



Lived Experience and Leadership

Sunny Dhadley FRSA
Homeless Link Lived Experience Partner

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Welcome

Rick Henderson
CEO, Homeless Link



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This morning



10.00	Welcome and introduction	Rick Henderson
10.10	Setting the scene	Sunny Dhadley
10.20	Breakout session 1 – choice of three topics	Special guests
11.05	Break	
11.15	Breakout session 2 – choice of three topics	Special guests
12.00	Recruiting and involving people with lived experience – CoP findings	Lucy / Laura
12.10	Q&A and Action setting	Sunny Dhadley
12.20	Notices and thanks	Lucy / Laura
12.30	Close	



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Our special guests



April Wareham, Director of Working with Everyone

Marcus Johnson, Project Co-ordinator for the Service User Involvement Team (SUIT) within Wolverhampton Voluntary & Community Action (WVCA)

Sabrina Ellis, Volunteer, SUIT

Christiane Jenkins, Volunteer, SUIT

Lewis Goodyear, Programme and Learning Co-ordinator at South Yorkshire Housing Association (SYHA)

Poppy Barnes, Support Mentor at SYHA

Charmaine Maris, Co-Production Associate at SYHA



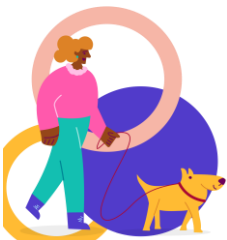
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Setting the Scene

What do we mean by lived experience?



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Zoom poll:



1. Which aspects of involving/including lived experience is your organisation doing well?
2. What are the key challenges within your organisation/the homelessness sector regarding lived experience?



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Breakout Session 1

45 minutes to discuss the following:

1. How to include people from marginalised communities effectively
2. A day in the life of a lived experience organisation
3. Co-production in action

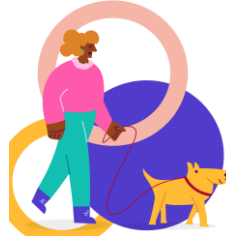


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Break (10 mins) TEDx

[The Power of Vulnerability, Brene Brown, TEDx Houston](#)



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Breakout Session 2

45 minutes to discuss the following:

1. How to include people from marginalised communities effectively
2. A day in the life of a lived experience organisation
3. Co-production in action



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Key findings Recruitment

- The term "lived experience" can be labelling.
- Recruitment process should be trauma-informed.
- Tailored support and skills development is crucial.
- Avoid exclusionary jargon - eg "paying people" instead of "remuneration".



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Key findings Paying people

- If someone is lending their expertise to the development of a service, they should be paid for their time.
- Paying people who are not employed by your organisation needs to be done with care (may adversely affect benefits).
- If someone is in a volunteering capacity, they cannot be paid for their time, but should have their expenses covered.



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Key findings Volunteering

- Volunteering can be a great stepping stone.
- Organisations should have development and training opportunities for volunteers.
- Volunteers should have clear expectations regarding their volunteering agreement.
- Volunteers should not have a 'contract' or carry out employment related activities.



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Questions?



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Takeaway Action

What is the **one action** that you will take from this webinar?



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Involving and recruiting people with Lived Experience



HL held 4 x Community of Practice sessions (Nov 22 – Feb 23)

Organisations across England took part to share good practice

Briefing containing key findings: [Homeless Link website](#)



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Follow-up



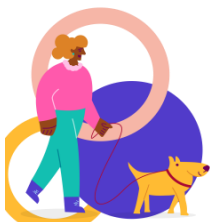
Please look out for:

- Webinar recording, case studies and other resources from this session
- EDI maturity tool – launching soon
- Survey: QR code below



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EDI Maturity Tool



The Tool aims to enable homelessness organisations to self-assess:

- maturity against a best practice framework;
- progress over time; and
- the effectiveness of their EDI-related strategies, policies, processes and initiatives.

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Homeless Link Jobs Board



Free job ads for roles ringfenced for people with **lived experience** all year round!

Plus **20% off** all other job ads until 31st January.

jobs.homeless.org.uk



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What's next?

Next leadership webinars

Diversity, intersectionality and homelessness

14 March 24 | 10am
Sign up using this QR code:



Communication in leadership

With Julian Treasure, whose Ted Talk *How to speak so that people want to listen* is the sixth most-viewed TED talk of all time

6th June 24 | 10am

Sign up using this QR code:



Leadership support

For CEOs, Senior Leaders and Emerging Leaders



Our leadership development programmes help established and emerging leaders affect change, understand their impact and achieve financial sustainability and organisational responsiveness.

"Really valuable, stimulating and informative session - enjoyed it a lot and the Facilitator was great. Course content (pre-reading and activities) were brilliant, and beautifully presented. Great to see the others from my cohort. Discussion/ activities were great."

Established Leaders participant

Homeless Link's fully funded leadership programmes. Find out more by visiting our website TODAY!

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Thank You!

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Leadership programmes

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Homeless Link

What we do

Homeless Link is the national membership charity for frontline homelessness services. We work to improve services through research, guidance and learning, and campaign for policy change that will ensure everyone has a place to call home and the support they need to keep it.

homeless.org.uk

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