



OutcomeHome
CONSULTING, EVALUATION & TRAINING



Conference Programme & Information for Delegates

Tuesday 10th December 2019
Southampton, UK

#WhyPIE

On behalf of the Rough Sleeping Initiative Team from Basingstoke and Deane, Winchester, Hart and Rushmoor, a big welcome to this networking and learning event.

Today, and the theme of PIE, is all about people and explicitly the relationships we hold with people we work with, for and alongside. We hope that today's time together yields opportunities for you to make new and rebuild old connections with friends and colleagues. This time of year often drives our thoughts inwards, to what matters and closer to "home" and family, whatever those represent for us.

"We readily feel for the suffering child, but cannot see the child in the adult who, his soul fragmented and isolated, hustles for survival a few blocks away from where we shop or work" accordingly to Gabor Mate. These words struck a significant chord for us in relation to the psychologically informed systems change work we're championing in the North of Hampshire.

Together, in smaller versions of this kind of gathering, we are wondering about and learning how to think and respond differently to people's responses to traumas. Are we getting any better at seeing "the child in the adult"? We are becoming curious about coping strategies of people sleeping rough, which might now appear in the forms of addiction, connection rejection, distressed communication, social isolation and mental ill health. Do we see all the other strengths and resilience? Perhaps one of the reasons you are here today is that you have an interest in wanting to see the person who has become homeless for the context in which they find themselves homeless. Or perhaps you want to find out what has gone well, and not so well from others, so that we all may continually learn and develop.

We hope that today enables you to find out more about how you can work with others and co-create paths towards recovery, being curious, mining strengths, working together with others who serve people who are multiply excluded. We wholeheartedly hope that this conference brings opportunity to explore thinking about practice, service provision and commissioning. Whether you learn with your heart, by persuasive data and stories, through conversations, by doing or another means, we hope that our gathering enables you to explore and share your thinking and connect feelings with actions. Big gratitude to you for joining us today!

Karina Christiansen and Nick Maguire

9.30 – 10.00	Arrivals, refreshments and registration
10.00 – 11.30	<p><u>Plenary Session 1</u></p> <p>Chair's welcome: <i>The current context of homelessness and rough sleeping in England, the South East and Hampshire</i> – John Isserlis, Senior Rough Sleeping Advisor, MHCLG</p> <p>Panel discussion: <i>Why PIE?</i></p> <p>Chair: Rick Henderson, Chief Executive, Homeless Link</p> <p>Panellists:</p> <ul style="list-style-type: none"> ▪ Helen Keats MBE, Former Homelessness Specialist Advisor, DCLG ▪ Dr Nick Maguire, Associate Professor in Clinical Psychology, University of Southampton & Director, OutcomeHome ▪ Charlie Wood, Lead Peer Mentor (Basingstoke), OutcomeHome & Director, Mind the Gap ▪ Dr Emma Williamson, Principal Clinical Psychologist & Clinical Lead, Psychology in Hostels Project, South London & Maudsley NHS Foundation Trust (SLaM) & CEO, aneemo ▪ Victoria Aseervatham, Rough Sleeping Commissioning Manager, Westminster City Council <p>Questions and reflections</p>
11.30 – 11.50	Refreshments
11.50 – 13.10	<p><u>Workshops (pick one to attend)</u></p> <div> <p><i>Data and evidence in support of PIE</i></p> <p>Dr Nick Maguire, Associate Professor in Clinical Psychology, University of Southampton & Director, OutcomeHome</p> <p>Dr Emma Williamson, Principal Clinical Psychologist & Clinical Lead, Psychology in Hostels Project, South London & Maudsley NHS Foundation Trust (SLaM) & CEO, aneemo</p> </div> <div> <p><i>PIE, homelessness, peer mentoring and support – the story and lessons so far</i></p> <p>Dr Stephanie Barker, Psychologist, OutcomeHome & Research Fellow, University of Southampton</p> <p>Charlie Wood, Lead Peer Mentor (Basingstoke), OutcomeHome & Director, Mind the Gap</p> <p>Charlie Radbourne, Lead Peer Mentor (Winchester), OutcomeHome</p> </div> <div> <p><i>Freshest thinking and observations of PIE in practice</i></p> <p>Claire Ritchie, Author of the PIE Toolkit 2015, No One Left Out</p> </div> <div> <p><i>Resilience and trauma</i></p> <p>Dr Gemima Fitzgerald, Clinical Psychologist & Director of Thrive Clinical Psychology and Resilience Consultancy</p> </div> <div> <p><i>Commissioning a PIE – sharing learning and recent experiences</i></p> <p>Rachel Fletcher, Social Inclusion Manager, Basingstoke and Deane Borough Council</p> <p>Victoria Aseervatham, Rough Sleeping Commissioning Manager, Westminster City Council</p> </div> <div> <p><i>Developing psychology on the streets in Leicester</i></p> <p>Dr Suzanne Elliott, Clinical Psychologist, Leicester Homeless Mental Health Service</p> <p>Joseph Murphy, Independent Consultant and Trainer</p> </div>

13.10 – 14.00	Lunch and networking
14.00 – 15.30	<p><u>Plenary Session 2</u></p> <p>Presentations and a panel discussion on: <i>Thinking about our thinking – triggers, assumptions and reactions</i></p> <p>Chair: Rick Henderson, Chief Executive, Homeless Link</p> <p>Panellists and presentations: <i>No PIE without 'PIS'</i></p> <ul style="list-style-type: none"> ▪ Pat McArdle, CEO, Mayday Trust <i>Who do you see when you see begging?</i> ▪ David Ford, Founder, Expert Link <i>The only thing we cure is bacon</i> ▪ Dr Nick Maguire, Associate Professor in Clinical Psychology, University of Southampton & Director, OutcomeHome <p>Q and A</p>
15.30	Chair's reflections and close – John Isserlis , Senior Rough Sleeping Advisor, MHCLG

The current context of homelessness and rough sleeping in England, the South East and Hampshire – John Isserlis

Notes:

Why PIE? – Panel discussion – Rick Henderson, Helen Keats, Dr Nick Maguire, Charlie Wood, Dr Emma Williamson, & Victoria Aseervatham

Notes:

The session is intended to explore how PIE came about, what it is, how useful PIE is in design and delivery within Homeless and Rough Sleeping Services, what changes when you take a PIE approach and more. There will be opportunity to ask the panel questions.

Data and evidence in support of PIE – Dr Nick Maguire & Dr Emma Williamson

Notes:

The concept of Psychologically-Informed Environments describes a set of parameters which may enable homelessness organisations to develop effective, psychologically-informed interventions in a range of services, most notably hostels and other residential settings. It has an emerging evidence base in terms of reducing staff burnout and positive changes in mental health and behaviours leading to eviction for homeless people.

PIE projects have now been set up in many places in the UK, e.g. London, Basingstoke, Winchester, Aldershot, Southampton and Portsmouth, as well as Houston in the US. These services have been or are still being carefully evaluated with a range of mental health, engagement, behavioural and burnout measures, as well as qualitative data around service user and staff experience. This presentation will detail the principles underpinning a psychologically-informed approach and how this is being applied across services in London and the South East of England in addition to the collaboration with Houston Homeless Healthcare. It will move to presenting key data and the learning resulting from the implementation and operation of the services.

Developing psychology on the streets in Leicester – Dr Suzanne Elliott & Joseph Murphy

Notes:

This workshop will include a description of how the ‘psychology on the streets’ project began, the evidence used for it’s development and our hopes for the work. A ‘tool kit’ for psychologically informed streetwork will be shared including nurturing the necessary psychological safety between co-workers, and between workers and the homeless community. Delegates will be invited to join us in reflective conversations about skills that they are already using and those that they might want to develop in their future work with rough sleepers.

Commissioning a PIE – sharing learning and recent experiences – Rachel Fletcher & Victoria Aseervatham

An opportunity to hear from two local authority commissioners on how they have gone about commissioning psychologically informed environments. There will be thoughts and reflections on where to start, things to think about, and learning and developing ideas to improve services. We will explore how we can psychologically inform the process of commissioning as well as the PIE services being commissioned. Asking questions around what factors need to be considered to commission a PIE? And how can we design and measure psychologically informed outcomes and KPIs? Victoria and Rachel will talk through their respective experiences at Westminster City Council and Basingstoke and Deane Borough Council, sharing some recent experiences of PIE and commissioning in their areas.

Notes:

Resilience and trauma – Dr Gemima Fitzgerald

I passionately believe that resilience can be strengthened in any person and that more understanding of how we can assist with this is needed. Building resilience is a dynamic process that creates compassion, empowerment and hope, and understanding the processes involved is the first step.

This workshop will explore the impact of trauma on resilience. The processes involved in strengthening a person's resilience will be discussed, as well as tools to assist with this. Opportunities for discussion and self-reflection will be given.

Key messages:

1. Trauma has significant effects on physical and psychological resilience.
2. We can help people to feel psychologically safer, so their resilience can be built.
3. We can re-frame our questions and conversations with clients to help them develop a more resilient narrative.

Notes:

Freshest thinking and observations of PIE in practice – Claire Ritchie

Looking for inspiration to implement an organisational approach to PIE? Pondering how to co-produce a PIE strategy? Appreciate some top tips from a country committed to becoming psychologically informed? Then this workshop is for you.

The workshop focuses on:

1. 1625 Independent People - an organisational PIE journey which produced a toolkit for young people with experience of care and the criminal justice system
2. Second Step Bristol - Lessons from co-producing an organisational PIE strategy
3. Welsh PIE Pathways conference (Sept 2019) Key learning.

Notes:

***PIE Homelessness Peer Mentoring and Support, the story and lessons so far* – Dr Stephanie Barker, Charlie Wood, & Charlie Radbourne**

Notes:

This talk will discuss a psychologically informed approach to peer mentoring project running in Basingstoke, Winchester, Hart, & Rushmoor. This talk describes how an evidence-based peer mentorship programme has developed, highlighting challenges, successes, and the impact on client outcomes. Specifically, we will discuss the background of the project (funding, contextual factors, and guiding principles), then two of our lead peer mentors will discuss their work, focusing on client case studies of where the peer support was integral and case study examples of where it went wrong. These examples will outline the changes to the programme and highlight issues around implementation.

***Thinking about our thinking – triggers, assumptions and reactions* – Panel discussion – Rick Henderson, Pat McArdle, David Ford, Dr Nick Maguire**

Notes:

- What assumptions do you make?
- Is there something you're going to do differently?
- What are you going to think about?

Dr Stephanie Barker, Psychologist, OutcomeHome & Research Fellow, University of Southampton

Dr Stephanie Barker is a psychologist working with Outcome Home, 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 BACP and provides individual and group therapy to homeless clients.



Charlie Radbourne, Lead Peer Mentor (Winchester), 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.



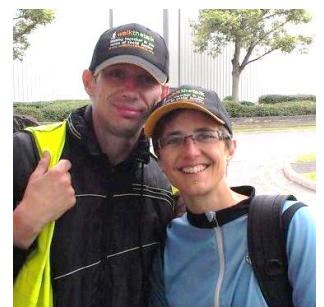
Charlie Wood, Lead Peer Mentor (Basingstoke), OutcomeHome & Director, Mind the Gap

Charlie Wood has two 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.



Dr Suzanne Elliott, Clinical Psychologist, Leicestershire Partnership NHS Trust, Homeless Mental Health Service

Suzanne has worked for Leicester's Homeless Mental Health Service for 13 years. It has been upheld as an example of good practice in national guidelines on homelessness and mental health such as the 'Getting Through Guide' (2007), 'Down and Out' (2009) and 'Meeting the psychological and emotional needs of homeless people' (2010). Suzanne contributed to the national 'Psychologically Informed Environments Guidelines' (2012). Alongside a group of people with lived experience of homelessness in Leicester, she contributed to a BBC Radio 4 programme 'The Tyranny of Narrative' in 2018. She is a core member of the #WalkTheTalk2015 collective, consciousness raising nationally about homelessness, food poverty and the benefits system, with whom she has co-authored a chapter for the book: *New ideas for new times: a handbook of innovative community and clinical psychologies* (Ed: Walker et al, 2019).



Joseph Murphy, Independent Consultant and Trainer

Joe has worked with people with complex needs for 20 years and for 12 years managed the Outreach Rough Sleeper team in Leicester. He is also a qualified hypnotherapist and counsellor, public speaker and trainer. He co-founded Graceworks, a permaculture project in Leicester City for therapeutic land and learning, encouraging people to live more sustainable and healthy lives. He co-founded an organisation developing an eighty acre rehabilitation psychologically-informed farm that puts land and people care at the heart of its ethos.



Rick Henderson, Chief Executive, Homeless Link

Rick is the CEO of Homeless Link and was appointed to that role in July 2012. He is a member of the government's National Rough Sleeping Advisory Panel and the London Mayor's Rough Sleeping Task Group. Rick also represents Homeless Link internationally, as a member of FEANTSA - the European homelessness network and the Housing First Europe Hub. Recently he was appointed as a Commissioner to sit on the Barking and Dagenham Commission on Domestic Violence. Rick is prolific on Twitter and somehow still manages to find the time to sing and play around with classic cars in his spare time.



Dr Nick Maguire, Associate Professor in Clinical Psychology and Director, OutcomeHome

Nick is an Associate Professor in Clinical Psychology at the University of Southampton and runs OutcomeHome, a not-for-profit social enterprise delivering psychological services including PIEs in the UK and US. He is an active researcher and clinician, having expertise in psychological approaches to engage people who are chronically marginalized, through individual support into healthcare interventions as well as working to engage excluding structures and systems. He has worked with homeless populations in the UK for the past 16 years. His research is on psychological factors underpinning homelessness, and he specialises in designing and evaluating psychological interventions around engagement in the process of behavioural change. He is particularly interested in mechanisms of effective change attributable to psychological and psychologically-informed interventions. His work spans individual, organisational, structural and policy domains, and he has worked with MHCLG on ethical research and data-gathering processes. He is a founder member of the Faculty of Homeless and Inclusion Health and is a member of Homelessness and Complex Needs APPGs.



Helen Keats MBE, Former Homelessness Specialist Advisor, DCLG

Helen is a former homelessness specialist advisor for DCLG. She previously worked in the RSL and local authority housing sectors. She edited both the 2010 and 2012 PIE guidance documents.



Claire Ritchie, Author of the PIE Toolkit 2015, No One Left Out

As a homeless commissioner and ex practitioner, Claire was an early adopter of PIE and led on the development of the multi-award winning integrated health and social care service; the “Waterloo Project” (Thames Reach/SLaM/Lambeth). As a result of her current work as a trainer and consultant, homeless services have adopted practices leading to a reduction in trauma related behaviours, improved staff/client relationships and psychologically safe working environments. Claire is currently working with Shelter England and Scotland.



Pat McArdle, CEO, Mayday Trust

Pat McArdle is a passionate advocate for systemic change within the UK housing and homelessness sector. Pat has over 30 years of experience in the U.K. and Ireland, working with organisations such as the Foyer Federation, Cork Simon Community and YWCA England and Wales. As CEO of Mayday Trust, Pat has led the transformation of the organisation from a traditional supported housing provider, to a leader of person-led, transitional and strength- based practice and a national influencer for systemic change. Mayday Trust, alongside Innovation Partners, has developed the first accreditation for strength-based approaches and a University accredited strength-based qualification for frontline staff.



Dr Gemima Fitzgerald, Clinical Psychologist & Director of Thrive Clinical Psychology and Resilience Consultancy

Dr Gemima Fitzgerald is a Clinical Psychologist with a strong interest and expertise in the area of building resilience. Her doctoral research was around the processes involved in developing resilience, and in 2015 she gave a TEDx talk on this subject. Gemima has now founded her own company and works freelance in a diverse range of settings; from private practice, to working with homelessness, hospices, the NHS, elite sportsmen, and carers of people with dementia. She regularly runs bespoke training courses on building resilience and stress management, for professionals and people from all walks of life. Within the homelessness sector, Gemima regularly facilitates reflective practice sessions for different staff groups as well as training on Resilience Building, Change Management and Mental Health Awareness. Feedback has been outstanding from all sessions as Gemima brings her expertise with warmth and an ability to empower and engage audiences from all backgrounds.



Dr Emma Williamson, Principal Clinical Psychologist and Clinical Lead, Psychology in Hostels Project, South London and Maudsley NHS Foundation Trust (SLaM) & CEO, aneemo

For 8yrs Emma has led this innovative 'Psychologically Informed Environments' and 'Trauma-Informed Care' initiative across London – recognising that homelessness requires a partnership approach that includes the health sector. Emma formerly worked at the Tavistock and Portman NHS Foundation Trust in their innovative Primary Care Psychotherapy Consultation Service and has a personal interest in contributing to service redesign and development of the evidence base for working with socially excluded and complex needs populations. Alongside her NHS role, Emma has developed www.aneemo.com state of the art online Learning Management System training for social care and voluntary sector staff. She teaches on the Clinical Psychology Doctorate at Kings College IOPPN, is a published author and national trainer.



Victoria Aseervatham, Rough Sleeping Commissioning Manager, Westminster City Council

Victoria Aseervatham is a Rough Sleeping Commissioning Manager at Westminster City Council in the Rough Sleeping Commissioning Team. Working in the team for 15 years she has a passion for systems change and psychologically informed environments.



Rachel Fletcher, Social Inclusion Manager, Basingstoke and Deane Borough Council

Rachel has been in her role as Social Inclusion Manager for two years, working in the housing team at Basingstoke and Deane Borough Council – a lower tier district council in Hampshire. There is a strong feeling of responsibility in the local community to come together to address rough sleeping and social exclusion with an accountability and drive felt by many across the sector. Part of Rachel's role is to support and nurture these relationships and guide the partnership response. Rachel leads on the commissioning of supported housing and support programmes to ensure they are flexible, psychologically informed and reflective of the changing need in the area. Rachel spent the early part of her career with The Big Issue and volunteering at Crisis, then moving on to work for a support provider doing mental health and homelessness support roles. In 2013 she started work in the housing team at Basingstoke and Deane where she has worked as a front line housing officer and manager.



John Isserlis, Senior Rough Sleeping Advisor, MHCLG

John Isserlis has been working with rough sleepers since 1996, and is currently Senior Rough Sleeping Advisor in the Rough Sleeping Initiative Team at the Ministry of Housing Communities and Local Government (MHCLG).

After leaving a career in psychiatric nursing, where he had been a unit manager in acute psychiatric admissions, he commenced working in homelessness and rough sleeping as a manager of complex needs accommodation services and a Day Centre for rough sleepers in Bristol.

In 2002 he joined Julian House in Bath where he worked until 2016. As the Operations Director at Julian House he was responsible for the setting up of new services for rough sleepers across multiple authorities from Devon to Hampshire. He has always focussed on complex needs and marginalised groups within his work, setting up assertive outreach services, accommodation and support programmes for prison leavers, developing services for people with Autistic Spectrum Disorders and people within Gypsy, Roma, Traveller and boater communities.

John has a particular interest in the development of psychological approaches for rough sleepers and of resilience models for staff working with them. This passion was only increased by his participation, with a broad development partnership, in the innovative work undertaken in developing psychologically informed environments across all rough sleeper services in Basingstoke.

In 2017 John set up his own consultancy company, undertaking investigative and development work with local authorities and in the voluntary sector.

John joined MHCLG on secondment in April 2019 and has since been working with a wide range of local authorities across the country, notably those in the South West, across the South of England and into London.



This conference has been organised and brought to you by Spirende Ltd, in partnership and association with OutcomeHome.

Karina Christiansen currently runs Spirende Ltd, a consultancy offering coaching, training, project design and mediation and has a Visiting Staff role at the University of Southampton. She 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.

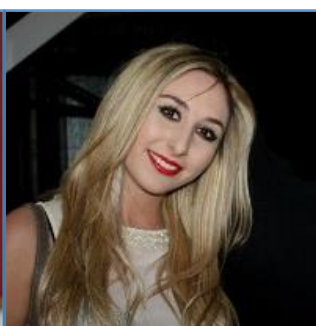
OutcomeHome (OCH) is a not for profit social enterprise, set up to deliver psychology services specifically for homeless people and others who are multiply excluded. As well as therapeutic interventions and a peer mentorship programme, these services include consultation and training on psychologically informed environments (PIE) and enabling charities to evaluate their own services. Collaboration and coproduction are fundamental tenets of the way in which the organisation is run.

If you would like to find out more about what OutcomeHome or Spirende can offer, please contact Nick, Lilly, Stephanie, or Karina:



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