

LEAF Co-production partner's feedback 2023. Three main questions were asked to all the below partner organisations/projects.

Coproduction partner 1

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

The team carried out the piece of work diligently and with real attention to detail. The final report delivered is an excellent piece of research that means that we have facts rather than assumptions about why people want to be housed in Oxford rather than in the Districts. The report did take quite some time to complete, but we didn't set a time frame for its completion and so this was not an issue for us.

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

As stated, it was a piece of research to show why people want to stay in Oxford. We have made sure that the research is posted on our website and have been providing it to as many people as possible, so as to be a useful piece of evidence-based research on this subject.

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

We were always very confident and this has just confirmed that we should be!

Coproduction partner 2

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

I have worked with EbEs to help develop psychological research into homelessness. It has been helpful to attend LEAF meetings to get to know the EbEs better and to develop working relationships. I have enjoyed working with the EbEs and have really valued Lucy's support in working with this group of people.

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

It has had a substantial impact on the quality of the psychological research we do with people living with homelessness and has helped us adapt our research methods.

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

Yes, it has made it much more likely that I will work with EbEs and find ways to involve them more fully in research.

Coproduction partner 3 - Project: LEAF Storytelling Methodology training

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

I found the experience of delivering training for LEAF very enjoyable. Everyone was welcoming, and the atmosphere was relaxed and inclusive. At the same time, participants took the training very seriously, and their contributions were thoughtful and drew on a wealth of relevant experience, which made for a very rich discussion.

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

LEAF's approach differs from some of the other contexts in which I usually work, it being less a service for people to use and more an opportunity for Experts by Experience to offer their services and the benefits of their knowledge. This really helped me to gain a new

perspective on my own work. I can't think of any particular changes that I have made, but it has helped me to develop a more rounded attitude and approach.

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

My experience with LEAF definitely helped me to feel more confident working with Experts by Experience in future.

Coproduction partner 4

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

RESTART is a programme designed to support individuals leaving prison and drive systemic change in order to reduce re-offending. LEAF Experts by Experience have supported two RESTART learning events over the past year that focussed on issues surrounding access to accommodation and employability. These learning events were attended by the RESTART frontline team, as well as key multi-agency stakeholders including Thames Valley Police, the Department of Work and Pensions and Probation. On both occasions, Lucy facilitated pre-recorded Q&A sessions with LEAF Experts by Experience which were then shown to the audience as part of the learning events. For the second event, Lucy was also present on Microsoft Teams in order to take live questions from the room. Overall, it was a pleasure working alongside Lucy who contributed her valuable ideas through regular calls in the lead up to the events and organised the pre-corded Q&A videos with the LEAF members in a timely manner. It is evident that the LEAF Experts by Experience are extremely passionate individuals wanting to influence change and improve the issues they experienced within the criminal justice system, and we are grateful for the support that they have given to the RESTART programme in sharing their experiences.

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

At both learning events, the pre-recorded Q&A videos received lots of positive feedback from the audience and generated significant discussion in the room. One practitioner from HMPPS commented that the input allowed him to take a step back from his role and be reminded about why he does the job that he does. Working with LEAF Experts by Experience has also encouraged us as the Office of the Police and Crime Commissioner for the Thames Valley to consider the consistency of our approach across the office to remuneration for working with those lived experience which has been raised at our Senior Management Group for review. The RESTART pilot project is now funded by the Police and Crime Commissioner until end-April 2024, and in the next nine-months of our current delivery period we will be looking to re-engage with LEAF Experts by Experience for further collaborative engagement and consultation opportunities.

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

Yes. Although the LEAF Experts by Experience were unable to attend the learning events in person as they were not held in Oxfordshire, through our engagement with Lucy we were able to discuss other options and came up with the pre-recorded Q&A videos as an alternative solution which worked well. This example demonstrates how the LEAF Experts by Experience can work flexibility in order to support the needs of key stakeholders.

Coproduction partner 5

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

The experience of working with LEAF has been fantastic. They have helped us enormously with our study of hospital discharge. The peer researchers were able to engage with people with lived experience in a way we could not as academics and have thus maximised the quality of our data.

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

According to a professor at Kings College London it was expressed to her that, it was the peer researcher telling her story to the commissioner that helped a service secure ongoing funding. Feedback from step-down guests is fed-back via LEAF on an ongoing basis to continuously improve the quality of the service.

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

Yes, it has increased my confidence of working with peer researchers in the future. The management of LEAF is superb at every level.

Coproduction partner 6

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

In general very positive. It's been difficult to gain consistency of LEAF representation, a couple of times we've thought we've got a consistent person but they've quickly withdrawn again and so there's been long gaps without LEAF representation. Prior to LEAF involvement we've spoken about the need to ensure our meetings are completely accessible, however, I feel that we could gain greater input from LEAF reps if we're to ask their opinion and factor our meeting agenda and behaviours accordingly (more learning for us than the reps). Despite this not happening, I've found that every LEAF rep I've worked with has been confident to speak, provides excellent input and is fully engaged in every meeting.

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

In honesty, I don't think it has influenced much yet, and as mentioned above this could somewhat come down to not clarifying with the LEAF rep their role and what could be most helpful to draw their input from them. We've more been having a normal meeting with a LEAF rep in and hoping they bring input and influence to the discussion, rather than having asked for feedback that could influence working practices.

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

I've worked with many Experts by Experience over the years and would say that what I encounter from LEAF is a positive and solution focussed approach. The reps I know tend to have respect for people without a lived experience background, there is robust input as part of a collaborative conversation. I appreciate input from the reps very much and through reflecting on myself through answering these questions I need to do more to ensure they're feeling as involved and able to influence as I feel they should be.

Coproduction partner 7

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 8

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 Experts by Experience as a key to future research projects.