

# Helping young people feel at home in Scotland

Final Report >> August 2020



>> **Building Collaborative and Integrated Services for Youth Homeless: a Reflexive Mapping Approach for Health and Social Care Integration.**

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Our most sincere and special gratitude to each young person that helped us to see the problem of youth homelessness through their eyes and experiences. Their participation was essential. Their views on professional practice and service provision inspired us to do better and to do it together. With the active participation of all of those involved: young people, practitioners, policy makers and academics, we could reflect on complex and sensitive issues, having fun at the same time, as it is important not to forget to celebrate our achievements.

This final report brings what we could share and learn from each other to produce these key recommendations.

A special thank you to Active Inquiry Art Company for helped us to express the problem we wanted to address using theatre as a critical way to discuss relevant topics; to Glasgow University Capoeira Club for teaching us capoeira and for bringing other ways of fighting against oppression in other countries and periods; to Strathclyde Youth Jazz Orchestra and Dias Brazil for the lovely music you brought to us during lunch time; to Spectrum Arts for the amazing graffiti panel we built together to translate everything we experienced with this programme and to Video Production Edinburgh for helping us to tell this story.

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### Art exhibitions:

>> Glasgow University Capoeira Club

>> Strathclyde Youth Jazz Orchestra

>> Dias Brazil band

>> Spectrum Arts

# Foreword

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Helping young people feel at home is everybody’s responsibility and I am proud of our collaboration with University of Dundee and the Scottish Universities Insight Institute for raising awareness about the needs of young people who experience homelessness.

It is only through meaningful collaboration and partnerships that we can identify and address the needs of young people at risk or already experiencing homelessness, developing preventative measures to stop young people from becoming homeless in the first place, while also ensuring they receive the support they need if they find themselves in a crisis.

The programme has been pivotal in elevating the voices of young people with lived experience, a key element in ensuring their views and thoughts are reflected in

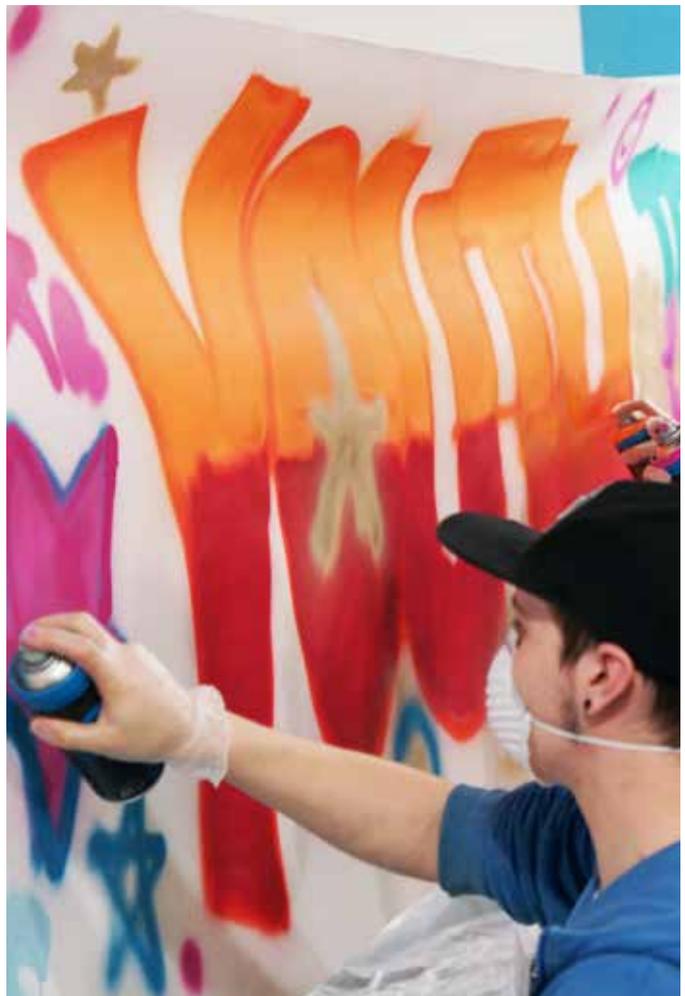
policy and practice and in creating an empowering environment where young people feel included, listened to and trusted.

I look forward to working together towards the implementation of the key recommendations in this report and I hope there will be more opportunities for collaboration in the future.

**Sabrina Galella** - Policy and Influencing Co-ordinator,  
A Way Home Scotland

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- 1 Introduction
- 2 Programme aims
- 3 Events
  - 3.1 Youth consultation
- 4 Arts approach (TO, Capoeira, Graffiti)
- 5 Recommendations
  - 5.1 Youth homelessness prevention
  - 5.2 Principles to guide professional practice
- 6 Main insights/outcomes & impact
- 7 Feedback from participants
- 8 International knowledge exchange
- 9 Next steps
- 10 Organizations attending the events
- 11 References





# 1. Introduction

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In 2018/2019 Scotland had 36,465 homelessness applications. Almost one third of this amount consisted of those aged between 16 to 25 years old (Scottish Government, 2018).

These young people are particularly vulnerable, and their families face multiple and complex needs that should be addressed by different services, during the different stages of homelessness (before becoming homeless, during and after). Understanding the numerous pathways on this journey regarding their rights to receive wider, person-centred and simultaneous care, this project focused its attention on what is essential for improving professional practice and service provision for these groups. Through a reflexive mapping approach for health and social care integration, the voices of these young people were incorporated using elements of arts, music and theatre of the oppressed. Respecting and facilitating their own methods of communication, this programme legitimised their knowledge, experiences and beliefs to identify what is meaningful to them in terms of the need to receive the right type of support at the right stage of their journey. The findings have produced recommendations on main principles to guide the work with young people and to improve youth homelessness service provision. Forty-five national and international organizations and services were involved in this programme.

## Youth homelessness data

- >> **36,465 homelessness applications in Scotland - 2018-2019**
- >> **Increase of 892 (3%) applications compared to the previous year**
- >> **One third of total homelessness applications were from young people aged from 16 to 25 years old**
- >> **The data does not take into consideration the "hidden homeless"**
- >> **Increased multi and complex needs (over the last five years)**
- >> **Homelessness as an independent risk factor for mortality**
- >> **Young people are normally labelled as a group difficult to engage with**
- >> **Frontline staff feel it is difficult to address health and psychosocial needs of young people**

## 2. Programme Aims

The programme used a **Reflexive Mapping Exercise Approach** structured around the **Youth Homelessness Trajectory** through different services and different stages of homelessness.

### Main objectives:

1. Reflect upon the challenges of health and social care integration to inform professional practice and service provision on youth homelessness.
2. To integrate the voices of young people regarding the identification of what is meaningful to them in terms of the right to receive interconnected types of support at the right time in their journeys.
3. To consolidate insights on a multi-agency guidance of principles to work with and for young people experiencing or at risk of homelessness through a reflexive mapping exercise.
4. To generate insights on new strategies to improve cooperation and engagement with different partners (including young people affected by homelessness) to pursue changes in service provision.

### Programme Structure

#### Activities / Youth Engagement / Outcomes

The programme was divided in three main events and seven youth consultations. The main events involved interactive sessions with key speakers, group discussions, drama activities and art production. The youth consultations occurred in youth services based in Dundee and Edinburgh.





# 3. Event one (March 2019)

Sharing research evidence on youth homelessness.

**Aim of Event one:** Explore better cooperation and integration between services and reflect upon youth homelessness trajectories.

**Group Activity:** In small groups, participants explored the understanding of collaboration and joint work in a practical way, and they mapped key support/services available in the different stages of homelessness (before, during and after their journeys).

## Key Messages / Main Outcomes:

>> Who are those young people most at risk of becoming homeless?

### Groups answers:

- Those who experienced relationship breakdowns
- Those experiencing alcohol and drug abuse, drug-related behaviour
- Those experiencing poverty
- Those exposed to domestic violence
- Those experiencing social isolation
- Those experiencing mental health issues
- Those with transgenerational homelessness experience
- Refugees
- LGBTI+
- Those exposed to adverse childhood experiences
- Those with negative experiences at school
- Young single mothers
- Those who have had contact with the criminal justice system

**Keynote Speakers and Themes:** This event brought together national and international speakers sharing their experiences on policies, research, lived experience and practices related with homelessness youth, with a focus on issues that directly or indirectly consider the drivers and challenges for policy implementation and multi-sector collaboration.



### ***'Creating successful alliances to end homelessness'***

- Margaret-Ann Brunjes, Glasgow Homelessness Network



### ***'We make the road by walking. Health and social care partnership to tackle homelessness'***

- Ailsa McAllister, Dundee Health and Social Care Partnership and Andrea Rodriguez, DHSRU - University of Dundee



### ***'Involving experts, adding bite to your service'***

- Stan Burridge, Pathway/England



### ***'Homemaking in a youth homeless hostel'***

- Jennifer Hoolachan, School of Sociology and Criminology, Cardiff University



### ***'The voices of street children and youth: 'Growing up on the Streets' longitudinal research in three African cities'***

- Professor Lorraine van Blerk and Dr Janine Hunter, University of Dundee



### ***'Children and adolescents at risk of death in Rio de Janeiro: who they are, what they need. CEDECA RJ strategies to protect and restore their rights'***

- Clayse Moreira, PPCAAM/RJ, Brazil



### ***'Coming of age on the streets: Reflections from a longitudinal study in urban Brazil'***

- Dr Marit Ursin, Norwegian Centre for Child Research, Norwegian University of Science and Technology

## Improving services. What can we do to efficiently work with young people?

### Groups answers:

- Talk to service users and ask them questions about their biggest barriers/challenges in engaging with services in general. Their answers will help to design services which are more approachable for young people and able to offer adequate support
- The creation of more LGBTI+ specific support services (including third sector, health/gender identity services)
- Training for practitioners related to LGBTI+ issues
- Facilitate the young person's navigation between the services
- Move away from the assumption that the "child/young person is the problem"
- Systematization and dissemination of promising practices – share knowledge between services
- Help young people experiencing homelessness in the decision-making process to find alternatives to face the problem
- More government funding for this sector (youth homelessness services and accommodations) as well as building integrated funding streams
- Mapping of the resources and services available – to identify gaps and strengths
- Interdisciplinary and inter-agency working groups involving homeless young people
- Case studies discussions by professionals of different sectors and expertise
- Preventive services (i.e. hubs)
- Reserve time for building relationships
- Adopting a holistic approach
- Stop discrimination against those young people who use drugs in being able to access housing
- Lead professional approach
- Creation of an information sharing portal (the information of young people can be shared between services for a person-centred approach)
- The use of a common language between services





**“The event helped me to learn more about what good strategies and what bad strategies are being implemented in organisations”**



# Event two (June 2019)

Collecting experiences to identify key elements of service provision.

**Aim of Event two:** To discuss the journeys of young people experiencing or at risk of homelessness through the different services.

**Group Activity: 'Youth Trajectories within services.'** This activity was developed in two key groups: one composed by **young participants who mapped** positive and negative experiences accessing services and identified the right service for the right stage of their journey, using the different stages of homelessness (before, during and after). The second group was composed of **practitioners** and mapped sensible approaches in service provision to support young people experiencing homelessness.

## Keynote Speakers and Themes:



**'The role of the Scottish Parliament and the importance of listening to young people in Scotland'**  
- Lewis O'Neill, Scottish Youth Parliament



**'Dundee Youth Housing Service for individualising support, youth options and activities'**  
- Regan Martin, Action for Children.



**'Collaboration as a key to work with young people: linking young people with the right services'**  
- Gary Finlayson, The Corner.







**“The people who took part in the event were very passionate about showing how important empathy, person centred care and building trusting relationships can have on young people’s lives”**



Key issues and demands experienced by young people through the different stages of homelessness (before, during and after).

Groups answers:

Key issues and demands

Before becoming homeless	During homelessness	After being homeless
<ul style="list-style-type: none"> <li>• Lack of services focused in prevention</li> <li>• Lack of knowledge on health support available and health promotion sessions</li> <li>• Problems at school setting</li> <li>• Lack of services available in deprived areas</li> <li>• Lack of key practitioners to support them</li> <li>• Lack of leisure areas</li> <li>• Lack of psychosocial support</li> <li>• Lack of strategies for building life projects</li> <li>• Unemployment</li> <li>• Young people not engaged with education, social services</li> <li>• Lack of trust in adults (parents/ caregivers) to build resilience</li> <li>• Experiences of trauma</li> <li>• Lack of assets-based approach</li> <li>• Lack of autonomy and lack of safe boundaries</li> </ul>	<ul style="list-style-type: none"> <li>• Homeless accommodation – not suitable for young people</li> <li>• Feeling of being unsecure and unsafe</li> <li>• Don't have a place to call home</li> <li>• Do not know who to trust</li> <li>• Starting to using drugs</li> <li>• Trauma experiences</li> <li>• Stigma</li> <li>• Loneliness</li> <li>• Financial Issues</li> <li>• Mental health issues</li> <li>• Feeling de-humanized</li> <li>• Not having a permanent address as a barrier to access services and benefits</li> </ul>	<ul style="list-style-type: none"> <li>• Financial instability</li> <li>• Employment insecurity (lack of confidence and motivation to search for jobs)</li> <li>• Lack of skills to have an independent life</li> <li>• Extreme worry about the future</li> <li>• Lack of support from services</li> <li>• Repeated risk of eviction</li> <li>• Stigma</li> <li>• Poverty</li> <li>• Prejudice</li> <li>• Drug and alcohol use can increase this period</li> <li>• Risk of sexual exploitation</li> <li>• Lack of social networks</li> <li>• Lack of support to maintain the tenancy</li> <li>• Changes of GP healthcare after temporary accommodation</li> </ul>

## Young people’s positive and negative experiences with practitioners and when accessing services.

### Groups answers:

	Negative Experiences	Positive Experiences
With services	<ul style="list-style-type: none"> <li>• The feeling of inappropriateness in waiting rooms</li> <li>• Service are full of temporary staff</li> <li>• Adult homeless accommodations are perceived as ‘dangerous’ and increase their exposure to other risks and vulnerabilities</li> <li>• Lack of knowledge on LGBTI+</li> <li>• GPs do not address homelessness issues</li> <li>• No flexibility from services</li> <li>• Services are failing to meet the needs of young people</li> <li>• Lack of mental health services</li> <li>• Initial wrong referrals cause a sequence of disappointment for the young person</li> <li>• Long waiting lists for key services</li> <li>• Group therapy is not what they want</li> <li>• Services are not person-centred</li> <li>• Services do not reserve enough time to talk with them</li> </ul>	<ul style="list-style-type: none"> <li>• When services offer individual, tailored and holistic support</li> <li>• When services offer professional consistency</li> <li>• When services offer learning opportunities on life and social skills</li> <li>• When services offer participatory activities, fun activities combined with talk on sensitive issues</li> <li>• When services offer health and sex education</li> </ul>
With practitioners	<ul style="list-style-type: none"> <li>• When practitioners act in a “robotic” and/or “cold” way just ticking boxes</li> <li>• When practitioners adopt a judgmental practice</li> <li>• When practitioners show lack of empathy</li> <li>• When practitioners blame young people for their situation</li> <li>• When practitioners don’t know what to do with them and their stories</li> <li>• When social workers seem more intent on taking them away from their families rather than to help them stay with their parents</li> <li>• Teachers avoid approaching potential homelessness cases at school</li> <li>• Lack of knowledge on youth context</li> <li>• When practitioners seem to not understand change as a process and rush them to make decisions they are not ready to take</li> <li>• When practitioners make assumptions about their lives and feelings</li> </ul>	<ul style="list-style-type: none"> <li>• Practitioners that show good knowledge on youth context and development</li> <li>• Practitioners that listen to them</li> <li>• Practitioners that show care and emotions</li> <li>• Practitioners that know other services</li> <li>• Practitioners that know how to find a balance between being human and being professional</li> <li>• Practitioners that do not treat them as a child</li> <li>• Practitioners that make them feel welcome, safe, accepted</li> <li>• Practitioners that have a good sense of humour and think beyond professional boundaries</li> <li>• Practitioners that give them time to build trust</li> </ul>



# Mapping sensitive and friendly approaches in service provision to support young people

Key Messages / Main Outcomes from practitioners

**1. What makes a young person willing to engage and to access services?**

**Groups answers:** No pressure from staff members, informality, approachability, familiar faces, genuine care, knowledge of how to access services, good signposting, friendly language and warm handshake, drop-in services, know that they will be listened to, valued, supported in accessing and attending other agencies, the creation of specific services such as LGBTI+, disability, etc., good reputation (including peer endorsement), develop strategies to increase accessibility (i.e. open at youth friendly times, having a youth environment and IT facilities), encouragement from other services, adopt a communication that suits the needs of young people, not make a service just for homeless but for young people, no stigma, adopting a coaching approach to one-to-one support.

**2. What are the barriers for young people to engage and to access services?**

**Groups answers:** Fear of judgment and stigma (LGBTI+, BME, etc), excess of control from services, avoiding being labelled for attending a homeless service, lack of honesty from the services (users felt they were not receiving clear information about their rights), services not linked up, IT challenges, when young people feel that they are not a priority, when they feel embarrassment, phobias/anxiety, lack of opportunities to make their own choices, mental health issues, lack of knowledge of where to go to get support, financial barriers in affording transport to attend health appointments, lack of confidentiality, previous bad experiences, services that can't offer long term support, lack of flexibility regarding missed appointments, needs and voices of young people can be dismissed due to services thresholds, lack of trust in professionals, information about the type of support offered by the services are not available and/or not available in a youth friendly way, drugs use, criminal justice issues, language (where young people are labelled as chaotic, hard to reach, etc.) and lack of information sharing between services.

**“Share knowledge of prevention and learn from others about good practices /what young people want”**

# Event three (October 2019)

Key principles and recommendations to prevent and to tackle youth homelessness.

**Aim of Event three:** to build key principles and recommendations on service provision and professional practice to prevent and tackle youth homelessness.

**Group Activity:** Participants discussed key findings that emerged during event one, event two and through the youth consultations to reflect on key recommendations to improve professional practice and service provision. These recommendations will be presented at the Final Recommendations section.

## Keynote Speakers and Themes:



***'The Way Home Scotland – Youth homelessness Prevention Pathways'***  
- Sabrina Gallela, Way Home Scotland



***'Housing supporting services and Adverse Childhood Experiences'***  
- Sharon Gurr, Rock Trust.



***'Ways to overcome homelessness by education: sharing a lived experience'***  
- Professor Fiona Campbell,  
University of Dundee



***'Key findings from the programme – Listening to young people's voice'***  
- Dr Andrea Rodriguez,  
University of Dundee



## 3.1 Youth Consultation

***"If you want make young people be heard, you need to be flexible"***

– youth participant

To assure the participation of a great number of young people experiencing homelessness in this programme, it was necessary to plan and deliver previous activities with them, prior to and in parallel with the events. The programme coordinator spent time with these young people where they were currently staying. The simple invitation to attend the events was not enough to break resistances, fears and feelings of inadequacy in occupying certain spaces that in their perceptions “were not for them”. The mediation of staff members already working with these youths was essential to establish connections and to build trust. The friendly, patient and respectful approach adopted from the programme lead during the whole process of engagement could assure their participation. Mixed groups from four youth organizations based in Dundee and Edinburgh attended the three main events and seven consultations developed during 2019.

## Youth consultation one

<b>Youth service/organization:</b>	Rock Trust, Edinburgh
<b>Number of young people involved:</b>	seven
<b>Number of youth workers:</b>	two
<b>Aim:</b>	to gather young peoples' views on key issues related to service provision to be explored by the programme explored by the programme, to inform the project proposal and funding application
<b>Activity:</b>	"Brainstorm exercise" followed by an open discussion on essential issues to raise with this programme
<b>Outcomes:</b>	collective panel with views on type of services they found were lacking in Edinburgh, good or bad experiences with services, and the type of activities they wanted to receive within the services

## Youth consultation two

<b>Youth service/organization:</b>	The Corner, Dundee
<b>Number of young people involved:</b>	two
<b>Number of youth workers:</b>	three
<b>Aim:</b>	to present the youth programme aims and get staff members and young people willing to contribute and present their work
<b>Activity:</b>	informal talk with staff members, informal visit to youth areas within the service
<b>Outcomes:</b>	the production of a leaflet invitation for the events to be displayed in youth communal areas

## Youth consultation three

<b>Youth service/organization:</b>	Action for Children, Dundee
<b>Number of young people involved:</b>	four
<b>Number of youth workers:</b>	two
<b>Aim:</b>	to present the youth programme and to build trust with the young participants and youth workers
<b>Activity:</b>	the use of ice breaking activities, educational games and the Theatre of the Oppressed methodology to increase understanding on young people's lives and preferred ways of communicating
<b>Outcomes:</b>	programme lead alongside some members of the core team had the opportunity to get to know youth workers and young people spending half a day in the youth organization. A second meeting was planned to continue the trust building process

## Youth consultation four

<b>Youth service/organization:</b>	Action for Children, Dundee
<b>Number of young people involved:</b>	four
<b>Number of youth workers:</b>	two
<b>Aim:</b>	to continue the process of building trust among the participants and the core programme team
<b>Activity:</b>	art activity to identify life projects/dreams and positive skills of participants
<b>Outcomes:</b>	the activities "collective drawing" and "dream balloons" were very well received by the group. Participants exposed their project/dreams and potential actions to achieve them. The group discussed what they like to do and do not like to do. After the activity participants showed signs of an increased sense of belonging to the group and collective commitment to pursue life goals

## Youth consultation five

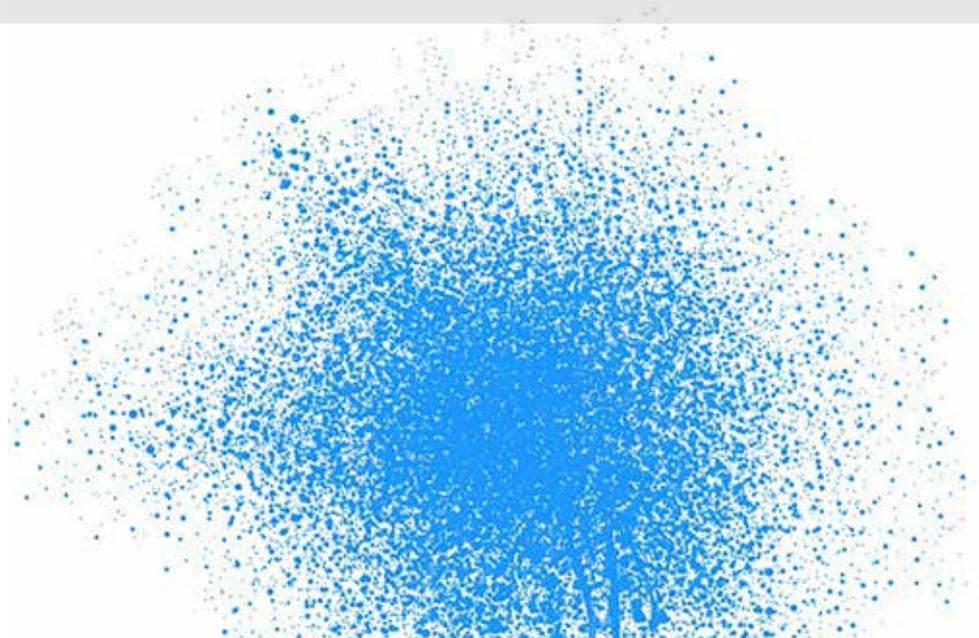
<b>Youth service/organization:</b>	Action for Children, Dundee
<b>Number of young people involved:</b>	five
<b>Number of youth workers:</b>	two
<b>Aim:</b>	to build trust among participants and the core programme team to identify key life events related with homelessness service provision
<b>Activity:</b>	lunch together in the city centre and timeline activity
<b>Outcomes:</b>	a collective timeline from young people and staff members on positive and negative events linked with becoming homeless alongside the identification of services that were/were not available for them

## Youth consultation six

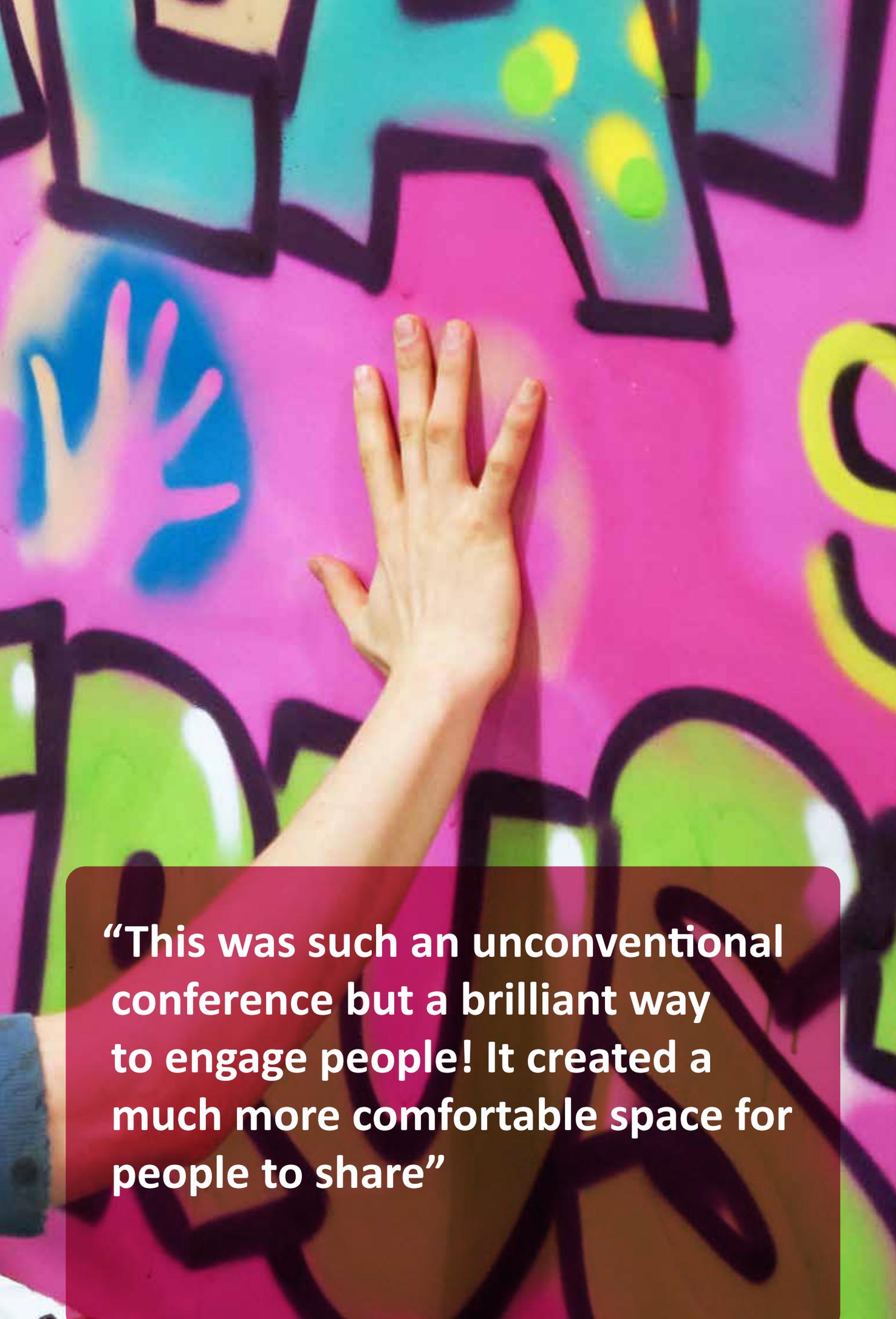
<b>Youth service/organization:</b>	Hot Chocolate Trust, Dundee
<b>Number of young people involved:</b>	two
<b>Number of youth workers:</b>	two
<b>Aim:</b>	to build trust with the participants and to plan a next activity with young people to collect their views on service provision
<b>Activity:</b>	shared dinner with staff members and young people
<b>Outcomes:</b>	increased understanding on young people contexts and the best ways to get them involved in the programme

## Youth consultation seven

<b>Youth service/organization:</b>	Hot Chocolate Trust, Dundee
<b>Number of young people involved:</b>	seven
<b>Number of youth workers:</b>	two
<b>Aim:</b>	mapping young people's needs and aspirations through different stages of homelessness
<b>Activity:</b>	pizza night; workshop on youth homelessness trajectory and service provision
<b>Outcomes:</b>	young people improving communication skills; raising their concerns on service provision and professional practices; increased understanding on young people's needs





A hand is reaching up to touch a wall covered in vibrant, colorful graffiti. The graffiti includes large, stylized letters in shades of blue, green, and yellow, all outlined in thick black. There are also several handprints in various colors (blue, pink, green) scattered across the wall. The background is a bright pink color. The hand is positioned in the center of the frame, with fingers spread, as if about to touch the wall.

**“This was such an unconventional conference but a brilliant way to engage people! It created a much more comfortable space for people to share”**

# 4. Art and Cultural Approaches

## The importance of participatory and creative approaches

Art and cultural activities have been proven to be powerful for those working with young people. Previous experiences and positive feedback given by groups of vulnerable youth in Brazil (Fernandes & Rodriguez, 2009 and 2015 ) and Scotland (Rodriguez, et al. 2019) told us that when in contact with a friendly atmosphere that uses music, arts and elements of different cultures, there is a positive impact. Not only for participants' engagement with the proposed theme but also for their continuous motivation to be part of the programme and increased capacity to express ideas and voice their opinions.

### 4.1 Theatre of the Oppressed

The Theatre of the Oppressed (TO) is a method created by Augusto Boal in the 1970s, initially in Brazil with

dissemination across Europe. Boal was influenced by the work of the educator and philosopher Paulo Freire. Boal's techniques use theatre as a tool to promote social and political change. In the Theatre of the Oppressed, the audience becomes active, discussing and analysing sensitive and current issues affecting society that can be translated into actions to transform their realities.

The participants of this programme – young people and practitioners – engaged with the TO activities and were able to show their perceptions and experiences related to youth homelessness services.

The TO activities were developed by the Active Inquiry Arts Company in conjunction with the programme team.

**The following TO groups activities were:**

	Name of Activity	Type of Activity	Aim	Activity description	Key Messages
1	Pace and voice	Warm up	To build trust among participants	Asked for participants to make different noises and movements with hands to develop a collective music	<p>The importance of being open for different activities</p> <p>The idea of getting involved in a group with an integrated action</p>
2	Building group body images	Teamwork	To build trust and learn about teamworking	The creation of different body images as a group	<p>Understanding that a whole picture is formed by little pieces</p> <p>Each piece is essential to form a scenario</p> <p>Importance of thinking effectively</p> <p>Trust in the team that is working and acting together</p> <p>Getting out of comfort zone is important when working with young people</p> <p>Taking individual and group actions is an important strategy to change realities</p>



3

Body image construction	Reflection and teamwork	To reflect upon the “ideal” and the “real” services available for young people	Co-creation of a group body image about how services should work to be able to provide effective support for young people and how they, in fact, work	<p>The majority of the group’s images described an ideal service that worked together with other sectors and put the young person in the centre</p> <p>The body image describing the reality of current services was associated with disconnection, repetition of services, and the young people not being part of the process</p>
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4

Bean bag activity	Warm up and teamwork	To build trust and learn about teamwork	Distribution of bean bags that should be sent to other people by calling their name during a circle activity	<p>The importance of knowing well the young people or other practitioners you are working with if you want them to respond to you</p> <p>Learn to wait for the other person to respond before acting</p> <p>Take care of the group as a team</p>
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5

Hands, feet and words	Warm up and teamwork	To build trust and learn about teamwork	Importance of connecting with your colleagues and to go out of your comfort zone to be able to make things different	There are always more engaged ways of responding to protocols and instructions
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6

Children’s toys	Reflective practice and teamwork	To understand the importance of acknowledging and respecting other people’s opinion	Each group had to create a children’s toy using their bodies. The other groups had to guess which toy was created. Different opinions and explanations were given for each construction. After a while the object created by the group should be brought to life with coordinated movement and noise	<p>With all different interpretations from participants, it was possible to perceive that the same image can have multiple understandings</p> <p>There is no wrong or right way to see life events</p> <p>The acceptance and respect of different people’s opinions is an essential attitude from practitioners</p>
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7

<p>Body image construction transition</p>	<p>Reflection, teamwork and change</p>	<p>To reflect upon the improvement of services available to young people</p>	<p>Co-creation of a group body image of services that do not work for young people and understand the changes necessary to make the transition to an ideal service for young people</p>	<p>Services that are not working for young people were described by these words: segregation, lack of communication, lack of youth services, difficult to identify young person in the middle of the services, young person being pulled in different directions, not listening the voice of the young person, too much paper work, peer pressure, disconnection, dispute between services (the young person is “mine”), and not sharing the data from the young person between services</p> <p>The transitions to make the services work better were associated with reserved time for them to come together, build trust, agreed discussion on specific issues to prioritize, real support, young people in the centre, people connected and making links with other services, collective chain to be able to help young people, reconsider service’s priorities, equal approach, connection and listening, relaxed environment and flexible structure, good communication and the young person as part of the team</p> <p>Reflection upon the transition steps necessary to build actions for changing available services</p>
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8

<p>Repeated Patterns across service provision</p>	<p>Critical Reflexive Practice, teamwork and change</p>	<p>To reflect upon the different strategies to be able to change patterns in service provision that do not benefit young people</p>	<p>Co-creation of a collective image of repetitive patterns that happen in the services and how to change these patterns</p>	<p>People get stuck in their ways of working and do not change, even when there are no positive outcomes from this</p> <p>There is resistance to implement change even when opportunities are offered</p> <p>It is Important to follow the movement lead by young people</p> <p>One change adopted can influence a change in others</p> <p>The importance of teamwork to be able to implement change.</p> <p>Reflection on the vehicle of oppression</p>
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## 4.2 Capoeira Exhibition/Workshop

Capoeira is a martial art, created in the colonial period in Brazil, mainly by descendants of African slaves, that combines elements of dance and music, and it is embedded in a sense of community, resistance and fight for freedom. The capoeira exhibition and workshop were made by Glasgow University Capoeira Club (GUCC).

The inclusion of an exhibition and a workshop of Capoeira is related to the history of oppressed groups that fought for social justice across the world. It is something that always existed, however, dissemination of their collective strategies to resist the oppressor is not always acknowledged and legitimated.

The youth consultations reinforced the idea that young people want to learn different things, from different countries and cultures as well as becoming involved in new activities. Capoeira met these aspirations.

The Capoeira workshop made participants experience Capoeira, using body expression to provoke critical reflexivity, linking up the social struggles of other groups (Brazilian slaves) with the struggles of young homeless people, aligned with the need to reflect on participatory and creative approaches to work with young people.



## 4.3 Graffiti Workshop:

### Using art to disseminate key messages

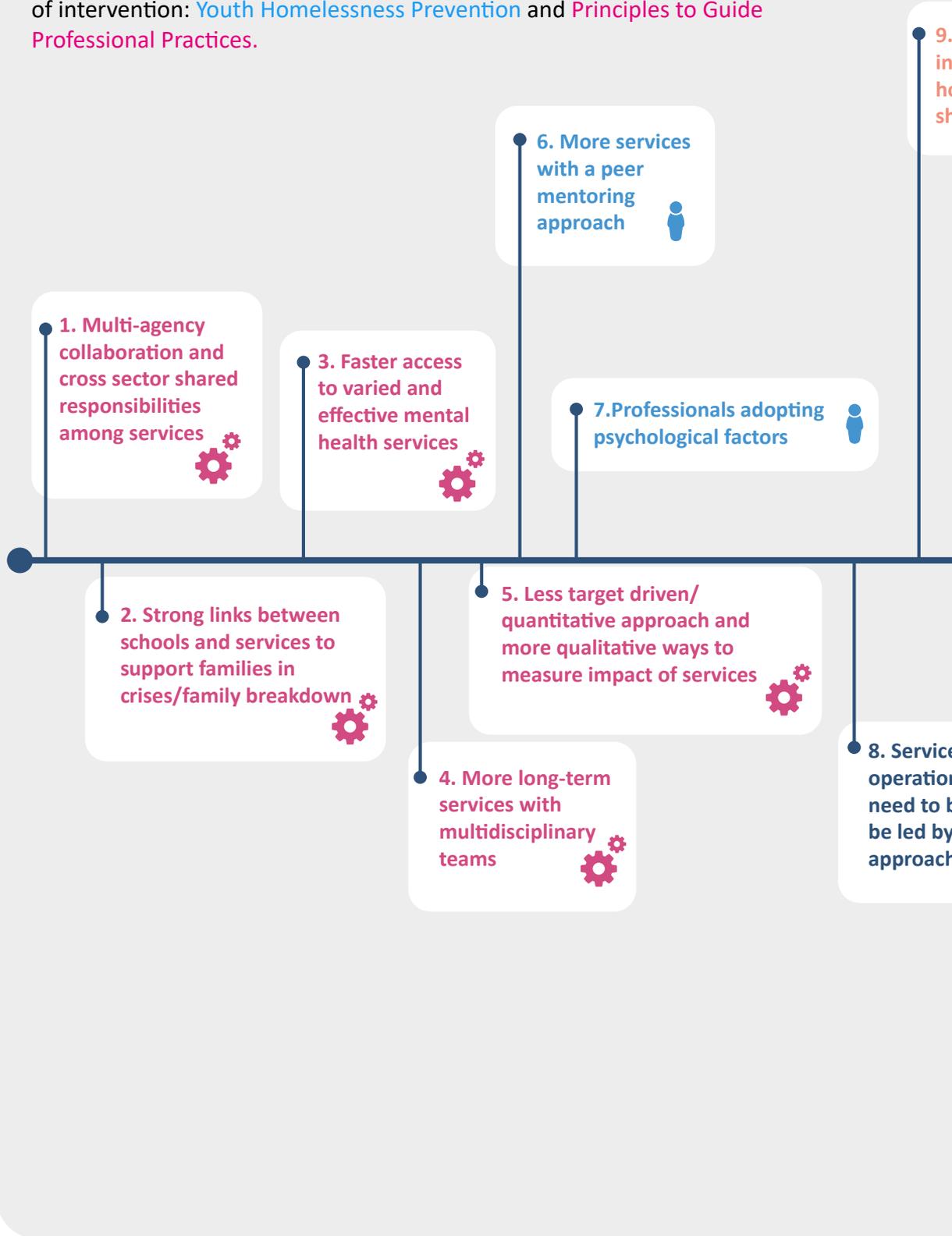
Graffiti is a street art movement used to transform public spaces and to disseminate key messages. Participants (practitioners and young people) were invited to produce a Graffiti panel to reflect the final recommendations of this programme. The activity was developed by the Spectrum Arts Company during the last main event.

The activity marked the final series of events/youth consultations and had strong involvement from the youth participants. The panel was created in a collective way and expressed key words regarding youth service provision. The panel had the word youth in the middle surrounded by other words such as voice, fairness, trust and team.



# 5. Recommendations

The final recommendations of this programme are related to two fields of intervention: **Youth Homelessness Prevention** and **Principles to Guide Professional Practices**.



## 5.1 Youth homelessness prevention



## 5.2 Principles to guide professional practice

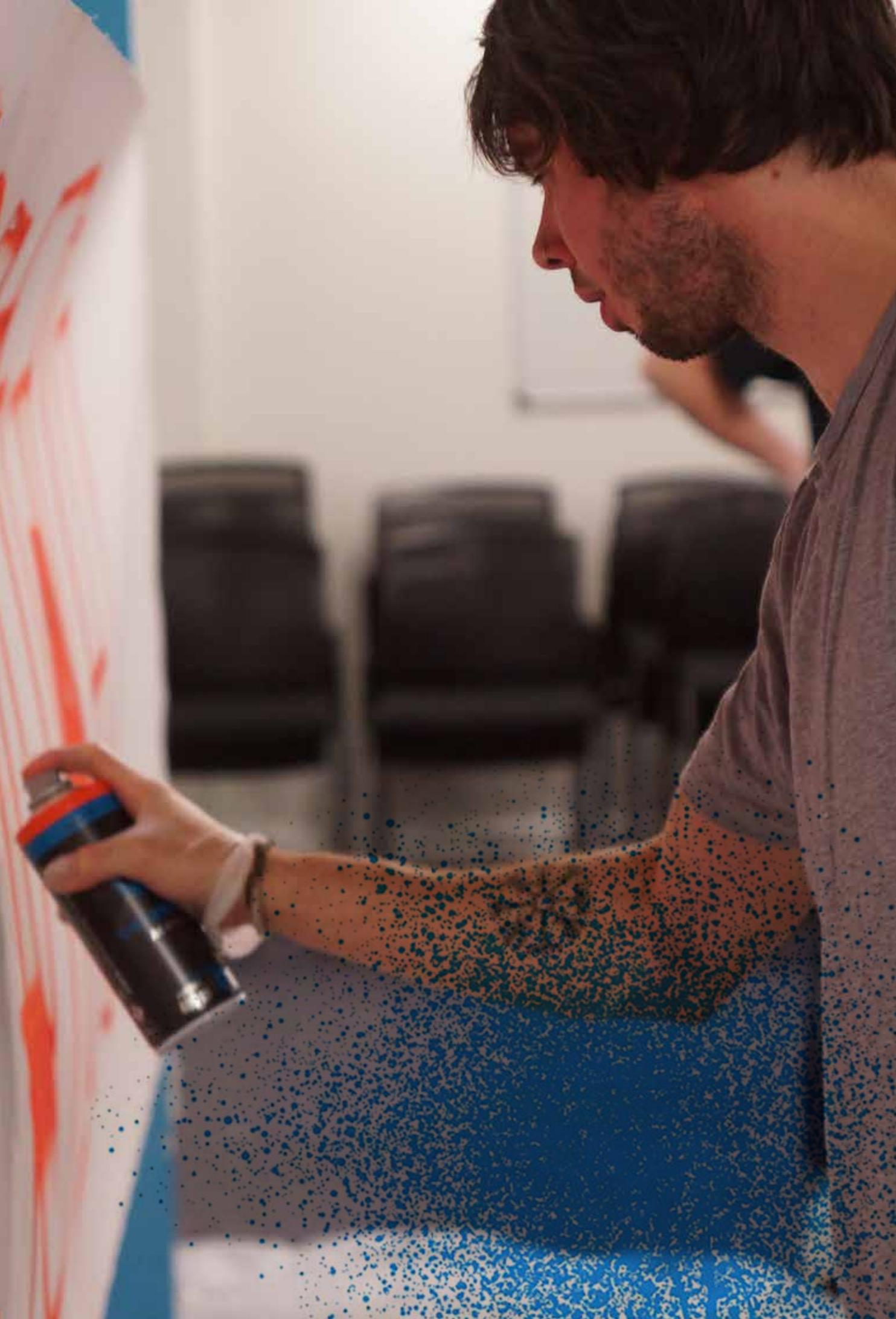
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1. A person-centred, integrated and comprehensive care approach (which must be transparent, welcoming, committed, simple, open, respectful and consented)
2. Good communication skills
3. Fair, consistent and bias free approach
4. Ensure young people's participation in the planning of and execution of staff training events
5. Value and acknowledge the young people's network and existing connections
6. More flexibility and negotiation regarding services' policy frameworks
7. Professional practice should be made with and for young people
8. "No stereotyping, no generalising, no assumptions on young peoples' lives"
9. Trust building with young people
10. Willingness to listen and to address the needs of young people
11. See the 'person' behind the problems to overcome
12. Encourage autonomy and decision-making – it is their right!
13. Extremely knowledgeable about services available and good networking skills to pursue positive relationships and effective referral to other services
14. Teamwork
15. Celebrating small achievements is important!

## 6. Main insights/outcomes & impact

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- i) Shared research evidence on the topic of youth homelessness in Scotland and other contexts such as England, Wales, Ghana, Norway and Brazil.
- ii) Shared experiences from young people regarding the type of service provisions they find are essential and developed principles to guide professional practice
- iii) Increased awareness about the importance of using creative and participatory approaches to engage and to communicate with young people and practitioners.
- iv) Gathered together practitioners, young people experiencing homelessness, academics, and policy makers from 45 institutions to reflect upon the existing challenges to prevent and to tackle youth homelessness
- v) Exposed gaps and barriers towards an integrated agenda of multi-sectorial collaboration to address different stages of homelessness affecting young people
- vi) Developed key recommendations to address youth homelessness prevention
- vii) Creation of a dissemination package with the production of a subtitled video documentary (English, Portuguese and Spanish) to inform training of students and practitioners working with youth homelessness in Scotland, Brazil and the wider world; postcards to disseminate key messages from this programme, and the co-creation of a graffiti panel to represent the joint commitment to end youth homelessness.



## 7. Feedback from participants

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“Share knowledge of prevention and learn from others about good practices/ what young people want”

“The event helped me to learn more about what good strategies and what bad strategies are being implemented in organisations”

“Capoeira was interesting, and I learnt something new about a culture!”

“I enjoyed the collaborative group work”

“The best was to use unusual activities to discuss important issues”

“The best of the events was the participatory method approach, the use of theatre of the Oppressed and Capoeira to engage with audience”

“It was great to engage with the young people at the event and finding out what their thoughts and feeling were on how services communicate with young people”

“I would encourage a colleague to attend the next event. It showcased a creative means to engagement which most events lack. The use of theatre, which closely depicts life was fascinating. There was a lot of learning from the event and lived experiences of the participants”

"To share and learn with like-minded people"

"I loved the drama activities"

"The people who took part in the event were very passionate about showing how important empathy, person centred care and building trusting relationships can have on young people's lives"

"This was such an unconventional conference but a brilliant way to engage people! It created a much more comfortable space for people to share"

"I enjoyed the event and found it very informative and felt that I could engage and learn about services"

"The graffiti workshop was absolutely great"

"I felt that there was a need for more time for discussion around such a serious topic. I did however feel that the 'fun' elements were really helpful to break down barriers and open conversations. I did enjoy the day very much."

"I found the structure had in place for this work had the right balance between learning and fun, and kept the entire project focused on the subject. I was highly impressed by how it was managed, often with such packed agendas it is easy to lose an audience, and for them to disengage. Your exemplary skills ensured this didn't happen and you need to accept full credit for managing this"

# 8. International knowledge exchange

## Dialogues between Brazil and Scotland. International impact:

The experience of this knowledge exchange programme on youth homelessness developed in Scotland crossed borders and was partially developed in Brazil, in two major urban cities, with high levels of homelessness: Fortaleza and Rio de Janeiro. With the complementary funding from GCRF/SFC we managed additional travel during the programme and more partners from organizations in Brazil were invited to come to Scotland.

CEDECA-RJ, Pontifical Catholic University of Rio de Janeiro (PUC University Rio) and Federal University of Ceará (UFC) have longstanding work in the field of human rights, health promotion, young people and social inequalities. Alongside their participation in the programme in Scotland, we co-produced several actions towards the development of similar events/activities in Brazil based on the Scottish model. In total the main events in Brazil gathered 260 stakeholders from health and social care sectors. The training activities gathered 190 practitioners and 60 students. The youth consultations reached 28 young people experiencing homelessness. These outcomes resulted in better preparedness to work with homelessness in different contexts and countries by offering a unique opportunity to reflect upon our practice collectively.

As an international impact of this Knowledge Exchange Programme on youth homelessness, we organised the following activities in Brazil:

### Main events:

**July 2019** – “Social and Health Promotion for homeless youth - strengthening intersectoral collaboration”. Organized by University of Dundee, Oswaldo Cruz Foundation, Fortaleza City Council and Federal University of Ceara/Brazil.

**November 2019** – “Homelessness population: dialogues between Brazil and Scotland”. Organized by PUC Rio University, Pastoral do Povo da Rua and University of Dundee. Rio de Janeiro, Brazil.

### Workshop training events:

**June 2019** – “Health inequalities and homelessness” addressed to young people affected by homelessness. NGO Se Essa Rua Fosse Minha, Rio de Janeiro, Brazil.

**June 2019** – “Scottish context of homelessness and poverty” addressed to undergraduate students from School of Social Work, PUC University Rio, Brazil

**June 2019** - “Homelessness policies and Health improvement in Scotland. What can we learn from them?” addressed to front-line staff. Centre for Defence of Children and Adolescents’ Rights (CEDECA-RJ), Rio de Janeiro, Brazil.

**July 2019** – “Understanding different approaches to work with children and adolescents living on the streets” addressed to Social and Art Educators working with homelessness. Municipal Secretariat of Human Rights and Social Development. Fortaleza Council, Ceara, Brazil.

**July 2019** - “Research and Work with Marginalized Youth” addressed to Master and PhD students from the research group “Studies on Social Vulnerabilities and Professional Practices (NEVuSPP). School of Nursing, Federal University of Ceara, Brazil.

**Nov 2019** - “For a reflective practice of professionals who work in contexts of social inequality and with marginalized groups” addressed to Social and Art Educators working with homelessness. Municipal Secretariat of Human Rights and Social Development. Fortaleza Council, Ceara, Brazil.

**Dec 2019** – “Attention to the care of children and adolescents experiencing vulnerabilities and risk” addressed to child protection officers from Fortaleza Council, Ceara, Brazil.

### Youth consultations

**June 2019** – Three young people attending CEDECA RJ were consulted and 25 young people attending Se Essa Rua Fosse Minha project were consulted.







# 9. Next steps

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## Planned follow-up activities

**Participants attending the youth homelessness programme were consulted about follow-up activities to continue the joint work initiated in 2019. They suggested the following topics to be part of a second stage of this programme:**

- i. Exploring new round of events on the following topics: “Youth homelessness Experience and trajectories”, “Sustainability outside homelessness”, “Increasing educational opportunities for youth”, “Developing competences and skills to work with young people”
- ii. Involving young people in planning and delivery of co-produced training programmes/packages addressed to front line staff – ‘young people as trainers’
- iii. Informing peer communication mentoring programmes to empower young people experiencing homelessness
- iv. Promoting international practice exchange programme between youth workers from Scotland and partners from other countries (Brazil, England, Ireland, Wales, Norway, Ghana)
- v. Developing an educational programme addressing youth homeless prevention in school settings

# 10. Organizations attending

45 National and International Organizations were involved in the Programme. Their participation and input given during the events were diverse, complex, enthusiastic, friendly and complementary. The organizations' profiles covered multiple areas of intervention. They were:

- Action for Children
- Active Inquiry Arts Company
- Aff the Streets
- Barnardo's
- Bethany Christian Trust
- Cardiff University
- CEDECA RJ/Brazil
- Centre for Youth & Criminal Justice (CYCJ)
- Cyrenians Mediation & Support
- Dundee Health and Social Care Partnership
- East Dunbartonshire HSCP, Glasgow
- Expert Focus
- Federal University of Cear  /Brazil
- Frontline Fife – Homelessness Services
- Glasgow Dental Initiative
- Glasgow Homeless and Asylum Health Service
- Glasgow Homelessness Network
- Glasgow Royal Infirmary
- Healthcare Improvement Scotland
- Hot Chocolate
- Housing First
- NHS Education for Scotland
- NHS Forth Valley
- NHS Lanarkshire
- Oral Health Improvement Team NHS Tayside
- Norwegian Centre for Child Research
- Oswaldo Cruz Foundation/Brazil
- Pathway England
- PUC RJ/Brazil
- Recover Dundee Network
- Rock Trust
- Scottish Youth Parliament
- Shelter Scotland
- Simon Community Scotland
- South Lanarkshire Council
- The Corner
- Trinity College Dublin
- University of Aberdeen
- University of Dundee
- University of St Andrews
- University of Stirling
- University of Strathclyde
- University of Wolverhampton
- A Way Home Scotland
- Youth LGBT Scotland

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