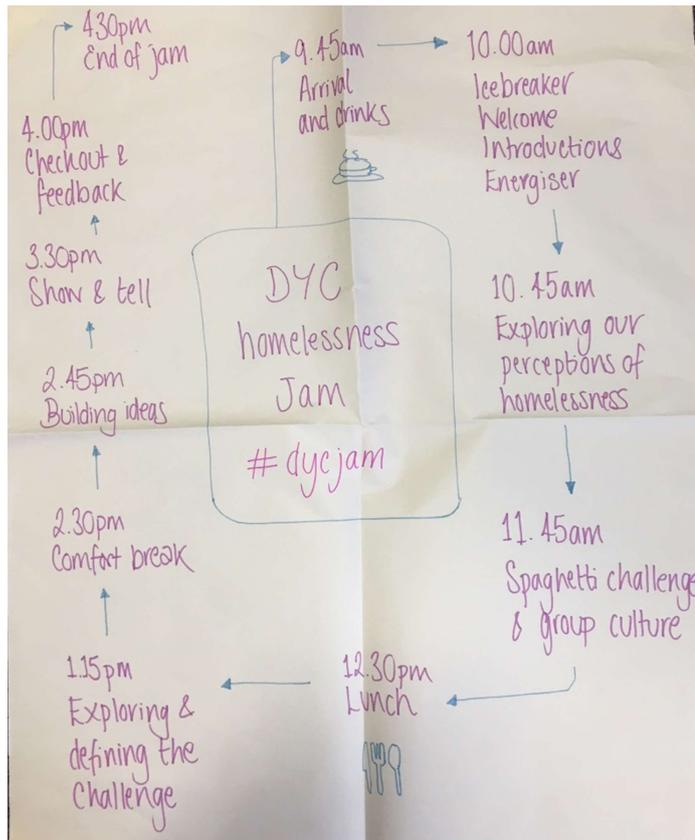


# Design Jam: Dudley Youth Council taking a design approach to homelessness November 2017

In August and September 2017, youth council members ran a local ballot with young people from across the borough to help them decide the local issue that they would campaign and work on. The top issue was homelessness. In order to decide how the youth council could make a difference in October, they took part in a design jam to help them explore their attitudes, perceptions and questions around the topic in order to inform the direction of their campaign work.

## The Approach/ Outline

This was the outline of the day:

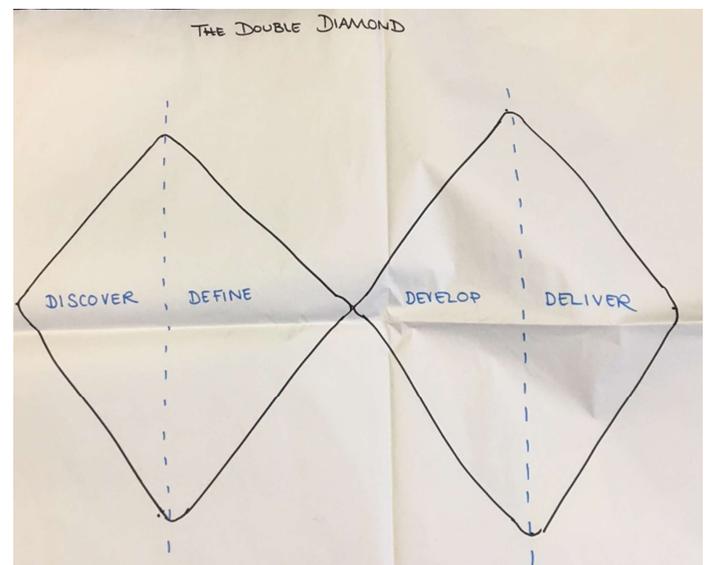


The brief from young people was to:



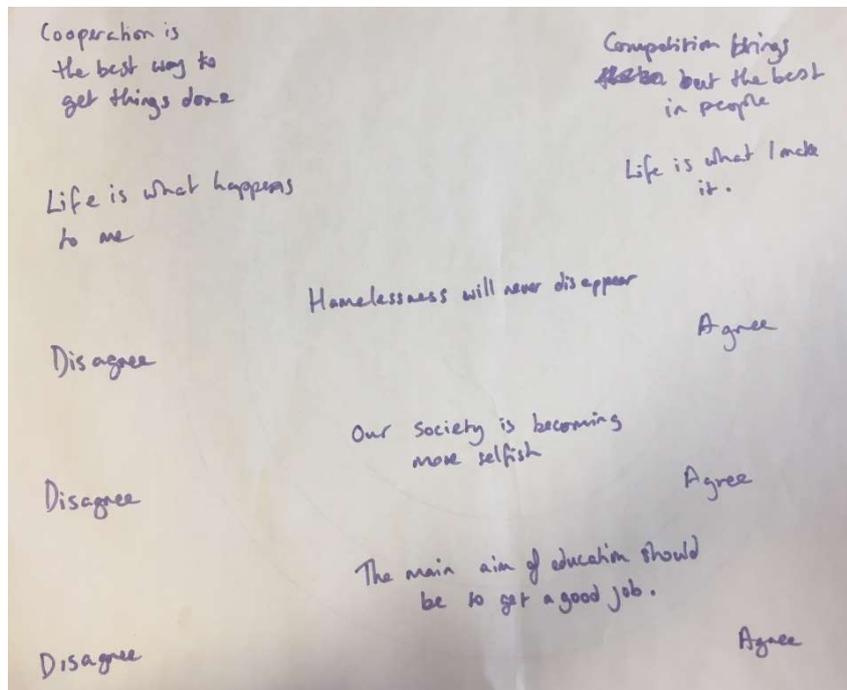
A design approach was taken to help identify the campaign work DYC will carry out which looks at a topic in a double diamond approach:

1. Discover
2. Define
3. Develop
4. Deliver



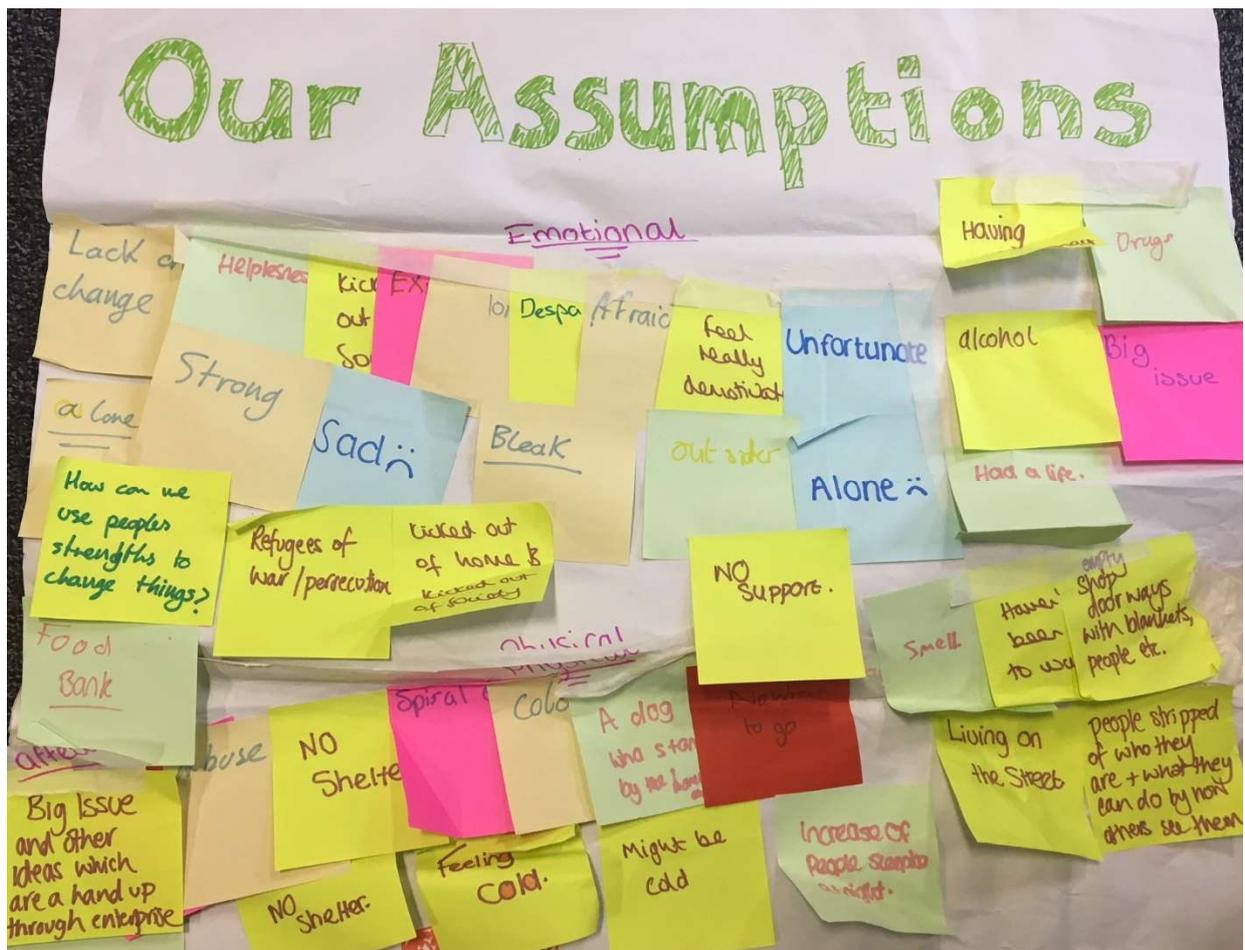
## Introduction

Initially the group took part in an opinion finder activity for the group to reflect on own views and also to see what a wide variety there are of opinions around homelessness. The below pictures outlines the statements that were asked:

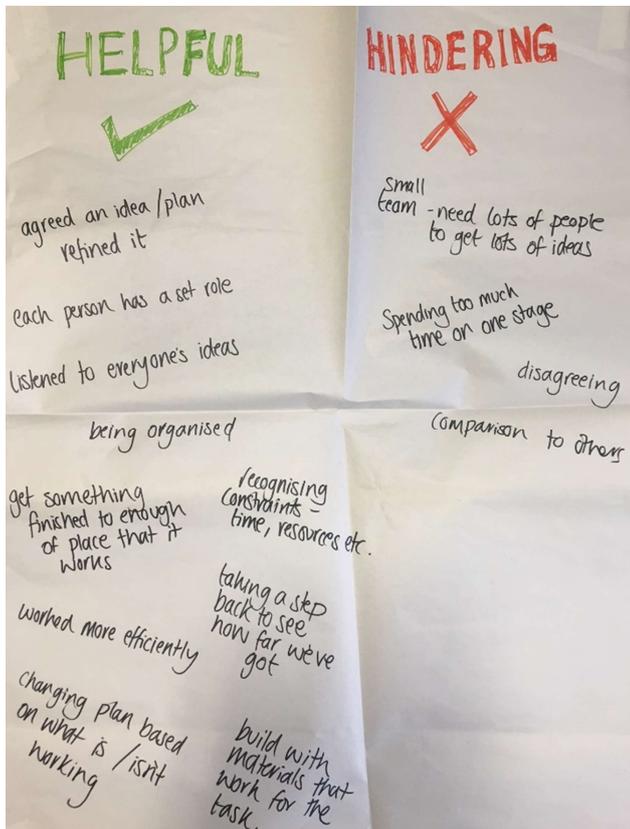


### Exploring our perceptions of homelessness

Through a 'world café' activity the group explored their assumptions, beliefs and questions about homelessness.







## Spaghetti Challenge and Group Culture

The group worked in three groups to build a structure with a set amount of time. They then reflected on how they had done and were asked to do the task again – refining their ideas. The group then reflected on their learning and what they found helpful or a hindrance in terms of working together.

As the group are working together on the issue over a period of time understanding how they may improve and refine ideas to approach the issue began to be looked at.

## How might we questions? Exploring and defining the challenge

The young people asked the questions they had developed in the morning to a number of professionals working within the Council, Police and voluntary sector services to find out more about homelessness.

Some of the young people wrote notes in response to the questions they asked:

How to get support  
 \* UK tenant  
 Homelessness in Dudley? -  
 2,500 applicants  
 → only half of them who are homeless  
 \* 59 people who were branded as 'homeless'!

\* Awareness around other housing options → planning to move out  
 \* Get support

everyone has  
~~are~~ individual  
 experiences +  
 Feelings

It could  
 happen to  
 lots of us

Further learning and reflection from questions with professionals:

We need to  
 Make people aware  
 of what services are  
 already available, but also  
 make sure people feel  
 confident enough to access  
 those services.



Homelessness  
 is often a  
 symptom of  
 other issues.

How might we increase  
 the confidence of young  
 people to use those young  
 services?

What could we do?  
 Lack of  
 awareness of  
 housing  
 options  
 for young  
 people

MAIN/BIGGEST  
 CAUSE  
 Parental  
 eviction  
 for y. people  
 - arguments at  
 home

Homelessness  
 can be hidden  
 : y. people  
 often hidden

Children  
 Homes  
 - missing  
 young people

How many people in  
 Dudley homeless?  
 2500 + ask for help

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How can we change  
 things?  
 Plan moving out. Ac-  
 tenancy workshops  
 Educate / Raise  
 awareness

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What steps do you have to  
 take?  
 - Are you eligible?

Are you homeless?  
 - Are you in priority  
 need?  
 - Are you intentionally  
 homeless?

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Prominent causes in YP?  
 - Family situations

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Have you seen YP as  
 homeless?  
 - Normally 20s/30s  
 - MISFERS

Publicity and  
 advertising

- not aware of where  
 services are.

Dudley Council - main point of contact  
They decide what services you need.  
Under 18s usually go to children services.  
Sometimes temporary accommodation offered

Streetlink  
- report of a rough sleeper

Project First Step.  
To have a therapy have to do 4 hr workshop

Homeless definition?  
No family to turn to  
Sleeping rough  
Offered assistance and turned down NOT  
No roof over head

they have no home  
are they homeless?  
Yes

Where do we go if we see homelessness?  
Streetlink - Details?

Is there any advertising?  
- Yes

Is it up to the homeless people to stop being homeless?

- Agreement with teams
- Support
- Able-minded can be individual
- Try not to spoonfeed

Under 25s - Talk to them  
- Prevent homelessness

\* how many rules and how complex it is to get help.

\* Some people who don't know about the rules.

Young people felt that some attitudes towards people who are homeless from those in services to tackle or respond to homelessness was not necessarily what they expected to hear. The young people felt that other young people may not always be in positions to 'help themselves' or 'take responsibility'.

## Reflection points: Building ideas

'How might we' questions were developed by the group which were key insights or curiosities they had about the topic and where they may begin to look at how to focus their campaign work (define within process)

- How might we find out what young people feel about the issue? (to explore why they asked us to look at the issue)
- How might we increase the knowledge of what services exist for young people?
- How might we empower young people to access services?
- How might we make knowledge relevant to people's lives?
- How might we explore young people's perceptions of homelessness?
- How might we make people aware of what support they could receive?

I feel that there should be more support for children that seem lonely and encourage them to participate in activities, because loneliness can be a root cause of homelessness.

### Communication:

I feel that encouraging people to understand the 'asking' and 'listening' helps give people to feel valued - Prevent loneliness

people's attitudes within services

"span fed"

Need to take responsibility

- people may not be able to ....

I feel that there we should be more advertising to show how and where young people can go to get help.

### \* Charity

↳ money given to local services, e.g. cafes / dry cleaners  
↳ Homeless can use these services

\* Encourage them to volunteer at local businesses, in order to receive these services

↳ Helps boost local economy  
\* Gives them work exp  
\* Motivates them to get a job

↳ This reduces the risk of people using money to spend on drugs/alcohol as they aren't actually given the money.

- \* Ask places (such as the dry cleaners) to wash clothes
- \* ASK cafes to feed them
- \* set up a charity to fund this.

- \* Posters to advertise the Council Housing for Homelessness
- \* Go into schools + teach people how to help the homeless.

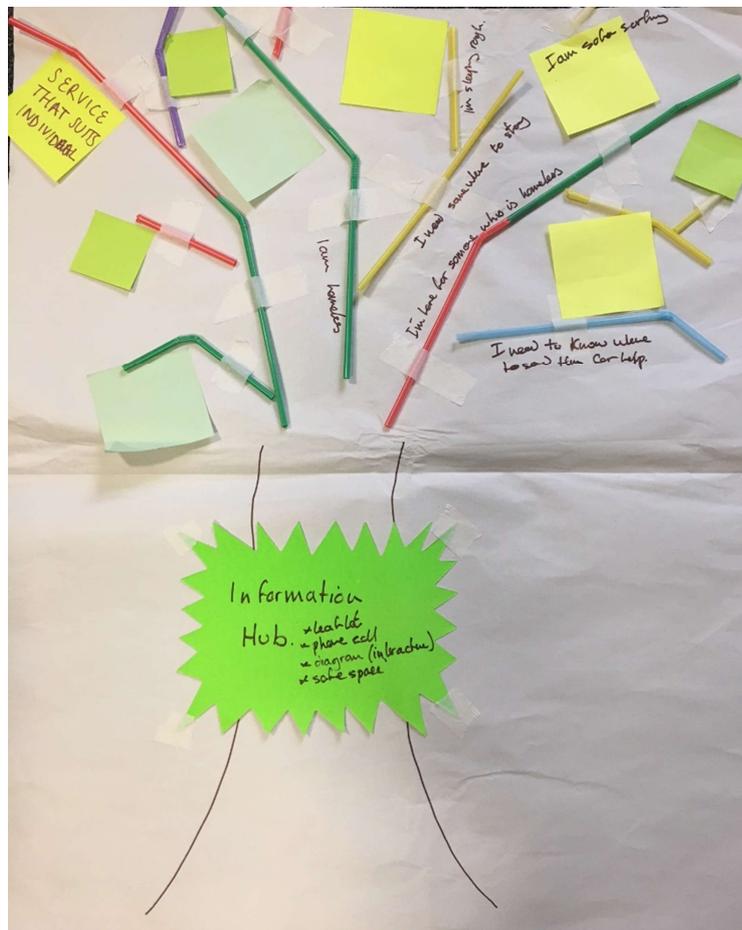
## Show and Tell

From the development of the 'how might we' questions the group started to develop their ideas (the develop part of the double diamond approach) which could be campaign action that is taken forward. These prototypes would need to be 'tested' out to see if they do actually achieve what the young people hope they might achieve.

### Prototype One: Information Hub – Tree of knowledge artwork

How might we empower young people to access services?

Developed by Rhys and Paige

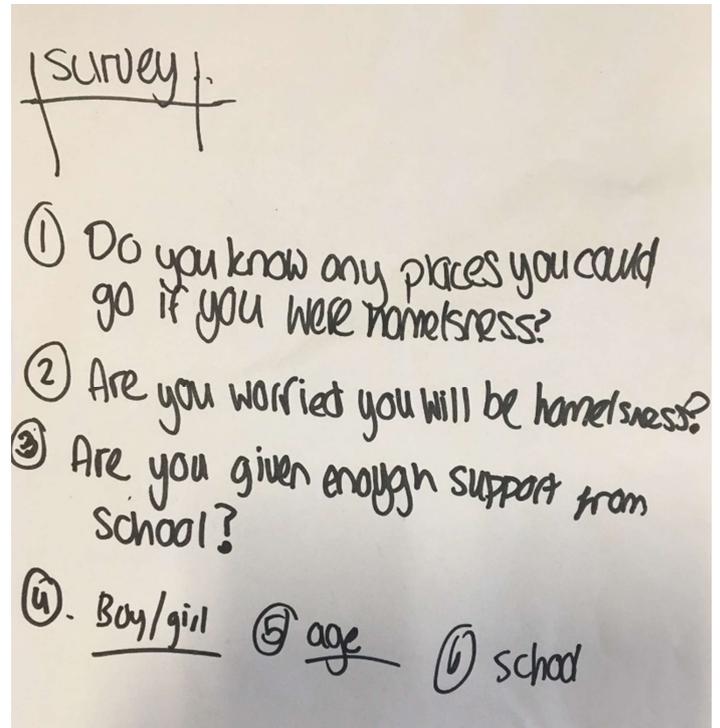
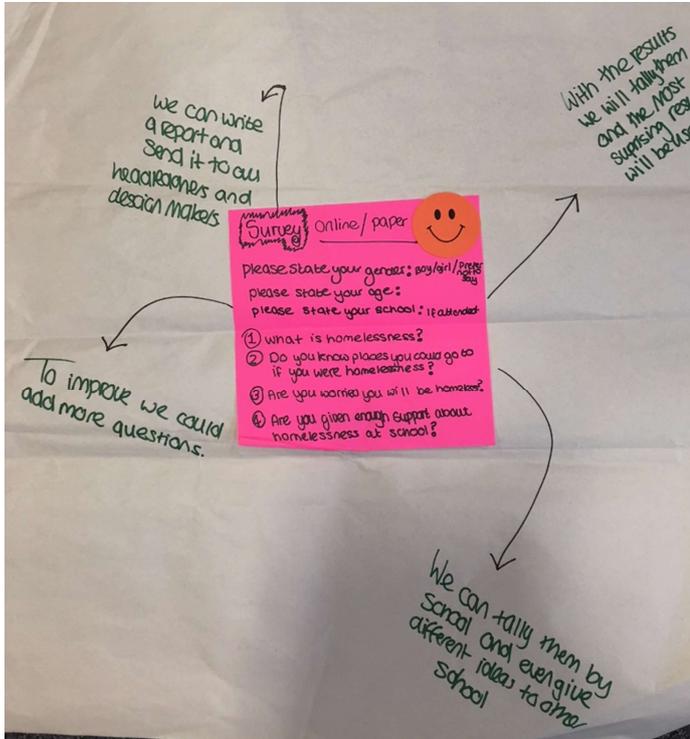


## Prototype 2: Survey

How might we find out what young people feel about the issue? (To explore why they asked us to look at the issue)

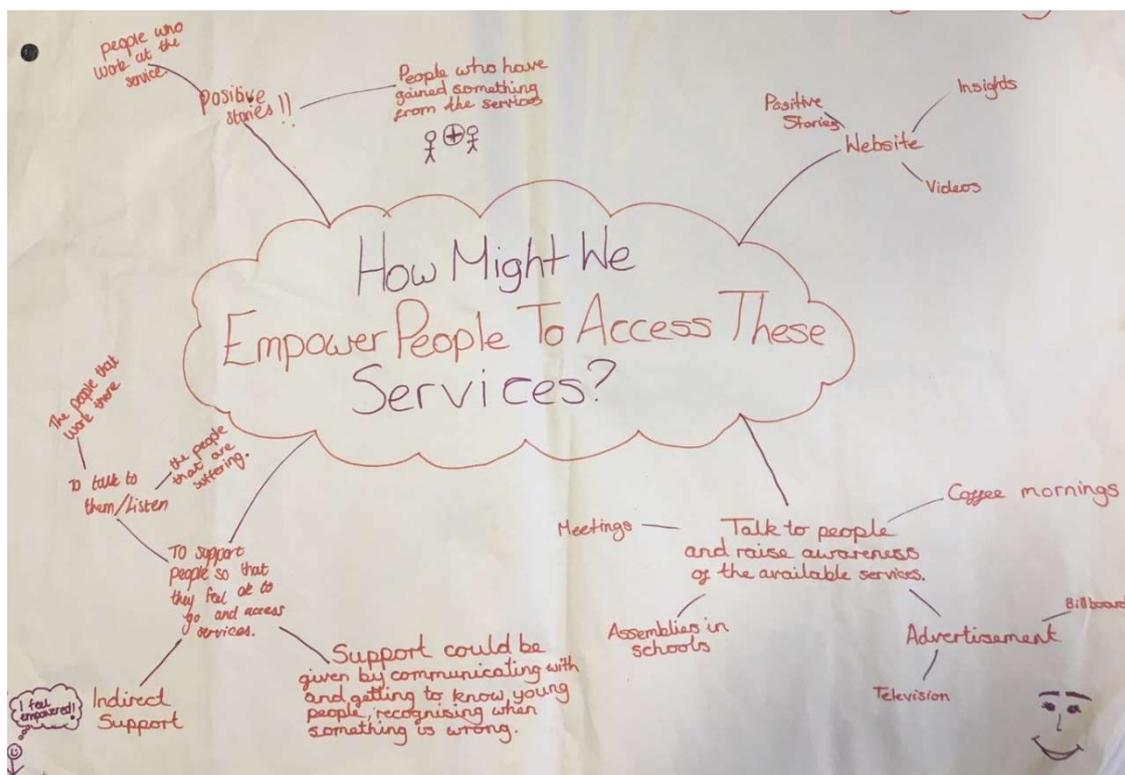
How might we explore young people's perceptions of homelessness?

Developed by Nikhil and Amman



## Prototype 3: How might we empower people to access services?

Developed by Harley and Lucy



#### **Prototype 4: Storytelling: The story told through Lego.**

How might we tell the story of young people's experiences when homeless?

Developed by James

This prototype was a Lego outline and told the story of a person who became homeless. A story could be told to help people understand the experiences of young people when homeless.

#### **Prototype 5: Public art: Helping people to think about helping someone else in need.**

How might we explore young people's perceptions of homelessness?

Developed by Morgan

A piece of artwork including graffiti art could help people to start to think about homelessness and how people could help others.

#### **Next steps?**

The group throughout the day reached the 'develop' part in the double diamond process so must still 'deliver' their prototype's to test if these would help to look at the issue in a real and effective way.

Each prototype was filmed at the end of the day and will be used to build and test the idea (deliver).

CHADD offered for the youth council members to meet with the young people supported by their service in order to work together. In December, the youth service and CHADD looked at how this could be facilitated and planned the following:

- In January DYC members and young people from CHADD will meet in an informal way, begin to get to know and to work together.
- Following on from this in January/February, an event will be organised to test the prototypes to see which route the campaign will take in order to make a real difference which has been identified in some of the 'how might we' areas.