



HARINGEY ROUGH SLEEPING STRATEGY AND ARTS AND HOMELESSNESS MAPPING REPORT 2022

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1. Introduction and Context

Arts & Homelessness International (AHI) and Haringey Council began working together during COVID-19 in 2020 by organising creative projects in hotels and centres where homeless people were isolating due to the pandemic. Books and art packs were distributed and AHI and Accumulate ran creative workshops at Red House including mobile and photography workshops and created a mural in the garden. We also worked together on a [research project](#) around the impact of arts and homelessness during the pandemic.



Legislative Theatre cast

Our partnership has grown stronger since then, and in 2021 we agreed to work in the Borough to help develop co-creation practices between the Council and people who are/have been homeless and to develop an arts and homelessness strategy. This has been achieved through the framework of the Rough Sleeping Strategy. As in other councils in the UK, AHI works using a 3-stage programme:

- **Undertaking a mapping exercise** to understand the context of homelessness, attitudes to what needs to be done in relation to Rough Sleeping for the new 2022-25 strategy and attitudes to the role of creativity and arts into homelessness in the borough
- **A Legislative Theatre project** – this is a methodology which uses theatre to explore challenges homeless people and council workers face. Equal numbers of both groups create and perform short plays about these challenges. An audience made up of people from civil and civic society make suggestions of

changes and these are voted on and are embedded into legislation through Haringey's new Rough Sleeping Strategy.

- **Arts and Homelessness Strategy and Delivery Plan.** AHI and Haringey are also working together to create an arts strategy for the borough – using existing and new creative programmes to build well-being, resilience and further opportunities, links and pathways with the professional arts scene in the borough.

We were given the space and the trust to start the mapping process and we let our expertise in running similar mapping exercises from the Coventry Arts and Homelessness Review to our projects in Brazil, Japan, USA, Canada, and Scotland to form this work with equity and diligence. We held regular check-ins with Gill Taylor (Strategic Lead – Homelessness and Vulnerable Adults and Housing-Related Support) and Maddie Watkins (Strategy and Monitoring Coordinator – Rough Sleeping) at Haringey Council to co-produce the following questions that frame the Review:

- **What change would you like to see in homelessness by 2025?**
- **What's going well and could be improved in homelessness services/the sector?**
- **Do you feel the voices of homeless people (your voice) are heard? If so, in what spaces?**
- **What is your attitude to arts and homelessness?**

We sent these questions in an online survey and contacted hundreds of key stakeholders in the borough, council reps, commissioners, civil servants, councillors, staff from the voluntary sector, cultural spaces and individuals and artists who are or were homeless. Despite the challenges of COVID, we made a conscious effort to meet people face-to-face as much as possible and ran interactive sessions at Osborne Grove and Mulberry Junction. We are honoured for the time these individuals dedicated to sit with us and the texts of their responses which are documented in these pages and will contribute towards Haringey's Rough Sleeping Strategy.

Arts & Homelessness International (AHI) is the global arts and homelessness network and movement, aiming to strengthen the sector, make the case for arts and creativity to be embedded in homelessness policy and provision and building creative opportunities for people who are or have been homeless. Homelessness is not just about housing; homeless people face myriad of challenges including poor mental health and isolation. Arts have been proven to be successful in building well-being, resilience, agency and knowledge/skills with people who are or have been homeless (Shaw,P 2019).

Under The Streetlight

Under the streetlight
Quarter to one
Two months since nothing
Still going strong
A whisper in my ear
& then you walk along
Under the streetlight is my home
It's where I belong

It's where I belong
It's where I belong
It's where I belong
Oh the streetlight is my

Early days had just begun
We're awoken by the sun
Said we'd be forever young
Time could fly & we'd have jumped
Into reality
Now the sun is looking after me

You see me over there
Lying numb without a care
I mean how can I compare
To the singers everywhere
Screaming their heart out
I'm living my life out here

It's where I belong
It's where I belong
It's where I belong
It's where I belong
Oh the streetlight is my

When the snow has touched the ground
That's when you come to town
Seeing if I'm safe & sound
When you know how long I've been around here
Though you come once a year

I mean who are you pretending
It's not like your amending
The downside of my weekend
Making out that your caring
Well if you really cared
You'd notice me then and there

Under the streetlight
Quarter to one
Two months since nothing
Still going strong
A whisper in my ear
& then you walk along
Under the streetlight is my home
It's where I belong

It's where I belong
It's where I belong
It's where I belong
Oh the streetlight is my
Home

I'm living my life out here
Been round here

It's where I belong
It's where I belong
It's where I belong
It's where I belong
Oh the streetlight is my
Home

It's where I belong
Oh the streetlight is my
Home
It's where I belong
Oh the streetlight is my
Home

Shalea is an artist who wrote the song "Under The Streetlight" in college, as she was affected by those who suffer from homelessness & is singing from a homeless perspective through her song to spread awareness.

She was one of the main actors in Haringey Legislative Theatre performance, Jan 2022, and written and performed part of this song.

2. Summary of Findings

The Review took place from Summer 2021 to Spring 2022 both through an online survey and face-to-face and online meetings with individuals and groups.

Our findings are made up of key stakeholder groups in the Council; people who are facing homelessness; charities and voluntary sector; other statutory bodies such as NHS; arts organisations and charities; the general public. Questions were designed to be open and accessible with no form-filling for people with lived experience.

Numbers of people we spoke with:

Total surveys completed and returned	23
Total interviews undertaken	24
Total number of people involved in Legislative Theatre project in person and online	120
Total respondents	167

Breakdown of respondents by type:

People with an experience of homelessness	19
Statutory (homelessness services, NHS etc)	16
Charities	12
Other including members of the public	120

Key Findings per enquiry question:

Our findings are framed by the four key questions which were co-created with the Haringey Council homelessness senior team:

A) What change would you like to see in homelessness by 2025?

There is an aspiration to establish a clear set of actions that see the end of the need to rough sleep and homelessness. Everyone we interviewed believed, that everyone, whether migrants homeless or not, has the right to safe home with an appropriate level of care to have access to a quality of life.

The interviewees called for a stronger partnership to ensure a consistent person-centred approach that is delivered across all services.

They would like to see a more joined up approach in both culture and homelessness. Stronger partnership lies in the notion that a commitment is needed to work in collaboration with all services so people who are impacted by homelessness are not only aware what is on offer but how to access it so equality of access to information is achieved.

The responses can be summarised into three priorities, **prevention, intervention, and wellbeing**. This means, taking a strong stance in eliminating the need to rough sleep as well as introducing an education programme in schools to advocate for people to access their rights. Supporting people to access suitable accommodation, housing schemes as well as how to sustain.

Enhance and improve current resources as intervention measures, such as better support offers for temporary accommodation provision and accessing emergency accommodation. Co-produce services with people with lived experience to ensure better best practices and a more joined-up approach so services can exist beyond social hours. There was an ask for better use of the data to understand challenges and gaps in services

Finally, though there is a great recognition that Haringey has a good mental health provision, more needs to be done to ensure it is improved so repeated homelessness is avoided. This means increasing funding for outreach and homeless health teams as well as improving advice and training for staff.

B) What's going well and could be improved in homelessness services/the sector?

There is unanimous view that the leadership of the homelessness team is strong and innovative – there is a deep and authentic culture of care running through this team. Many systems are working well and have been improved over time. Co-creation is strong in terms of commitments but this is not cascading down as well as it could to staff and other services – more training is needed.

The commitment to Non UK Nationals and those with No Recourse to Public Funds is sector-leading and the Council is doing everything within the law to provide support for this group. More could always be done and this is happening with the proposed new night-shelter.



What's going well

The homelessness team led by **Gill Taylor** is heavily praised – there is a strong culture of best practice and of the commitment to co-creation.

Mulberry Junction was also spoken about a lot in terms of best practice, particularly how it was co-designed with people who were homeless and how the space is welcoming, safe and the staff stop at nothing to help people who are/have been homeless.

Many of the other council services were applauded as being effective and innovative e.g. the **Modular Homes**

A lot of the other services were the subject of admiration, particularly the **Mental Health services and Outreach workers**.

The commitment to people with **No Resource to Public Funds** is applauded and how the Council has stretched resources to help people who have NRPF. There is also a lot of praise in terms of how the Council were able to keep open some of the Everyone In facilities.

There is a lot of buy-in from the public in terms of homelessness provision, co-creating the strategy with the public and not just getting their agreement once it has been finished.

Consistently low street count figures

Good and effective pathways in drug and alcohol services and getting people into rehab and detox

What could be improved

Although **co-creation** is strong within culture, it is not practised universally and not **formalised or hard-wired** into the system yet. Some great co-creation practices have been forgotten. Co-creation training across all council staff would build confidence and result in co-creation spreading further.

Staff are often **over-worked** and lack enough time to support people.

Better accommodation options for those with NRPF

More joining up of services, although this is beginning to happen more

Some homelessness systems are still too complicated and hard for people to understand – clearer messaging is needed

More needs to be done with family homelessness (NB is this better placed for the Homelessness Strategy rather than the Rough Sleeping Strategy)

C) Do you feel the voices of homeless people (your voice) are heard? If so, in what spaces?

Haringey has the expertise and specialty of managing people's needs but more needs to be done to ensure the voice of homeless people and staff are heard. Many outreach workers felt the fact they place themselves at Mulberry junction or Osborne Grove, means they get to access clients and it is their chance to collate feedback. For

example, the Homeless Health Inclusion Team increased their provision from 3 days to 4 days after listening to client's feedback.

There is a call to ensure the voices of those with lived experiences of homelessness are engaged to remodel service pathways and bring back the co-production magic that was possible with Mulberry Junction.

More needs to be done to work with partners to find effective ways to encourage people with lived experience to actively participate in policies and actions that impact them. We saw how successful this was using arts to facilitate policy co-creation during the Legislative Theatre project – and this innovative approach enabled people to engage. The legacy from this needs to ensure people who are/have been homeless are invited to sit on the Strategy Board, co-chair homelessness meetings and co-produce training and services programme.

Invest in activities especially artistic and wellbeing related one to build confidence and trust for people to speak in spaces.



D) What is your attitude to arts and homelessness?

A staggering 100% of those interviewed believed that arts and creativity is important in homelessness provision and that it should be a key component in homelessness services.

In keeping with [contemporary research](#) about the impact of arts interventions focussing on well-being, resilience, agency and skills (Shaw, 2019), interviewees identified many reasons why arts and creativity should be 'normalised' into services.

Views centred on creativity being important in person growth as well as practically important in order to help support people moving forward in a holistic service:

Similar views came from every 'strata' of the homelessness sector and related services: Charlotte Pomery, Assistant Director, Commissioning Homelessness said, 'It's good in and of itself. It's a means to an end. The creative process can unlock other opportunities'. Sarah Hart, Senior Health Commissioner said, 'Art is really important for mental health and self-expression.'

Support staff also felt that creativity could be used during interviews with clients and supporting them through the homelessness system. Waad Ahmidi who was Manager at Mulberry Junction said, 'Sometimes you don't know what to say but you can show it. Why do you have to tell your story through speaking, why can't you draw something or write a poem.'

There was a feeling that creativity could be used in a more strengths-based approach in interactions with people who are/have been homeless: Tara Phillips, who until recently was a Homeless Substance Misuse Recovery Worker in Haringey who said that conversations about what people are good at and enjoy e.g. arts could be incorporated into initial interviews.

Tim Miller, Joint Assistant Director for Vulnerable Adults and Children at Haringey Council and NHS Haringey CCG too would welcome more arts in the sector and said that it's a good time since a lot of money is going into mental health services and community mental health. They are doing away with a care plan and more a Dialogue Plus approach which is being used in East London.

Existing arts provision

Most people interviewed were not aware of any arts programmes specifically in the homelessness sector and thought that it should be developed into regular programmes.

There are some key agencies working in the borough which have had considerable success, including **Museum of Homelessness and Accumulate**. The annual **Street Fest** organised by **Streets Kitchen** always has an artistic component and this is popular and well-respected. **Studio 306** is well respected in the mental health sector. **Further Fields** and **Incredible Edible** work with many communities including those who are facing homelessness. It was felt that these projects need to be known more and for there also to be more regular provision for people facing homelessness.

Museum of Homelessness is in the process of moving their base to Haringey and creating a hub. This could open-up huge opportunities for many communities. And this service would include a hybrid, multi-stranded arts hub and service provision with various services from a legal advice drop-in to a café and artist studios. It would have

an unconditional welcome and so could also support many people's calls for more support for being who have NRPF. This is potentially a game-changer for the sector not only in the Borough but the wider arts/homelessness community.

A few groups have been run informally or have started and then, because of funding have had to stop – such as **Shine Café** and a library-based reading group as well as some arts therapists.

Meanwhile the arts organisations in the borough such as **Bernie Grant Centre** and **Alexandra Palace** are interested in working more in homelessness and also have many untapped resources and opportunities from space to programming and tickets. Visits to cultural institutions (with the correct preparation) is often used in the homelessness sector internationally and can be transformational as people who felt previously excluded from civic life, are welcomed into buildings of status and make them their homes. This is echoed by Elena Pippou, Council Head of Arts for Haringey Council who runs the Culture Board for the borough which includes all the main arts orgs. She felt that there would be considerable interest in these orgs working more with the homelessness community.

Those with lived experience of homelessness were also keen to expand creativity in their situations. The two main groups we spoke with at Osbourne Grove and Mulberry Junction thought a regular programme of creative programmes would be beneficial. It is significant that at Mulberry Junction, arts programmes are expanding naturally since our Review began.

Osborne Grove – residents were interested in trying the following artforms: **Photography, drama, music, arts and crafts, fashion and textiles and the support to run self-led artistic initiatives**

Mulberry Junction – residents were interested in: **Calendar photography - 12 photos of the best ones to be in calendar; making pallet furniture; learning musical instruments, creative writing/stories, DIY Film making and graffiti Art**

Finally, and significantly, the **Legislative Theatre** process produced real change and was universally popular with those taking part and audience members. Using arts for policy co-creation is effective and could be utilised in Haringey again.

3. Recommendations

Area	Recommendation
1. Rough Sleeping Services	Standardise and formalise co-creation in homelessness services to make it more wide-spread and consistent. Hard-wire co-creation into services. Train all council staff in co-creation culture and practice and those from other agencies.
	Further strengthen partnerships between services
	Create visual, accessible resources for people who are homeless showing how the system works (co-create this)
	Creation or expansion of a Hub with both in-person and online homelessness services in Haringey (Legislative Theatre commitment – see more detail on page 29)
	Training and Capacity building for both council staff and those with lived experience, in homelessness services (Legislative Theatre commitment – see more detail on page 29)
	Emergency accommodation should be reinstated to provide shelter for people affected by rough sleeping (Legislative Theatre commitment – see more detail on page 29)
	Cultivate a strengths-based / asset-led way of working (Legislative Theatre commitment – see more detail on page 29)
	Increase resources for NRPF persons facing homelessness or rough sleeping in Haringey (Legislative Theatre commitment – see more detail on page 29)
2. Rough Sleeping Strategy	Creative a visual version of the strategy that is accessible that people in centres will read and engage with – consider creating a mural or piece of public art
	Make sure there is engagement with residents in the strategy and education in schools

<p>3. Arts and Creativity Programmes in the Homelessness Sector</p>	<p>Complete an Arts and Homelessness Strategy for Haringey – this is underway being managed by the Co-Creation Scrutiny Group formed after the Legislative Theatre Project. There will be an outline strategy in the Rough Sleeping Strategy and an development of plans in the Homelessness Strategy in 2023</p>
	<p>Complete an Arts and Homelessness Delivery Plan for Haringey</p>
	<p>Appoint an Arts Co-ordinator in the Homelessness Team (or make this part of an existing member of staff’s job description) with a budget attached to their role.</p>
	<p>Support Museum of Homelessness in opening their new base in Haringey and partner with them to run weekly creative provision.</p>
	<p>Pilot arts as in homelessness, mental health and drug/alcohol interviews – including part of Dialogue Plus work</p>
	<p>Pilot regular arts workshops in Mulberry Junction and Osbourne Grove including sessions by local providers such as Accumulate. Programme activities connected with what residents want including photography, drama, music, arts/crafts, fashion/textiles, making pallet furniture, creative writing/stories, DIY film making and graffiti art</p>
	<p>Train people with lived experience to run arts workshops – including those on the Scrutiny group and pathways of employment in the creative industries including with the arts orgs below</p>
	<p>Work more closely with arts organisations in the borough in the a/h delivery plan and piloting</p>
	<p>Create and ring-fence a budget for arts provision in the borough for homeless people</p>
	<p>Set up a co-created Arts and Homelessness Forum which brings together people with lived exp, third sector, council and arts orgs</p>
	<p>Consider appointing an Artist in Residence</p>

Appendix 1: Data, interviews and quotes the enquiry questions

A) What change would you like to see in homelessness in 2025

For the first 3 questions we posed, we have kept responses anonymous to maintain confidentiality and report on the usefulness of the feedback.

- More rights for Immigrants
- Co-creating with local residents - they see people using Olive Morris Court as 'other' - how do you build humanity? Sometimes the local residents don't feel listened to either. How can we co-create with them?
- Temporary units in Irmine Road are great – what happens when they are moved on. Has there been any feedback from the users. Great big row when they were going in there. There is a resident steering group and one or two officers. The residents were promised a lot but not all of it happened. Hasn't heard that there has been any antisocial behaviour. There are more units planned in Station Road.
- Also work with the front line staff in housing estates –Broadwater Farm etc Estate Services Officers e.g., concierges, cleaners, managers – do training with them about what to do with rough sleepers and include the drug and alcohol services and how to help and where to signpost people. Do a face-to-face training or presentation.
- Key is to open up the Community Centres.
- There needs to be more done to join up culture and homelessness.
- Getting people to find out more about what's on offer.
- Particular challenge – people with no recourse to public funds. What was good in Everyone In was to help more people. We need a better offer for those people – still 50 people in hotel and what is their offer and their future pathway. Everyone In gave us a picture of a different world where you could work with everyone.
- In the strategy Denise Gandy would like to see what we'd like to do ideally and then what we can do. Also challenges of move on with benefits caps
- Increase participation and that it is open to everyone. Diversity of offer - singing in choirs to high art. Understanding how people are participating. There is a real lack of evidence to show how people participate in non-traditional arts. Co-creating directly with communities. Developing broader strategy - people, place and connecting. More opportunity for artists to grow in their develop.
- Haringey Council have worked with the Audience Agency. High proportion of kaleidoscope - those involved in grass roots, craft, many different kinds of arts. Really interested in young people and their voices are in there. Whatever happens is benefiting homeless people
- There would be no rough sleeping or the need to rough sleep
- Homelessness population provide them with the support to rough sleep safely if that is a choice they want to make
- Everyone has the right to be living in good quality accommodation, it isn't always the case
- The whole process needs to be more joined up. From a medical point of view more work has been done re homeless people when they access hospital and how they are

supported when they are discharged. How is it followed up and carried through needs reviewing and strengthening.

- More work to do on that side of things and having the facilities and places where homeless people can go to learn and to be supported, to allow them to rebuild their lives:
 - Mental Health services do carry a jointed approach but more needs to be done.
 - 100 times worse and more difficult the sooner you put homeless in the discharge paperwork.
 - Many services happen outside 9-5 and ask them to meet the council staff because they finished 4 pm, so then you lost the contact. More joined approach outside of social hours needs to happen.
 - By 2025 we want a complete a whole joined PAN London approach and everyone is aware of and knows how to work
- No one living a street based life in Haringey. Everybody would have a roof over their heads and more importantly, someone safe. A lot of people regard the street based safer compared with some of the accommodation they are offered. This should come with wrap-around support. Homelessness is not just about housing – trauma, mental and physical health. It's not just a question of accommodation
- No one route in and therefore no route out.
- Hopes the strategy will be a series of human stories that makes people sit up and listen. It should be more than 30 pages of print. About time to produce of different kind of strategy – perhaps a series of video clips. We don't need words, we need pictures.
- Nobody should have to be on the street. And those who are, have a full understanding of services that are available to them and how to access it.
- Better engagement with employers being willing to invest in a cohort of homeless people – more investment in time. The cost benefit doesn't necessarily happen in year one but could happen in year 2.
- Key thinking is health – increasing the healthy life expectancy of the homeless population. Access to health and prevention. Bring down the rates of smoking. Wants the sector to take this more seriously. Weight management and exercise.
- Would love for services to be more integrated. From the start to be more psychological informed, more targeted outreach, psychology outreach, better quality spaces for people coming off the streets. A night clinic at Mulberry Junction. The use of Mulberry Junction to be expanded and more spaces like MJ where people feel more welcome, less glass and security guards.
- Making connection a priority not just operationally but strategically – and look at this through commissioning. Sometimes we don't have the time. More co-production and more arts. Longer-term projects. Contract for long-term – it takes time for people to build up the courage. We have a legal team etc but no one in co-production.
- By 2025 closer integration between Haringey delivery services and commission services
- Be good to see more use of models of housing first or funded more
- If Boris Johnson could not end Homelessness by 2012, it will not end by 2025
- Taking the psychological aspect further with more qualified staff and access to services which would be dovetailed with ongoing support within shelter/hostel would really help.

- Recording on a centralised database all those who encounter homelessness, their needs, backgrounds, outcomes. Using this data to understand challenges and gaps in services.
- Seeing the people not the numbers. Seeing the dreams and ambitions of the person not the statistic or routine move on.
- Everybody should have a safe beds, clean and secure accommodation, be it shared housing or single unit. It should be within at the point of presenting yourself homeless to the authority, immediate and without delay.
- Prescribing in hostels and on outreach
- More funding for outreach prescribers and homeless health teams: paramedics and GP's that work on an outreach basis (which has been working well in South London, a doctor has been visiting a hostel 3 times a week with great results in engaging hard to reach clients)
- Primarily start by identifying the need - clients can't always get to appointments. Consider keeping methadone onsite in hostels
- More training for new staff and support workers to improve awareness of the risks of overdosing
- Investment within the environment. Better standard of accommodation and upkeep of communal areas at hostels - very run down in some places
- People who have experienced homelessness having a greater impact and not co-production for co-production's sake. Not just having people on board because they've been on the street but actually taking it to the next stage and having people there because they can contribute something that you would never be able to contribute and actually they're more valuable than you are.
- Improved access to benefits and help for people with No Recourse to Public Funds (NRPF)
- As a member of the Homeless Coalition I'd like to see more accurate recording and publicity around homeless deaths, to show how policy needs to be changed, but also to give people dignity death
- Suitable housing/accommodation (some places are health hazards with blood on mattresses and awful conditions)
- More accurate recording of data on street counts: "We need to change how we quantify data, make people data and we need to do that in different ways
- Good quality art provision and equipment in every hospital setting (that Accumulate are funded) not token gesture- i.e. pens and paper from the £ Shop facilitated by the work experience person!
- Better attendance at exhibitions from leaders i.e Directors of Housing organisations, Council officials
- Education around homelessness to be included in Rough Sleeping Strategy (including a schools programme)
- *A co-created rough sleeping strategy with more public engagement so we see less resident hostility*
- Less homelessness
- Faster processes for building houses and accessing housing schemes

B) What's going well and could be improved in homelessness services/the sector?

What is going well:

- Provision, focus on co-design and co-delivery. Strong focus on listening esp MEAM.
- It's really good that the rough sleeping count is regular and the figures are low. Good services are provided on the count.
- Residents in the borough are really sympathetic towards homeless people and want to help.
- Gill Taylor and her team are amazing and so well respected
- There isn't stigma – a culture of not looking down on people
- More provision is available in the borough than we've ever had. We could do with more. We lost the nightshifts during COVID and this was replaced with Everyone In
- Modular Homes scheme are good.
- Lots of grass roots orgs doing an amazing job. Ideal is having the best of both worlds. Covid-19 confirmed what we knew about hidden homelessness. We saw lots of people who had been living precariously for many years and then covid was the final straw.
- We are making process and it is baby steps all the way, everything takes times but everyone wants an immediate response.
- Mental Health service we are providing in Haringey has made a huge improvement. They have a good reputation and the commitment the people they are seeing the best level of care that they can give.
- The Mental Health outreach team are amazing, though they are small; they have expanded from 3 to 4 days outreach work.
- Mental Health outreach also provides a clinical GP sessions on Fridays; they can get an appointment immediately. Registered or not registered they will see patients and support them through.
- Gill Taylor is committed to integrate migrants, non-UK nationals in the rough sleeping strategy. In Haringey, 50% rough sleepers are non-UK nationals, so we need to commission immigration advice and support for rough sleepers and support provision for people who would otherwise have no access and for whom English is not their first language. Have an ethical responsibility.
- In the pandemic there was a streamlined system for referring people to housing and they are quite honoured and took referrals from the Public Interest Law Centre.
- People are on Time Credits – time based credit. Asset based. You can spend those credits on hundreds of places. You store them up and go to the theatre or sports. You can also pledge them eg., some use a company called Tempo. Maximising on this scheme since it also fuels co-production.
- Over the last few years, Mental Health outreach team has developed homelessness health services with Gill – now there are services working with the rough sleeping team. Not particularly co-produced but working with people from Mulberry Junction so very much informed by what people want and need.

- Outreach team are amazing and Maddie Watkins and Gill Taylor have brokered to have emergency beds which is amazing. There is now somewhere to go for people who had not recourse.
- Haringey delivery approach is brilliant than commissioning to others - makes more sense for council to deliver their own services
- Good levels of funding for emergency provision.
- The pathway in terms of funding for clients who want to go into detox and rehab is much more straightforward
- Pandemic / covid –19 has shown a lot of flaws of health services provision and has given us an opportunity to re-engage and potentially it has been easier with the homeless via Everyone In strategy.
- Homelessness fatality reviews which started in Haringey and other boroughs have followed.
- Commissioned to target people with homelessness problems
- Straightforward pathway in terms of funding for clients who want to go into detox and rehab. (Generally waiting times are long in borough for treatment)
- Pathway has been shortened timescales by going to client and doing 3 pre detox sessions (instead of 6 weekly sessions that they would need to attend at a hospital and then apply for the funding) either one to one sessions or group session if more than one client at a location
- Streamlined process for obtaining the funding to ensure there isn't a wait and people can go straight into treatment when they are ready
- Haringey have always been forward thinking - with housing, accommodation and how they used their premises.
- Haringey Law Centre are doing great work
- Modular Housing scheme
- New Ranger at Finsbury Park working hard to connect groups and orgs
- The Drug and Substance team go into hospitals and provide three pre detox sessions. These are one-to-one sessions or group sessions if there's more than one client applying for detox

What could be improved:

- Repair services are really challenging – too complicated. Not enough housing. 15 years ago there were 6,300 properties in temp accommodation and now there are 3,000 units.
- Moving back where the voluntary sector and churches can do more post covid.
- Build better relationships and patience
- Gill Taylor and her colleagues – who ensure those experiencing multiple disadvantage are not forgotten
- System change takes a long time – there are attitudes in some statutory areas that are discriminatory e.g. unconscious bias. Changing those assumptions takes time.
- 10 years of financial austerity – so what is possible is constrained. We know what good looks like when the legal rules were relaxed during COVID. Wrap around treatment and assessment. Now we are danger of losing those initiatives.

- Carefully managed end to end strategy that have the time and space to own the programme. When it doesn't work, the employers don't have the time to devote to this. Mental health is often the main barrier to work. A hands-on approach from the leadership is needed – the end-to-end need.
- The most successful way of working is to have a range of specialist orgs who can concentrate on their field – in homelessness that includes mental health support, accommodation, employability
- There is no one route that is the same for each person since their situations are different.
- Not yet being able to access clients who are strategic co-producers – the homelessness teams haven't been able to put people forward. More is needed to coproduce with those with lived experience of homelessness.
- More work between homelessness and substance misuse. Ditto with LGBTQ.
- Bring drama back – as well as being part of community, being part of community, asset based – it's showing yourself when you have been ashamed of yourself that is powerful. Drama and creativity part of the recovery process
- Family homelessness needs to be accorded more focus – particularly thinking about children's services and the impact on kids. Housing insecurity in families is big and not on the radar. Although this is about a rough sleeping strategy but not homelessness strategy. Good building blocks around health – we need to do more about culture and access to services – when people turn up at GPs, when people miss appointments, they are not victimised with the strange bureaucracy we have created.
- Increasingly the Mental Health Trust in Haringey seems to use some arts practice.
- Arts wise, Haringey hasn't had a lot of money so some of the arts projects and creative therapy got dropped a long time ago unfortunately. [Studio 306](#) is an exception.
- A little bit disheartened at the moment because the end of Everyone In – it was magical. All the 'yes's became 'nos'. The legacy is that homelessness services have evolved and are pushing back and finding solutions. For people with no recourse, it's just wrong.
- What could be improved is provision for people with no recourse. Having more housing solutions for people. More psychologically informed services. We are working towards aspirational places. The environment and aesthetics could be improved.
- Co-production working through the whole commissioning process from design to delivery – including the contract providers being more co-created and evaluation. Normalising co-production.
- Legal Aid availability and generally for people claiming asylum – finding good legal
- Digital inclusion and internet challenges
- The System needs improving and we require better planning
- Haringey don't have experience in delivering services so there wasn't much expertise. For example, there was no time to look at support and services and procedures
- We submit instant report internally - when it is sent H&S there are a lot of duplications and makes a lot of work for no reason
- Processes are not simple which are distracting from doing your job in the most effective way

- Peoples good will and intent seems to shine through at the minute particularly after COVID and everyone in there, seems to be a camaraderie and the cultural divide between faith/community and Commissioned services is reducing and seems like there is mutual respect being built which is a healthy thing.
- Work with non-UK and sourcing better private accommodation could improve, both are tricky because they are dependent upon market and statutory influences beyond the homelessness.
- The continued better understanding of psychological root causes is welcome and more intensive professional clinical therapy with long term support would really help people come through psychological blocks and barriers.
- Better recording of data of all those homeless, not just rough sleepers.
- More co-production and multi-agency and partnership working will go a long way to plugging gaps within the homeless field.
- Joined up thinking – integrating arts into the services. There is no cultural strategy. There is a cultural network and it's limited since it is just the main orgs. What is the involvement of the regeneration agencies?
- No written commitment to arts being integrated into strategy – forum for arts and social action
- Make addiction services more accessible to people who are experiencing homelessness.
- There needs to be a case management forum that care plan and everyone intervention is included
- Staff are stretched and under resourced. Burnt out culture with long term leave
- Lack of funding post Covid-19
- A new hostel is needed – Olive Morris - one-bed self-contained apartment for people who are currently rough sleeping – 80% of them are using – actively substance – Tottenham – drug activities – not sure the space ever held a focus group – it needs more consultation – more co-production and lived experience before they went ahead
- Not much done about family homelessness in temp accommodation and their children in particular
- Miscommunication between housing providers, hostels, and people that are working in outreach and the Grove. Misinformation about services being circulated to clients resulting in resentment towards services
- General frustration that clients are feeling in regards to housing and the Government
- Leading to barriers in building trust with clients
- Lack of knowledge/training for hostel staff in terms of harm reduction and processes particularly regarding overdoses
- Improve: communication on arts programmes available, blanket emails not reaching potential participants - offer taster sessions as way of reaching people where they are in hostels and other settings
- Would be great if Haringey could trial a 6 month pilot art scheme with an artist in residence in the borough
- Introduction of Public Space Protection (PSP) Orders

C) Do you feel the voices of homeless people (your voice) are heard? If so, in what spaces?

- There is a lot of political support for co-creation. Not sure there is a strong foundation for this to happen. There are some good examples of where this is working – a self-lead process by Front Line staff where responsibility is devolved to them. The Localities Programme enabled front-line staff to come together to work with each other. At the same time, we are paralysed by the central govt. How do you co-create with people who are excluded from services
- The Leader of the Council says co-production a lot. It's specific to services – planning has co-production in the sense that it has to be consultation.
- With the work Gill Taylor has done with Mulberry Junction, co-creation has been excellent and highly co-created. People were engaged with the process from start to finish.
- Mental Health team have feedback in their services and as a result, they have increased their outreach services from 3 to 4 days because they listen.
- In Haringey, Street Fest where homeless people can come to and things are provided for them across the board and all agencies were there including if they wanted covid-19 vaccine. We were there to see and treat people.
- The Grove – they open all the time; it is where we meet and engage with clients.
- Gill Taylor and her colleagues hear the voice of homeless people and the elected members to hear. Ade Cooper the Head of the Adult Safeguarding board do hear. How far does this filter through orgs, one doesn't know. They don't have the resources available to make this work as well as it could. They need to build some resilience for people like Gill Taylor since it's like pushing a boulder up a hill
- No – it's very difficult to have a unified voice when they are so disparate. There isn't a single large charity that speaks well for the voiceless and makes an impact.
- Non-UK nationals, polish people, language barrier, stigma issue, these are economic migrants, there are various barriers that stop those people from being represented. Ensure the strategy is translated and is accessible.
- Because of the values of the management team, everyone voices are strongly heard. Management have picked up how people like to be referred about e.g. not 'rough sleeping'.
- Mulberry Junction is exceptional case for co-production, listening and engaging.
- Client-led activities and co-production – people think we're doing it in Haringey but in all honesty, we aren't doing much of it. We think we are hearing people and we're not and it's ok to say that and acknowledge that. When Mulberry Junction was co-created it was magical and Fee should take the credit.
- Mulberry Junction is a good example. We could be a lot better. There haven't been enough resources. You almost need a strategy in itself. We need people with lived exp on boards and panels as a standard. Co-created agreements. Co-created training with people with lived exp – could AHI do this again with more people with lived exp from Haringey.

- I doubted there are spaces where the homeless people are heard as there are too many barriers
- This is about poverty and inequality, people who are enduring poverty, they will be unlikely to be pro-active in change. People with complex, low mental health and have no money and little resource to navigate the system are Least likely to have a dialogue with the system and the services
- It should be the success of the borough in how it is pro-active in finding people and providing the support the people needs. They should not be waiting for the problems to present itself although they are trying to reach people who are hidden
- Haringey has experience and speciality of managing people's needs but more needs to be done to tackle this problem.
- Find creative ways to do impact reporting to get feedback to talk about their experiences
- It's about why you want to listen to people. How you listen to people. If you're just doing it for the sake of it, it's tokenism if you do it too much, then it's traumatic. If you don't do it enough, you won't have a representative group that's leading your service delivery.
- Activities give people a reason to leave their hostel room or hospital, this increases skills such as time management, planning a journey and meeting new people, which gives confidence and builds trust for people speak
- Accumulate reject offers of collaboration from outside the community when focused solely on homelessness. Great art is great art and should stand alone.
- Embed measures and platforms for user voices long term to measure effectiveness
- Consultations limited to user groups with limited power

D) Quotes and interviews about arts and creativity and homelessness

To map services in arts and homelessness, we needed to hear from strategic staff and frontline staff who work in Haringey Council so we could establish some form of groundwork and understand the bigger picture. We are aware that there isn't one way to map but we bank on the care we have gave to these conversations to communicate what is happening in the borough, what is going well, what can be improved and the attitudes towards Arts and Homelessness.

Charlotte Pomery, Assistant Director, Commissioning has a portfolio that includes single homelessness, connected communities, arts and culture, inequalities. According to Pomery, space is one of the things that is a barrier to local organisations such as Museum of Homelessness and Streets Kitchen and their ambitions are often not shared by local communities. Charlotte Pomery's own attitudes to arts and homelessness is **'It's good in and of itself. It's a means to an end. The creative process can unlock other opportunities'**.

Councillor John Bevan who focuses on Housing, planning and licencing and some of his work also includes homelessness. He supports the work that goes in the borough and spoken highly of **Bruce Castle Museum** which is a 16th-century manor house in Lordship Lane, Tottenham. He commended so much of what Gill Taylor and her team can do to effect change and some of these are noted further in this report under the relevant sub-heading.

Councillor Julie Davies is a Cabinet Member for Employment, Skills, and Corporate Services. During the meeting, she advocated for getting people involved in learning and opportunities and is especially passionate about seeing local people in the council jobs. For Cllr Davies, 'Art is all about self-worth. What we have all learned during the pandemic is how creativity is important'. There is a plan underway in 2023 for a food event in Alexandra Palace which might ay have a connection with food. Sam Fowler had the idea of food as a 'soft gateway'. There is a space for ideas to be welcomed with Cllr Davies is trying to open up cultural spaces as much as possible. Community centres are hugely underused and Community groups can now buy their buildings. Chesnuts Community Centre has really opened up as a creative space. There is a plan for Ward Centre to include performance space.

Denise Gandy, Exec Director of Housing for Homes for Haringey. While Haringey Council owns the homes and takes overall responsibility for housing policy and strategy, Homes for Haringey is responsible for the day-to-day management of council homes. They manage around 2,700 households, and they also have their own in-house repairs service with around 180 staff which carries out around 60,000 repairs to council homes every year.

During covid the make-up of people coming to them changed – there were fewer families because of the ban on evictions, but more single people. Evictions are now happening again with more people experiencing domestic abuse.

Denise was also one of the policy team at the Haringey Legislative Theatre project where she ensures commitments are made for the proposals that came out of the project.

For Denise, Art is, 'A way of exploring things differently and a way to open up a different dialogue'

Elena Pippou, Council Head of Arts for Haringey Council believes in amplifying the great work that is out there. She runs the Cultural board where key organisation across the boroughs get together. Most of the work is partner-led i.e. Black History Month which is borough-wide. Haringey's black communities have made, and continue to make, a significant contribution to all aspects of life in Haringey, London, the UK, and beyond, through politics, culture, education, and community activism, making history every day www.haringey.gov.uk/bhh365 | The council also runs Women's History Month nd LGBT Month. There are many incredible arts organisation that are based in Haringey: Further Field - a digital arts programme, Jacksons Lane, Alexandra Palace, Collage Arts, Bruce Castle archive

There has been a book club or reading club and creative writing club had already happened between Elena Pippou and Gill Taylor (Osbourne Group and libraries)

Sarah Hart, Senior Health Commissioner said, 'Art is really important for mental health and self-expression. When the art group at the Shine café closed down because of funding, one client said that his mental health deteriorated.'

Tim Miller, Joint Assistant Director for Vulnerable Adults and Children at Haringey Council and NHS Haringey CCG: The arts and homelessness projects he has seen were empowering. He recognises the power those experiences can have. Describing what they have been through and who they are and the pleasure of the creative process and what that brings. He gets it. t. With a commissioning hat on we struggle to get money to those opportunities.

Worked in social care and Personalisation and there was a hope that there would be a move towards creativity. It has happened to some extent but it's a small proportion. In the NHS Social Prescribing is now in – are they prescribing access to arts, he's not sure. CAB Haringey organise the Social Prescribing.

Money needs to sit behind this and that's perhaps why something hasn't happened.

He would welcome more arts in the sector. Relatively good time since a lot of money is going into mental health services and community mental health – moving away from clinical interventions. Doing away with a care plan and more a Dialogue Plus approach which is being used in East London.

Quite a lot of mental health front line workers are pro arts. Would it need a robust randomised control trial or with an NHS Trust – adding it onto a treatment pathway. South West London St George's are pioneering.

We have had a meaningful conversation online with **Obi Unaka - Director - of Treatment & Care Consultants at Bringing Unity Back Into the Community (BUBIC)** The passion they have as an organisation for the borough and its local people was evident in their approach and ethos. They break the cycle of habitual behaviour through peer support by engaging with communities to create inclusion and cohesion through active peer support. They support rough sleepers and address the negative feelings and emotions attached to drugs through peer group support that enables stories to be shared in a friendly and confidential environment. As an organisation, they are well connected to Haringey Council and attend related steering committees to foster collaborative partnerships.

Pre Covid-19, BUBIC ran some creative activities but the transition to online services resulted in withdrawal of some of that element. **Obi says 'Arts and Creativity beings some sense of purpose'**. He added that Action on Addiction which is a UK-based charity that works with people affected by drug and alcohol addiction uses music to help people recovering from drug substances and that is something they like to consider embedding in their own services.

Professor Michael Preston-Shoot, Adult Safeguarding said, 'The best art makes you think and challenge yourself – reappraise, reflect. It provokes and disturbs. Frankly, that is what we need. Art needs to be more central. We can sit round a table and talk about this. We can commit ourselves in words but not in behaviour. Destabilises and then puts you back together.'

Paul Hienkens, Radical Recruit ‘Anything that encourages humans to explore their journey to getting off the streets, is very valuable.’

Frank Sweeney, Creative Producer, Bernie Grant Arts Centre said, ‘Arts provides people with a means of expression, a series of methods to communicate, to learn about ourselves and others and the world we live in. Art is a valuable device for us to learn, nurture, grow and have experience. In relation to Homelessness, I think, after you have lost many things through the process of becoming homeless, artistic understanding, appreciation, and practices remain and they become mechanisms for recovery and transformation”

Rachel Woolf from Street Storage said, “Art is unique because it can put pressure on people but often achieves this in more a gentle way than campaigning or lobbying. It allows a wider audience in a non-offensive way to come and look at issues together and discuss these issues in a way that they wouldn't have thought of doing. I think it engages what we would call 'lay people. - so people out of the sector - in important debates and reflection but through a medium that they can understand and that they can enjoy”. “I've known a lot of people who have come to homeless art shows or art shows by people who've experienced homelessness or co-produced exhibitions, all that sort of stuff and I always ... advocate to bring people who aren't in the sector with me. Because if you're bringing people who already know about the topic it becomes a kind of an echo chamber. And I think that art is a very good gateway, like a Segway to bring in people into thinking about pressing systemic problems our community faces”. “If you give people a 100-page planning document for a hostel or whatever they don't read it. Whereas if you make it something that they can relate - like TV or theatre - it's a relatable way to get people engaged”.

Marice Cumber, Accumulate said that Partners and networks are critical to success (provides new ideas, ways of working and new environments). ‘Networks means awareness, opportunity, access, introductions to new ways of working ... new places. And that's only going to happen if whoever that provider is, has partnerships in place..’

Accumulate provides Creative educational teaching and learning not art therapy

Becoming a student can break cycles and provide a new narrative, rather than labels such as ‘Homeless’ or ‘Institutionalised’ or ‘Care Leaver’ Their identity becomes that of a ‘Student’.

Your identity is I am homeless, and I am in an institution. Right, whereas you become a student, you may still be living in a hostel and nobody needs to know about that.

Quality art provision is key and demonstrates participants worth/value

A participant fed back that through participating in a 3-day workshop it had stopped them “going back to my room and drinking” what could be achieved if there was an arts provision every day! Having a goal can provide a focus. Art is integral to any sort of support provision

E) Interviews with residents at Osborne Grove

Samra Said, our Senior Producer, on 16th Feb, worked from Osborne Grove (OG) to interview and build connections with the residents. The space provides 32 bedrooms for people who have experienced homelessness. Two of our legislative Theatre actors currently

reside at OG. The facility offers access to targeted and tailored support with a wide range of support available on-site and delivered directly by Haringey Council. A quarter of the beds are direct-access beds for people rough sleeping, including those with No Recourse to Public Funds.

Though the aim of the project for the next two years is to provide a safe, welcoming place to live, as well as to help provide residents with the skills and experience needed to move on to their own homes and to live independently, some of the residents found the staff at OG unwelcoming.

Many were reluctant to speak to Samra and wanted to remain anonymous. Approaching residents as they hung out in the common rooms or speaking with the reception staff were key moments and we managed to approach residents to conduct interviews, brief on the project and have a chat to gain trust and reassure that we weren't council staff and then conduct the interviews.

Samra managed to speak to 6 residents at OG and their feedback are summarised as follow:

- By 2025, hope there will be no homelessness and work/employment opportunities are available and accessible
- People getting straight into accommodation whilst accessing their own space with better support and there is no need for a shared accommodation
- A better service and good service with a qualified staff who have patience and good outlook.
- Staff who know exactly what they are doing and who has access to training.
- One resident felt OG was good for him as he has no status and life is hard for him, so he is happy he is off the street. "OG is a place to stay and await status so it's great I'm not rough sleeping"
- Access to phones as without them, one cannot engage with the services provided
- Staff need to provide more help and support
- More person-centred approach and treat people better
- Better, quicker system/process to bid for housing
- Staff start as nice people but with time the system take over, they become busy and have no time for you
- Qualified staff with good manners and values
- Privacy and personal space treated with respect
- Better support with budgeting and financing
- OG needs to feel safer as a space, there are many residents with substance problems, and they need better support, but it also needs to feel safer for the rest of us
- Beam provides support with finding work but also requires engagement and not everyone is in that place yet.

Arts they like to see more of:

- Photography
- Drama classes
- Music

- Arts and Crafts
- Fashion Textile
- Also, they would like to have the support to conduct artistic initiatives in the space

Waad Ahmidi's attitude to Arts and Homelessness is: 'Sometimes you don't know what to say but you can show it. Why do you have to tell your story through speaking, why can't you draw something or write a poem. Some of these have made me a better human. I think it has so much value. Wants it to be more normalised. She was going to ask Navigators to do things they love – that's when you get the most out of them.'

Saw a musician in Osborne Grove and people who had been the most disruptive really responded to it.' Waad Ahmidi

F) Interactive session at Mulberry Junction – Peer Group

On 22nd February, Samra Said and Matt Peacock were invited by Mulberry Junction's Peer Advisor Dawn Malcolm. Our aim was to introduce AHI programming to Mulberry junction service users. To get them involved in the rough sleeping strategy and find their views in arts and what arts they want to do in the borough. We ran a creative session and invited Shalea to sing who was one of the actors in Legislative Theatre.

Summary of the conversations with the attendees of the Peer Group at Mulberry Junction:

- Engaging with services takes time
- Ensure outreach workers are waiting for prisoners at the point of exiting the gates to be offered accommodation to prevent rough sleeping
- Turn old offices into short term accommodation specially to accommodate ex-prisoners with no place to go
- Prevention is key, do not release prisoners without a pre-arrangement for accommodation
- Mulberry Junction is okay and offers help including to those undocumented
- Structure of health care outreach team that assesses homeless people / hostels would be great - change the dynamic to come to where people are at
- Affordable Housing
- Make good use of empty buildings
- The right service - more person-centred approach - create long term solutions so better-quality temporary accommodation!
- Discharge hospital accommodation

We added two more questions to map what Arts clients are engaged with and what Arts they like to see more of in the borough

- Calendar photography - 12 photos of the best ones to be in calendar
- Pallet furniture
- Music instruments
- Creative writing/ stories

- DIY Film making
- Graffiti Art

Dawn Malcolm, Peer Advisor 'I want to say huge thank you to all who attended the peer support group and invited guests and participated. It was an insightful wonderful uplifting experience'

Appendix 2: Haringey Legislative Theatre

Haringey Council and Arts & Homelessness International worked together to bring the voice of homeless people more into the update [Rough Sleeping Strategy](#).

The process involved a core team of 4-5 people with lived experience of homelessness and 4-5 Council staff members working together. The project aimed to co-create parts of the Haringey Rough Sleeping Strategy 2022-26 as well as develop more structures to strengthen the voice of people with experience of homelessness throughout the Council, as in the years since Haringey Council wrote the last strategy, the landscape around rough sleeping in the borough has fundamentally changed.

The co-creation of homelessness services has been developing steadily over the last decade – the aim is for services to be designed and delivered with people who are homeless, rather than for them. In Haringey commitment to co-production has been building steadily too, with notable success at Mulberry Junction, and the council is committed to ensuring their Rough Sleeping Strategy is fully co-produced with people with lived experience. To do this, we worked with Katy Rubin, a Legislative Theatre practitioner to use Legislative Theatre practice to deepen their strategy of co-creation and avoid using an approach which excludes people.

Legislative Theatre is a fun process and accessible way of showing challenges and issues in systems through making theatrical plays about them.

Policy Co-creation

AHI has developed a Co-creation plan to capitalise and build on good practice already taking place in local authorities to deepen policy co-creation.

Our collective vision is to normalise the involvement of homeless people in the design and delivery of policies, strategies and services. And to normalise the use of positive activities in homelessness plans and services.

Legislative Theatre (LT) is based on a methodology from Theatre of the Oppressed which uses theatre to achieve social aims. It is a form of theatre that encourages audience interaction and explores different options for dealing with a problem or issue. Legislative Theatre takes this stage further to enable people in power to adopt ideas and commit them into legislation. We worked with one of the world-renowned specialist in Legislative Theatre, Katy Rubin who led the Core Team in improvisational workshops with AHI back in Jan 2022.

In January, a core team made up of council staff and people with lived experiences of homelessness and rough sleeping worked together to create an original play based on their real experiences. The performance and Legislative Theatre session have been used as a starting point for co-creating Haringey's new Rough Sleeping Strategy.

The following policy proposals were developed through the improvisations of scenes in the play by members of the audience, which included the general public, policymakers and people who have experienced or were experiencing homelessness and rough sleeping. They were then voted on by the audience, and policymakers in the audience were asked to make commitments based on these policy proposals. The event was attended by 45 people in person, and 55+ people online via Zoom.

Scenes in the play revolved around issues experienced by both council staff and people affected by homelessness and rough sleeping. Some of the scenes showed council staff who were overworked and undertrained, without sufficient resources or support to navigate complicated systems and eligibility criteria.

The lack of available resources or capability in the system to support No Recourse to Public Funds (NRPF) persons in need, as well as the lack of safety for people in temporary accommodation and escalation of conflict by security contractors, were also showcased. Scenes also addressed inconsistent or preferential treatment shown by staff, and the lack of oversight built into the system.

The policy proposals below, generated by the community audience and actors, seek to address these systemic issues:

1. To provide resources and support to staff and those facing homelessness or rough sleeping:

A) Creation or expansion of a Hub with both in-person and online homelessness services in Haringey

- Holistic programme at Mulberry Junction with central leadership -
- Collaborative space with staff working together to provide a full range of services -
- Dedicated and supported collaboration time for staff
- An online and physical hub for easier access -
- Directory of staff and available services for both employees and users.
- A triage service with same-day decision-making for urgent cases -
- Design a welcoming space in all services, including welcome staff and refreshments, with Mulberry Junction as a template

Commitment: Gill to explore the above with Mulberry Junction managers to adjust services and communicate available services offered at the Hub across the borough.

B) Training and Capacity building for both council staff and those with lived experience, in homelessness services

- Council staff should be trained consistently in mental health, peer mentoring, trauma-informed care, 'systems' training etc.

- Estate agents should also be trained in the above, with quality control measures
- This training must be made mandatory
- Staff should have access to 'trauma-informed' budgets to allow them to support individuals with tangible and immediate needs
- Train and employ people with lived experience to work in Council services, via training pipelines for people in temporary / council accommodation
- Available volunteer opportunities should be opened up to people with lived experience and residents

Commitment: To convene a multi-agency meeting to discuss training for homelessness services staff including what exists, what is missing, and what we can collaborate on.

2. To provide emergency shelter for those facing rough sleeping or homelessness

Emergency accommodation should be reinstated to provide shelter for people affected by rough sleeping.

Commitment: Gill will be securing a building to reinstate night shelter (in progress). Denise will explore increasing social lets for Housing First.

3. To build a more supportive, empathetic and collaborative homelessness services system in Haringey

A) Cultivate a strengths-based / asset-led way of working by:

- Seeing people for their skills, including at the initial meeting and when staying in emergency / supported accommodation
- Strengthen co-production in service design and delivery
- Introduce volunteering opportunities for residents
- Commit to developing a trauma-informed homelessness system in Haringey, rather than just frontline services
- Involve local businesses, charities and residents in tackling rough sleeping

Commitments: To get contact details of local businesses / partners from the Socio-Economic Lead in the Council. Gill / Farhio / Roque to make initial contact, with Obi leading on external communications.

4. To increase resources for NRPF persons facing homelessness or rough sleeping in Haringey

- Provide research, toolkits and resources via website content

Commitments: Gill to share information about support already available to NRPF persons, potentially online, or through the website Hub. Gill to develop and publicise a toolkit of local resources as part of the Rough Sleeping Strategy.

Testimonials

'The whole process has helped me to become more reflective in my assessments, for example, if a client suddenly stops engaging, I will try and explore if there may be something causing an obstacle for the client to contact us and involve other services in the council such as Mulberry Junction to stay connected with a client who may not have an electronic device to be able to complete forms etc. Allowing for co-production with former service users was very important in allowing front-line workers to understand the weaknesses in our services such as blanket statements we may use to categorise individual circumstances and how we can resolve this on a micro-scale. Also, it was wonderful to feel like I am part of a bigger community of others working towards a larger goal within the borough and it was super-duper fun!! Something so different that allowed me to think creatively; I haven't experienced a process like this previously in my career.'

Chris Bhatti, Housing Needs officer, Homes for Haringey & Actor in AHI Haringey Legislative Theatre

'Legislative Theatre is an innovative, joyful and radically accessible methodology for co-creating policies that move communities towards equity, dignity and adequate housing for all. Momentum has been building around the UK for creative, grassroots participatory democracy, and Arts & Homelessness International (AHI) has been at the forefront of that movement, by promoting and supporting Legislative Theatre and similar tools through which people with lived experience of homelessness take the lead on shaping policy platforms. The collaboration between AHI, Haringey residents, myself, and Haringey Council was ambitious in scope, with a strong commitment from the Council to implement the community's ideas. Those proposals have since moved forward into the new Rough Sleeping Strategy. AHI's advocacy and cultural organising practices were essential in bringing about such concrete changes, and I look forward to collaborating with them in the future, to overturn the power dynamics in policy making within the homelessness sector, one performance at a time.'

Katy Rubin, Legislative Theatre Practitioner

'I've enjoyed my participation in Legislative Theatre performance to co-create Haringey's new Rough Sleeping Strategy. I felt I was able to contribute in a meaningful way whilst feeling safe the issues I raise as someone with lived experience of homelessness will be addressed and hopefully improve homelessness services in the borough.

I feel sad that the project came to an end but happy with the outcomes and the commitment that Arts & Homelessness International continue to showcase to engage me in the process post the event'

Toni Hudson, an actor in Haringey Legislative Theatre

Read the full proposal [here](#): and Public release [here](#)

Appendix 3: Streets Fest

Streets Fest is an annual event that has taken place in the borough since 2018. According to Streets Kitchen’s website who are the key organiser of this festival, ‘The event is a ‘health & wellbeing event for those who are homeless or vulnerably housed. The event will provide a ‘one stop shop’ for people to access a wide range of different support agencies in the same place, on the same day. We hope that bringing services outdoors in this way will increase accessibility and reach those in most need.’

The event is grassroots and co-produced with people who are or were homeless. It is open to members of the public who can seek information about the support available and how best they can help. Haringey and Islington Councils are also involved in making it happen.

Museum of Homelessness is another key organisation which is involved and play a significant role in engaging the community. In past events they ran a “dynamic and diverse” banner making workshop, where people could create their own square and leave a mark on the museum’s canvas. The events usually entail music, food, art, wellbeing activities all in a relaxed and fun atmosphere.

This year, the Fest took place in Finsbury Park on 23rd September 2022. Stalls included Museum of Homelessness who inviting people to talk about and give ideas for their new building. AHI also ran a stall with participatory art, nail painting and Associate, Michel Cheney co-created a large piece of artwork with attendees of the festival; he invited people to write and draw ideas about what homelessness provision was like now and what it should be like in the future.



In terms of the context of widening participation in arts and homelessness in the borough, the Festival is a key intervention to foster connection, community and compassion.

Haringey Council says it is looking forward to work in solidarity again with Streets Kitchen and Islington Council to host ‘Streets Fest’.

Appendix 4: Useful Links

Arts & Homelessness International have the following useful documents that can be accessed via our website.

1. Practice Guide on how to run arts and homelessness projects
https://artshomelessint.com/wp-content/uploads/2021/04/2020-07_Co-produced-Arts-and-Homelessness-Practice-Guide.pdf
2. The role of arts and homelessness during COVID – a research report featuring work carried out in Haringey https://artshomelessint.com/wp-content/uploads/2021/04/2020-10_ART-Lab-enquiry-1.pdf
3. Full Legislative Theatre Report and Proposals
<https://artshomelessint.com/research/haringey-council-legislative-theatre-proposals-jan-2022/>