

PEOPLE FIRST

Taking a more person-centered approach to supporting the social, mental and physical wellbeing of individuals, giving them more choice and control.

We need support services which will help people to ...

- Have choice and control
- Contribute and do things they enjoy
- Stay well, connected to others and resilient
- Integrate towards ordinary (not homeless) services and settings
- Directly address the material hardship that often underpins their situation

What will help?

- Stop trapping people in services
- Stop focusing on risks and more on people's skills and motivations
- Be trauma informed
- Support health, opportunity and financial and digital inclusion
- Become more solutions focused
- Reduce stigma
- Build trust
- Change the culture
- Use positive language
- Build an understanding of how COVID-19 has impacted the risk of different groups experiencing homelessness

What would get in the way?

- Continuing to use professional language that people don't understand
- Not rethinking our approach so that services remain focused on being 'caretakers' or 'firefighters'