University of Southampton

CHRP
CENTRE FOR HOMELESSNESS RESEARCH AND PRACTICE

NHS England South East

Office for Health Improvement & Disparities

# Homelessness

## Growing a Psychologically and Trauma Informed Workforce

Regional Conference - June 8, 2023



# Conference Package Content


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# Conference Overview and Purpose

The Centre for Homelessness Research and Practice is holding a regional conference on the theme of **Homelessness, Growing a Psychologically and Trauma-Informed Workforce.**

The **purpose** of the conference is to bring together a community of people who are interested in developing the homelessness workforce through psychological approaches. Also, the conference aims to enable the sharing of best practice across the sector.

The conference is open to ***all*** people, at ***all*** levels, engaged in ***all*** activities in the service of people who are homeless, including:

commissioners, advisors, stakeholders, public health staff, peer mentors, lived experience, practitioners and research psychologists, clinical and counselling psychology trainees, city council staff, housing officers, hostel, support, and drug and alcohol workers, service managers and leaders, etc.

*Many thanks* to the **Workforce, Training, and Education (WT&E)** and the **Office for Health Improvement and Disparities (OHID),** who have fully funded the conference.

**8th of June 2023**

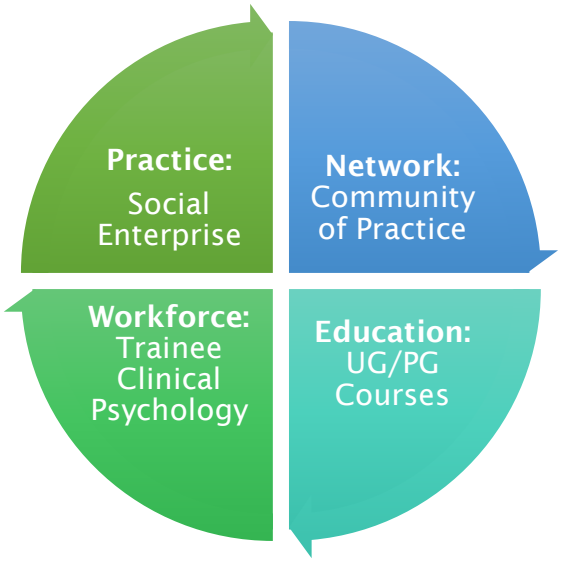
**8:30- 17:00**

**Holiday Inn,**
**Egerton Road**
**Guildford**
**GU2 7XZ**

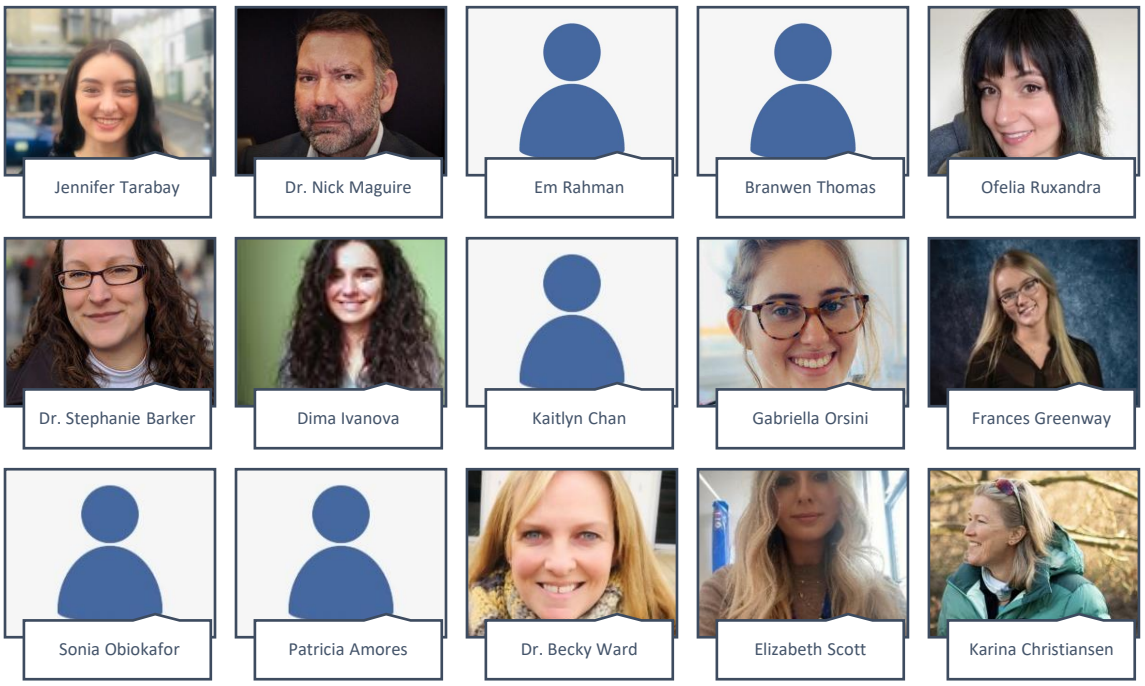
# Meet the Organisers

**The Centre for Homelessness Research and Practice (CHRP)** is based at the **University of Southampton (UoS),** in the School of Psychology. Its mission is to integrate research, training, and practice to better serve people experiencing homelessness.

It involves the southeast regional **'Homelessness Community of Practice' (HCOP),** a network and platform where workers and researchers collaborate and share evidence-based research and best psychological practice in working with homelessness.




## Planning and Support



# Sustainability Plan




**For the health and wellbeing of the public**, we have tried to reduce the impact of this conference on the environment by the following:

- No plastic cups or plastic water bottles
- Limited printed materials (recycled), most resources available electronically
- Venue which can be easily accessed via public transport (Guildford Train station close by)
- Minimal use of individually packaged food and drink items
- Reusable glassware and cutlery
- Electronic registration and feedback forms
- Re-useable name badges (please make sure you hand yours in when you leave)

We welcome your feedback and suggestions on how to mitigate the impact of this Conference now and in the future.

# Meet the Speakers and Chairs



## Francesca Albanese

### Interim Director of Policy & External Affairs at CRISIS

Francesca is Interim Director of Policy & External Affairs at Crisis the national homelessness charity and has worked there since 2016 leading their research and evaluation programme for seven years. She is also an editorial panel member at Thinkhouse and co-ordinates the Housing First Europe research cluster. Prior to Crisis, Francesca worked at Homeless Link and Shelter and has a PhD in housing policy from Sheffield Hallam University.



## Dr. Stephanie Barker

### Counselling Psychologist, Director at OutcomeHome & Teaching Fellow, University of Southampton

Stephanie is a counselling psychologist working with OutcomeHome, helping to develop and run peer mentor programmes across southeast England. Stephanie completed her PhD research on peer support, examining change mechanisms that underpin effective peer programmes. Stephanie is also a registered member of the HCPC and provides individual and group therapy to homeless clients.



## Karina Christiansen

### Independent Coach, Facilitator, Mediator and Visiting Academic at University of Southampton, UK

Karina has extensive experience in running services for people who are homeless, as well as commissioning services and innovating in the area. She has been highly successful in bidding for grant income from e.g. MHCLG and PHE, enabling cutting-edge services to be created and evaluated. She works closely with OutcomeHome in delivering services for homeless people, managing processes in order to maximise and demonstrate their effectiveness. She also delivers training for services wishing to develop PIEs, and offers reflective practice, communities of practice and coaching to enable staff and managers to make most use of the approaches throughout their organisations.



## Dr. Alasdair Churchard

### Research Tutor and Clinical Psychologist at the Oxford Institute of Clinical Psychology Training and Research

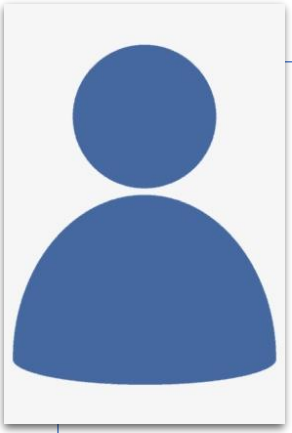
Alasdair Churchard is a research tutor and clinical psychologist at the Oxford Institute of Clinical Psychology Training and Research. He carried out the first published research into autism and homelessness, showing that autistic people may be over-represented among the homeless population. Since publishing that research he has led on the development of the Autism & Homelessness Toolkit, a guidance document about autism for workers in the homelessness field. He recently organised a seminar on general psychological research into homelessness with a wide range of key stakeholders and he is interested in developing more research which will benefit people living with homelessness.



## Karen Dawes

### Partnerships Lead for Donna Jones, Hampshire and the Isle of Wight Police and Crime Commissioner

Karen Dawes is Partnerships Lead for Donna Jones - Hampshire and the Isle of Wight Police and Crime Commissioner. Karen served as a Metropolitan Police Officer where she won the Police Officer of the year award and she also served with Hampshire Constabulary. Karen has an MSc in Police Science and Management, is a Member of the Chartered Institute of Procurement and Supply (MCIPS), is trained as a Trauma Informed Educator, and in 2023 achieved UK Public Health Registered Practitioner status. Karen is the first UK Public Health Practitioner from a policing background, and a proud former Butlins Redcoat.



## Eimear Galvin

### Final Year Trainee on the Doctorate in Clinical Psychology Programme at Oxford

Eimear is a final year trainee on the Doctorate in Clinical Psychology programme at Oxford. During her training, she worked across a range of services, including adult and child mental health teams, inpatient services, neuropsychological and physical health settings, and in a team supporting individuals with learning disabilities. Prior to training, Eimear worked in an adult community eating disorder service, and in an early intervention in psychosis service. She has a particular interest in trauma, psychosis and working with individuals experiencing multiple exclusion.



## Jamie Glasspool

### Peer Mentor at OutcomeHome, Southampton

Jamie as born in 1973 and entered the care system very young. Back then, mental health issues were not considered, such as A.D.H.D and as this was the case, Jamie left school without being able to read and write, which affected his self esteem and then went down a path of a life of crime, prison, hostels and homelessness, where Jamie was introduced to every drug he ever took. At age of 42, Jamie learned how to read and write and through doing so his self esteem improved as well as his confidence in being able to work and live life. Jamie now has a child and was there at his mother's bedside when she passed away - things that would never have been possible before. Now that Jamie has become a peer mentor with Outcome Home, he hopes to change just one person's belief in themselves and let them know they're not alone.



## Frances Greenway

### Assistant Psychologist at Outcome Home

Frances is working as an assistant psychologist with Outcome Home, where she assists in the Basingstoke peer mentoring programme and provides psychological support to clients experiencing homelessness. Frances also works at the University of Southampton assisting in the development of educational courses in Psychologically Informed Homelessness Practice. She has a particular interest in developing accessible interventions for psychiatric disorders such as OCD and psychosis spectrum disorders and is currently completing a PhD in this area.



## Dr. Maria Griffiths

### Partnerships Director and Clinical Psychologist at Salomons Institute for Applied Psychology

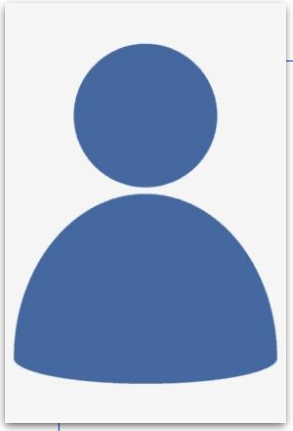
A consultant clinical psychologist, Maria has worked in a range of NHS service contexts focused on psychological approaches with adults given a diagnosis of psychosis, and their families and social networks. She is particularly interested in thinking about relational aspects of mental health and the importance of social connection in maintaining good health and wellbeing. Maria is currently Partnerships Director on the Doctorate in Clinical Psychology programme at the Salomons Institute for Applied Psychology, part of Canterbury Christ Church University. She has been leading on the programme's development of clinical placements for trainees in homelessness settings, over the last year.



## Dr. Tania Griffiths

### Lead Clinical Psychologist, Portsmouth Homeless Drug and Alcohol Team (PH-DAT)

My NHS clinical psychology career has included working with children and adults with mental health and forensic needs. My current role as lead psychologist in the Portsmouth Homeless Drug and Alcohol Team (PHDAT), has reminded me of past experiences and motivations for wanting to work with those who are rough sleeping and have unmet needs. Cognitive Behaviour Therapy, Family systemic therapy and Non-violent resistance are particularly useful in working alongside the multiagency team for the benefit of the individual. I provide individual psychology sessions to clients, regular reflective practice and psychological consultation to the team and the wider professional networks.



## Chris Harris

### Associate Director for Housing at Sussex Health and Care

Chris is the Associate Director for Housing at Sussex Health and Care. He has responsibility to implement a Sussex Mental Health and Housing Strategy. He took this role following over 10 years in health and housing roles including Aur & Worthing Council Single Homelessness Coordinator, West Sussex Mental Health and Housing Coordinator, and Senior Mental Health Commissioner. He brings a strong track record of initiating projects and multi-agency collaboration and passion to see better services – especially across the housing/health divide.



## Rick Henderson

### CEO of HomelessLink

Rick is the CEO of Homeless Link the national membership body for the homelessness sector in England with over 850 members. He is a member of the government's Rough Sleeping Advisory Panel and the Mayor of London's Life Off The Streets Executive Group. Rick has been CEO since 2012.



## John Holmstrong

### CE of Turning Tides, West Sussex Single Homelessness Charity

John has been the CE of Turning Tides, a West Sussex single homelessness charity, the last 10 years following nearly 30 years work at BHT Sussex developing legal advice and supported housing services as part of wider senior leadership. He champions collaborative alliance building. For example he chairs South East Homelessness Forum and co chairs the West Sussex Multi Disadvantage Group. He is an Appointed Governor on the Sussex mental health trust (SPFT) and recently has taken up role as Housing Specialist on the Sussex Health and Care Assembly.



## Dr. Jane Illes

### Joint Programme Director, Associate Professor and Clinical Psychologist, Psych.D Clinical Psychology Training Programme at the University of Surrey

## Dr. Jo Jennison

### Consultant Clinical Psychologist, SABP NHS Trust/Changing Futures Surrey

Since qualifying as a Clinical Psychologist in 2000, Jo has worked in NHS Community and In-patient Mental Health services, Learning Disability services, and in an Adult Neurodevelopmental service. Jo is currently working in Surrey as the Trauma Informed Care Lead for people experiencing Multiple Disadvantage, providing Trauma Informed consultation, supervision, and leads peer reflective practice for 20 specialist Bridge the Gap trauma informed outreach workers and supervisors engaged under Changing Futures Programme through local VCSE organisation. Jo is also leading on psychological formulations captured via co-creation with people being supported by specialist trauma informed outreach and is supervising a yearlong specialist placement for a Trainee Clinical Psychologist from Surrey University.



## Dr. Mary John

### Head of Department Psychological Interventions, Programme Leader for PsychD Clinical Psychology, and Senior Lecturer in Clinical Psychology at Surrey University

Mary trained initially at the University of Liverpool (BSc) and then went on to undertake clinical training at North London Polytechnic now known as University of East London. On qualification she worked within children and young people's services initially in Kingston and then moved to Northampton to develop the service. Two years later she returned to London to work at St Georges Hospital within the behavioural medicine service for young people where she became a Consultant Clinical Psychologist.

## Sophie Kecsmar

### Independent Supported Housing Assessor for Temporary Accommodation at Portsmouth City Council

Sophie graduated from Portsmouth University with a Criminology and Criminal Justice degree. She currently works as an Independent Supported Housing Assessor for Temporary Accommodation at Portsmouth City Council. She assesses clients who present as homeless with a range of support needs including mental health, substance misuse, domestic violence, and offending behaviour. She has also worked within the Rough Sleeping Pathway, providing accommodation for clients who had been rough sleeping or at risk of rough sleeping, with a range of similar support needs. Prior to PCC, Sophie worked as a Mental Health Recovery Worker in a supported living facility.

## Collette Le Van

### Senior Health and Wellbeing Transformation Programme Manager

Collette directs the Changing Futures Transformation Programme for Surrey plus other projects which tackle multiple disadvantage across the Surrey landscape. She is engaged within Public Health as a Senior Programme Manager and chairs the Multi Agency Partnership Group- Tackling Multiple Disadvantage. She qualified and practiced as a clinician and later specialised in commercial/contracts law and practice in relation to private and public sector commissioning and procurement. She is "masterclass" negotiator who has successfully co-designed and implemented a range of innovative/effective health and social care solutions and held a portfolio of health/social care cost avoidance/invest to save achievements in communities, adults and children’s services within Central and East London for 28 years before joining Surrey in 2020.



## Gill Leng

Gill is committed to enabling *everyone to have a home in which to 'start, live and age well' in*, and has sought to do this over last 25 years, working in local government, housing, health, care and criminal justice systems across England. She has held national positions in Public Health England, OHID and DLUHC, advising homes, homelessness and health since 2014, and throughout the pandemic. For the Local Government Association, she informed public health and homelessness policy, and held a public health role in the Covid-19 vaccination programme, focussed on health inequalities. Recently working for the Healthy London Partnership, advising NHS Integrated Care Boards on health and homelessness.

## Amy Lewins

### First Year Trainee on the Doctorate in Clinical Psycholology at the University of Oxford

Amy is a first year trainee on the Doctorate in Clinical Psychology. Prior to training, she has experience working in prisons as an Assistant Psychologist and also worked for two years at Great Ormond Street Hospital working therapeutically with children with epilepsy. In both her clinical and research work, Amy has a particular interest in people who hear voices and people who have been given a personality disorder diagnosis.

## Monika Luksaite

### Clinical PsychologyTrainee at the University of Southampton

Monika is a trainee clinical psychologist at the University of Southampton. As part of the course, she had completed a placement in homelessness settings. Monika worked with people experiencing homelessness, peer support workers and wider systems. Additionally, she conducted a small-scale research project: "Let them, ask them, tell them: A qualitative study of peer mentors' experiences using meaningful outcomes framework in a homelessness service". Previously, Monika had worked as a CBT therapist in an IAPT service in the NHS. She also worked as a teaching fellow at the University of Surrey.



## Nick Maguire

### Associate Professor in Clinical Psychology at the University of Southampton, UK

After working in NHS community mental health teams, Nick collaborated on the set up of a proto 'psychologically informed environment' in 2003. He currently works for the University of Southampton researching the psychological and mental health issues underpinning and maintaining homelessness, including individual, systemic, organisational and structural factors, and the complex interplay between them.

He directs the Centre for Homelessness Research and Practice and a social enterprise delivering psychology services to people who are homeless and their communities.

He has organisational interests in leadership, diversity and factors involved in staff wellbeing.

## Adam Newton

### Peer Mentor at Outcome Home, Southampton

Adam has 8 months of peer mentoring experience and is currently studying for a Diploma in Therapeutic Counselling. Once he finishes the Diploma, Adam hopes to continue his education into Counselling. Adam was homeless for 1-year, including spending 6 months sleeping rough. Adam has a keen interest in psychology and has expressed being his happiest when given the opportunity to help others.

## Dr. Tara O'Neill

### Consultant Clinical Psychologist, D.Clin.Psych, MA, BSc (Hons)



## Gabriella Orsini

### Assistant Psychologist at Outcome Home

Gabriella has worked with Outcome Home as an assistant psychologist and research assistant since graduating from UoS BSc. Psychology in 2019. Her work focuses on the delivery and evaluation of several peer mentoring projects as well as psychological work in and around homelessness.

## Louise Patmore

### Systems Change and Trauma Informed Care Programme at Changing Futures Programme Sussex

Louise plays a key role in the cultural change of multiple complex health need in her work with Changing Futures as their systems change lead, Louise has worked directly with the Mental health strategy on housing and is the programme lead for trauma informed care in partnership with Dr Celia Lesquerre on behalf of NHS Sussex and chairs the Sussex Wide Community of practice. She also has lived experience of homelessness and complex need, her social policy dissertation was on inequalities of housing in 2006.



## Kaddison Poskitt

### Assistant Psychologist at the Portsmouth Homeless Drug and Alcohol Team (PHDAT)

After studying Psychology in Sheffield and Southampton, I have now been an assistant psychologist in the Portsmouth Homeless drug and alcohol team (PHDAT) for over two years. The work that we do at PHDAT is collaborative, person centred and makes me feel a good deal of gratitude on a daily basis. I deliver one to one sessions with clients, focusing on building a shared understanding of their mental health and supporting them to improve their overall wellbeing. I have used techniques with clients that include Cognitive Behavioural Therapy, Acceptance and Commitment Therapy and Dialectical Behaviour Therapy. I am always on the lookout for new learning that I can share with my clients.

## Joanne Prestige

### Head of National Practice Development at Homeless Link

Jo is the Head of National Practice Development at Homeless Link, the national membership body for organisations working to end homelessness in England. Her team identify and develop best practice to improve services, and provides a bank of resources to support staff in their work: homeless.org.uk/knowledge-hub. For almost a decade, Jo has developed practice on trauma-informed approaches as a form of PIE. Jo is passionate about upskilling frontline workers and organisations to be relational and psychologically informed. In 2020, she completed a Masters in Organisational Dynamics at the Tavistock and Portman NHS Trust.



## Charlie Radbourne

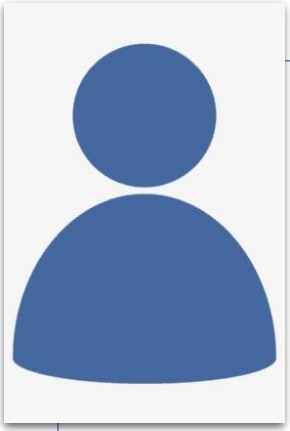
### Peer Mentor at OutcomeHome

Charlie Radbourne has more than two years, peer support and advocacy experience. Sitting on many service user forums and local authority committees. Due to mental health problems, coming under CMHT and the crisis team, Charlie spent eight months sleeping rough and in the local night shelter, then four years in a hostel/ supported accommodation. Charlie now got life back on track and have again, what is most precious—his children back in his life.

## Sarah Rayfield

### Public Health Consultant at the Office for Health Improvements and Disparities (OHID)

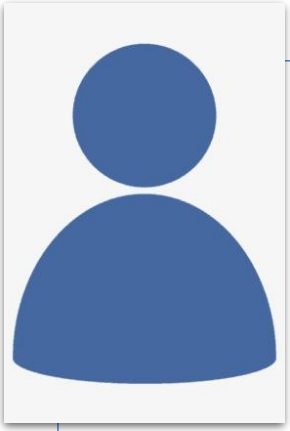
Sarah Rayfield is a public health consultant at the Office for Health Improvements and Disparities (OHID) in the South East. A clinical doctor by background, she first specialised in Paediatrics before moving into Public Health in 2012. Sarah currently leads on Public Mental health, Suicide prevention and Inclusion health groups for OHID South East, working with local partners across local authorities, Integrated Care Systems and the NHS.



## Gavin Roberts

### Head of Systems Practice at HomelessLink

Gavin leads the Systems Practice Team at MEAM, overseeing our system intervention support for local areas and our systems leadership programme. Gavin is a board member of the national body SCiO, holds a Level 7 qualification in leadership and management and is undertaking a Level 7 apprenticeship in Systems Practice. He has 11 years experience as a systems practitioner working within local authorities and the VCS, specialising in multi-organisational context. Gavin has worked at all levels, from frontline staff to CEOs, including regular one-to-one and team coaching and mentoring.



## Aoife Ryan (she/her)

### Third Year Trainee Clinical Psychologist at University of Surrey

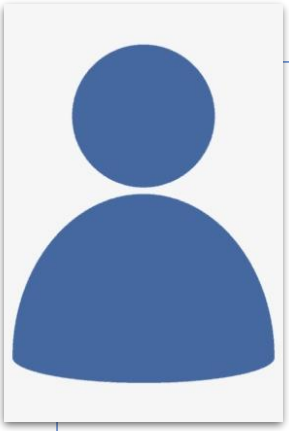
Aoife is a third year Trainee Clinical Psychologist at University of Surrey. She is currently on placement with Surrey and Borders Partnership Trust but working with voutary sector organisations that support people who experience homelessness and linked to Bridge The Gap (Surrey's Changing Futures coalition that supports people who face multiple disadvantage).



## Elizabeth Scott

### Third Year Trainee Clinical Psychologist at University of Southampton

Elizabeth is a third-year Trainee Clinical Psychologist at the University of Southampton. The focus of her specialist placement is integrating psychology within multiple organisations across the homelessness pathway in Southampton, working clinically with individuals and the systems surrounding them with the aim of helping understand complexity and informing ways of working that consider clients psychological needs. Her doctoral research examines systemic barriers impacting homeless individuals' access to mental health services. In 2015 Elizabeth completed her undergraduate dissertation on psychological factors within homelessness, sparking an interest and commitment to working with people affected by homelessness and marginalisation.



## Emma Seria-Walker

### Assistant Director of Public Health, Portsmouth

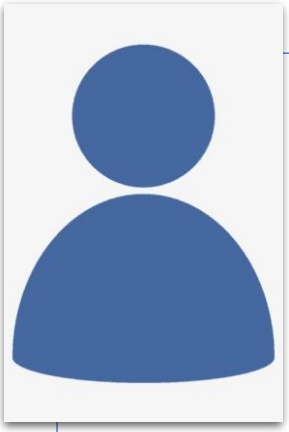
Emma is passionate about tackling multiple disadvantage and reducing inequities in our society through her work in public health at local and regional levels, working within the NHS, Local government and OHID to advocate for and influence local and national policy and enable the development of local partnerships and system change to improve outcomes for people.



## Karen Simmonds

### Programme Manager in the Regional Office, of the Department of Health and Social Care's (DHSC) and the Office of Health Improvement and Disparities (OHID)

Karen Simmonds is a programme manager in the regional office, of the Department of Health and Social Care's (DHSC) Office of Health Improvement and Disparities (OHID). She has worked in health policy and public health for almost thirty years in national and local government; the NHS; and both private and voluntary sectors. Karen leads on tobacco control and inclusion health in the South East region. She manages the Association of Directors of Public Health (ADPH) South East Network on Homelessness and Inclusion Health.



## Kate Standing

### Networks Manager at JustLife Foundation

Kate has over 25 years' experience of working in a range of settings supporting those experiencing homelessness, in both service delivery, as a practitioner and service manager, and at board level. As Networks Manager at Justlife Kate runs the Brighton & Hove Frontline Network, engaging with, and supporting, the City's homelessness sector, with a key focus on learning more about what it means for workers and services to be psychologically and trauma informed in their work.



## Jennifer Tarabay

### Manager of Homelessness Community of Practice (HCOP) at the University of Southampton, Assistant Psychologist at OutcomeHome

Since completing her MSc in Clinical Psychology in 2022, Jennifer has been managing the Homelessness Community of Practice (HCOP) at the University of Southampton, a platform where workers and researchers in the field of homelessness share best research and practice. She also works as an Assistant Psychologist for the Peer Mentoring Project in Southampton at Outcome Home. Jennifer works in several research projects at the Centre for Homelessness Research and Practice (CHRP). She does research on intergenerational trauma and resilience, looking at mechanisms of war trauma and resilience transmission in families.



## Ashley Teale

### Final Year Trainee Clinical Psychologist at the University of Bath

Ashley is a final year Trainee Clinical Psychologist with the University of Bath. She is currently working on research which is exploring fears of harm in people who have experienced homelessness. Her other research interests include understanding experiences of psychosis, the links between psychosis experiences and housing difficulties, and improving access to psychological therapies. Ashley has worked clinically across several settings including in Early Intervention for Psychosis Services, secondary care psychological therapies teams and in forensic settings.



## Dr. Becky Ward

### Research Director for the Centre for Homelessness Research and Practice (CHRP) at the University of Southampton

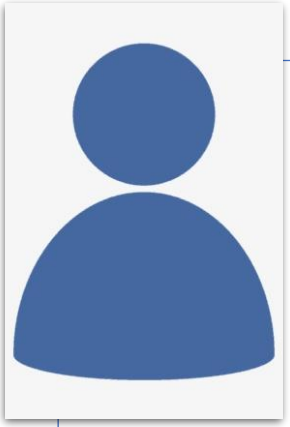
Becky is the Research Director for the CHRP, based at the University of Southampton. Recent projects include a review of psychologically informed environments (PIE) in homelessness settings, evaluating the placement of clinical psychologist trainees in homelessness settings, and exploring views of people experiencing homelessness, as well as staff, regarding smoking cessation support. She is particularly motivated to help young people at risk of, or experiencing homelessness, as well as links between ADHD (attention-deficit/ hyperactivity disorder) and homelessness. Becky is also supporting the provision of professional development CPD and programmes in psychologically informed homelessness practice at the University of Southampton.



## Charlie Wood

### Peer Mentor at OutcomeHome, Basingstoke

Charlie Wood has six years of peer to peer mentoring experience. He has contributed to the MEAM approach work in the area and is a member of the Social Inclusion Partnership in Basingstoke, working together to end homelessness. He spent nine months sleeping rough and as a result suffered ill mental health and addiction problems. Charlie is originally from East London and is a passionate West Ham United Supporter.



## Katie Wood

### Commissioning Contracts Officer in the Public Health Team at Portsmouth City Council

Katie's current role is a commissioning contracts officer working in the public health team at Portsmouth City Council. She has lived and worked in Portsmouth all her life and is very proud of the city. She is passionate about improving the city's health and reducing health inequalities experience by its residents. She has almost 20 years' experience of working directly with its residents. Her portfolio includes areas such as domestic and sexual abuse, Substance misuse, Mental health, criminal justice , Smoking cessation, and weight management.

# Conference Programme

## Morning Plenary

## Building a Psychologically Informed Workforce

Chair: Dr. Nick Maguire

### 9:00 – 9:10

### Plenary Opening

Speaker: Dr. Nick Maguire

Nick will provide an overview and the purpose of the Conference. He will also introduce the Centre for Homelessness Research and Practice (CHRP), based in the School of Psychology at the University of Southampton and its associated projects.

### 9:10 – 9:30

### Psychologically Informed Workforce: A National Perspective

Speaker: Francesca Albanese

There can be no doubt that our housing system is broken for millions of households on the lowest incomes across of Great Britain. At the sharpest end of this crisis, there are at least 112,000 families and individuals across Great Britain have their lives on hold while living in temporary accommodation where many are forced to endure higher costs, as well as cramped, unsuitable conditions for months or even years. Last year in England, a quarter of households owed a prevention or relief duty had a history of mental health issues and this proportion increases significantly amongst people rough sleeping.
The presentation will give an overview of homelessness trends and policy responses across the UK drawing on Crisis' evaluation of its psychology service and our commitments to develop a psychologically and trauma informed workforce.

## 9:30 – 9:50

### Inclusion Health, Homelessness, and Workforce Support: Public Health Perspective

Speakers: Sarah Rayfield and Karen Simmonds

This presentation will provide a brief overview of inclusion health and its significant, with a specific focus on the homeless population from a public health perspective. We will reflect on some of the challenges and opportunities that have arisen over the past few years, particularly in relation to the impact of the Covid-19 pandemic and how our network has developed in response. We will look at the journey that led to the development of the programme supporting the homelessness workforce and highlight some potential future opportunities.

## 9:50 – 10:10

### Service Provision: Lived Experience Perspective

Speakers: Jamie Glasspool and Charlie Radbourne

Jamie and Charlie will be interviewed by Dr. Nick Maguire. They will share their experiences and perspectives on: gaps in service provision, what worked for them, what did they need in terms of support, and what do they see the benefits of PIE and TIC workforce and services…

## 10:10 – 10:30

### Panel

Including all speakers above

The floor will be opened for attendees to ask speakers questions and share feedback or comments on the presentations.

*Location: Main Room*
*Supporting team: Dima Ivanova, Patricia Amores*

## Morning Seminar Streams
10:45 – 12:00

Book your seminar via
https://forms.gle/NXCsJCgT9TvscPTQ9

# Stream 1: Trainee Clinical Psychologists
Chair: Dr. Tara O'Neill

## Oxford Trainees
Speakers: Amy Lewins, Eimear Galvin

Eimear and Amy will be speaking about their work on placement embedding psychology into charity housing projects across Oxford City. Eimear and Amy are both embedded within the third sector organisation Homeless Oxfordshire. Eimear works at a 50-bed hostel in Oxford, where her role entails individual work with residents experiencing complex needs, and indirect work with key workers, including team formulation and reflective practice. Amy works within the community projects, seeing clients living in supported accommodation provided by the charity. Amy is also conducting a service evaluation and improvement project with Homeless Oxfordshire on women and homelessness. The aim of this project is to increase trauma-informed, gender-tailored care provided by homelessness services for women who experience homelessness. Eimear and Amy will present on the things they have enjoyed while on placement, the skills they feel they have gained and the challenges of working with people who experience homelessness as well as working as a psychologist within non-psychology environments.

## Southampton Trainee
Speaker: Elizabeth Scott

An opportunity to hear from a trainee clinical psychologist about their experience of implementing and operationalising a psychology service within organisations serving homeless individuals in Southampton, as part of their specialist placement.
Elizabeth will cover the context of the placement, the aims of the work, and explore the evidence base that underpins our activity. In terms of current progress, Elizabeth will discuss the learning points derived from collaborating with homelessness services, developing processes, and addressing challenges. She will share some thoughts on the strengths and unique opportunities this placement provides for trainees in the field. To close, Elizabeth will share future plans for the service, general reflections, and open the floor to questions.

## Bath Trainee
Speaker: Ashley Teale

Fears of harm from others (persecutory worries) might contribute to and result from housing difficulties. We explored persecutory worries in people who experienced homelessness and the impact on housing. Support desired and received was also examined. 23 people participated in our study and shared their stories.

### Surrey Trainee
Speaker: Aoife Ryan

Aoife will be giving a brief account of what this placement working with VCSEs supporting people who face multiple disadvantage (including homelessness). She will cover examples of individual and organisational work and hope to share some of the successes and challenges encountered.

*Location: Clandon Suite 1*
*Supporting team: Jen Tarabay*

## Stream 2: PIE Services
Chair: Maria Griffiths

### Becoming Psychologically Informed from the Ground Up Together - Just Life, Brighton & Hove
Speaker: Kate Standing

In this session Kate will share how, through this approach of engaging with those working on the ground across a variety of sectors and services, and fostering a culture of collaboration and reflection, is making a significant contribution towards the growing of a psychologically and trauma-informed workforce.
Kate will explain the value of working together - sharing resources and ideas and creating spaces of learning what it means to be psychologically**,** and trauma informed across the system locally, while also connecting into conversations beyond Brighton & Hove. The session will also highlight how the voices of those with lived experience and those working in frontline roles are shaping these conversations and how we put the theory of being psychologically and trauma informed into practice.

### Trauma Informed Care and Impact of the Work on Staff
Speaker: Joanne Prestige

This workshop will cover the basics of a trauma informed approach and the importance of considering the impact of dealing with trauma through work. Participants will be given the opportunity to reflect on how TIC can be implemented in their own practice and in their services.

*Location: Clandon Suite 2*
*Supporting Team: Patricia Amores*

# Stream 3: Research with Impact

Chair: Karen Simmonds

## Outcomes from Research Seminar at Oxford

Speaker: Alasdair Churchard

One aspect of growing a psychologically informed workforce is developing psychological research into homelessness. Alasdair Churchard organised a day-long seminar on psychological research into homelessness, with the aim of initiating more practically meaningful and robust research. The topics covered were autism, hoarding, addictions, and psychological research methods in homelessness, and the guestlist included key stakeholders such as Homeless Link, Pathway and Crisis, as well as Experts by Experience. Alasdair will speak on the learning from this event and his perspective on next steps for psychological research in homelessness. Psychology as a field has not yet fully engaged with research into homelessness, and this means that there are numerous gaps in the evidence base which psychologists are well placed to address. Developing psychological research further is an important way to amplify the voices of people living with homelessness and to improve the support provided to them.

## Collaborative Research Project: Say No to Smoking? Understanding The Complexity of Introducing Smoking Cessation Programmes in Homelessness Services

Speakers: Dr. Becky Ward, Katie Wood, Sophie Kecsmar

Portsmouth City Council were interested in exploring ways to improve smoking cessation support following a successful vaping project during the 'Everybody In' policy in 2020. Partnering with the Centre for Homelessness Research and Practice (CHRP), the team went out and spoke to people experiencing homelessness (PEH) and staff in homelessness settings to hear their perspectives on whether smoking cessation support is important to them, and if it is, what it needs to look like. Their views were shared with those configuring services and policy recommendations have been co-produced. We will be sharing how we undertook this project and the resultant recommendations.
In the UK, over 75% of PEH smoke tobacco compared to a national average of just under 14%. Deaths for PEH are high for smoking-related illnesses, including for those with substance use disorders – more people die from tobacco-related diseases when having treatment for drug addiction than from drug-related deaths. Additionally, there is strong evidence to show that those who continue smoking through substance use treatment are twice as likely to relapse. Around 50% of smokers would like to give up there is a lack of suitable smoking cessation support.

*Location: Onslow Suite 1*
*Supporting team: Ofelia Ruxandra*

## Stream 4: Inclusive Service Configuration
Chair: John Holmstrom

### Clinical, Strategic, Systems and Organisational Change to Create a PIE Workforce in the Sussex Homelessness Sector
Speakers: Chris Harris, John Holmstrom, Louise Patmore

Participants will come away better equipped to shape organisational practice, services, and their systems to be more PIE. We explain how the homelessness and mental health sectors work strategically and organisationally together in Sussex to develop a psychologically informed workforce – with all the ups and downs! Chris Harris outlines how the Sussex Mental and Housing Strategy has initiated housing in reach to clinical settings and mental health into housing, and new housing projects that build in clinical integration. John Holmstrom as CE of a West Sussex homelessness charity will outline challenges to implement PIE and coproduction for people who experience rough sleeping in context of over pressured services. Louise Patmore as Changing Futures systems lead will highlight the importance of a strong network to share value and good practice to underpin the offers of trauma informed care and psychologically informed environments to spread to the community. To build in appropriate system metrics to support systems change for Trauma informed care.

*Location: Onslow Suite 2*
*Supporting team: Dima Ivanova*

## Stream 5: Workforce Education and Skills Development
Chair: Emma Seria-Walker

### Integrated Workforce Development Eco-system: Research, Education, and Practice
Speaker: Dr. Nick Maguire

Homelessness and ways of addressing the issue are inherently complex. Designing a set of workforce training initiatives in isolation may not be the most effective way of developing staff skills. In this presentation we'll explore the ways in which training and education, research and practice create an overall ecosystem in which workforce development initiatives can be ensured to be effective, serving staff on different levels in different ways. Education and training should be evidence-based in terms of content and methods and embedded in enabling skills development in practice. These three elements are essential to each other to serve the workforce effectively.

### Education Courses, Skill development
Speakers: Dr. Stephanie Barker, Frances Greenway

Those who work in homelessness settings have a challenging role and often do not have formal education for their roles. The sector experiences a high rate of burnout and

turnover. Often staff have access to various one-off training sessions, which can be useful but often do not enable confidence to work with this population. This presentation will provide attendees with information on the development of educational courses at the University of Southampton in Psychologically Informed Homelessness Practice. The courses have been developed to increase the psychological knowledge and skills of the homelessness workforce. We will review the funding, aims, course content, validation process, and inform the audience about how they can access these courses in the coming months.

*Location: Main Room*
*Supporting team: Sonia Obiokafor*

## Networking Lunch

Check out the posters, flyers, and banners displayed

### Poster Title: Portsmouth Homeless Drug and Alcohol Team

**by Susana James,** Assistant Psychologist at Homeless Drug and Alcohol Team, OCH

## Afternoon Plenary

### Failing Better: Enabling a learning environment

Chair: Rick Henderson

## 13:00 – 13:10

### How to fail better?

Speaker: Dr. Nick Maguire

Nick will open the plenary with answering the question: *how to fail better?* in the contexts of higher education and social enterprise.

## 13:10 – 13:30

### Innovation: National perspective

Speaker: Gill Leng

Gill will bring a national and personal perspective, sharing experiences and learning from recent years in government where she took a public health approach to ending

homelessness. This included advocating for workforce development and an environment where relationships and trust could develop and be sustained, and advising how best to develop workforces across all systems to be better able to support people, to improve their health and wellbeing and reduce inequalities, through action to end homelessness.

## 13:30 – 13:50

### Changing Futures -Tackling Multiple Disadvantage in Surrey through a relational trauma-informed Lens

Speakers: Collette Le Van, Dr. Jo Jennison

Collette Le Van and Dr Jo Jennison will explain the journey to co-design and implement a Psychologically and Trauma Informed Workforce in partnership with local Voluntary, Community and Social Enterprise Sector ( VCSE) since August 2021 to tackle multiple disadvantage across Surrey and look at early outcomes for individuals, systems and services.

## 13:50 – 14:10

### Setting up DClin Homelessness Placements: Learning from Experience

Speakers: Dr. Maria Griffiths, Dr. Alasdair Churchard, Dr. Mary John, Dr. Jane Iles, Dr. Nick Maguire

Speakers will engage in a round table discussion: what did they get wrong & what did they learn, in setting up DClin Homelessness Placements in the southeast region.

## 14:10 – 14:30

### Panel

Including all speakers above

The floor will be opened for attendees to ask speakers questions and share feedback or comments on the presentations.

*Location: Main Room*
*Supporting team: Sonia Obiokafor, Patricia Amores*

## Afternoon Seminar Streams
14:30 – 15:45

Book your seminar via
https://forms.gle/NXCsJCgT9TvscPTQ9

# Stream 1: Trainee Clinical Psychologists Workforce

## Homelessness Placements: Detailed Reflections
Speakers: Dr. Maria Griffiths, Dr. Alasdair Churchard, Dr. Mary John, Dr. Jane Iles

The aim of this session is to inform the attendees about the Higher Health Education (HEE) placement project, provide some information on the context and set-up of the placements: what has been similar and/or different across the four programmes, and provide insight into what clinical psychology can offer to the homelessness sector.
The overall aim is to encourage further development of the workforce and provision of placements.

*Location: Clandon Suite 1*
*Supporting team: Patricia Amores*

# Stream 2: Inclusive Systems
Chair: Dr. Becky Ward

## Growing a Psychologically and Trauma-Informed Workforce in Portsmouth
Speakers: Dr. Tania Griffith, Kaddison Poskitt

The Portsmouth Homeless Drug and Alcohol team was set up during COVID to work intensively with clients who are hard to connect with and to work with their needs as they arise. Psychologically informed thinking was embedded from the start within the team and included reflective practice, psychology consultations. There has been a weaving in of the principles and practice regarding psychologically informed environments and trauma informed care. Our team values and values-based approach are a solid foundation for delivering a person-centred approach and meeting the individual's needs at the right place and right time for them. We will talk about the work the team is doing, reflect on the positive and 'even better if….' moments and what has helped the team to flourish.

## Systems, Services, and Staff
Speaker: Gavin Roberts

What is an inclusive System? What are the factors that enable or inhibit inclusion within a system? In this interactive workshop we will be invited to explore and reflect upon both individual/inter-personal and structural/systemic factors that affect how inclusive systems can be.
In organisations we can often favour working 'on the people' rather than 'on the process'. This means focusing on the skills and behaviours of individuals rather than the system structure, policy and processes. Systems Thinking posits that it is in fact the systemic factors that have a greater effect on the performance of a system, in this case, inclusivity. The 'people' factors are often inhibited or limited by the 'system' factors - for instance - if the weekly management process is a meeting, how inclusive is this for a neuro-diverse person? If the aim of inclusion in schools is to include all children in all lessons - isn't the 'inclusion room' down the hall, then by definition 'exclusive'? Teachers and meeting chairs alike can behave as inclusively as they like, but if the systemic factors do not allow for inclusivity our success will always be limited.
Via an interactive exercise and reflection, I invite you to consider the often hidden systemic factors at play in your work and from your experience.

*Location: Clandon Suite 2*
*Supporting team: Dima Ivanova*

# Stream 3: Data and Evaluation
Chair: Karina Christiansen

## Meaningful Outcomes and Change
Speaker: Monika Luksaite

Person centred care is at the heart of homelessness practice; however, person centred evaluation is not (Maguire, n.d.). One way of improving this could be through utilising Meaningful Outcomes Framework (MOF) which specifies increments of change that are meaningful to the individual. The present study looked at peer mentors' experiences of implementing MOF in their work with people experiencing homelessness. Data from participants' interviews was analysed qualitatively using thematic analysis (Braun & Clarke, 2006). The findings revealed peers' good understanding and generally positive views of the framework as well as potential barriers to its practical implementation. Three main themes emerged: 1) Locus of control, 2) Peers' perceived challenges, and 3) Peers' advice for the future. Although findings are limited by the potential researcher bias and response bias, they offer understanding of peers' experiences and provide useful practical insights into the future implementation of MOF.

## National Data Infrastructure
Speaker: Francesca Albanese

In this session, Francesca will provide a national overview data and evaluation infrastructure, funnelling down to PIE-related data and evaluation.

*Location: Onslow Suite 1*
*Supporting team: Sonia Obiokafor*

## Stream 4: Public Health
Chair: Dr. Nick Maguire

### Public Health Perspective on Workforce Development
Speaker: Emma Seria-Walker

Following the public health perspectives shared in the plenaries, Emma will expand on the public health perspective of PIE and TIC workforce development.

### Trauma Informed Concordat
Speaker: Karen Dawes

Partners from 18 organisations across Hampshire and the Isle of Wight produced a Trauma Informed Concordat with a vision to embed trauma informed practice across public services. ACE and trauma training often leaves delegates feeling inspired about the potential power of taking a trauma informed approach, but lacking in understanding of its practical application in their own live environment. This presentation highlights the challenges we experienced in producing a trauma informed strategy across 18 organisations, and how we are seeking to implement trauma informed practice. Examples include Trauma Informed Practitioners (TIPs) and Integrated Offender Management Houses (IOM). TIPs are supporting Trauma Informed Policing and will be evaluated by John Moores University. IOM Houses support prison leavers who are vulnerable to homelessness and substance misuse. The IOM Houses are founded upon a Psychologically Informed Environment (PIE).

*Location: Onslow Suite 2*
*Supporting team: Jen Tarabay*

## Stream 5: Peer Mentoring
Chair: Dr. Stephanie Barker

### Co-production, Setting up Peer Mentoring Project in Southampton
Speakers: Dr. Stephanie Barker, Gabriella Orsini, Adam Newton, Charlie Wood

Those with lived experience have valuable insight into what people experience when homeless. Often, there is a justified lack of trust between clients and services, as people have been let down by the exclusionary nature of the systems intended to help. Peers can

help to inform services of issues and enable stronger connections with clients. In 2018, we started a small peer mentoring programme in Basingstoke and more recently have begun work in Southampton, working to help those experiencing homelessness and enhance connections to services. This presentation will outline the development of these peer mentor programmes, informing attendees of key learning that enabled success and how we are developing the Southampton project. Two peer mentors will speak on their experiences as peers – co-producing the projects and their work with clients.

*Location: Main Room*
*Supporting team: Ofelia Ruxandra*

## Review and Where Next?

Chair: Karina Christiansen

## 16:00 – 16:30

### Wrap Up
Speaker: Karina Christiansen

## 16:30 – 16:45

### Centre for Homelessness Research and Practice (CHRP)
Speakers: Dr. Nick Maguire, Jennifer Tarabay, Dr. Becky Ward, Dr. Stephanie Barker

This session will provide an overview of the Centre, including the Homelessness Community of Practice (HCOP), Research, Education, and Website.

## 16:45 – 17:00

### Closing Remarks
Speaker: Nick Maguire

*Location: Main Room*
*Supporting team: Ofelia Ruxandra, Dima Ivanova*

## End of Conference

# Contact Us

**If you have any questions before the conference, please contact:**

- Jen Tarabay via 07880911969 or j.tarabay@soton.ac.uk

**For any assistance on the day of the conference, please contact anyone listed below:**

| Name | Phone Number | Email Address |
|---|---|---|
| Frances Greenway | 07806717255 | frances.greenway@outcomehome.com |
| Dima Ivanova | 07835206678 | d.ivanova@soton.ac.uk |
| Ofelia Ruxandra | 07539202017 | ofelia@outcomehome.com |
| Sonia Obiokafor | 07400270868 | so1g21@soton.ac.uk |
| Patricia Amores | 07490631200 | pma1n19@soton.ac.uk |

**If interested to know more about the Centre and associated projects:**

send an email to info@chrphomeless.co.uk

visit our website https://chrphomeless.co.uk/

follow us on twitter @CHRPHomeless

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