

Resources

Solace, an organisation supporting refugees and asylum seekers based in Yorkshire and Humber, has created a series of video resources covering topics including coping with stress, sleep, relaxation, and building confidence. They are available in multiple languages and can be accessed via the [website](#).

Insights from people with lived experience to inform inclusive approaches to health protection. UKHSA co-produced [a report](#) with ten communities to gather insights from people with lived experience of social exclusion, informing inclusive health protection approaches. SJOG represented the voices of people affected by modern slavery and trafficking.

Mental Health and Homelessness: people experiencing homelessness are disproportionately affected by mental health challenges: experiences of trauma, difficulties in accessing support services, or the experience of homelessness itself. Frontline workers in the homelessness sector must be equipped with the skills to understand various mental health conditions and work effectively with the mental health sector to ensure individuals receive the support they need. Homeless Link created a free bitesize e-learning series on Mental Health and Homelessness. [A 7-part series](#) that serves as a foundational resource.

The updated Slavery and Trafficking Survivor Care Standards has been [launched](#). The Standards reflect the voices of people subject to modern-day slavery themselves and represent a collective wisdom of over 150 contributors — from frontline practitioners and researchers to people with lived experience and leaders across multiple sectors, including our work at SJOG.

The Mental Health Bill: a human rights explainer: The Department of Health and Social Care has created an Easy Read [version](#) of the Mental Health Bill. Advance Choice Documents (as a statutory mechanism is explained [here](#).



Evidencing everyday practice

Building a Collaborative Team Culture in London MDS Outreach services

Introduction

At SJOG, we are people supporting people to live the life they choose. Co-production represent an essential part in recognising and using everyone's diverse knowledge, experience, and perspective — whether they are a person we support, a colleague, carer, volunteer, or partners.

Conversations, evaluations, and shared practices across SJOG have all evidenced how services have embedded these values within their daily operations - contributing to a culture of care that continues to consolidate the organisation's mission and impact. Emilia Oita, Team Leader at the Modern-day Slavery Outreach Service in London, shared how collaborative values are operated into daily practice within her team: through collective decision-making, resource sharing, reflective supervision, and a focus on well-being.

Collaboration in day-to-day work: sharing learnings and support

Firstly, Emilia highlights the importance of transparency and belonging. When a new colleague joins the team, a welcome email - outlining expectations, support systems, and working arrangements is shared. This document aims to set out from the very beginning not only the practicalities of team life — such as office days, supervision schedules, and reporting requirements — but also the way shared experiences will be integrated : *“When I have a new team member, I welcome them with an email explaining how we work, what my expectations are, and how we support one another. I make the objectives clear from the beginning, so they understand not just what to do, but how we do it together.”*

The team's work is guided by clear routines and structured meetings:

- Monday RNA Meetings focus on reviewing client cases, problem-solving, and sharing learning.
- Wednesday Team Meetings cover wellbeing, client updates, service developments, and training, while providing a space for reflection.
- Fridays are designed for office day where the team can meet in person.

“Our office day is very interactive. We discuss cases, share solutions, and talk about new organisations we can refer people we support to. Everyone learns from one another. Every Monday I send them a message encouraging them for the week, and every Friday I thank them for the good work they've done. It's important that they feel seen and appreciated.”

This approach encourages decisions to be made collaboratively, and team members volunteer to cover each other during leave, based on what they are confident with - ensuring not only agency for colleagues but continuity of care for people we support. Supervision sessions aim to include well-being, reflection, and mutual learning. Colleagues are encouraged to discuss challenges openly and give feedback and Emilia highlights that this approach *“helps everyone feel valued, confident, and responsible for the team's shared outcomes.”*

Challenges and how they are addressed

Like many colleagues working with people with lived experience of modern-day trafficking and slavery, Emilia's team also navigates significant challenges together, including service capacity changes and increased caseloads. To manage this type of situation, the team collectively reviewed how they worked and identified practical changes:

- Streamlining meetings: Reducing three weekly meetings to one main session and brief catch-ups to save time.
- Simplifying trackers: Consolidating multiple spreadsheets into a single shared tracker.
- Resource library: Creating a central SharePoint folder for templates, referral contacts, and guidance to promote consistency.

“We realised that we were spending too much time in meetings and updating too many trackers. We agreed as a team to make things simpler — one main



tracker, one main meeting — and it made a big difference.”

These adjustments not only improved efficiency but also strengthened shared ownership of processes. By sharing information, supporting each other, and talking openly, the pressure reduces and the team adapts together, with positive outcomes being seen also in service outcomes: *“We haven’t had a homeless person in over a year because we always find solutions together.”*

While efforts to cooperate are most visible in how the team learns, shares, and supports one another, many of the practices embedded in the day-to-day team building and managing activities reflect co-production’s approach core values, that can be captured below:

Collaboration Principle	How It Appears in the Team’s Practice
Shared Decision-Making	Annual leave coordination, flexible work approvals, and coverage arrangements are discussed collectively.
Reciprocity and Mutual Support	When one team member is absent, others step in to maintain continuity of care.
Collective Learning and Improvement	Weekly meetings where the team reflects on practice, reviews cases, and co-designs improvements (e.g., process updates, quality checks).
Transparency and Communication	Shared trackers, reporting templates, and email communication norms.
Empowerment and Inclusion	New colleagues are introduced through meetings where they observe and join decision-making early.
Well-Being as a Shared Responsibility	By dedicating meeting time to colleagues’ welfare and balance, the team affirms that well-being is part of service quality.

Life at SJOG



Emilia Oita is Team Leader at the Modern-day Slavery Outreach Service in London: and has been part of the team since 2021:

“Over the past nearly four years, I have had the privilege of working at SJOG, a diverse organisation with employees from all over the world, speaking more than 30 different languages and dialects. I began my journey as a Project Worker, and after just eight months, I progressed to a Senior position, where I had the opportunity to oversee and quality check of Recovery Needs Assessments completed by my colleagues during the “move on” process. In April 2022, I was honoured to be appointed as Team Leader within the service. For the past 2 years, I have led a team of ten bright, compassionate, and hardworking individuals who inspire me daily—not just in their professional growth, but in their kindness and humanity.

This experience has not only shaped my career but also broadened my understanding of diversity, teamwork, and leadership. Their support, dedication, and professionalism have made me feel proud and inspired, and I will forever be grateful for the opportunity to be part of this remarkable team.

Our work involves supporting vulnerable people, many of whom are victims of trafficking, and hearing their stories has opened my heart and mind in ways I never expected. I have learnt so much about different cultures, traditions, and ways of life. More importantly, I have learnt to be kinder, and more empathetic person”



Article of the month

Granada: Walking in the Footsteps of Saint John of God

By Ioana Brezeanu, Senior Policy and Research Officer



At the beginning of October, a group of colleagues had the opportunity to visit Granada, walking in the footsteps of Saint John of God. The journey offered a significant opportunity to understand the environment and experiences that inspired João Cidade to dedicate his life to charity; it also offered moments of reflections on what this legacy means today and how the Hospitaller tradition continues.

While being guided through the most representative streets of Granada, we could witness his journey. We saw the Calle Elvira where João Cidade worked as a bookseller and encountered people living in poverty and exclusion. The Granada of the XVI century was marked by imperial expansion and population growth, but remained a stratified society in which the majority of people lived in precarious conditions due to: economic crises, widespread epidemics, the expulsion of the Moriscos—Muslims forcibly converted to Christianity who remained under suspicion of heresy—and significant waves of migration.

We then visited Plaza Nueva where John heard the preacher John of Ávila speak of divine mercy. That sermon changed his life and inspired him to follow the path of service. Mistaken for “mad” he was

confined and beaten at the Hospital Real, now headquarters of the main university. The way he was treated there deepened his empathy for those who lived with mental illness, poverty and social abandonment.

Inspired to open his own hospital for the poor and sick, he started to gather them in Calle Lucena, a site that we also had the chance to visit. His care was revolutionary: clean beds, nourishment, and kindness for all, regardless of status or background. Our final stops were the Casa de los Pisa, where John died in 1550 - now a museum dedicated to the order and the Basilica, where he is glorified.

Walking through Granada, we could mirror Saint John’s story: places where exclusion met hospitality, suffering met compassion and respect restored the dignity of the sick and poor.

The Legacy of Saint John of God: From Granada to the Hospitaller Tradition

After his death, his successors carried forward his vision of compassionate care, forming what became the Hospitaller Order of Saint John of God, formally recognised in 1572. The Order quickly expanded across Spain and beyond, establishing hospitals throughout Europe, the Americas, Africa, and Asia.

The Hospitaller ethos was codified in its Rule and Constitutions (1585), defining care as both a spiritual duty and an ethical discipline. Brothers were instructed to “be gentle, compassionate, and charitable with the poor,” while caregivers were taught that charity was expressed through everyday acts — cleaning, feeding, comforting, and accompanying the suffering without exception.

In time, the Order’s hospitals also included women as caregivers and patients, with roles clearly adopted to ensure competence and dignity, approach that was not only embedded in day-to-day care practices, but also in the way institutions were governed.

His legacy survived in the willingness to extend mercy to others: offering care with compassion, delivering systems that protect rather than neglect, and putting every person at the centre of support.



Continuing the Legacy Today

Nearly five centuries later, that same legacy continues in the work of SJOG in the UK. Our purpose remains faithful to the inspiration of the founder: to be true to our values, ambitious in helping more people and to meet need wherever we find it. Across our services — supporting people who are homeless, survivors of modern-day slavery, people with disabilities, autism, or complex needs, as well as older communities — we seek to live the same values of **Hospitality, Compassion, and Respect**.



This has been also reflected in the Culture Survey undertaken across Ireland and UK last year. The two results that scored highest showed that the work undertaken by all colleagues is aligned with our mission and vision, following the example of our founder: *"Doing good does you good!"* Equally meaningful was the strong sense of inclusion and belonging felt across our communities and services. As Paul Bott said: *"People working at SJOG had a sense of really belonging to a community, and I love that!"*

Sources:

Gómez Bueno, J., *History of the Hospitaller Order of Saint John of God*, Archivo Interprovincial Casa del Tránsito, 1963

Muñoz Devesa A, Rico Becerra JI., *Hospital Care and the Conception of Death in the Hospitaller Order of Saint John of God in Sixteenth- and Seventeenth-Century Spain*. Nurs Inq. 2025 Jul;32(3):e70042. doi: 10.1111/nin.70042. PMID: 40618400;

News and trainings

Renters' Rights Bill 2025 to become law: The Renters' Right Act will end section 21 'no fault' evictions (meaning landlords will only be able to evict tenants if they have a legitimate reason, like selling the property), discriminatory policies which apply blanket bans against renters who have children or receive benefits, whilst introducing indefinite 'periodic' tenancies which will allow renters to put down roots for the long term.

Update on proposed changes to Indefinite Leave to Remain: the UK Government has announced plans to increase the length of time migrants need to live in the UK before applying for Indefinite Leave to Remain (ILR) from five years to ten years for most immigration routes. Migrants will need to prove continuous residence meaning time spent in the UK while their visa or permission to stay is valid, without long breaks.

Disability Rights UK's Annual Conference: 30 Years Since the Disability Discrimination Act, What Now? They will look at what it was like at the time for Disabled people involved in activism and for those who worked at the Disability Rights Commission. When? 26th November; 5 - 6:30pm Where? Online via Zoom - register here!

CSAN Advocacy Training Course: Hannah Fremont-Brown, who led the Let's End Poverty movement for the Methodist Church will speak on Building Coalitions and Partnerships. Next and final session in mid-December will involve Sebastien Chapleau from Citizens UK. When? Tuesday 18 Nov, 12 pm. Where? Online via [Zoom](#) – register here!

Adult Sexual Exploitation Advisor™ (ASEA™) Accredited Training Programme: a 10-module online course (35 hours) aims to equip professionals with the knowledge and confidence to prevent, identify, respond to, and support women who are at risk or have experienced adult sexual exploitation. Sessions run live online every two weeks from January to May 2026. More information here. To register, email [here](#).

