



**OXFORDSHIRE
HOMELESS
MOVEMENT**

“Collective Voices for Positive Change”

Lived Experience Advisory Forum July – September 2023

LEAF Coordinator update

Due to the high demand of experts by experience extra funding was sought from the Oxford City Council to enable Monica to continue to lead on the amazing work they have been doing with the Community Champions work around health care barriers for people in the homeless pathways and other marginalised groups. This project is funded for a year from July 1st 2023 and is called the Community Health Champions Project.

The Gatehouse is continuing their amazing role of supporting LEAF with supervising Lucy and Monica and helping the growth of LEAF. Our other partner Aspire is currently helping with building a consultancy package. Both services are also currently working with LEAF as co-production partners on different projects.

Development of LEAF members

- 8 LEAF members participated in research into housing inequalities in Oxford.
- 1 LEAF member and the LEAF Coordinator attended Aspires 'Getting into Business and Digital Skills for the Digital Age' course. This is to support the design and the development of the LEAF Consultancy Service.
- 1 LEAF member led on facilitating 3 focus groups on Housing First which engaged with over 15 people in total.
- 3 LEAF members attended the Countywide Steering Group meetings. 2 attended to discuss their findings from the OHM commissioned project, "Why people may or may not want to move out of Oxford City."
- A LEAF member took the lead on the Community Research Network meetings which were held in Witney and Oxford along with Aspire.
- 1 forum member is working on a project "We are not worthless" more details to follow shortly.
- A forum member has taken the lead and is looking into palliative care within the homeless and vulnerably housed community.
- Another forum member continues to support King's College and Connections Step Down Houses by collecting qualitative and qualitative feedback from service users to improve the service.
- 1 LEAF member is supporting and taking the lead on the development of LEAF's Consultancy Service alongside the LEAF coordinator.
- 7 members have now taken leads on projects with the support from Lucy and Monica. This has allowed ownership from the LEAF members, and they feel empowered, supporting with confidence building and improved self-esteem. LEAF Leads are supported into their roles with coproduction partners. Expectations for work are continuing at the beginning of each piece of work, with regular reviews and feedback at the end from all parties. This process will remain in place as it makes for good practice ensuring better open and honest relationships therefore leading to better outcomes for the service users of the particular service.

A LEAF member's feedback

"LEAF is a safe space where you can make your voice count and bounce ideas against a very diverse group of members. Regular participation has made me more curious and hopeful about reforming services, so they better fit the needs of our community"

Co-production Partnerships and Projects in July – September 2023

Community Champions - The work on the second phase of Community Champions, looking at the solutions to healthcare inequalities, had been delayed until confirmation of funding for Monica's time was agreed upon. In the Community Champions LEAF have been working on Black History Month, this is looking at specific health issues related to Black, Asian, and other ethnic groups and there will be an event for this on September 14th. Other issues worked on are around non-engagement of homeless individuals in accessing primary healthcare, the causes and possible solutions, and planning work with the Oxford Health Development Officers, Community Action Network and Community Glue. This working partnership will look at developing a community-based health outreach service and identifying areas of improvement to the primary healthcare service in Oxford. The work with Luther Street Medical Practice is still in the planning stages and the LEAF Champions have a meeting with them on September 21st to set up the Patient Participation Group.

The Alliance – A LEAF member has taken the lead on work with the Alliance and has attended two ALT meetings - work is ongoing to see how LEAF and the Alliance will work together moving forward.

Connections, Step Down House and Kings College London - Funding has now been secured for the Step-down House and a consultancy package is now being looked at for the year on how LEAF can help evaluate the service moving forward.

Aspire/LEAF Consultancy Service – LEAF is currently working with Aspire to build LEAF's new Consultancy Service.

Aspire/Community research networks (CRN's) - Aspire partnered with the Lived Experience Advisory Forum (LEAF) to hold two community engagement workshops on behalf of the nascent Oxfordshire Community Research Network (CRN). This consisted of a community workshop in Witney on 4th May, attended by thirteen people experiencing homelessness and a community workshop in Oxford on 11th May, attended by fourteen people experiencing homelessness. On each occasion, three members from Aspire and three members from LEAF were in attendance. Findings from this event are attached.

Oxford Institute of Clinical Psychology - Some of the female LEAF members supported Amy who is doing a placement at Homeless Oxfordshire. The project was to find out what support services, such as Homeless Oxfordshire, can do to improve the support they provide to women experiencing homelessness. Members of LEAF met with Amy to look at the questions she was going to ask staff and service users. LEAF members input was valued to ensure the right questions were being asked. Feedback from the research will be provided when completed.

Centre for Homelessness Impact - LEAF worked at the Centre for Homeless Impact on LEAF's Festival of Feedback to evaluate the Alliance and a lot of preparation went into the interactive event. The first day was for service users from the Alliance services and the second day was for staff. There was good feedback from the small number attending. However, the service users outnumbered the staff turnout. LEAF attempted to gain more feedback after the event with Homeless Oxfordshire, Connections and Aspire but no further feedback was gained. LEAF attempted different ways to gain feedback from managers to staff and service users however none of the ways worked - these included using client engagement workers to take anonymous boxes around services, speaking to staff and emailing LEAF for responses from engagement coordinators. There are clearly huge barriers to providing feedback. Is this due to time, resistance or just not a priority? It is a shame because questions asked were for the benefit of staff and the service users they are supporting.

Nikki (Alliance Coordinator), Claire from Homeless Oxfordshire (Client engagement Lead) will be meeting to discuss how we can support breaking down barriers to gain feedback in the future. The report is being completed and the findings will be presented at The Alliance and LEAF event on World Homeless Day - you can book to come to the event below:

Date: Tuesday 10th October

Time: 9am – 12pm (Alliance Prevention Meeting) and 1pm – 3pm (LEAF interactive event)

Venue: Arts at the Old Fire Station, George Street, central Oxford OX1 2AQ

[Sign up here](#) (click this link to take you to the event registration page on the Aspire website)

Homeless Link - Making Every Adult Matter (MEAM) - Two members of LEAF/Gatehouse will be attending the MEAM meetings moving forward. The only way for LEAF to be able to be part of such a confidential meeting was to ensure we were covered by GDPR and to ensure computers and phones were encrypted so that information can be accessed securely. Two LEAF members who are also Gatehouse staff will now be able to attend moving forward.

Katherine and Sobell House Hospices - We have made a start on a new project aimed at improving end-of-life care for the vulnerably housed and homeless community in Oxford. The project is funded by Sobell and Katharine House Hospice Charities and Hospice UK and led by Nicole Satullo. Maria will be involved as a Community Lead and will be supported by Lucy. Maria has joined the Marie Curie ECHO Project, a national effort around best practice in palliative care and homelessness. The plan is to, by the end of October, run a couple of focus groups on end-of-life care for people experiencing homelessness. We hope to gather information on what people need and want, on what is considered helpful and what barriers people face. We hope to establish recommendations on how services offered by the hospices could be improved.

The Gatehouse - "We are not worthless" project is an idea by a forum member who will be leading and designing the project. The project will aim to increase the value of lived experience, showing the strength and resilience of lived experience individuals, reduce stigma and increase self-esteem of people participating.

Evaluation of the **Gatehouse** is being led by two LEAF members using the Storytelling approach.

Newcastle University – LEAF members had the opportunity to support research into accessing healthcare in police custody. Currently three members have participated in this project.

Opportunities for LEAF members coming up

The Mint House/Alliance/OCC – Are looking at a pilot eviction resolution process within the Alliance. Ongoing progression will be added to the next report.

Naloxone training will be offered to all LEAF members by **Turning Point**.

Some of LEAF co-production partner's feedback from 2023. Three main questions were asked:

Coproduction partner A

1. What has your experience been like working with Experts by Experience (LEAF)?

Love the enthusiasm! There is a strong commitment to the purpose of LEAF and wanting to maintain its integrity and ability to provide a platform and voice for people experiencing homelessness. Also, an acknowledgement of wanting to continuously improve and being on a journey to an ever-better service and to be better represented across more places in the county.

2. Has it influenced your working practice and if so, what changes have you made?

The experience of jointly organising and delivering the community engagement workshops for the fledgling CRN builds on our longstanding partnership with LEAF and relatively regular but ad hoc consultation and supporting their participation with the Alliance. It has underlined the value and necessity of listening to people experiencing homelessness and introducing a feedback loop to embed a genuinely meaningful iterative improvement process.

3. Has it increased your confidence in working with Experts by Experience in the future?

Yes!

Coproduction partner B

1. What has your experience been like working with Experts by Experience (LEAF)?

It has been wonderful to work with the LEAF team, they have enabled me to speak to groups of people that would otherwise have been really challenging to reach. The LEAF team have really helped with the logistics of gathering invaluable insights from Experts by Experience.

2. Has it influenced your working practice and if so, what changes have you made?

Working with LEAF has highlighted the importance of working flexibly and making time to accommodate the views of Experts by Experience.

3. Has it increased your confidence in working with Experts by Experience in the future?

The time I've spent with LEAF has really showcased the value of working with Experts by Experience and has meant that I consider involving

Lucy Stokes – Lived Experience Advisory Coordinator

Monica Gregory – Member Development Coordinator

