



# Leicester's Homelessness Charter

TACKLING HOMELESSNESS TOGETHER



@HomelessCharter



@LeicesterHomelessCharter



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## March 2021



'Dear Albert is extremely pleased to be contributing to the aims of Leicester's Homelessness Charter. Lived Experience is such a vital component to have around the table. We are looking forward to ensuring the voices and inputs of those with real, lived experiences of homelessness in the city are heard and acted upon.'

Jon Roberts, Director of Dear Albert

### DearAlbert

This month we're thrilled to share news of a brand new project to **increase the voices of people who have experienced homelessness.**

Working in partnership with local recovery Social Enterprise, Dear Albert, the Charter project will invite people who've been affected by homelessness to become part of a peer network with opportunities to contribute their personal insight and expertise. Through a series of events and activities, Dear Albert will create spaces for individuals with lived experience of homelessness to connect and come together, building a network led by its members. This new peer network will join the many groups and organisations that have already pledged support for the Homelessness Charter ensuring that their views and perspectives on homelessness form part of wider discussions, service design and delivery. Anyone that has been through homelessness or continues to be affected by it will now have a chance to have their voice heard.

Dear Albert are a service user orientated social enterprise in Leicester delivering co-produced and peer led initiatives. They use Mutual Aid facilitation to bring people with similar experiences together to help one another in a structured way. This project has been made possible thanks to funding from the National Lottery Community Fund. If you, or someone you know, would like to get involved please email [hello@dearalbert.co.uk](mailto:hello@dearalbert.co.uk), call 0800 830 3646 or visit [dearalbert.co.uk](http://dearalbert.co.uk)

### News and updates

- We are preparing to launch our brand new website - join us across our social media channels on **Monday 12th April 2021** as we go live.
- World Habitat have published their European End Street Homelessness Campaign impact report including case studies from Leicester. Read and download [here](#).
- Inclusion Health Care, with the support of partners, are continuing to provide vaccinations to people experiencing homelessness in Leicester, and are utilising the Safer Leicester Partnership bus enabling them to be more mobile and reach more people. Read all about it in this [Leicester Mercury article](#).
- Action Homeless have a number of job opportunities, including a new role to improve access for people experiencing homelessness to the private rented sector. [Find out more.](#)

### A closer look...

*Since 2017, Dr Sarah Styles has been a GP at Inclusion Health Care where she helps to lead the primary care team. Here she tells us more about her team's work in Leicester.*

*What services do you provide for people affected by homelessness?*

Inclusion Practice is a GP practice for people who are homeless and living in Leicester City. We provide primary care services to our patients and aim to improve the health and wellbeing of homeless and other marginalised groups of people by the delivery of responsive and high quality health care services. We work together with lots of other organisations who are working with people who are homeless around the city to try and help patients engage with healthcare.

*Homelessness, and especially rough sleeping, can have serious health implications - what challenges do people without a home tend to face when it comes to their health?*

A person's social circumstances can have a huge impact on their health in terms of acute health problems and longer term ongoing health problems. It can also affect how people engage with health care, both with GP services and attending hospital appointments, for example if someone has no fixed address to receive correspondence about appointments or if they have previously had negative experiences of accessing health care.

One of our aims is to try and recognise some of these barriers and then think about how to overcome them because we believe that everyone should have equal access to health care.

*Can you tell us about how COVID-19 has impacted your service and about the vaccination programme that you and your colleagues have been involved in delivering?*

So, as for everyone, COVID-19 has had a big impact on the way that we work and the whole team have worked hard to ensure we have been able to meet the health needs of our patients, at times needing innovative ideas to do this. Prior to the pandemic, many of our appointments were booked on the day, with patients walking into the surgery to book them. Due to the stay at home guidance and social distancing rules, this changed, and we and our patients have needed to adapt to booking and conducting many of our appointments over the phone. Throughout, we have been mindful of providing opportunities for people who may struggle with this method of accessing the surgery, for example we provide a room which patients who do not have a phone can sit in at the surgery to use a phone to speak to a clinician. During the pandemic we have been able to offer COVID testing in our practice car park for symptomatic patients and our nursing and GP teams follow patients up who have suspected COVID to assess them clinically and work with housing providers to ensure that people have been supported to self-isolate.

We are excited about the vaccination programme and we have been able to offer the vaccine to many of our patients so far, being very pleased that our local clinical commissioning group have supported us to prioritise people who are homeless for the vaccine early on. We have enjoyed and been thankful for the opportunity to work with many different partners to help us deliver the vaccination programme, whether that be accommodation providers who have enabled us to hold outreach vaccine clinics at hostels or the police who have kindly been delivering the Safer Leicester Partnership bus for us to use to deliver vaccinations from.



For more information please visit: [inclusionhealthcare.co.uk](http://inclusionhealthcare.co.uk)