Listen Up!

Participatory research into action

Charlie Radbourne, Listen Up! Reporter
Dora Dixon, Listen Up! Project Manager (maternity cover)

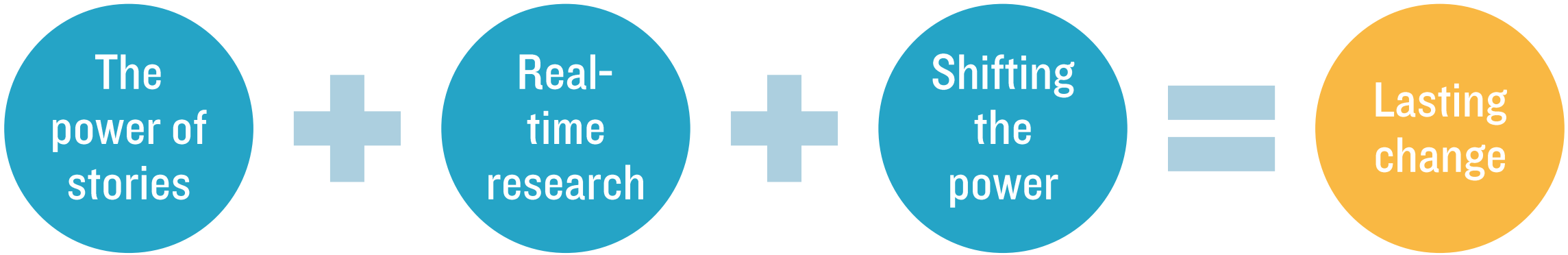
Overview

- Listen Up! – research into action
- Participatory/peer research
- Barriers and solutions

Listen Up! - research into action



People who are homeless have equal access to good healthcare and increased life expectancy because barriers to healthcare have been removed; helping them to move out of homelessness for good.


The power of stories
Real-time research
Shifting the power
Lasting change


or talking to someone

The power of stories





https://groundswell-listenup-hub.org/

Real-time research

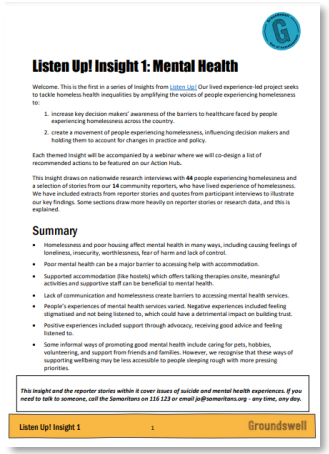


The power of stories

Real-time research

Insight

Action



Listen Up! Insight 1: Mental Health

Welcome. This is the first in a series of Insights from Listen Up! Our lived experience-led project seeks to tackle homeless health inequalities by amplifying the voices of people experiencing homelessness to:

1. increase key decision makers' awareness of the barriers to healthcare faced by people experiencing homelessness across the country.
2. create a movement of people experiencing homelessness, influencing decision makers and holding them to account for changes in practice and policy.

Each themed Insight will be accompanied by a webinar where we will co-design a list of recommended actions to be featured on our Action Hub.

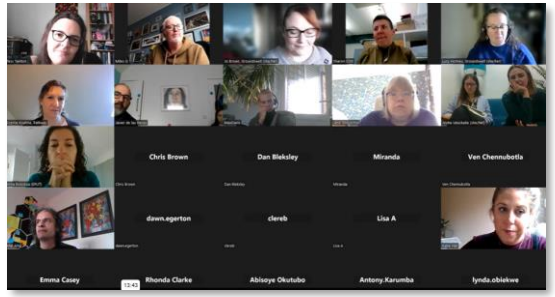
This Insight draws on nationwide research interviews with **44** people experiencing homelessness and a selection of stories from our **14** community reporters, who have lived experience of homelessness. We have included extracts from reporter stories and quotes from participant interviews to illustrate our key findings. Some sections draw more heavily on reporter stories or research data, and this is explained.

Summary

- Homelessness and poor housing affect mental health in many ways, including causing feelings of loneliness, insecurity, worthlessness, fear of harm and lack of control.
- Poor mental health can be a major barrier to accessing help with accommodation.
- Supported accommodation (like hostels) which offers talking therapies onsite, meaningful activities and supportive staff can be beneficial to mental health.
- Lack of communication and homelessness create barriers to accessing mental health services.
- People's experiences of mental health services varied. Negative experiences included feeling stigmatised and not being listened to, which could have a detrimental impact on building trust.
- Positive experiences included support through advocacy, receiving good advice and feeling listened to.
- Some informal ways of promoting good mental health include caring for pets, hobbies, volunteering, and support from friends and families. However, we recognise that these ways of supporting wellbeing may be less accessible to people sleeping rough with more pressing priorities.

This insight and the reporter stories within it cover issues of suicide and mental health experiences. If you need to talk to someone, call the Samaritans on 116 123 or email jo@samaritans.org - any time, any day.

Listen Up! Insight 1 1 Groundswell



Groundswell

Out of homelessness

How is Listen Up! guided by lived experience?

- Volunteer reporters across the country are sharing unfiltered stories
- Reporters sit on the Listen Up! steering group and hold decision makers to account
- Reporters decide on monthly reporter topics that are important to them
- Reporters help develop the research themes, consult on interview questions, speak at Insight to Action webinars
- Groundswell Project Officers carry out fieldwork (have lived experience of homelessness)

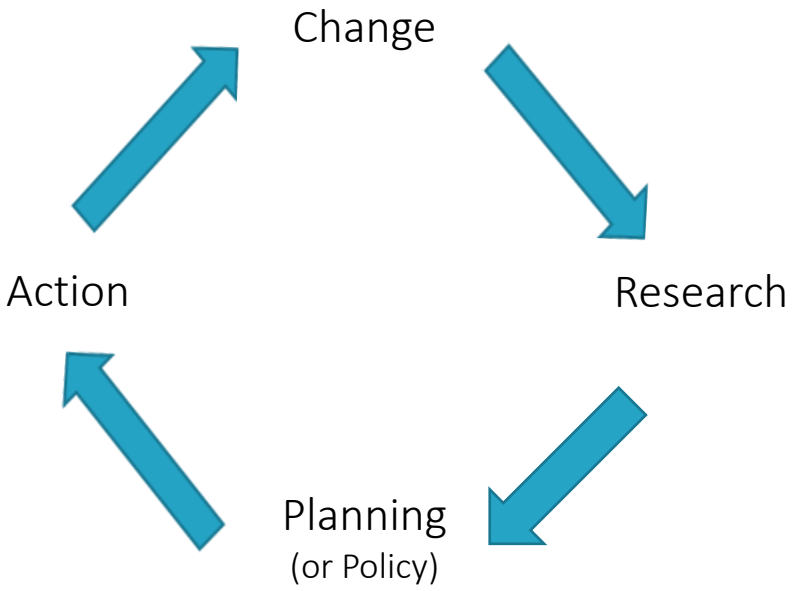
Equip people to speak up through training and progression support. Providing a platform (e.g. the Listen Up! Hub) and people have a ‘seat at the table’.

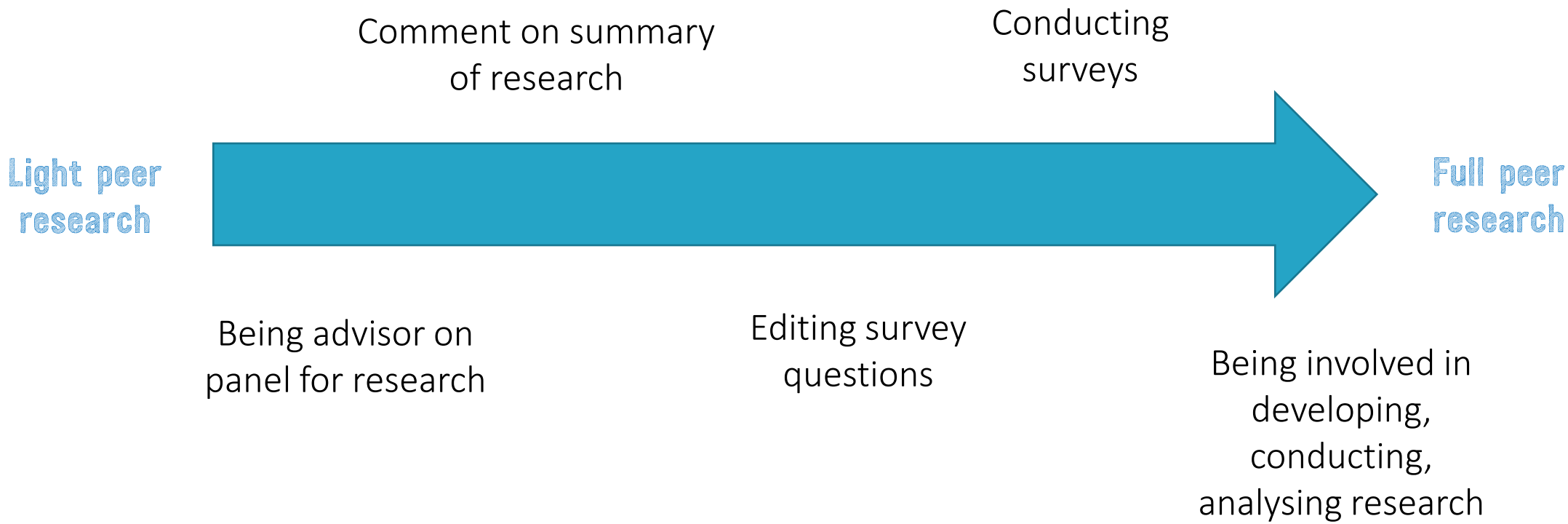
Participatory/peer research

Peer research is when

People who have experience of the thing being investigated are involved in elements of the process, including:

- Deciding what to investigate
- How to investigate
- Undertaking investigations
- Analysing results
- Developing recommendations
- Implementing changes




Comment on summary of research
Conducting surveys
Light peer research
Full peer research
Being advisor on panel for research
Editing survey questions
Being involved in developing, conducting, analysing research

"The effectiveness of this project came down to several factors:

1. The willingness to work together which was based on trust
2. Concentrating on the quality of information gathered rather than the quantity
3. The way we all learnt as the project progressed
4. Above all, co-production at the heart of everything."

Article by Mat Amp, Listen Up! Project Officer
https://gmpstrc.wordpress.com/2021/07/30/patient-and-public-involvement-and-engagement-working-with-people-experiencing-homelessness-to-improve-access-to-healthcare/

Why we do participatory research



Barriers and solutions

Challenges

- It takes time and preparation
- Not as easy to maintain consistency
- Potential for bias and conflicts of interest
- Changes take years – this can be frustrating
- Researchers being in places or situations they may want to forget about (putting yourself back where you have previously been)
- Hearing triggering stories

Listen Up!

- Building confidence to get out and talk to people
- Geographical spread - community
- Balance volunteering against life events and changes, and people moving on
- Are reports totally unfiltered?

Consider

- How and when to involve people
- Ensure participation is meaningful
- Power sharing and shifting the power
- **Give a lot, get a lot**
- What support might people need to engage
- Expectation to share
- Feedback loop
- Flexibility
- Coproduction is a process

Groundswell approach

2/3 of staff have experienced homelessness.

Support embedded at Groundswell:

- Training
- Resources
- Progression support
- Time
- Reflective practice
- Debriefs
- Clinical supervision

Get involved

- Find out more: groundswell.org.uk/listenup
- Read our stories: groundswell-listenup-hub.org
- Join the mailing list, read our stories and tell others about our work!
- Insight to Action webinar on 8 August: www.listen-up-insights-webinar.eventbrite.co.uk



Thank You

Groundswell

Out of homelessness

020 7725 2851 www.groundswell.org.uk @ItsGroundswell