

Southwark shadowing course outline

Groups of up to five delegates at a time are invited to shadow Southwark's front line services to see how we operate. This gives other authorities an insight into how different councils provide their homelessness services.

The schedule for the half day training course is:

45 minutes seeing our reception area and how new cases are dealt with.

45 minutes with our triage service to see how cases are assessed and prioritised.

30 minutes with our prevention hub to see how our services such as tenancy relations and financial inclusion operate.

30 minutes meeting a caseworker to talk about how their role has changed under the Homelessness Reduction Act and what their duties now entail.