056 EU-related documents were deposited for parliamentary scrutiny in 2016. These include proposals for EU Directives, Regulations, Decisions and Recommendations, as well as Commission delegated acts, and other documents such as Commission Communications, Reports and Opinions submitted to the Council, Court of Auditors Reports and more.

2.2 Leaving the EU will mean that our laws will be made in London, Edinburgh, Cardiff and Belfast, and will be based on the specific interests and values of the UK. In chapter

Information Exchange

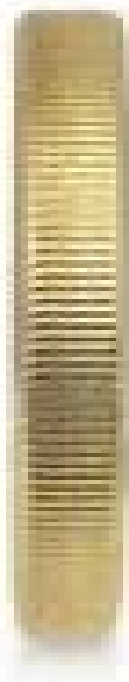
- Roughly 40m people were using social media in the UK in 2016 (62%)
- 93% of young people (16-24 years old) are using social networking sites
- 55% of adults get their news from online sources, 72% of 25 to 34 year olds access news online
- 28% use Facebook for news, and increasing numbers of people (20%+) use search engines like Google for their news intake

“We cannot have a society, in which, if two people wish to communicate the only way that can happen is if it's financed by a third person who wishes to manipulate them.”

Jaron Lanier [2018]

“I'm very concerned about nastiness and misinformation spreading.”

Tim Berners-Lee [2019]



- For anyone facing dozens of customers a week, **not pre-judging** presenting situations can be really difficult.
- The way we ask questions, and the type of questions we ask can have a **huge influence** and impact on the way we understand people.
- Every customer deserves to be greeted with an **open mind**.
- **Every customer has potential, and every customer has talent.**

Are you, or your colleagues, at risk of desensitisation?

Man told he made himself 'intentionally homeless' - by trying to take his own life

The 20-year-old with mental health difficulties ended up sleeping rough for two weeks.

A man in a coma had his temporary accommodation taken away while he was in hospital because the council said he had made himself intentionally homeless.

The young man with mental health problems was told he had broken the terms of his housing contract by failing to occupy his room every night.

Also a letter from the housing department said he was asked to leave the accommodation because he had taken an overdose 'against guidance from mental health'.

“Each new hour holds new chances
For new beginnings...
...The horizon leans forward,
Offering you space to place new steps of change.”
Maya Angelou [1993]

“Life moves pretty fast, if you don’t stop and look
around once in a while, you could miss it.”
Ferris Bueller [1986]

Opportunity?



How are you today?

What are you hoping to get from this meeting?

Think about what has led to you visiting us today, can you tell us about the journey you have been on and what issues have contributed to you seeking our advice?

If the response to the above question is negative: Tell me what things were like when everything was "good"?

What changed and when?

What do you want to change most about your current situation?

How do you think we could help you and would you like help from any other agencies (please specify)?

How are you currently spending your time during the day?

What are your main interests and hobbies?

What are your skills and talents / what do you think you are good at?

Is there anything else you would like to be doing?

Think about your future. Realistically, where would you like to be in a) a years' time and b) in 5 years' time?

a)

b)

What do you think needs to happen to achieve that?

What might prevent you from getting there?

If you could improve one thing about your life today, what would it be?

How do you think you could make that improvement happen?

My

Personal Housing & Wellbeing Plan

How we will work together for a secure and comfortable home

Date of issue:

Name:

Your housing officer details:



My Personal Housing & Wellbeing Plan

What I want to achieve

What is the most important thing to you regarding your housing situation?

My goal is:

When do you want to reach this goal?

By:

How would achieving your goal make you feel?

This will make me feel:



"My goal is to have stability for my family."

My Personal Housing & Wellbeing Plan

A bit more about me

We understand that it can be difficult to resolve your housing situation, but we want you to think about the strengths and experiences you have that can help you to reach your goal.

What are your strengths?

e.g. resourcefulness, cooking, patience, persistence

What kind of work do you do? If you don't work currently, did you work in the past?

Can you think of an achievement in your work or life that you felt proud of?

My Personal Housing & Wellbeing Plan

Services and people that can support you

Who are the people you need to talk to in order to make progress on your plan? Suggestions from your housing officer of services or groups that can support you.

Service/person you contacted	When contacted?	Outcome
<i>e.g. friend</i>	<i>e.g. 12/07/18</i>	<i>e.g. asked whether there are any job posts at their workplace</i>

If you are currently unemployed, part of solving your housing issues may involve starting to work, perhaps just part time. We can connect you to people who can help.

£330 per week

Average rent for a 2 bedroom flat in Lewisham

£265.29 per week

Local Housing Allowance (plus housing costs)

Harnessing strengths and building confidence can be transformational

- Offering help with accommodation can be life changing, but...is that superficial?
- Is housing really the problem?
- Is housing really the solution?
- For as long as housing problems are viewed as housing's problem, can we recognise the underlying issues in people's lives that contribute to housing crises?
- How successful are we at preventing repeat homelessness?

Is the “Housing Options Model” outdated?



Rethink how you think?

“The world as we have created it is a process of our thinking. It cannot be changed without changing our thinking.”

[Albert Einstein]

Practical Ways Forward

- Advantaged thinking
- Team roles, behaviours, types
- 5 Dysfunctions of a Team assessments
- Coaching
- Motivational interviewing
- Chimp management

Culture: Inward and Outward Change

- Working with, not doing to...
 - Half empty? (*Treating and preventing problems*)
 - Half full? (*Developing and preparing for positive outcomes*)
 - Runneth over? (*Full engagement in social opportunity*)
- Are we doing enough to work with people in a glass half full way?
- Do we accept that the person in front of us, at that time, is as good as they will ever be?
- What is good and what could be good? Rather than what is terrible and what is the problem...?
- *Everyone* has positive personal, social and community assets and resources

The Merits of the Approach: Staff Feedback

“...we’re getting more information from customers, and different information than we would have got...”

“...customers are engaging in the personalised assessments...”

“...I was bored before...”

“Customers feel that you are interested in them as a person not just a number”

“...housing not the only issue, it is part of a whole problem.”

Case Studies

1. Talked about talents, bought them a phone, they got a job
2. 32 years on the street, built a relationship, brought them inside
3. Paid to ensure continuity of accommodation, strengths based assessment, reunited with family, settled accommodation, stable mental health
4. Outreach and advantaged thinking, tracked down family, brought them inside
5. Funded specialist support, aided in house clearance, prevented homelessness for someone with chronic hoarding tendencies

"I see this Act not just as something we in the Council have to fulfil by law but an opportunity to go even further...to ensure people don't become homeless in the first place and those that are, do not have to return to the streets."

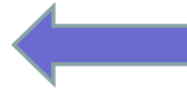
"At our recent Cabinet meeting we authorised a new Homelessness Fund which ensures that, no individual who presents themselves as homeless will have to leave the council offices and sleep rough, without first being made an offer of accommodation."

Councillor Phil North, Leader of TVBC



“GROWING OUR POTENTIAL”

“Empowered”
“Connected”
“Build on strengths”
“Be able to live well”
“Fulfil aspirations”



Our Priorities

Using our investing approach we
will grow the potential of...



“Each new hour holds new chances for new beginnings...the horizon leans forward, offering you space to place new steps of change...”

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