



University of Dundee

Don't Give Up on Us

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DOI:
[10.20933/100001264](https://doi.org/10.20933/100001264)

Publication date:
2022

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Citation for published version (APA):
Rodriguez, A., Murray, C., Biazus-Dalcin, C., Mackay, M., & Ding, C. (2022). *Don't Give Up on Us*. UniVerse. <https://doi.org/10.20933/100001264>

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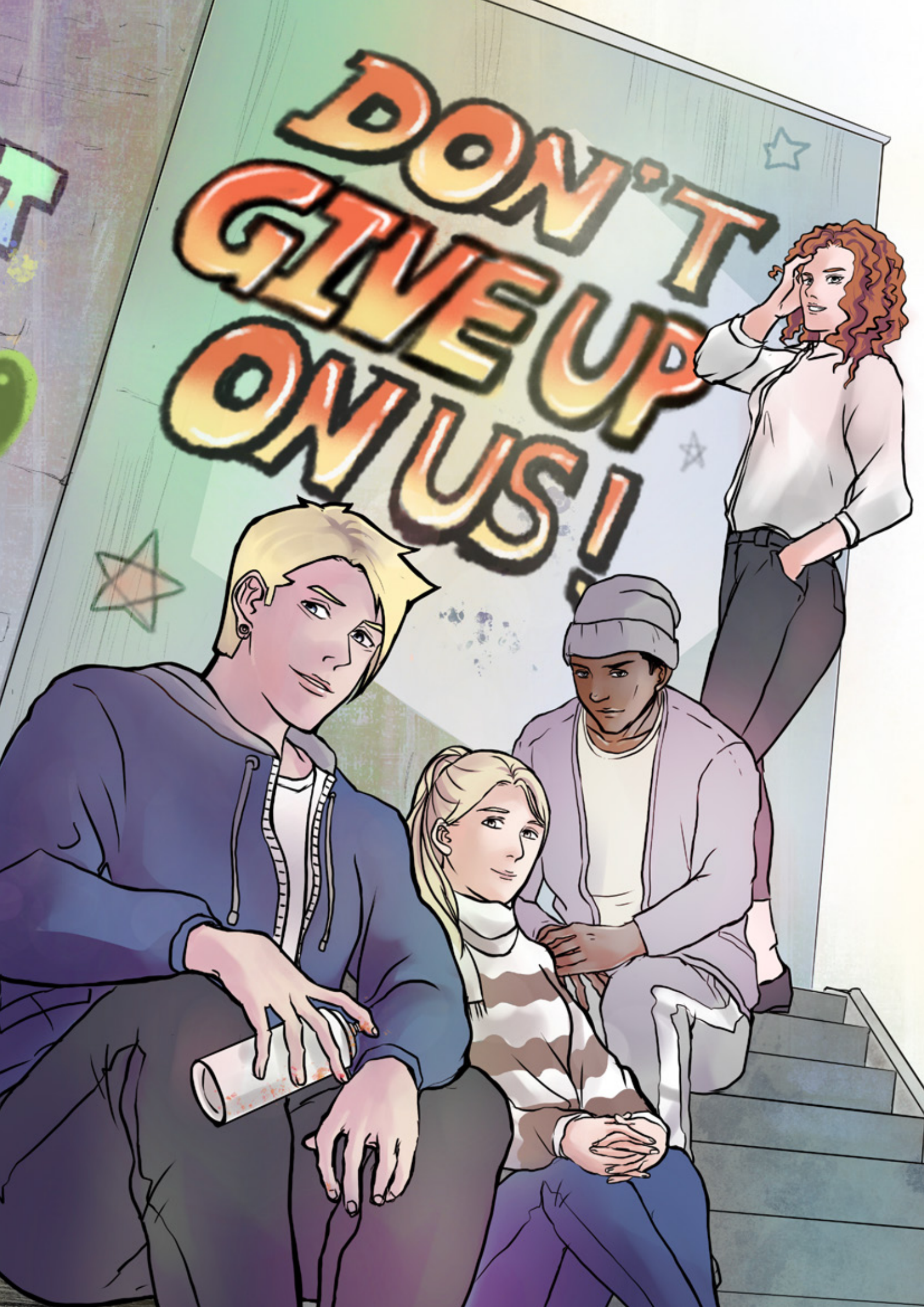
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**DON'T
GIVE UP
ON US!**



Don't Give Up on Us

There is significant room for improvement of services addressed to young people experiencing homelessness. Current research at the Universities of Dundee and St Andrews has identified a need to incorporate all the individual's needs and aspirations into this support. In this research the project team adopted a reflexive mapping exercise approach, creating an opportunity for people in different fields and young people with living and lived experience of homelessness to come together and share views, feelings, and practices on how to achieve better collaboration and service delivery. The programme: i) shared research evidence on this topic; ii) collected experiences from young people to identify key elements of service provision they find are essential; iii) brought together practitioners from different sectors, academics, and policy makers to reflect upon the existing governmental and services initiatives to overcome the barriers towards better accessibility and engagement with services and practitioners.

One of the outcomes of the research is this comic, which illustrates various perspectives on the barriers to accessing services and engaging with practitioners. The first story in this comic showcases the perspectives of young people sharing their experiences related to homelessness and the support they have received. The second story represents the perceptions of practitioners. In the last part of the comic the young people and the practitioners come together in a workshop to share their views and reflect on best practice.

The comic is based on three events with young people, practitioners from health and social care sectors, policy makers, and researchers, who came together to have an open discussion on how services and practitioners could engage young people and sustain relationships with them. In addition, seven consultations were carried out in youth services based in Dundee and Edinburgh. These events included keynote speakers, group discussions, drama and cultural activities (Theatre of the Oppressed, Capoeira, Live Music) and art production (graffiti and post cards). The workshops collected information about the experiences of the participants that fed into a final report (see link below), and these consultations formed the basis of the scenarios and characters depicted in the comic.

This comic will be part of the training package addressed to those working (or desiring to work) with people experiencing homelessness or at risk of becoming homeless, from third sector organisations, education, and health boards. The comic is designed to pose questions about the experiences of receiving and delivering services, and it is hoped that young people and practitioners will use it to prompt discussion about the multiple challenges we all face in trying to reduce and eventually eliminate youth homelessness.

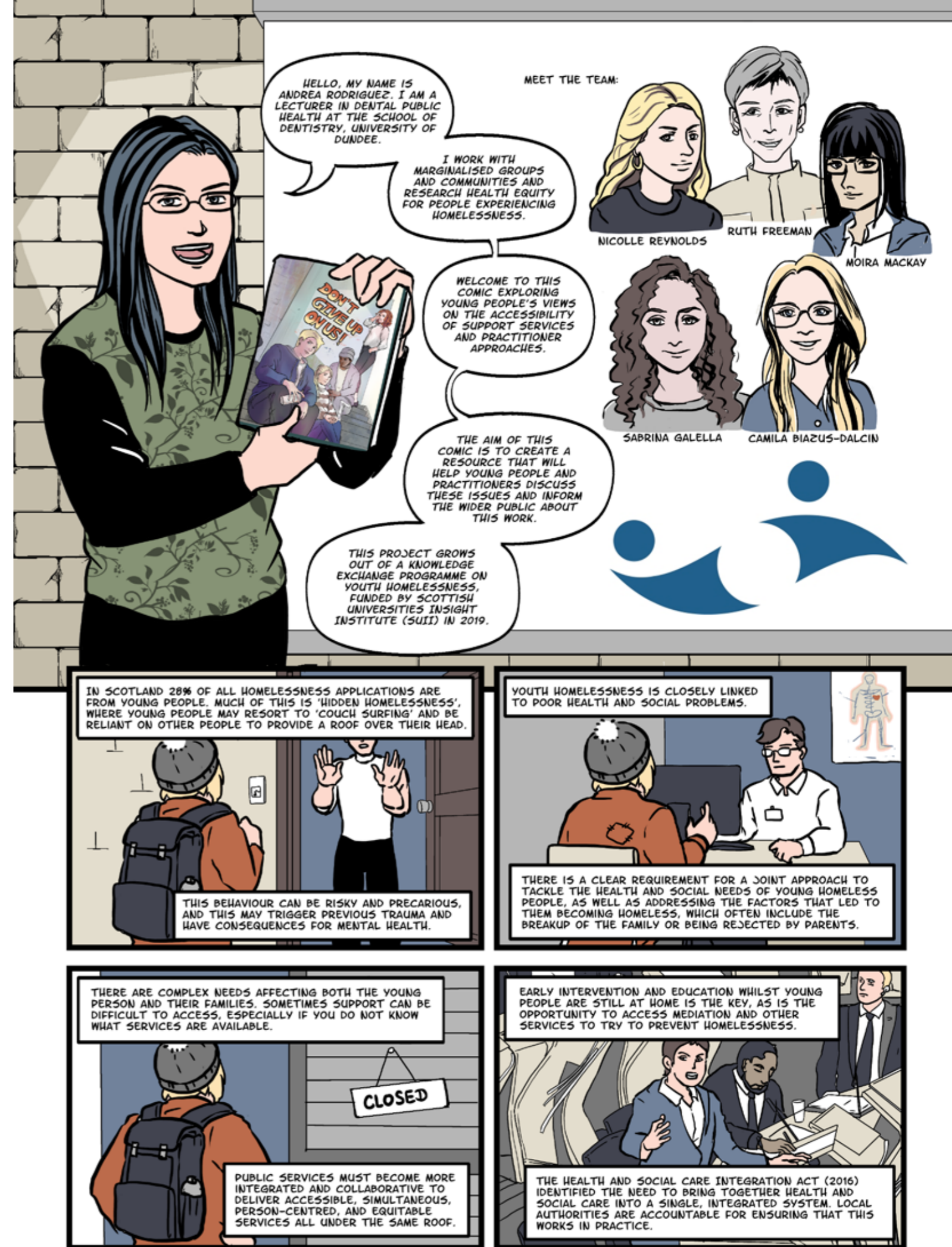
Useful links to the research underpinning this comic:

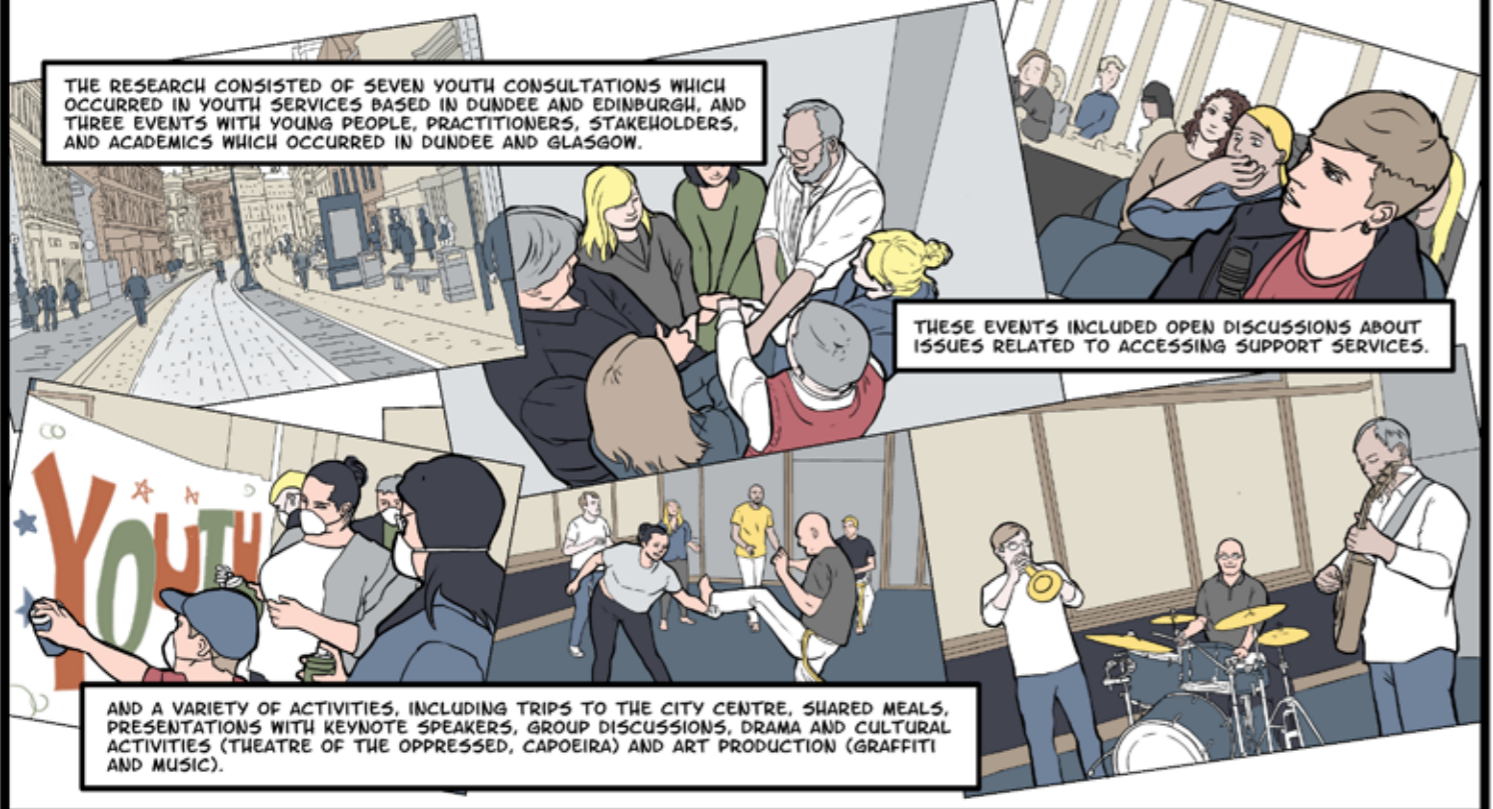
- www.scottishinsight.ac.uk/Programmes/ThemedCall201819/YoungPeopleatHome.aspx
- www.scottishinsight.ac.uk/Portals/80/ReportsandEvaluation/Programme%20reports/Young%20People%20at%20Home%20Final%20Report_updated.pdf



Written by Andrea Rodriguez, Chris Murray, Camila Biazus-Dalcin, and Moira Mackay. Artwork, lettering and colours by Clio Ding. This comic was funded by the Wellcome Trust [204816/Z/16/Z].

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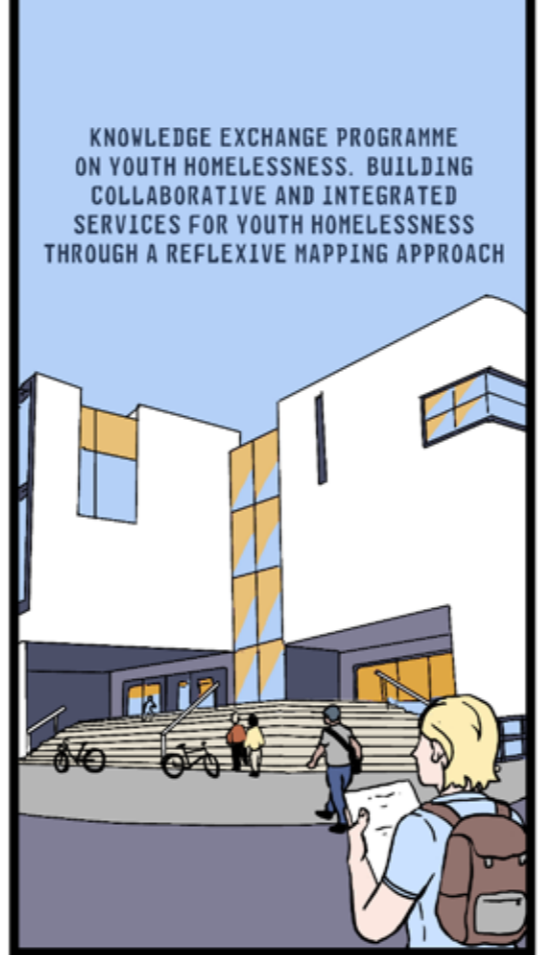




THE RESEARCH CONSISTED OF SEVEN YOUTH CONSULTATIONS WHICH OCCURRED IN YOUTH SERVICES BASED IN DUNDEE AND EDINBURGH, AND THREE EVENTS WITH YOUNG PEOPLE, PRACTITIONERS, STAKEHOLDERS, AND ACADEMICS WHICH OCCURRED IN DUNDEE AND GLASGOW.

THESE EVENTS INCLUDED OPEN DISCUSSIONS ABOUT ISSUES RELATED TO ACCESSING SUPPORT SERVICES.

AND A VARIETY OF ACTIVITIES, INCLUDING TRIPS TO THE CITY CENTRE, SHARED MEALS, PRESENTATIONS WITH KEYNOTE SPEAKERS, GROUP DISCUSSIONS, DRAMA AND CULTURAL ACTIVITIES (THEATRE OF THE OPPRESSED, CAPOEIRA) AND ART PRODUCTION (GRAFFITI AND MUSIC).



KNOWLEDGE EXCHANGE PROGRAMME ON YOUTH HOMELESSNESS. BUILDING COLLABORATIVE AND INTEGRATED SERVICES FOR YOUTH HOMELESSNESS THROUGH A REFLEXIVE MAPPING APPROACH



HELLO, I HOPE YOU ALL ENJOYED THE MORNING SESSION. PLEASE DO HELP YOURSELF TO REFRESHMENTS DURING THE BREAK.

I'LL COME BACK OVER WHEN WE ARE DUE TO START AGAIN.

CHEERS.

THANK YOU, THAT'S GREAT.



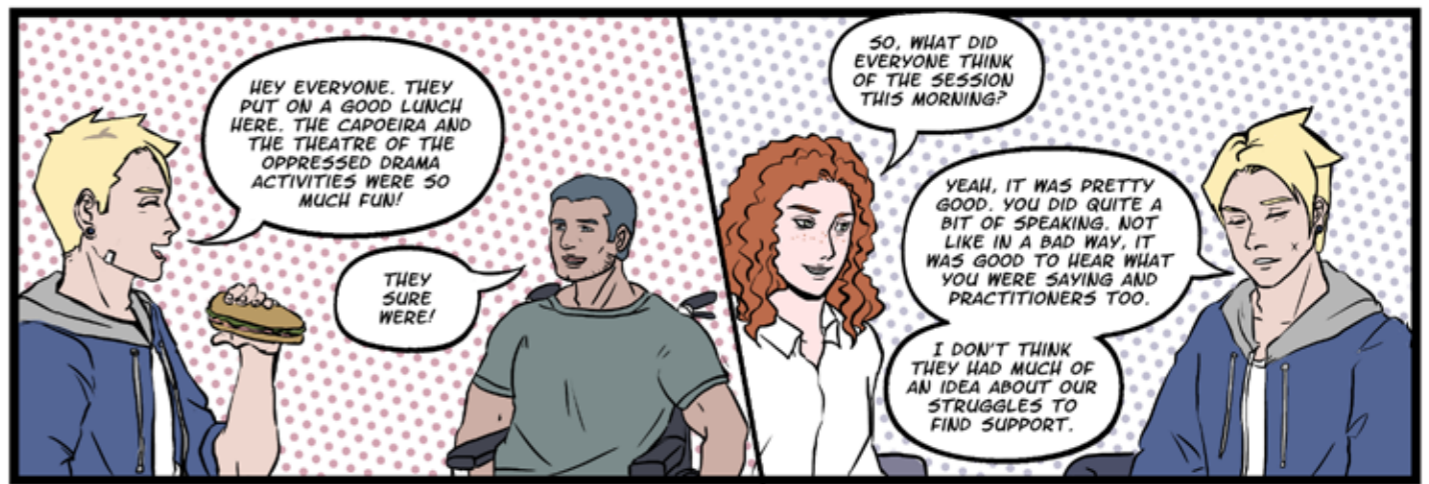
THE FINDINGS WERE COMPILED INTO A REPORT, WITH CONTRIBUTIONS FROM A TEAM OF RESEARCHERS AND PRACTITIONERS.



ONE OF THE OUTPUTS OF THIS RESEARCH IS THIS COMIC. IT WAS CREATED IN COLLABORATION BETWEEN THE PROJECT LEADERS AND THE SCOTTISH CENTRE FOR COMICS STUDIES.



THE COMIC WAS DRAWN BY CLIO DING AND ILLUSTRATES HOW THE PROJECT WAS CONDUCTED AND PROVIDES A SUMMARY OF THE FINDINGS.



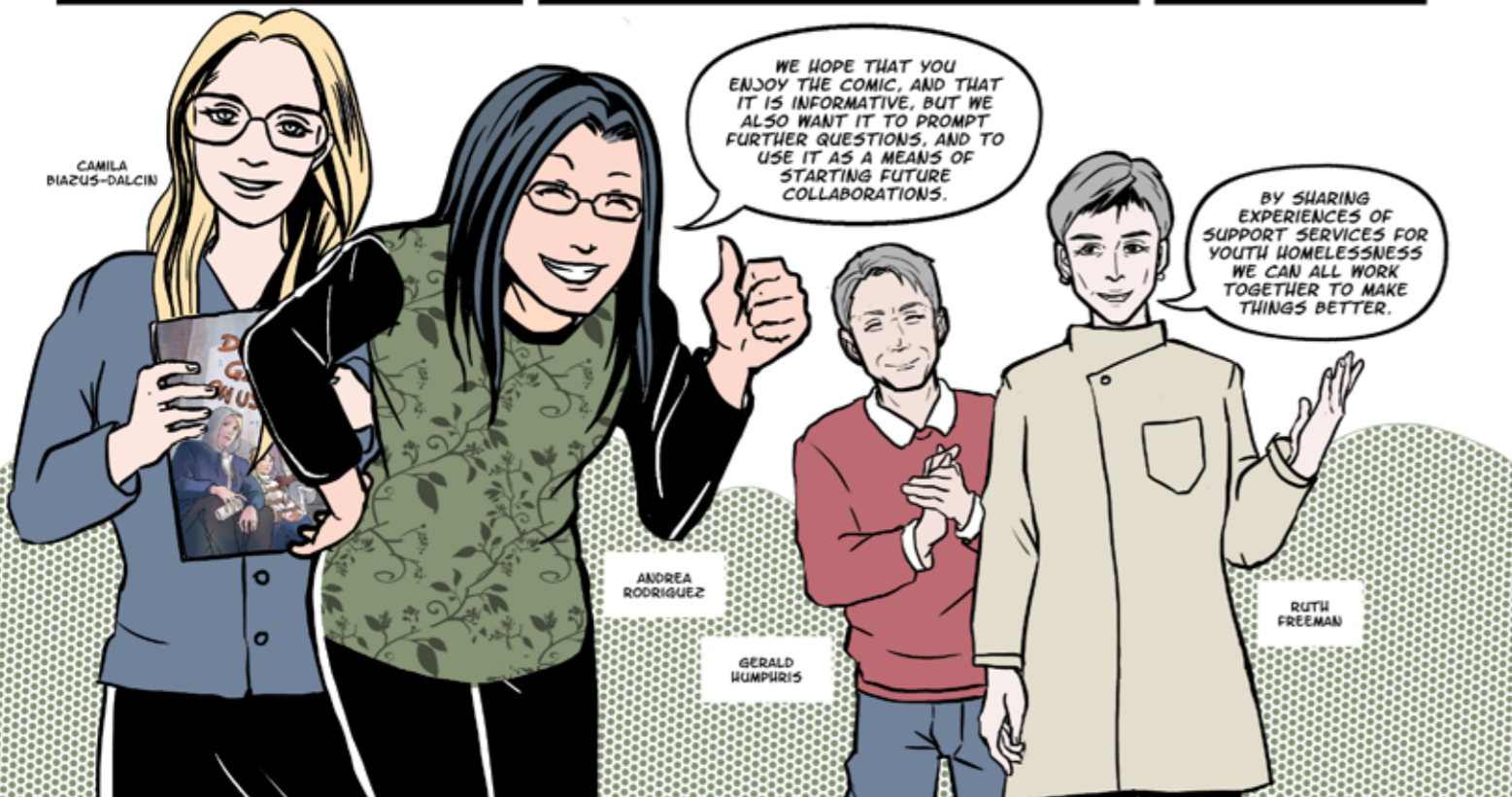
HEY EVERYONE. THEY PUT ON A GOOD LUNCH HERE. THE CAPOEIRA AND THE THEATRE OF THE OPPRESSED DRAMA ACTIVITIES WERE SO MUCH FUN!

THEY WERE GREAT!

SO, WHAT DID EVERYONE THINK OF THE SESSION THIS MORNING?

YEAH, IT WAS PRETTY GOOD. YOU DID QUITE A BIT OF SPEAKING. NOT LIKE IN A BAD WAY, IT WAS GOOD TO HEAR WHAT YOU WERE SAYING AND PRACTITIONERS TOO.

I DON'T THINK THEY HAD MUCH OF AN IDEA ABOUT OUR STRUGGLES TO FIND SUPPORT.



CAMILA DIAZUS-DALCIN

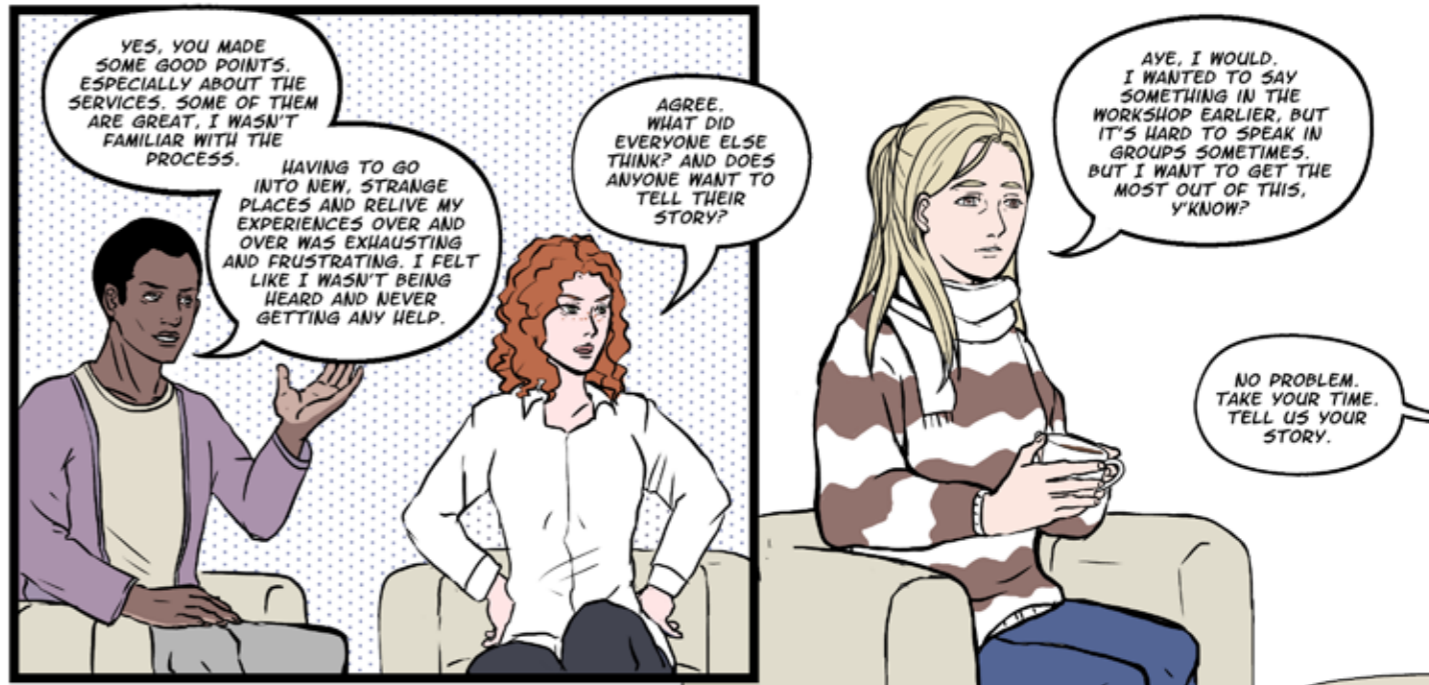
WE HOPE THAT YOU ENJOY THE COMIC, AND THAT IT IS INFORMATIVE, BUT WE ALSO WANT IT TO PROMPT FURTHER QUESTIONS, AND TO USE IT AS A MEANS OF STARTING FUTURE COLLABORATIONS.

ANDREA RODRIGUEZ

GERALD HUMPHRIS

BY SHARING EXPERIENCES OF SUPPORT SERVICES FOR YOUTH HOMELESSNESS WE CAN ALL WORK TOGETHER TO MAKE THINGS BETTER.

RUTH FREEMAN



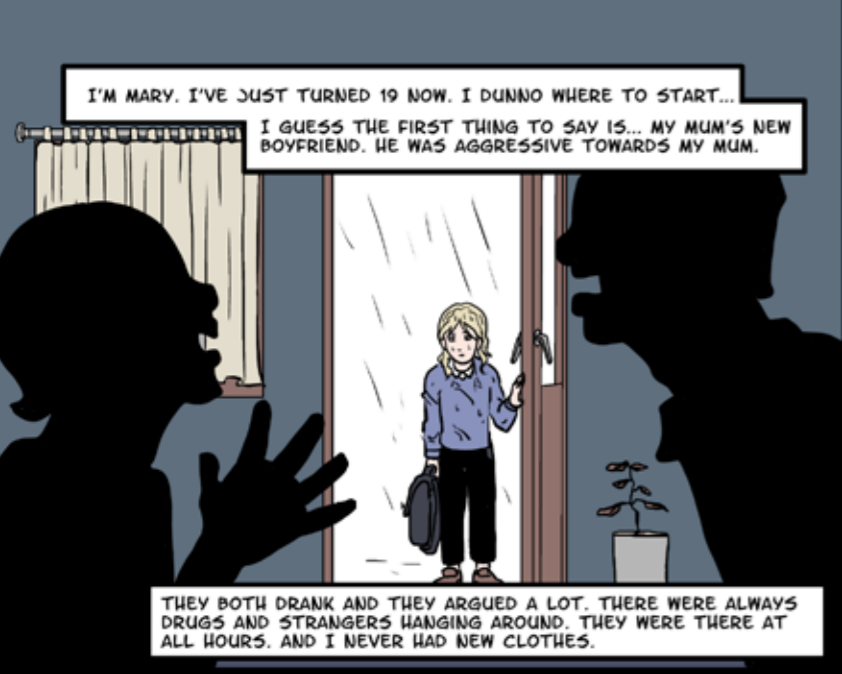
YES, YOU MADE SOME GOOD POINTS, ESPECIALLY ABOUT THE SERVICES. SOME OF THEM ARE GREAT, I WASN'T FAMILIAR WITH THE PROCESS.

HAVING TO GO INTO NEW, STRANGE PLACES AND RELIVE MY EXPERIENCES OVER AND OVER WAS EXHAUSTING AND FRUSTRATING. I FELT LIKE I WASN'T BEING HEARD AND NEVER GETTING ANY HELP.

AGREE. WHAT DID EVERYONE ELSE THINK? AND DOES ANYONE WANT TO TELL THEIR STORY?

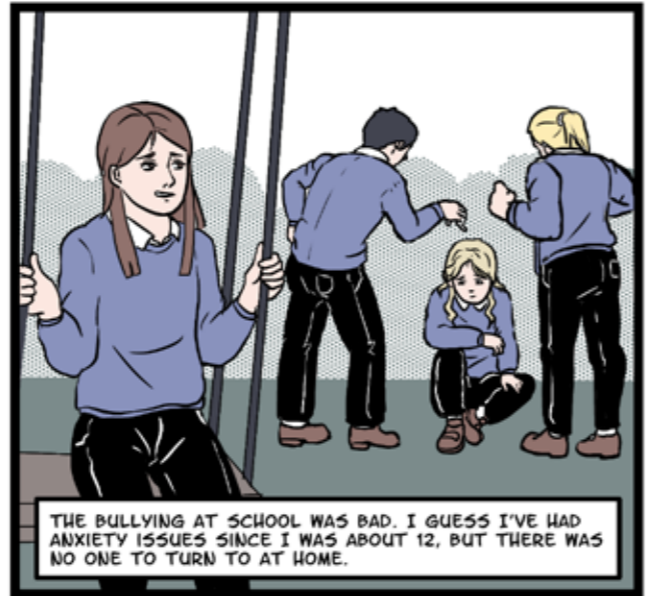
AYE, I WOULD. I WANTED TO SAY SOMETHING IN THE WORKSHOP EARLIER, BUT IT'S HARD TO SPEAK IN GROUPS SOMETIMES. BUT I WANT TO GET THE MOST OUT OF THIS, Y'KNOW?

NO PROBLEM. TAKE YOUR TIME. TELL US YOUR STORY.



I'M MARY. I'VE JUST TURNED 19 NOW. I DUNNO WHERE TO START...
I GUESS THE FIRST THING TO SAY IS... MY MUM'S NEW BOYFRIEND. HE WAS AGGRESSIVE TOWARDS MY MUM.

THEY BOTH DRANK AND THEY ARGUED A LOT. THERE WERE ALWAYS DRUGS AND STRANGERS HANGING AROUND. THEY WERE THERE AT ALL HOURS. AND I NEVER HAD NEW CLOTHES.

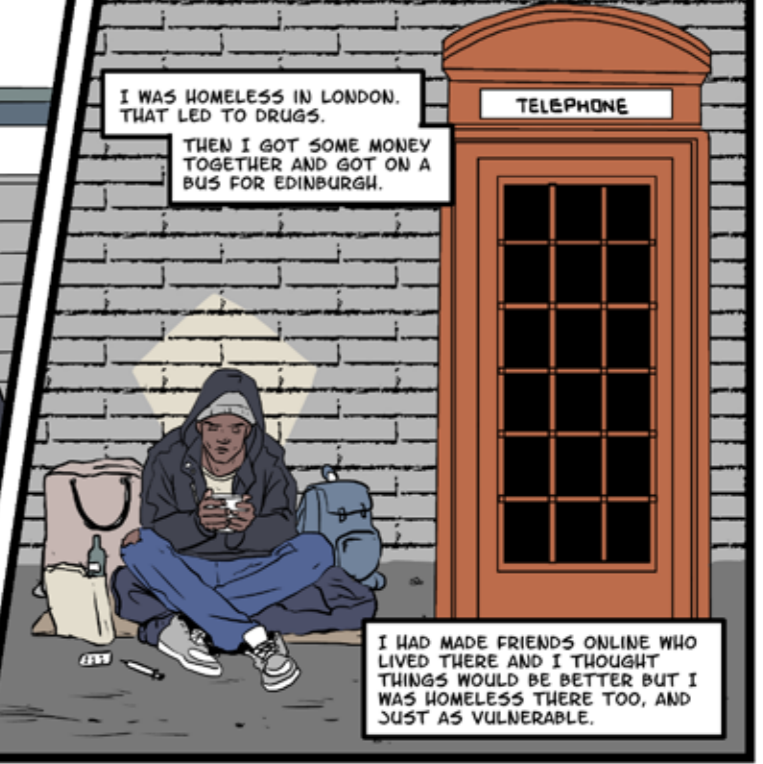


THE BULLYING AT SCHOOL WAS BAD. I GUESS I'VE HAD ANXIETY ISSUES SINCE I WAS ABOUT 12, BUT THERE WAS NO ONE TO TURN TO AT HOME.



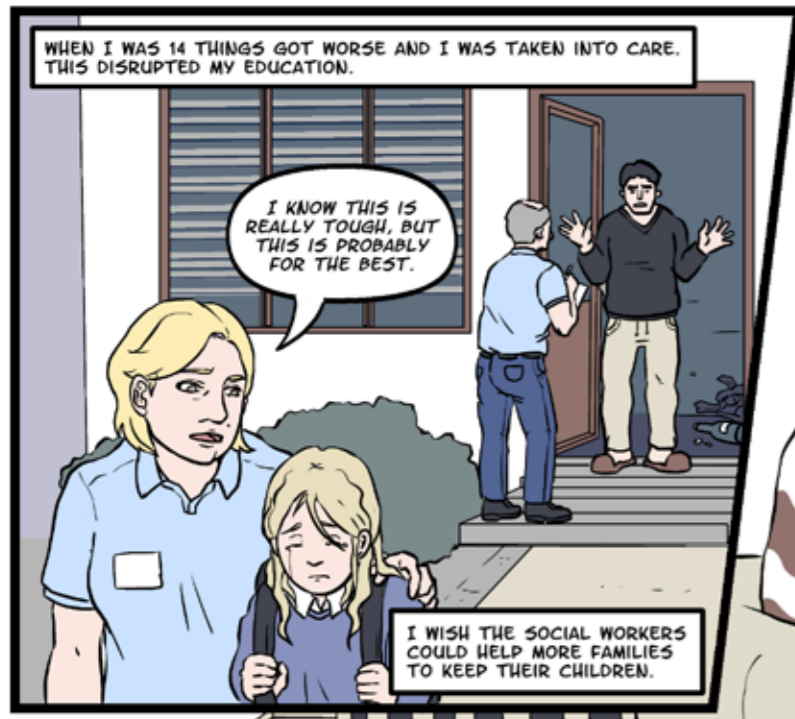
HI. SOME OF YOU KNOW ME ALREADY. I'M AZI. MY FAMILY BROKE UP TOO... WELL THEY BROKE UP WITH ME.

I WAS ASKED TO LEAVE HOME AFTER MY FAMILY FOUND OUT ABOUT MY SEXUALITY.



I WAS HOMELESS IN LONDON. THAT LED TO DRUGS. THEN I GOT SOME MONEY TOGETHER AND GOT ON A BUS FOR EDINBURGH.

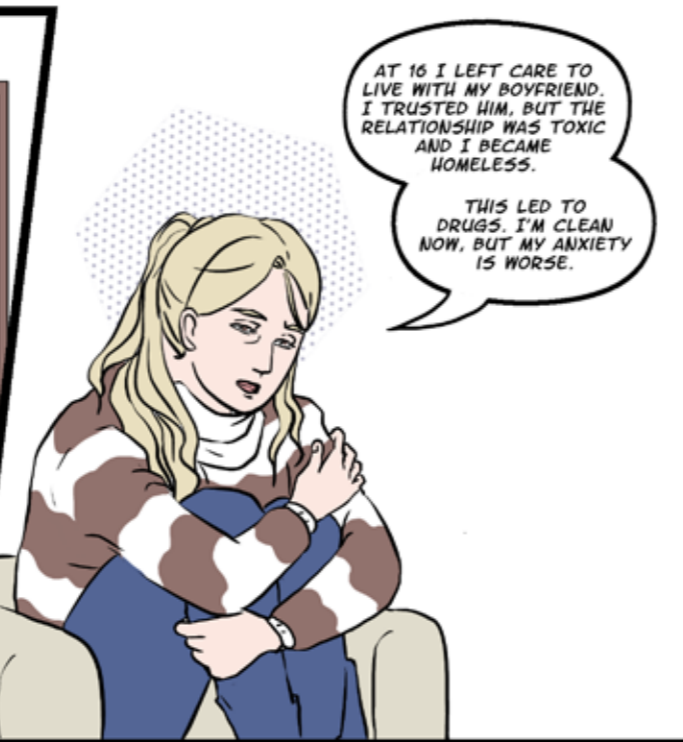
I HAD MADE FRIENDS ONLINE WHO LIVED THERE AND I THOUGHT THINGS WOULD BE BETTER BUT I WAS HOMELESS THERE TOO, AND JUST AS VULNERABLE.



WHEN I WAS 14 THINGS GOT WORSE AND I WAS TAKEN INTO CARE. THIS DISRUPTED MY EDUCATION.

I KNOW THIS IS REALLY TOUGH, BUT THIS IS PROBABLY FOR THE BEST.

I WISH THE SOCIAL WORKERS COULD HELP MORE FAMILIES TO KEEP THEIR CHILDREN.



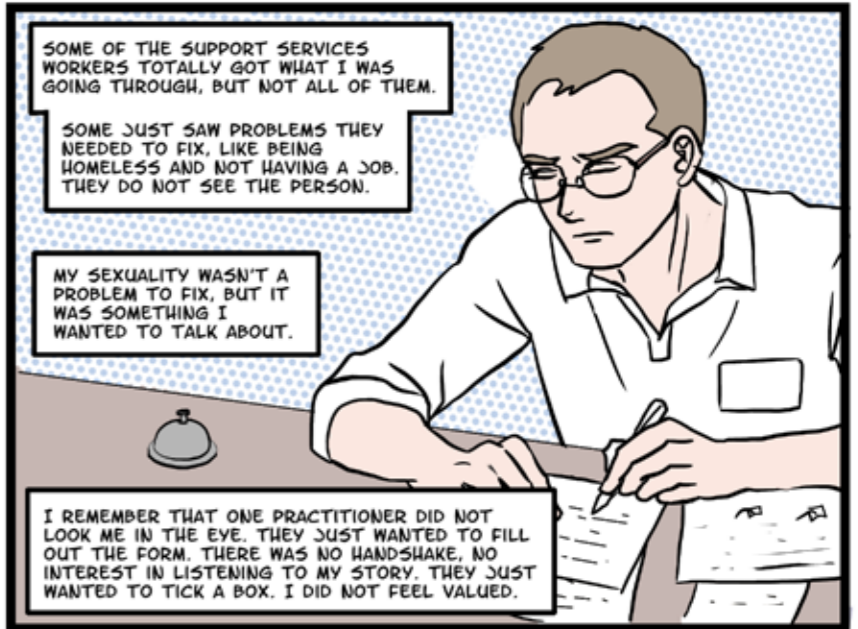
AT 16 I LEFT CARE TO LIVE WITH MY BOYFRIEND. I TRUSTED HIM, BUT THE RELATIONSHIP WAS TOXIC AND I BECAME HOMELESS.

THIS LED TO DRUGS. I'M CLEAN NOW, BUT MY ANXIETY IS WORSE.



IT TOOK A WHILE TO FIND HELP, BUT WHEN I CONNECTED WITH SERVICES THINGS STARTED TO GET BETTER.

BEING HOMELESS WAS MY BIGGEST PROBLEM, OF COURSE, BUT I WAS STILL GOING THROUGH ALL THE ISSUES THAT ALL TEENAGERS DEAL WITH, LEARNING TO BE MYSELF AND BEING OUT WAS IMPORTANT TO ME.



SOME OF THE SUPPORT SERVICES WORKERS TOTALLY GOT WHAT I WAS GOING THROUGH, BUT NOT ALL OF THEM.

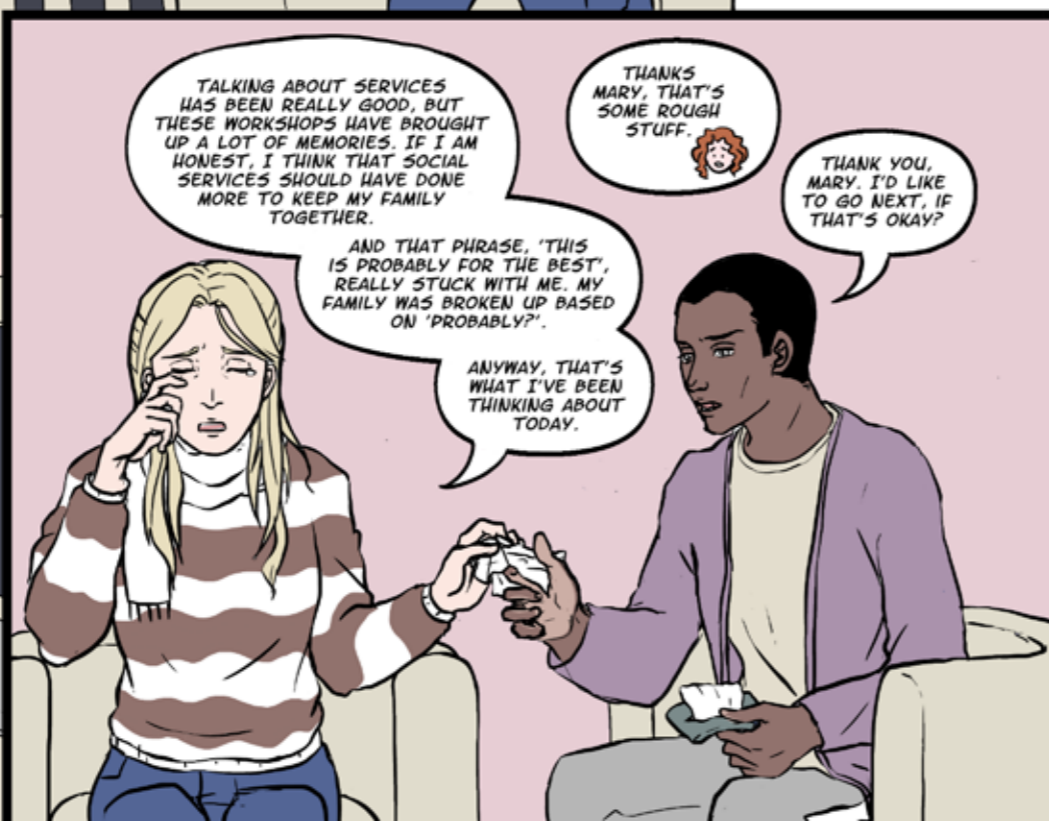
SOME JUST SAW PROBLEMS THEY NEEDED TO FIX, LIKE BEING HOMELESS AND NOT HAVING A JOB. THEY DO NOT SEE THE PERSON.

MY SEXUALITY WASN'T A PROBLEM TO FIX, BUT IT WAS SOMETHING I WANTED TO TALK ABOUT.

I REMEMBER THAT ONE PRACTITIONER DID NOT LOOK ME IN THE EYE. THEY JUST WANTED TO FILL OUT THE FORM. THERE WAS NO HANDSHAKE, NO INTEREST IN LISTENING TO MY STORY. THEY JUST WANTED TO TICK A BOX. I DID NOT FEEL VALUED.



THE TRIP THAT WE TOOK INTO TOWN TO A MEAL LAST WEEK WAS GOOD, BUT I USUALLY AVOID GOING INTO THE CITY CENTRE AS I DOES NOT WANT TO SEE PEOPLE WHO I KNOW DEAL DRUGS TO YOUNG PEOPLE, AND IT WAS EMBARRASSING TO BUMP INTO OLD FRIENDS, SO THAT WAS A BIT ROUGH.



TALKING ABOUT SERVICES HAS BEEN REALLY GOOD, BUT THESE WORKSHOPS HAVE BROUGHT UP A LOT OF MEMORIES. IF I AM HONEST, I THINK THAT SOCIAL SERVICES SHOULD HAVE DONE MORE TO KEEP MY FAMILY TOGETHER.

THANKS MARY, THAT'S SOME ROUGH STUFF.

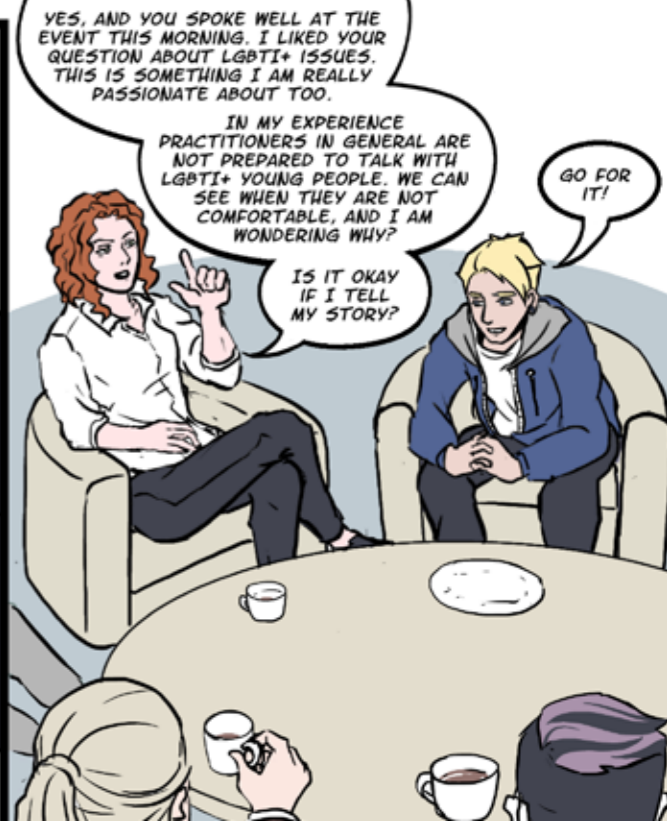
THANK YOU, MARY. I'D LIKE TO GO NEXT, IF THAT'S OKAY?

AND THAT PHRASE, 'THIS IS PROBABLY FOR THE BEST', REALLY STUCK WITH ME. MY FAMILY WAS BROKEN UP BASED ON 'PROBABLY?'

ANYWAY, THAT'S WHAT I'VE BEEN THINKING ABOUT TODAY.



BUT VOLUNTEERING HELPED. IT GAVE ME A PURPOSE, AND WHEN I SPEAK TO YOUNG PEOPLE WHO ARE DEALING WITH THE SAME THINGS AS ME, I FEEL LIKE I AM MAKING A DIFFERENCE.



YES, AND YOU SPOKE WELL AT THE EVENT THIS MORNING. I LIKED YOUR QUESTION ABOUT LGBTI+ ISSUES. THIS IS SOMETHING I AM REALLY PASSIONATE ABOUT TOO.

IN MY EXPERIENCE PRACTITIONERS IN GENERAL ARE NOT PREPARED TO TALK WITH LGBTI+ YOUNG PEOPLE. WE CAN SEE WHEN THEY ARE NOT COMFORTABLE, AND I AM WONDERING WHY?

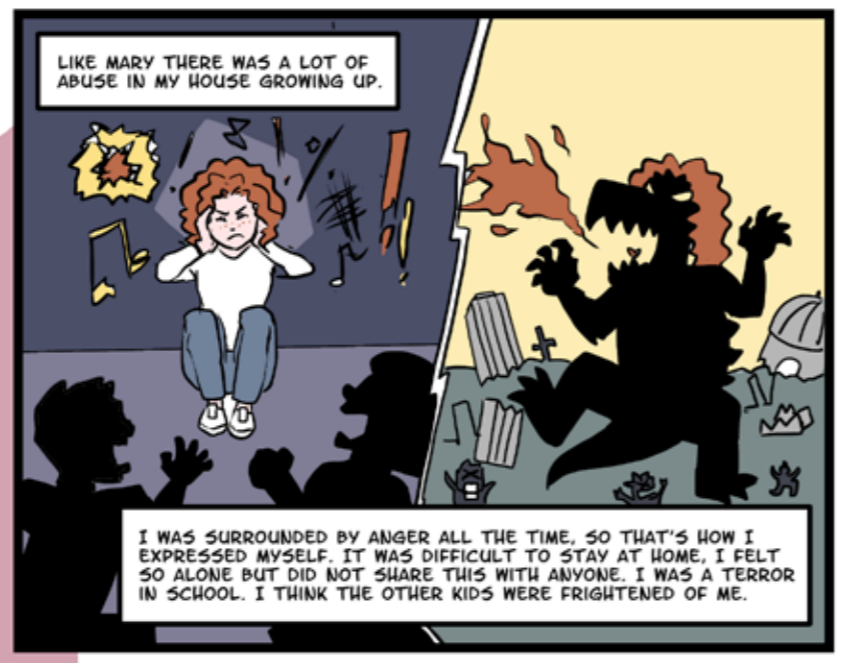
IS IT OKAY IF I TELL MY STORY?

GO FOR IT!



HEY, MOST OF YOU KNOW ME. MY NAME IS HAILEY AND I AM 18, ALTHOUGH PEOPLE OFTEN THINK I AM A BIT OLDER.
I GUESS BECAUSE I AM SO OPINIONATED!

HAHA! YEAH, YOU COULD SAY THAT!

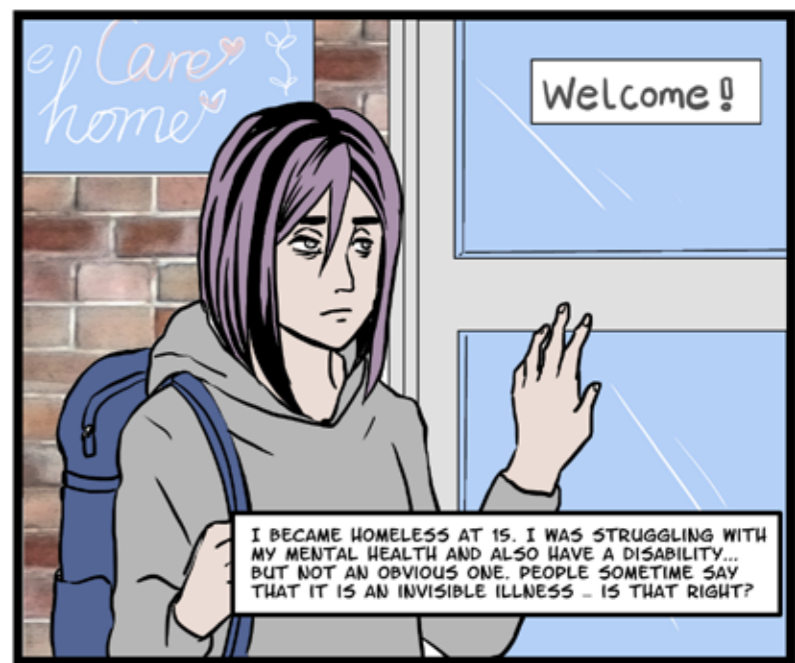


LIKE MARY THERE WAS A LOT OF ABUSE IN MY HOUSE GROWING UP.

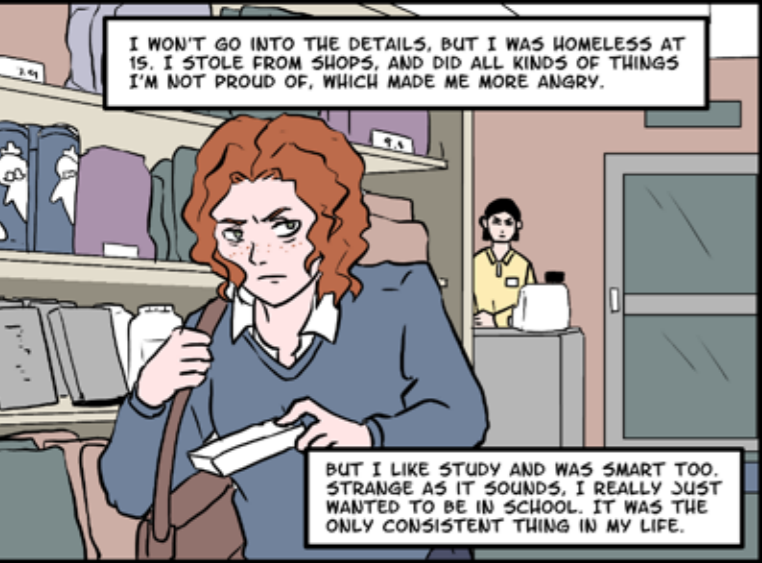
I WAS SURROUNDED BY ANGER ALL THE TIME, SO THAT'S HOW I EXPRESSED MYSELF. IT WAS DIFFICULT TO STAY AT HOME, I FELT SO ALONE BUT DID NOT SHARE THIS WITH ANYONE. I WAS A TERROR IN SCHOOL. I THINK THE OTHER KIDS WERE FRIGHTENED OF ME.



HELLO EVERYONE. MY NAME IS HALINKA, THOUGH EVERYONE CALLS ME HALA. MY NAME MEANS CALM AND PEACEFUL IN POLISH. I TRY TO LIVE UP TO THAT.

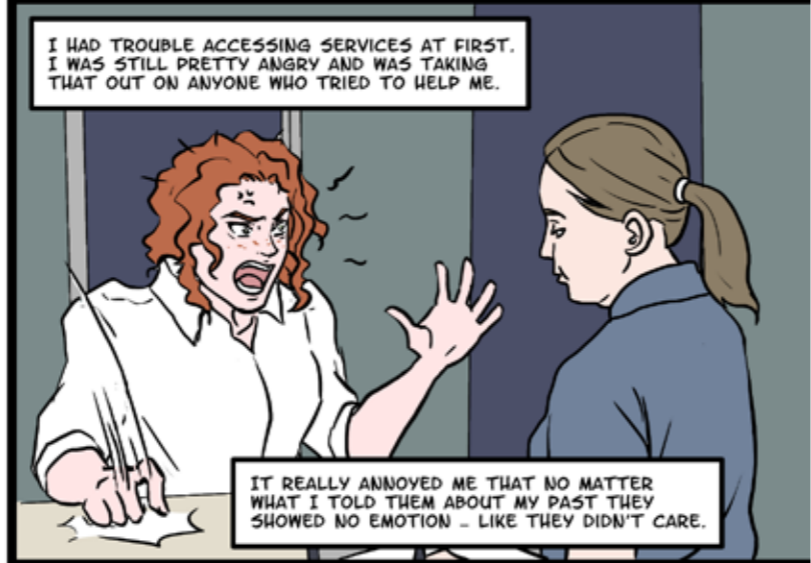


I BECAME HOMELESS AT 15. I WAS STRUGGLING WITH MY MENTAL HEALTH AND ALSO HAVE A DISABILITY... BUT NOT AN OBVIOUS ONE. PEOPLE SOMETIME SAY THAT IT IS AN INVISIBLE ILLNESS - IS THAT RIGHT?



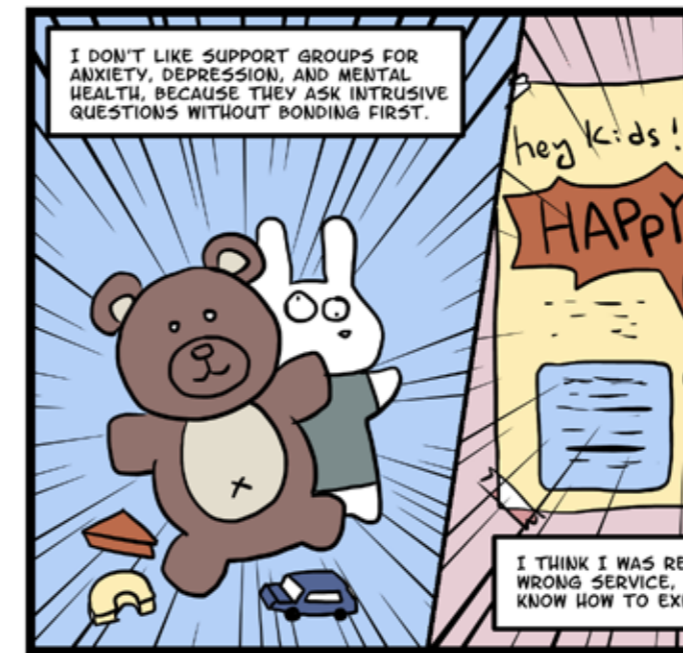
I WON'T GO INTO THE DETAILS, BUT I WAS HOMELESS AT 15. I STOLE FROM SHOPS, AND DID ALL KINDS OF THINGS I'M NOT PROUD OF, WHICH MADE ME MORE ANGRY.

BUT I LIKE STUDY AND WAS SMART TOO. STRANGE AS IT SOUNDS, I REALLY JUST WANTED TO BE IN SCHOOL. IT WAS THE ONLY CONSISTENT THING IN MY LIFE.



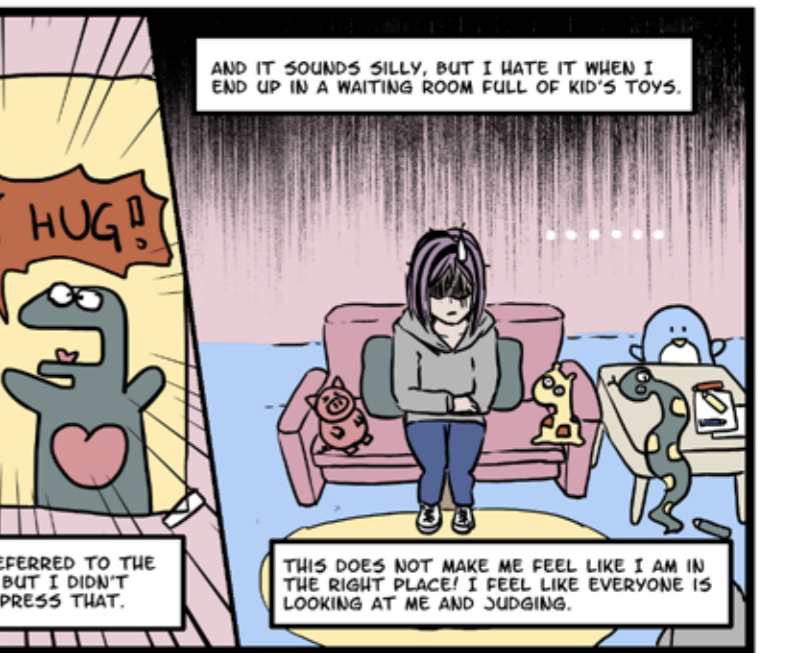
I HAD TROUBLE ACCESSING SERVICES AT FIRST. I WAS STILL PRETTY ANGRY AND WAS TAKING THAT OUT ON ANYONE WHO TRIED TO HELP ME.

IT REALLY ANNOYED ME THAT NO MATTER WHAT I TOLD THEM ABOUT MY PAST THEY SHOWED NO EMOTION - LIKE THEY DIDN'T CARE.



I DON'T LIKE SUPPORT GROUPS FOR ANXIETY, DEPRESSION, AND MENTAL HEALTH, BECAUSE THEY ASK INTRUSIVE QUESTIONS WITHOUT BONDING FIRST.

I THINK I WAS REFERRED TO THE WRONG SERVICE, BUT I DIDN'T KNOW HOW TO EXPRESS THAT.



AND IT SOUNDS SILLY, BUT I HATE IT WHEN I END UP IN A WAITING ROOM FULL OF KID'S TOYS.

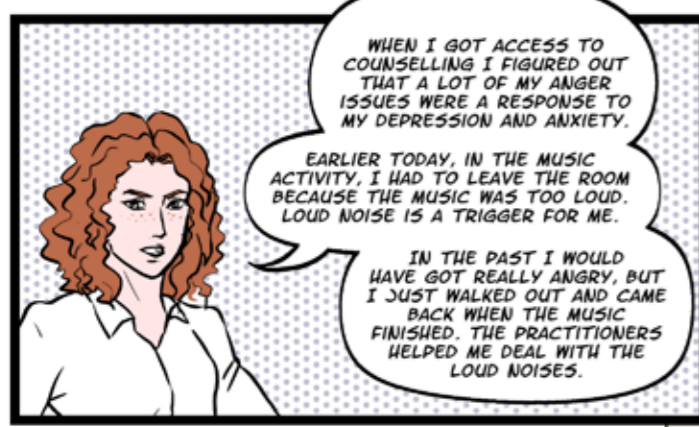
THIS DOES NOT MAKE ME FEEL LIKE I AM IN THE RIGHT PLACE! I FEEL LIKE EVERYONE IS LOOKING AT ME AND JUDGING.



I FOUND OUT LATER THAT THE SUPPORT WORKERS ARE TRAINED NOT TO SHOW EMOTION. THEY ARE TRYING TO FIND PRACTICAL SOLUTIONS TO PRACTICAL PROBLEMS.

I GUESS THAT IS SIMILAR TO WHAT YOU WERE ENCOUNTERING AZI?

YEAH.



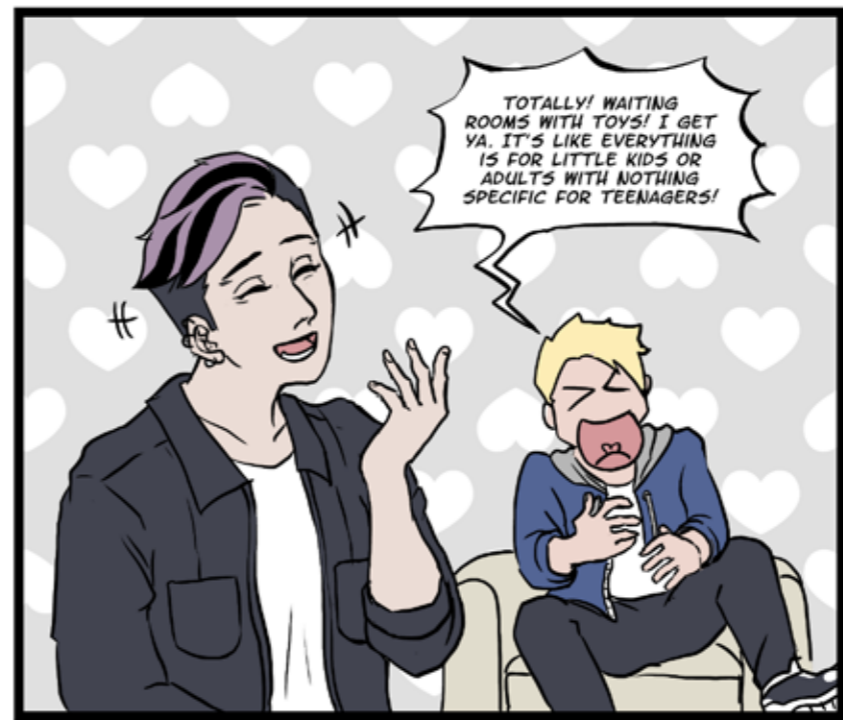
WHEN I GOT ACCESS TO COUNSELLING I FIGURED OUT THAT A LOT OF MY ANGER ISSUES WERE A RESPONSE TO MY DEPRESSION AND ANXIETY.

EARLIER TODAY, IN THE MUSIC ACTIVITY, I HAD TO LEAVE THE ROOM BECAUSE THE MUSIC WAS TOO LOUD. LOUD NOISE IS A TRIGGER FOR ME.

IN THE PAST I WOULD HAVE GOT REALLY ANGRY, BUT I JUST WALKED OUT AND CAME BACK WHEN THE MUSIC FINISHED. THE PRACTITIONERS HELPED ME DEAL WITH THE LOUD NOISES.



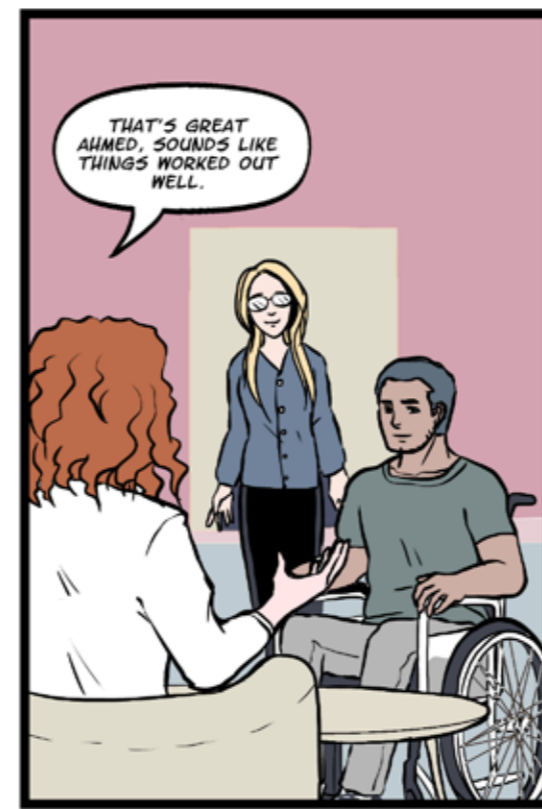
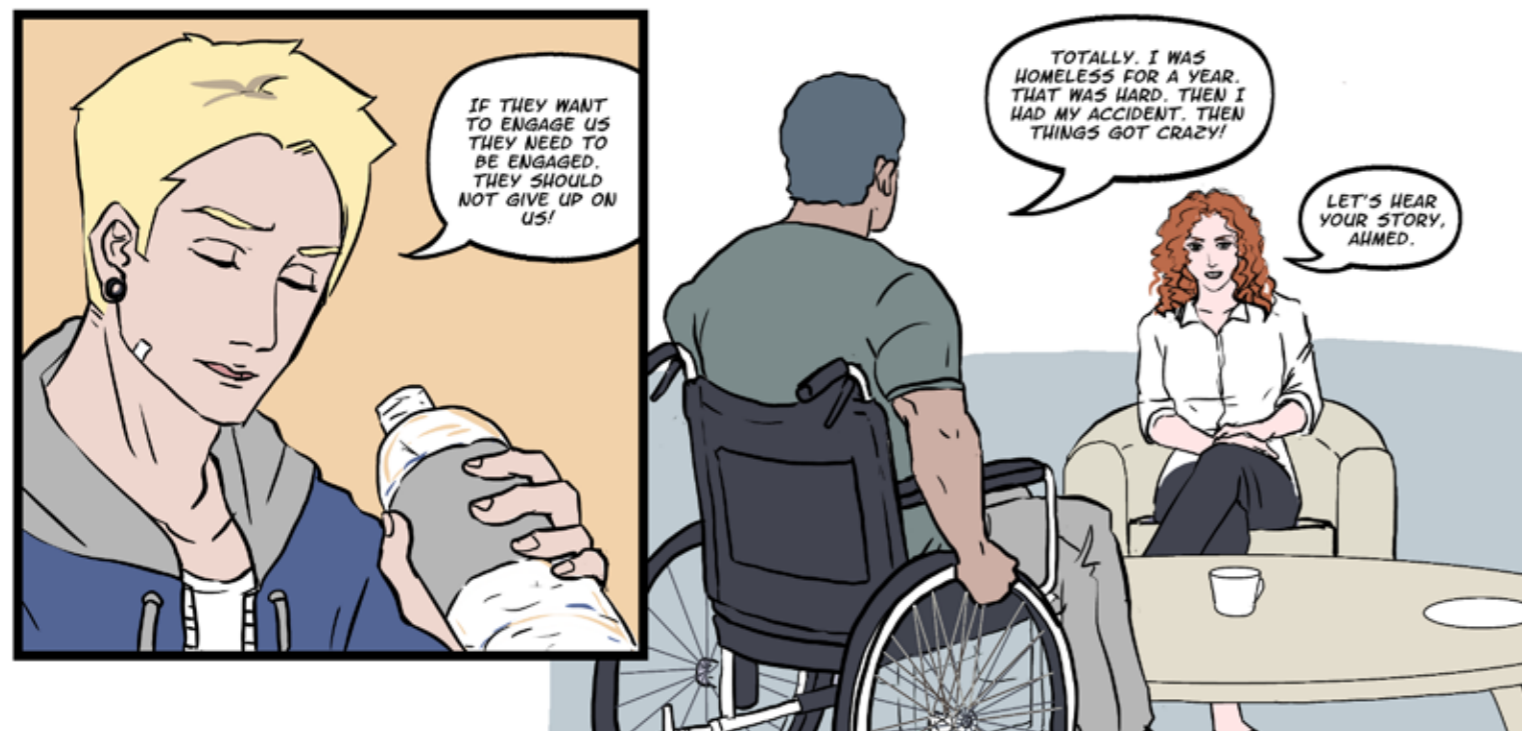
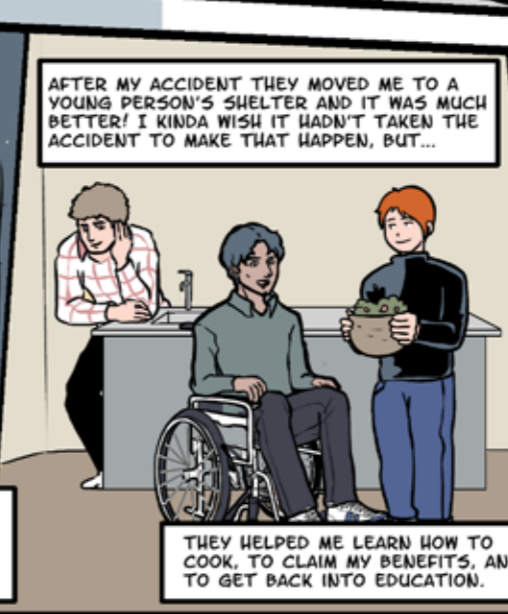
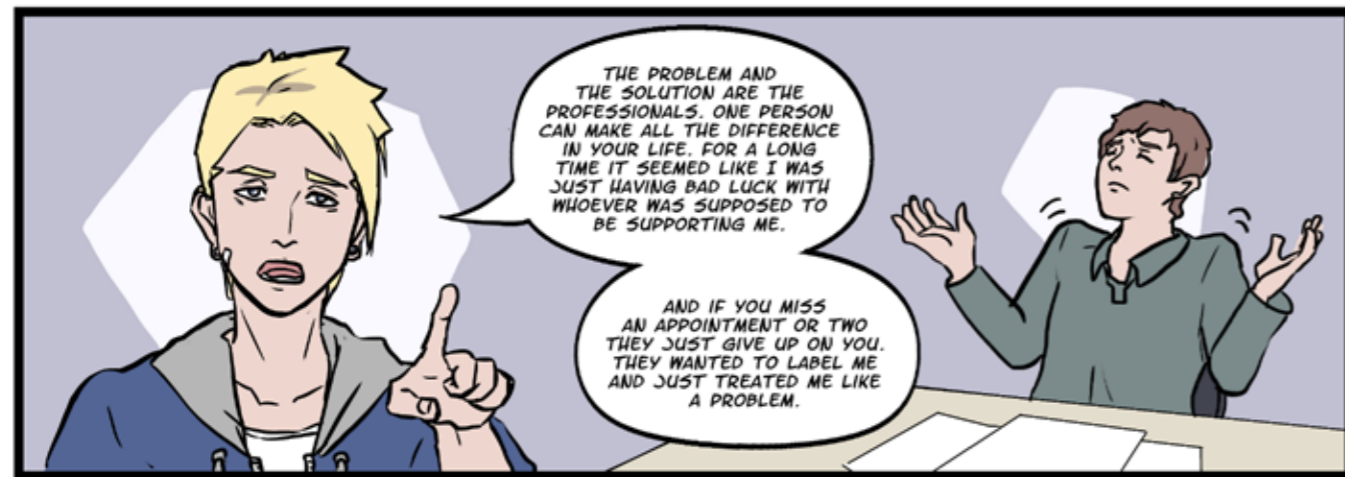
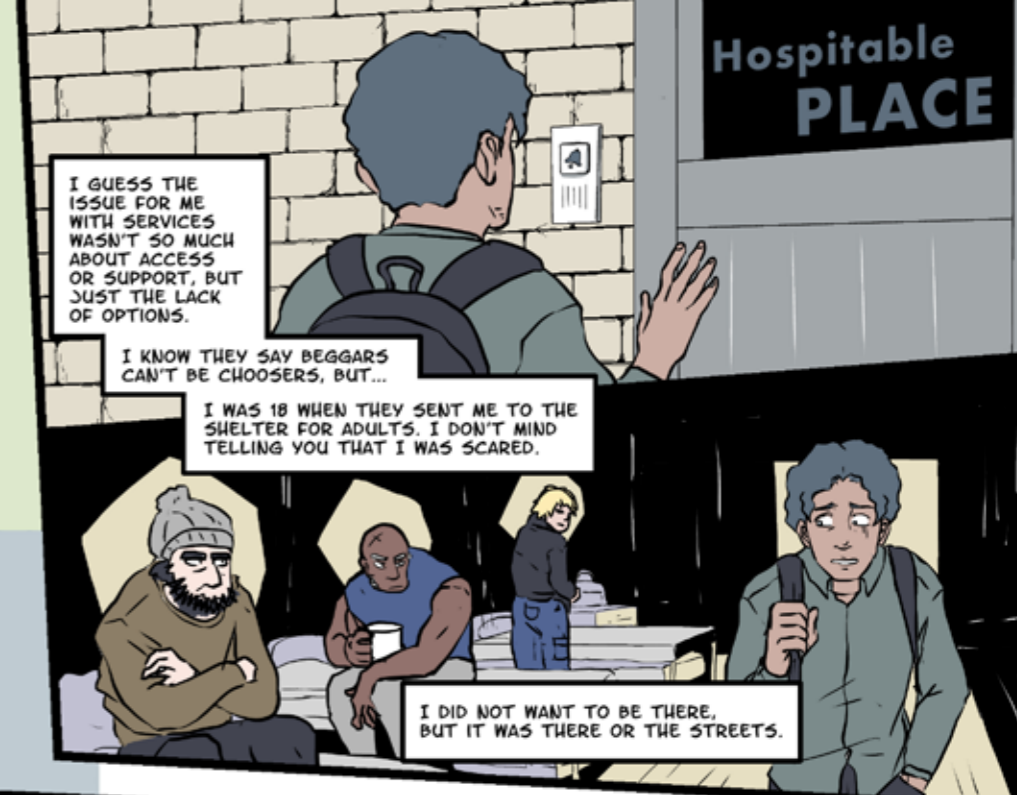
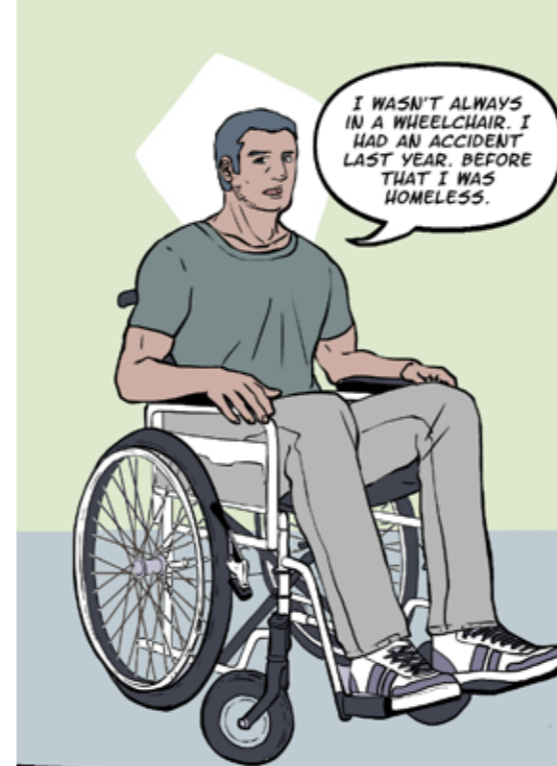
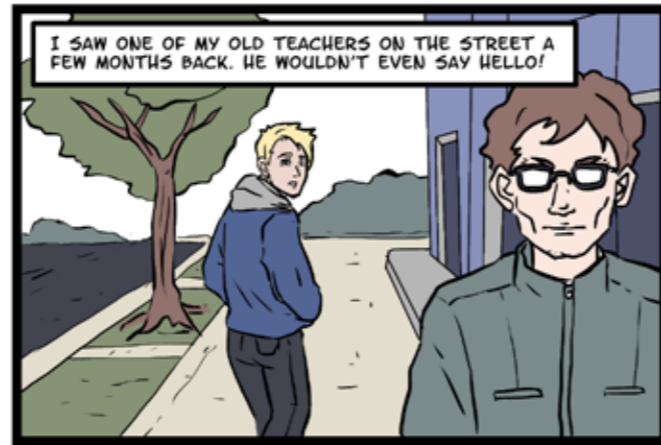
YOU SEEMED TO BE REALLY ENJOYING THE MUSIC, HALA. WHAT ARE YOUR THOUGHTS ABOUT THE DAY SO FAR?



TOTALLY! WAITING ROOMS WITH TOYS! I GET YA. IT'S LIKE EVERYTHING IS FOR LITTLE KIDS OR ADULTS WITH NOTHING SPECIFIC FOR TEENAGERS!

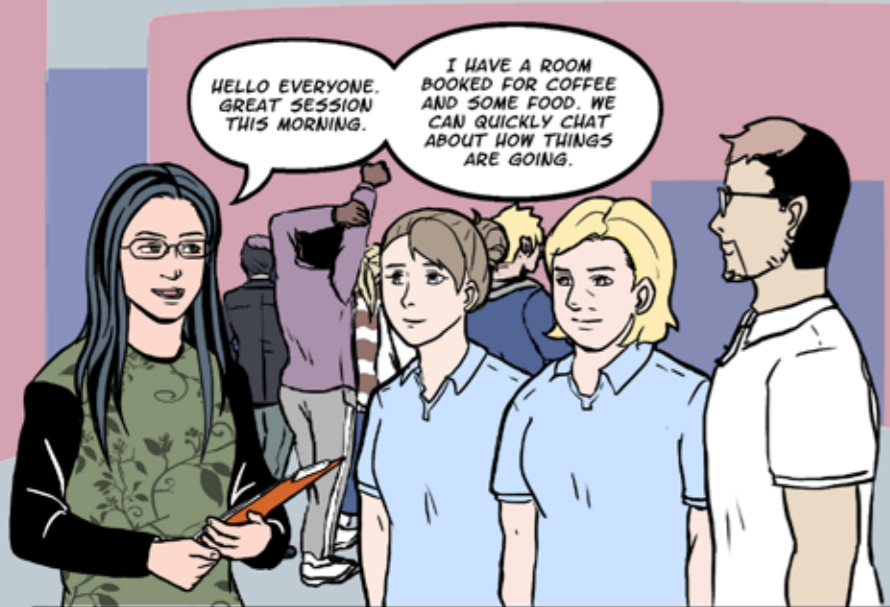


HAHA! SO, IS IT MY TURN NOW?





ANDREA MEETS WITH THE RESEARCH TEAM



HELLO EVERYONE. GREAT SESSION THIS MORNING.

I HAVE A ROOM BOOKED FOR COFFEE AND SOME FOOD. WE CAN QUICKLY CHAT ABOUT HOW THINGS ARE GOING.



PLEASE MAKE YOURSELVES COMFORTABLE.



WELL, FOR ME THE KEY MESSAGE IS THERE IS ROOM FOR IMPROVEMENT IN TERMS OF ACCESSING SERVICES AND THE APPROACHES THAT PRACTITIONERS USE TO ENGAGE YOUNG HOMELESS PEOPLE.

HAILEY MADE THAT POINT QUITE POWERFULLY, AND I WOULD AGREE - THAT'S WHY WE ARE ALL HERE.



YES, AZI HAD SOME GOOD POINTS ON THIS.

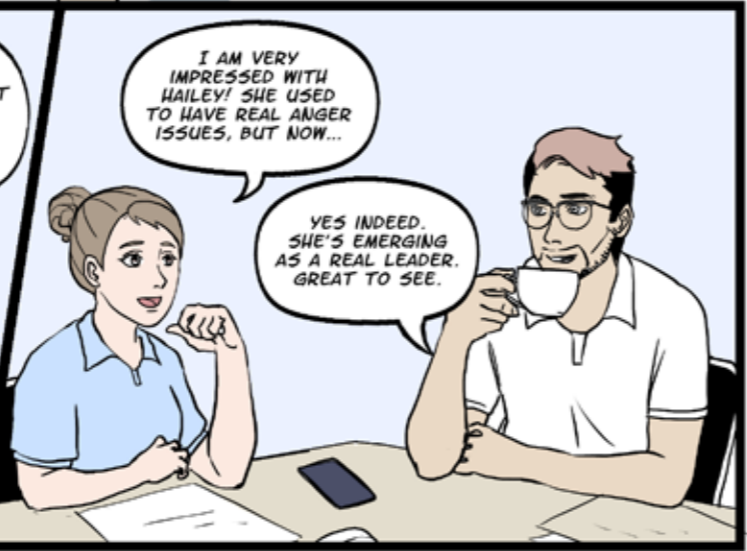
HE MENTIONED AT A PREVIOUS MEETING THAT HE FELT SUPPORT SERVICES PRACTITIONERS COULD BE VERY COLD AND CLINICAL, AND JUST UNINTERESTED IN HIM AS A PERSON.

AND HAILEY WAS SAYING SOMETHING SIMILAR.



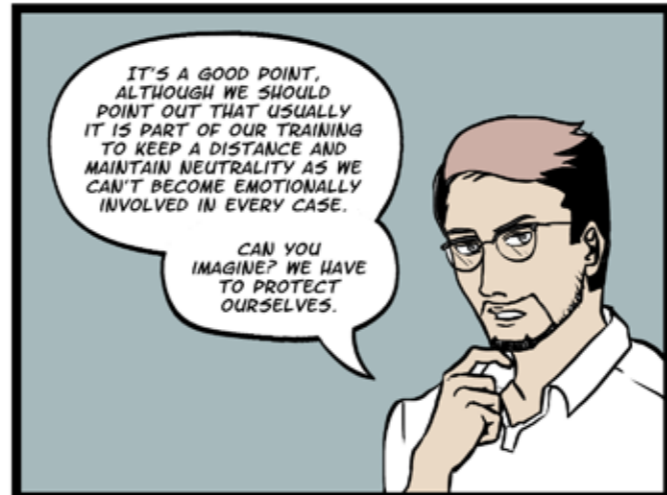
WELL, I THINK THAT WENT REALLY WELL THIS MORNING!

YES, THERE WAS SOME VERY POSITIVE ENGAGEMENT FROM THE YOUNG PEOPLE. AND THANK YOU ALL FOR YOUR PARTICIPATION.



I AM VERY IMPRESSED WITH HAILEY! SHE USED TO HAVE REAL ANGER ISSUES, BUT NOW...

YES INDEED. SHE'S EMERGING AS A REAL LEADER. GREAT TO SEE.



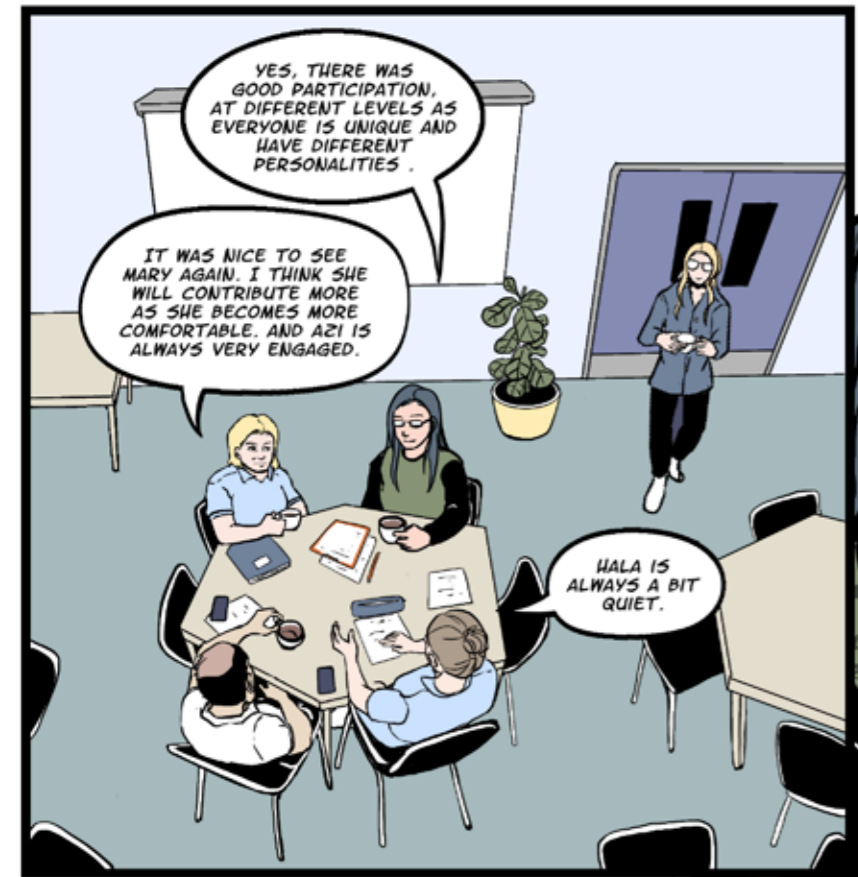
IT'S A GOOD POINT, ALTHOUGH WE SHOULD POINT OUT THAT USUALLY IT IS PART OF OUR TRAINING TO KEEP A DISTANCE AND MAINTAIN NEUTRALITY AS WE CAN'T BECOME EMOTIONALLY INVOLVED IN EVERY CASE.

CAN YOU IMAGINE? WE HAVE TO PROTECT OURSELVES.



THAT IS TRUE, OF COURSE, BUT PERHAPS THIS IS WHERE THERE IS ROOM FOR IMPROVEMENT, AND BETTER COMMUNICATION.

PERHAPS WE CAN BE CLEARER ABOUT WHAT OUR ROLE IS, AND WHAT WE CAN'T DO AS MUCH AS WHAT WE CAN DO?



YES, THERE WAS GOOD PARTICIPATION, AT DIFFERENT LEVELS AS EVERYONE IS UNIQUE AND HAVE DIFFERENT PERSONALITIES.

IT WAS NICE TO SEE MARY AGAIN. I THINK SHE WILL CONTRIBUTE MORE AS SHE BECOMES MORE COMFORTABLE. AND AZI IS ALWAYS VERY ENGAGED.

HALA IS ALWAYS A BIT QUIET.

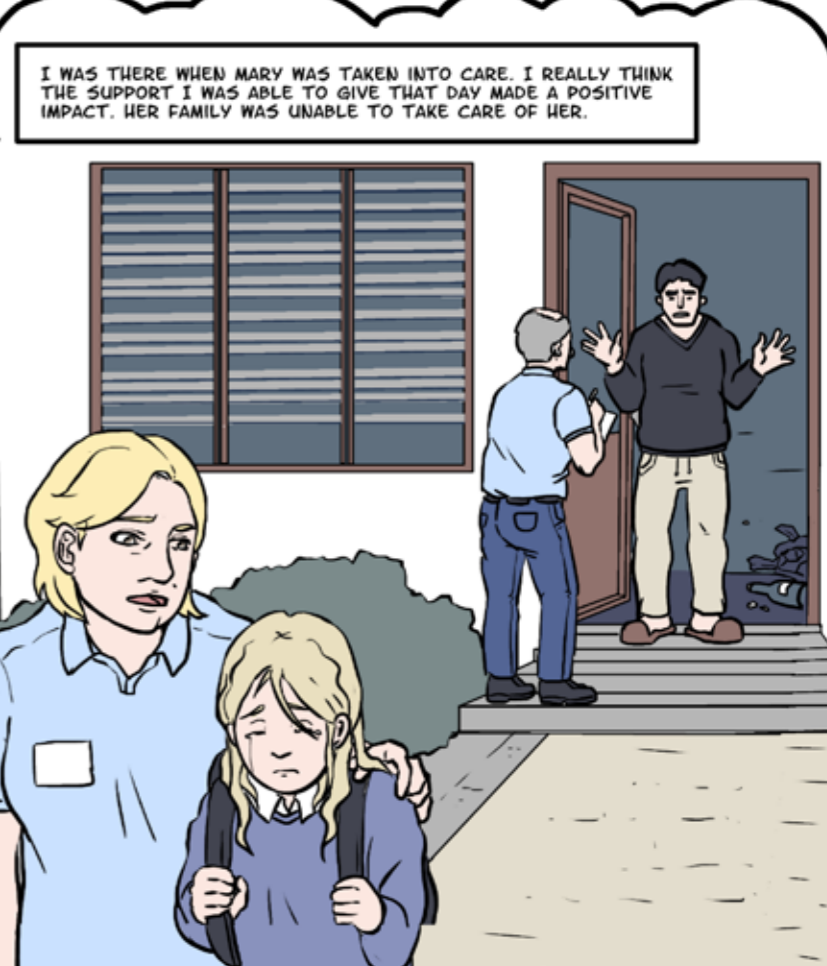


THEY ALL SEEM TO BE CHATTING HAPPILY ENOUGH.

GREAT. NOW LET'S DISCUSS HOW THINGS ARE GOING AND WHAT WE SHOULD AIM TO ACHIEVE THIS AFTERNOON.



YES, I AGREE CHARLIE, BUT THERE ARE TIMES WHEN MAKING AN EMOTIONAL CONNECTION IS REALLY IMPORTANT.



I WAS THERE WHEN MARY WAS TAKEN INTO CARE. I REALLY THINK THE SUPPORT I WAS ABLE TO GIVE THAT DAY MADE A POSITIVE IMPACT. HER FAMILY WAS UNABLE TO TAKE CARE OF HER.



THE ONE I WORRY ABOUT IS CHARLIE. HE SAYS HE IS OFF DRUGS, BUT I KEEP HEARING FROM PEOPLE THAT HE STRUGGLES TO KEEP ON THE STRAIGHT AND NARROW.

I'M SURPRISED HE TURNED UP TODAY, TO BE HONEST. AND THAT BRUISE THAT HE KEEPS TRYING TO HIDE IS A WORRY.



I THINK IT IS BEST TO STAY POSITIVE. ONE OF MY GOALS IS TO HEAR FROM HALA, AHMED AND BILLY. THEY HAVE BEEN A BIT QUIET.

WELL, I MEAN, BILLY IS ALWAYS JOKING AROUND, BUT IT WOULD BE GOOD TO HEAR WHAT HE REALLY THINKS, UNDERNEATH ALL THE JOKES.



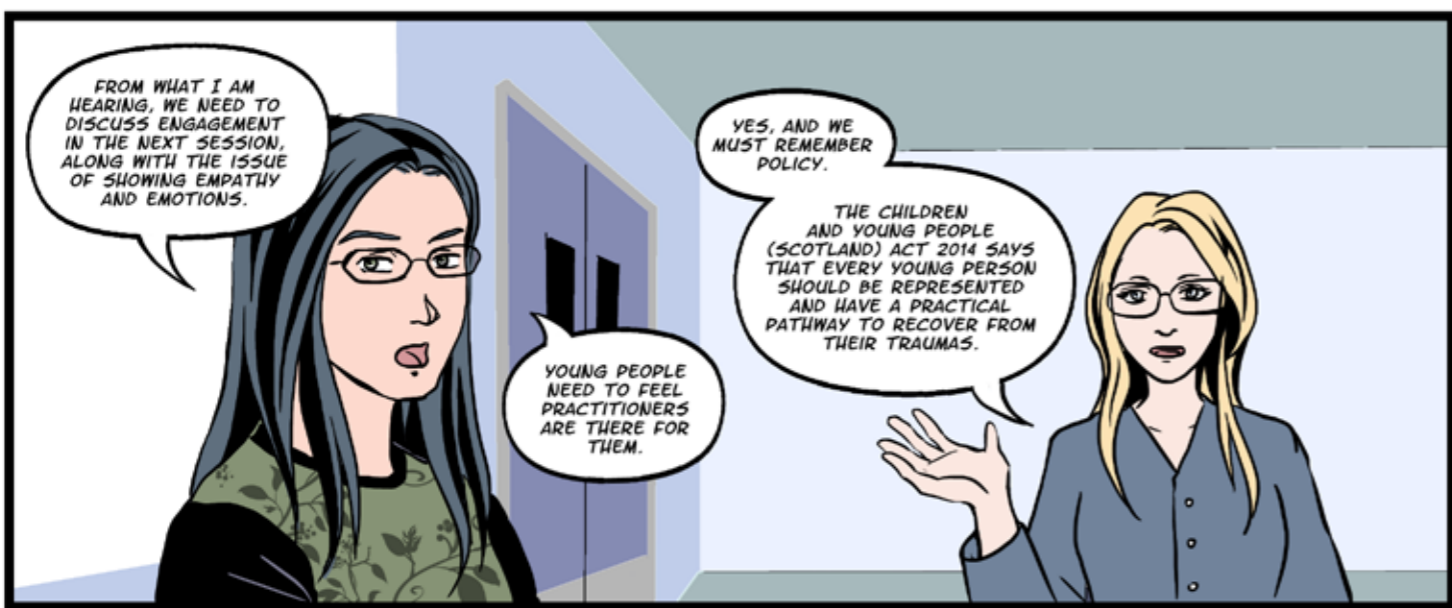
WHAT DID EVERYONE THINK ABOUT THE YOUTH CONSULTATIONS AND ACTIVITIES THAT OCCURRED AS PART OF THE PROJECT?



WELL, THE FIRST PIZZA PARTY WAS WELL ATTENDED, BUT NO ONE CAME TO THE FOLLOW-UP SESSION OUTLINING THE RESEARCH PROJECT.

YES, BUT TO BE FAIR, THE NEXT SESSION, AFTER WE'D EXPLAINED THE PROJECT MORE CLEARLY, WAS VERY WELL ATTENDED.

SOMETIMES WE NEED BE PATIENT AND RESPECT THE YOUNG PEOPLE'S TIME.

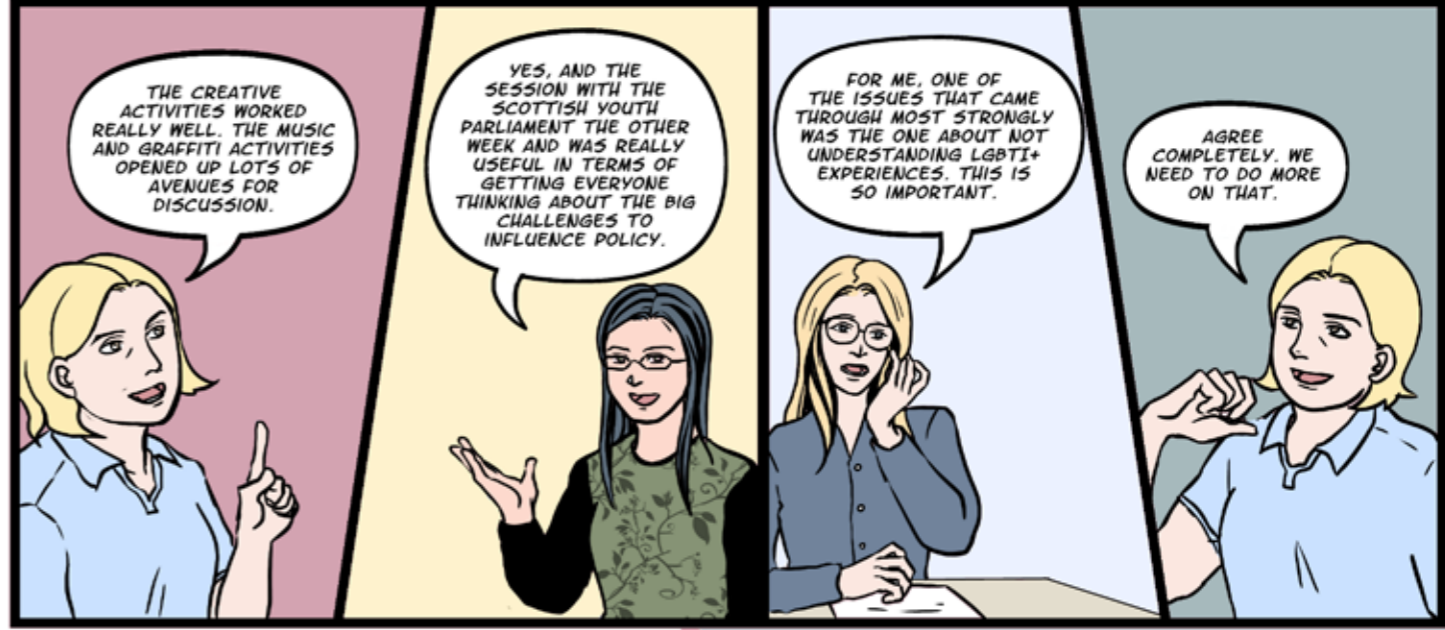


FROM WHAT I AM HEARING, WE NEED TO DISCUSS ENGAGEMENT IN THE NEXT SESSION, ALONG WITH THE ISSUE OF SHOWING EMPATHY AND EMOTIONS.

YES, AND WE MUST REMEMBER POLICY.

THE CHILDREN AND YOUNG PEOPLE (SCOTLAND) ACT 2014 SAYS THAT EVERY YOUNG PERSON SHOULD BE REPRESENTED AND HAVE A PRACTICAL PATHWAY TO RECOVER FROM THEIR TRAUMAS.

YOUNG PEOPLE NEED TO FEEL PRACTITIONERS ARE THERE FOR THEM.

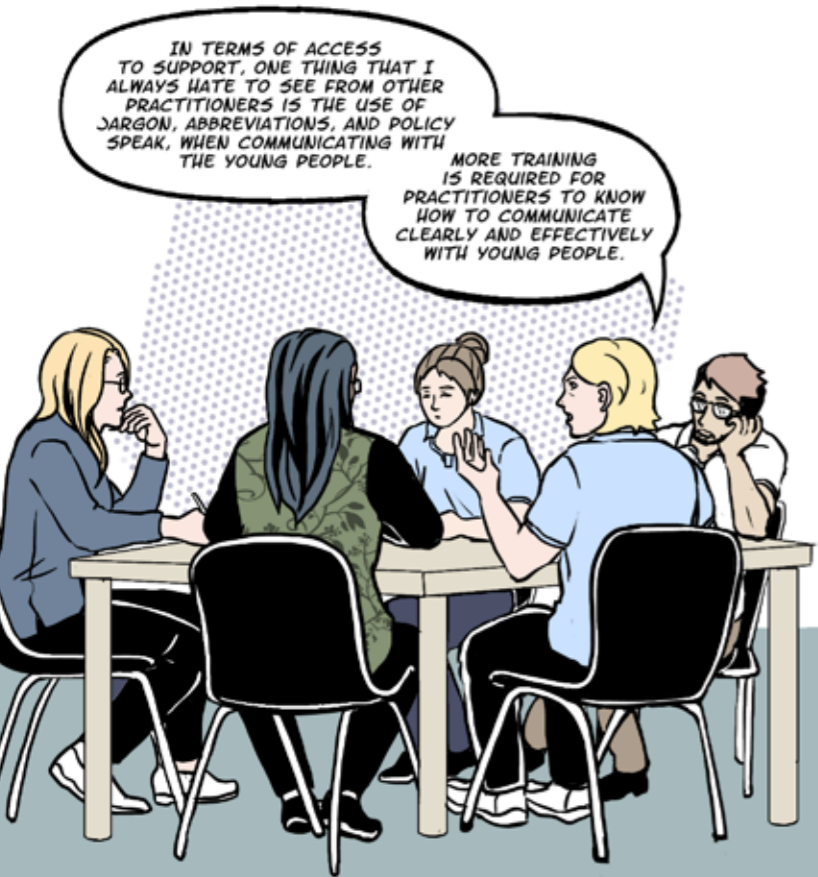


THE CREATIVE ACTIVITIES WORKED REALLY WELL. THE MUSIC AND GRAFFITI ACTIVITIES OPENED UP LOTS OF AVENUES FOR DISCUSSION.

YES, AND THE SESSION WITH THE SCOTTISH YOUTH PARLIAMENT THE OTHER WEEK AND WAS REALLY USEFUL IN TERMS OF GETTING EVERYONE THINKING ABOUT THE BIG CHALLENGES TO INFLUENCE POLICY.

FOR ME, ONE OF THE ISSUES THAT CAME THROUGH MOST STRONGLY WAS THE ONE ABOUT NOT UNDERSTANDING LGBTI+ EXPERIENCES. THIS IS SO IMPORTANT.

AGREE COMPLETELY. WE NEED TO DO MORE ON THAT.

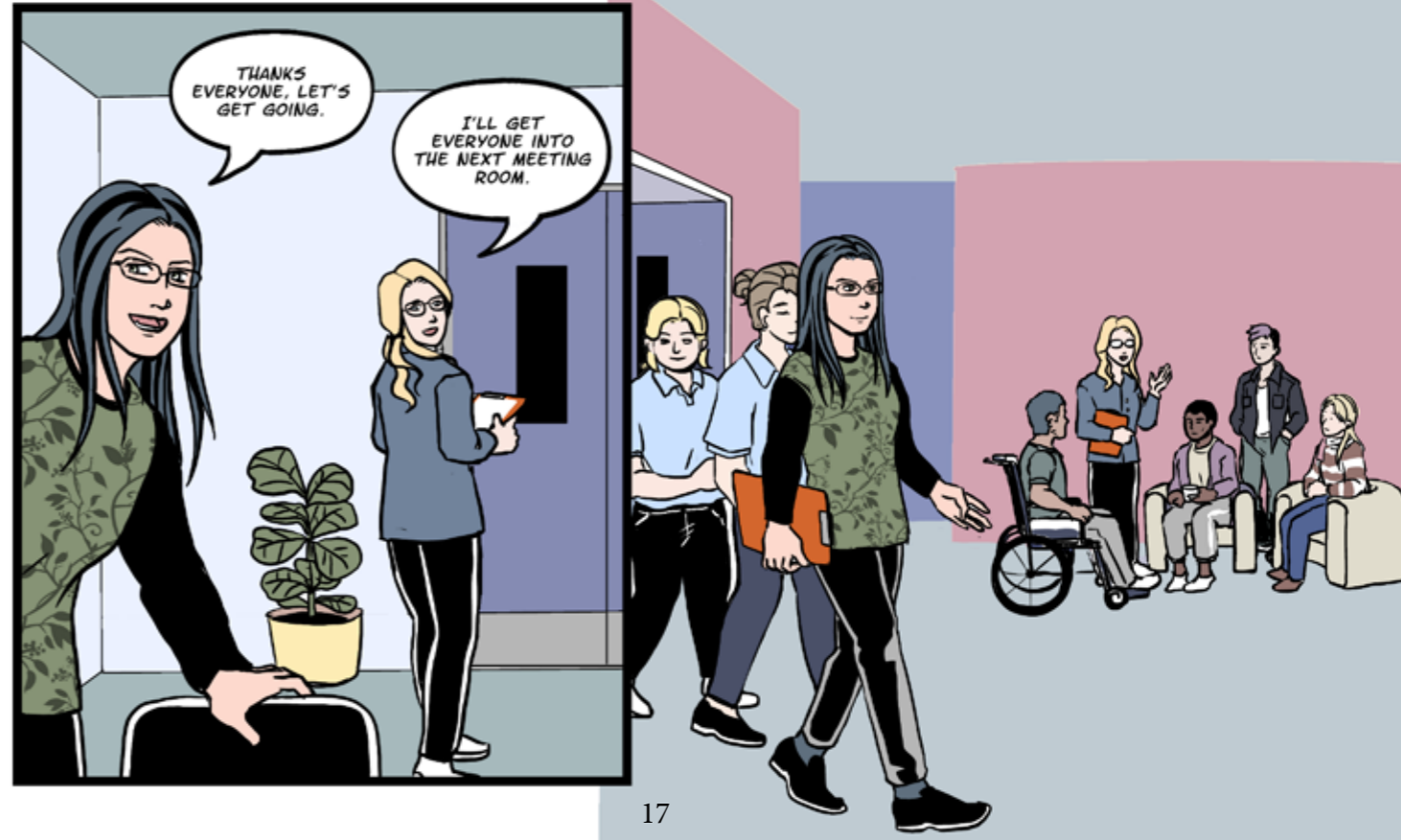


IN TERMS OF ACCESS TO SUPPORT, ONE THING THAT I ALWAYS HATE TO SEE FROM OTHER PRACTITIONERS IS THE USE OF JARGON, ABBREVIATIONS, AND POLICY SPEAK, WHEN COMMUNICATING WITH THE YOUNG PEOPLE.

MORE TRAINING IS REQUIRED FOR PRACTITIONERS TO KNOW HOW TO COMMUNICATE CLEARLY AND EFFECTIVELY WITH YOUNG PEOPLE.

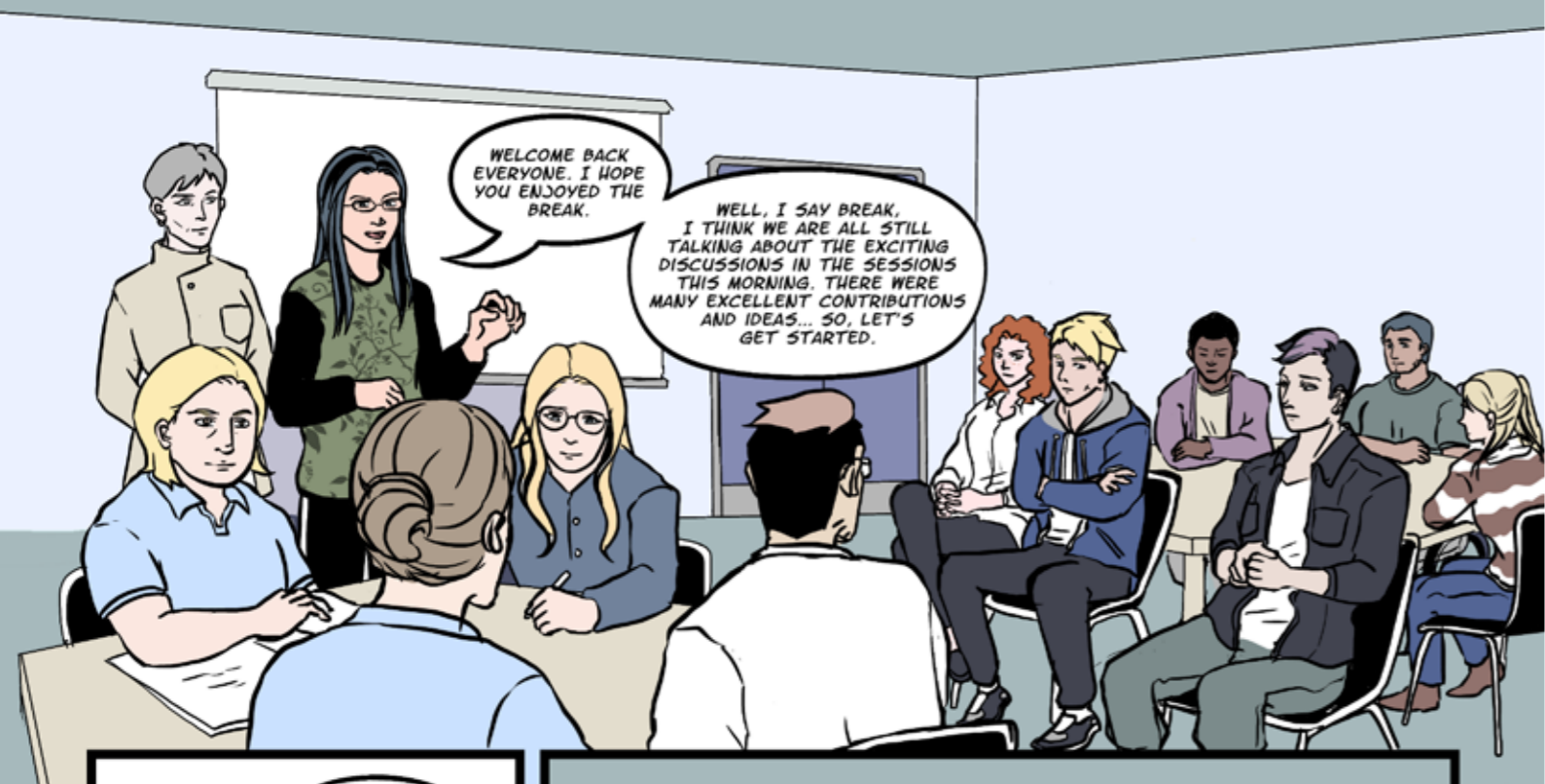


YES, PRACTITIONERS NEED TO SHOW GOOD KNOWLEDGE OF YOUTH CULTURE AND LISTEN TO THEIR NEEDS AND ASPIRATIONS.



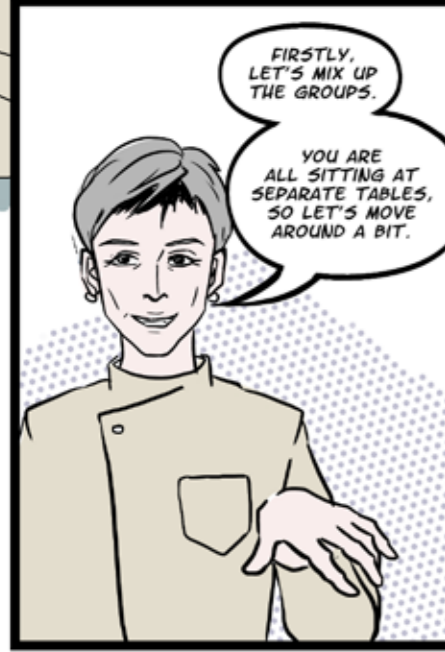
THANKS EVERYONE, LET'S GET GOING.

I'LL GET EVERYONE INTO THE NEXT MEETING ROOM.



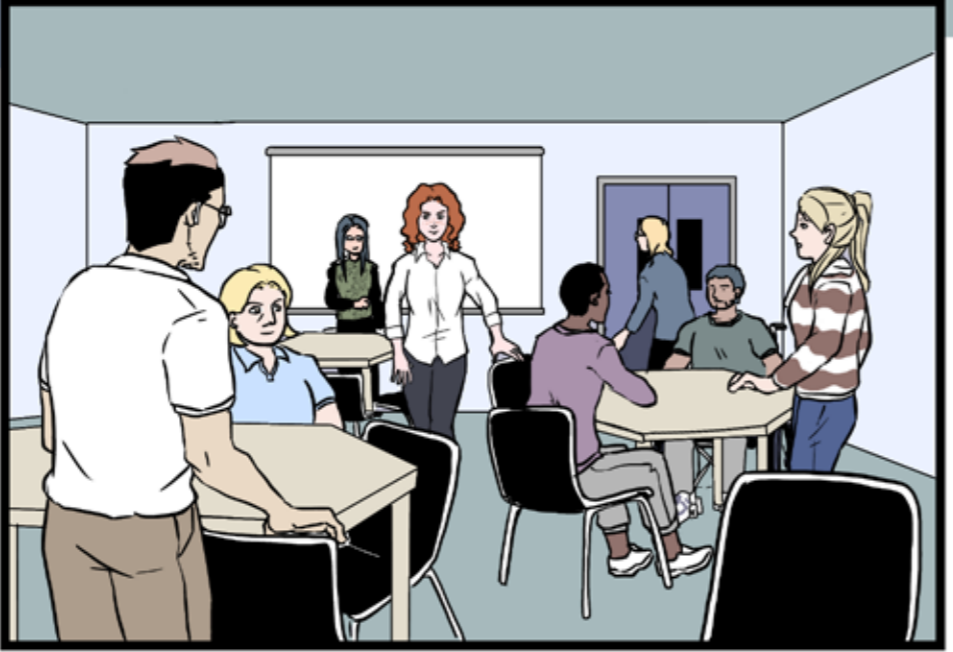
WELCOME BACK EVERYONE. I HOPE YOU ENJOYED THE BREAK.

WELL, I SAY BREAK, I THINK WE ARE ALL STILL TALKING ABOUT THE EXCITING DISCUSSIONS IN THE SESSIONS THIS MORNING. THERE WERE MANY EXCELLENT CONTRIBUTIONS AND IDEAS... SO, LET'S GET STARTED.



FIRSTLY, LET'S MIX UP THE GROUPS.

YOU ARE ALL SITTING AT SEPARATE TABLES, SO LET'S MOVE AROUND A BIT.



THAT'S BETTER. THANKS EVERYONE. NOW, THIS IS THE LAST SESSION OF THE DAY, SO IT WOULD BE GOOD TO REFLECT ON WHAT WE'VE LEARNED.



WE HAD A GREAT TALK OUTSIDE. REALLY GOT TO KNOW ONE ANOTHER A LOT BETTER. I THINK COMMUNICATION AND EMPATHY IS REALLY IMPORTANT IN TERMS OF BUILDING TRUST.

WE NEED TO SPEAK HONESTLY AND PLAINLY ABOUT OUR EXPERIENCES IN ORDER TO MAKE THINGS BETTER AND BUILD TRUST.

THAT IS A GREAT POINT, HAILEY. I AGREE COMPLETELY.



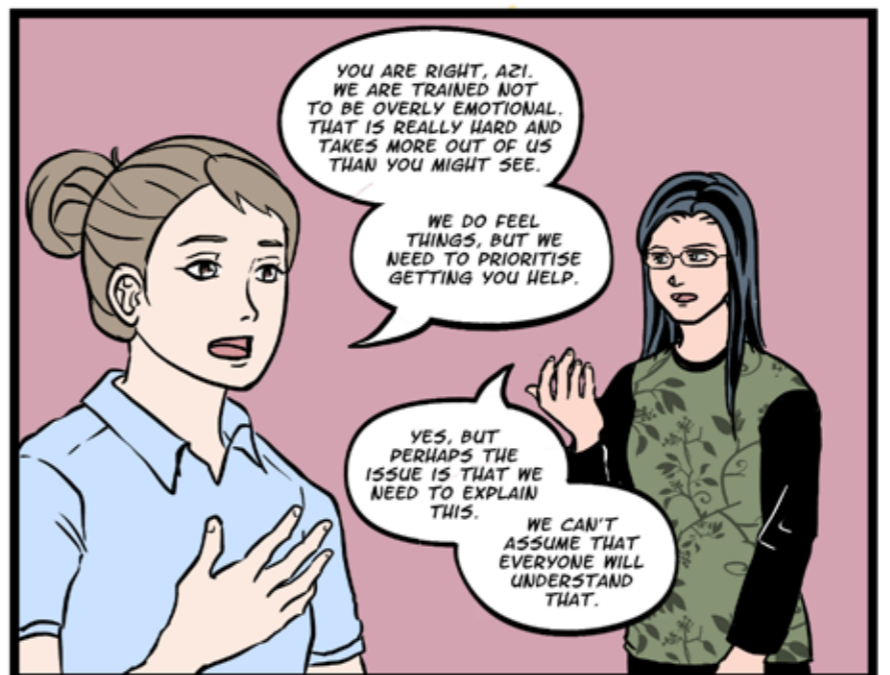
I THINK WHAT THIS TEACHES US IS THAT WE ARE ALL HUMAN. WE CAN ALL HAVE AN OFF DAY OR GET THINGS WRONG. WE CAN ALL BE TIRED, OR EMOTIONALLY DRAINED. NONE OF US ARE ROBOTS.



YES, BUT SOMETIMES A BIT MORE IS NEEDED. I AM A COMPLEX PERSON WITH DIVERSE NEEDS. I AM NOT A PROBLEM TO BE FIXED. AND SOMETIMES FILLING OUT ANOTHER FORM ISN'T THE ANSWER.

YES TOTALLY. AS OFTEN WE INVITE YOUNG PEOPLE IN FOR A CHAT OVER A CUP OF TEA. IT'S ALMOST LIKE A VIRTUAL HUG IN A MUG.

THEN THEY CAN TALK AT THEIR PACE AND IN A WAY THAT THEY FEEL COMFORTABLE. I DO TAKE SOME NOTES, BUT NO FORMS ARE COMPLETED ON THE FIRST MEETING WITH A YOUNG PERSON.

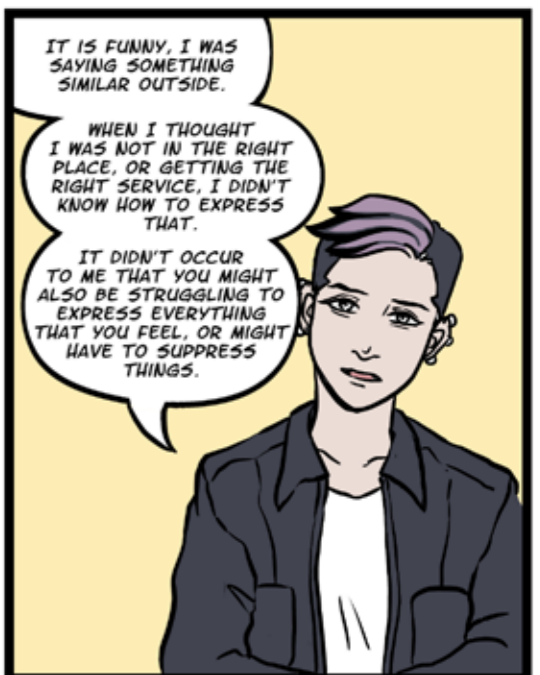


YOU ARE RIGHT, AZI. WE ARE TRAINED NOT TO BE OVERLY EMOTIONAL. THAT IS REALLY HARD AND TAKES MORE OUT OF US THAN YOU MIGHT SEE.

WE DO FEEL THINGS, BUT WE NEED TO PRIORITISE GETTING YOU HELP.

YES, BUT PERHAPS THE ISSUE IS THAT WE NEED TO EXPLAIN THIS.

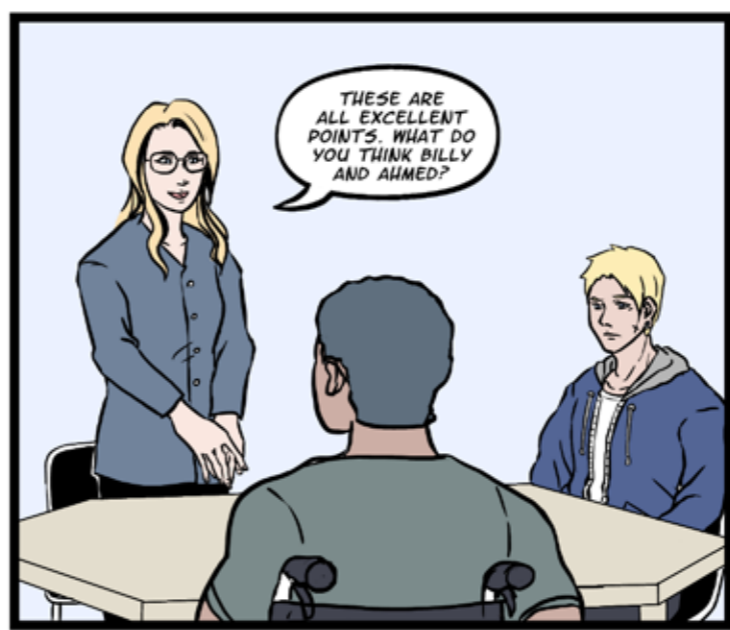
WE CAN'T ASSUME THAT EVERYONE WILL UNDERSTAND THAT.



IT IS FUNNY, I WAS SAYING SOMETHING SIMILAR OUTSIDE.

WHEN I THOUGHT I WAS NOT IN THE RIGHT PLACE, OR GETTING THE RIGHT SERVICE, I DIDN'T KNOW HOW TO EXPRESS THAT.

IT DIDN'T OCCUR TO ME THAT YOU MIGHT ALSO BE STRUGGLING TO EXPRESS EVERYTHING THAT YOU FEEL, OR MIGHT HAVE TO SUPPRESS THINGS.



THESE ARE ALL EXCELLENT POINTS. WHAT DO YOU THINK BILLY AND AHMED?



ERR... THIS HAS GOT ME THINKING. BEFORE I HAD THIS WHEELCHAIR I WAS PUT IN AN ADULT SHELTER.

THAT WAS HORRIBLE AND I WAS PRETTY ANGRY AS I FELT SO VULNERABLE. I DIDN'T KNOW WHAT TO DO WHEN SOMEONE KEPT KNOCKING ON MY DOOR AT NIGHT.

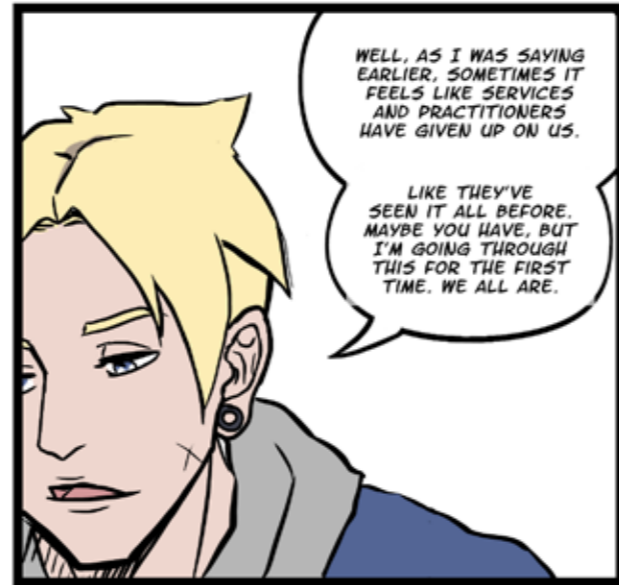
BUT I KNOW THAT IT WAS AN ISSUE OF RESOURCES. NOBODY WANTED TO SEND ME THERE. THEY JUST DIDN'T HAVE A CHOICE, WHICH MEANT THAT I DIDN'T HAVE A CHOICE.

I CAN'T SAY THAT I'M HAPPY THAT IT TOOK AN ACCIDENT TO GET ME OUT OF THERE AND WHERE I NEEDED TO BE, BUT THINGS TURNED OUT OKAY.



IT'S OKAY BILLY. WHAT DO YOU HAVE TO SAY?

YEAH, GO ON BILLY.



WELL, AS I WAS SAYING EARLIER, SOMETIMES IT FEELS LIKE SERVICES AND PRACTITIONERS HAVE GIVEN UP ON US.

LIKE THEY'VE SEEN IT ALL BEFORE. MAYBE YOU HAVE, BUT I'M GOING THROUGH THIS FOR THE FIRST TIME. WE ALL ARE.



BILLY ALSO MENTIONED EARLIER THAT IT IS IMPORTANT NOT TO FEEL JUDGED. THERE IS A LOT OF STIGMA WHEN YOUNG PEOPLE EXPERIENCE HOMELESSNESS.

WE NEED TO BE SEEN. WE NEED TO BE HEARD. WE ARE INDIVIDUALS, NOT CASES OR PROBLEMS. IT WOULD BE GOOD GET A SIMPLE HAND-SHAKE. LOOK AT US IN THE EYES AND LISTEN TO US.

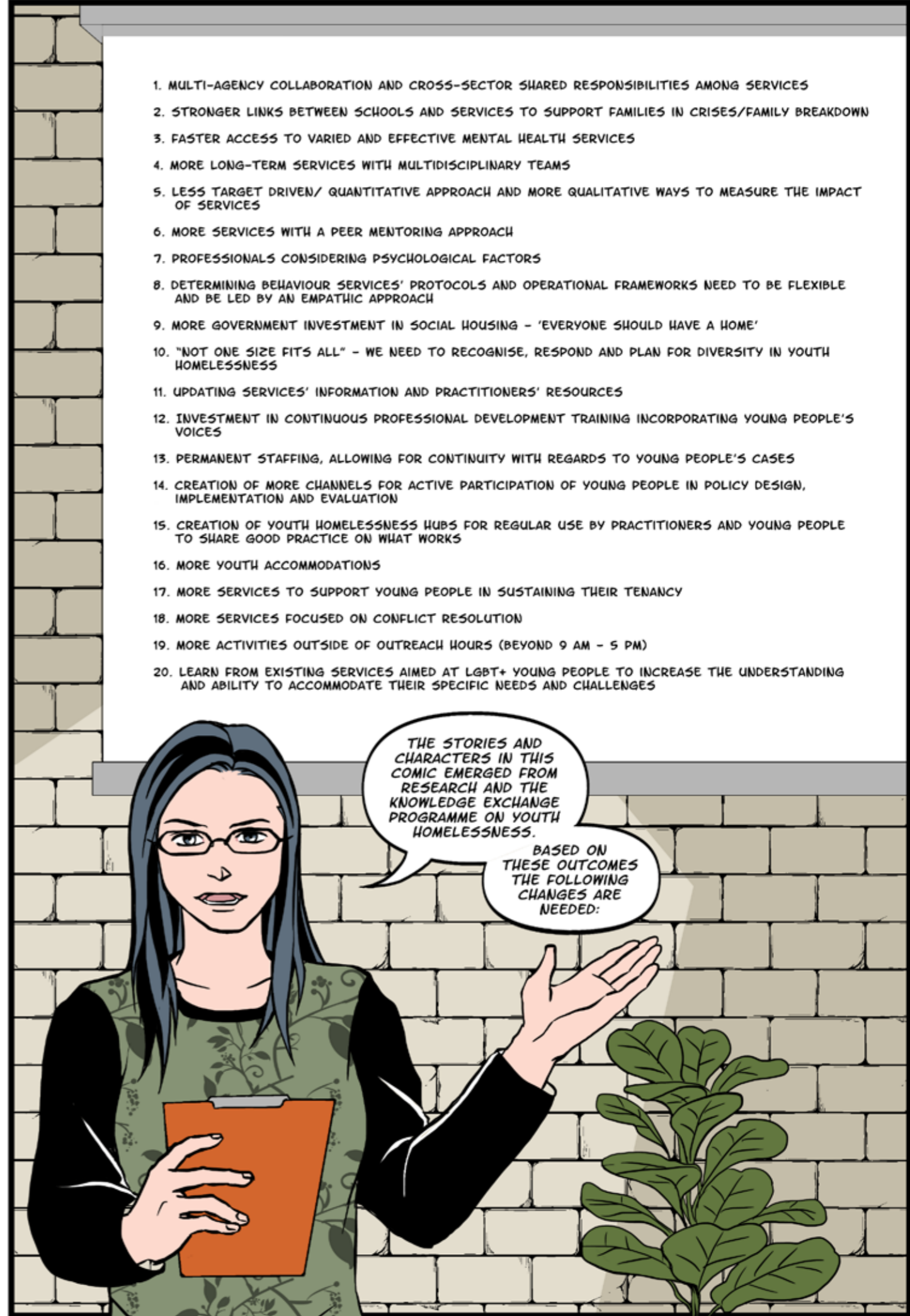
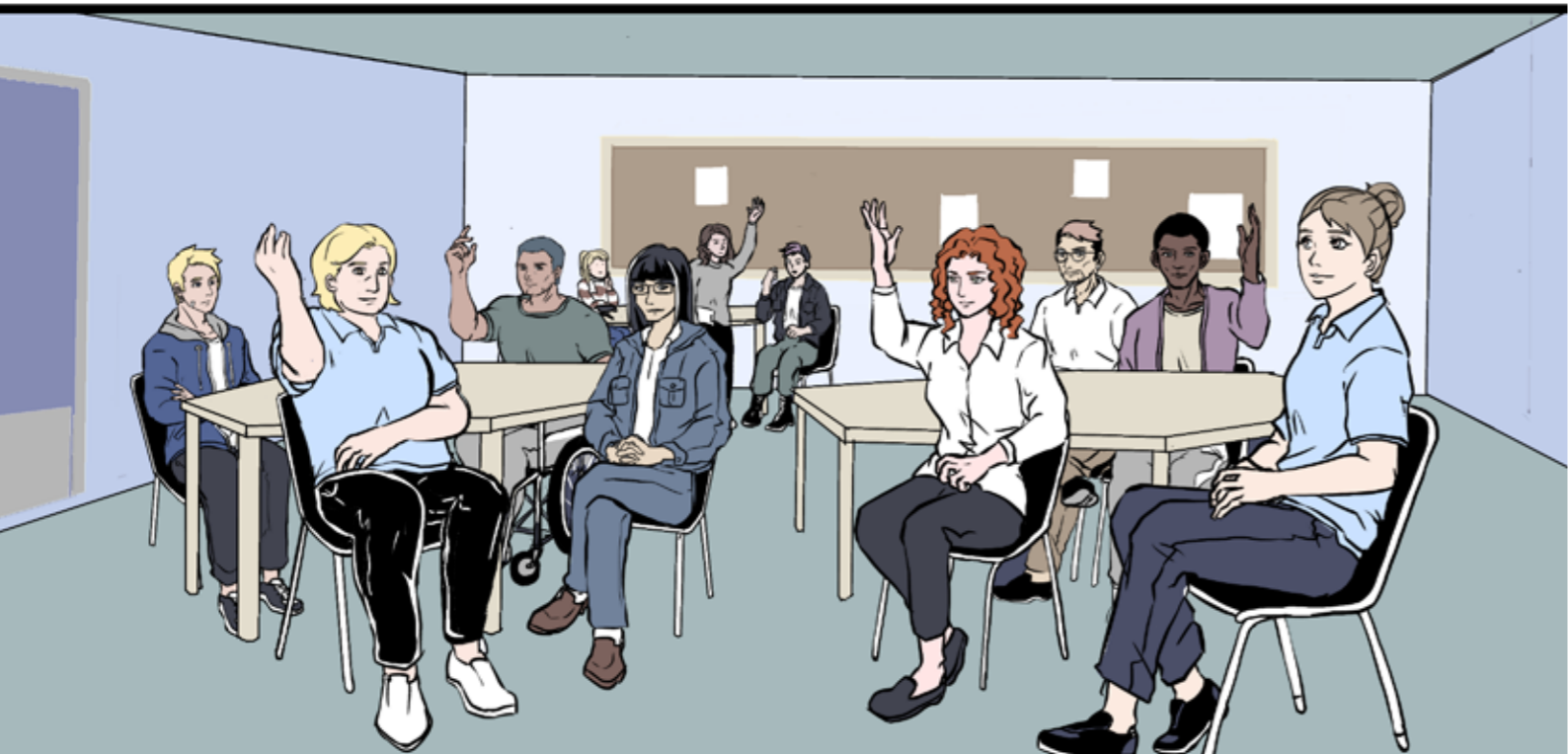


WELL SAID. WE DON'T WANT TO BE STEREOTYPED AS PROBLEMS OR DIFFICULT. WE NEED HELP, BUT EVERYONE NEEDS HELP SOMETIME.



THANK YOU. IT IS SO IMPORTANT FOR US TO HEAR THESE PERSPECTIVES. THIS IS EXACTLY WHAT WE ARE ALL HERE FOR.

DOES ANYONE HAVE ANYTHING ELSE TO ADD?



1. MULTI-AGENCY COLLABORATION AND CROSS-SECTOR SHARED RESPONSIBILITIES AMONG SERVICES
2. STRONGER LINKS BETWEEN SCHOOLS AND SERVICES TO SUPPORT FAMILIES IN CRISES/FAMILY BREAKDOWN
3. FASTER ACCESS TO VARIED AND EFFECTIVE MENTAL HEALTH SERVICES
4. MORE LONG-TERM SERVICES WITH MULTIDISCIPLINARY TEAMS
5. LESS TARGET DRIVEN/ QUANTITATIVE APPROACH AND MORE QUALITATIVE WAYS TO MEASURE THE IMPACT OF SERVICES
6. MORE SERVICES WITH A PEER MENTORING APPROACH
7. PROFESSIONALS CONSIDERING PSYCHOLOGICAL FACTORS
8. DETERMINING BEHAVIOUR SERVICES' PROTOCOLS AND OPERATIONAL FRAMEWORKS NEED TO BE FLEXIBLE AND BE LED BY AN EMPATHIC APPROACH
9. MORE GOVERNMENT INVESTMENT IN SOCIAL HOUSING - 'EVERYONE SHOULD HAVE A HOME'
10. "NOT ONE SIZE FITS ALL" - WE NEED TO RECOGNISE, RESPOND AND PLAN FOR DIVERSITY IN YOUTH HOMELESSNESS
11. UPDATING SERVICES' INFORMATION AND PRACTITIONERS' RESOURCES
12. INVESTMENT IN CONTINUOUS PROFESSIONAL DEVELOPMENT TRAINING INCORPORATING YOUNG PEOPLE'S VOICES
13. PERMANENT STAFFING, ALLOWING FOR CONTINUITY WITH REGARDS TO YOUNG PEOPLE'S CASES
14. CREATION OF MORE CHANNELS FOR ACTIVE PARTICIPATION OF YOUNG PEOPLE IN POLICY DESIGN, IMPLEMENTATION AND EVALUATION
15. CREATION OF YOUTH HOMELESSNESS HUBS FOR REGULAR USE BY PRACTITIONERS AND YOUNG PEOPLE TO SHARE GOOD PRACTICE ON WHAT WORKS
16. MORE YOUTH ACCOMMODATIONS
17. MORE SERVICES TO SUPPORT YOUNG PEOPLE IN SUSTAINING THEIR TENANCY
18. MORE SERVICES FOCUSED ON CONFLICT RESOLUTION
19. MORE ACTIVITIES OUTSIDE OF OUTREACH HOURS (BEYOND 9 AM - 5 PM)
20. LEARN FROM EXISTING SERVICES AIMED AT LGBT+ YOUNG PEOPLE TO INCREASE THE UNDERSTANDING AND ABILITY TO ACCOMMODATE THEIR SPECIFIC NEEDS AND CHALLENGES

THE STORIES AND CHARACTERS IN THIS COMIC EMERGED FROM RESEARCH AND THE KNOWLEDGE EXCHANGE PROGRAMME ON YOUTH HOMELESSNESS.

BASED ON THESE OUTCOMES THE FOLLOWING CHANGES ARE NEEDED:

HERE ARE SOME TIPS FOR PRACTITIONERS WHEN TALKING TO YOUNG PEOPLE:

1. LOOK AT YOUNG PEOPLE IN THE EYES. FOR EXAMPLE, DO NOT FILL IN A FORM WHEN TALKING TO THEM.
2. MAKE SURE THEY KNOW YOU ARE INTERESTED IN HELPING THEM.
3. BE MINDFUL OF YOUR EXPRESSION AND BODY LANGUAGE - AVOID SENDING THE MESSAGE THAT YOU ARE NOT FULLY PRESENT.
4. TELL YOUNG PEOPLE IF YOU DON'T KNOW THE ANSWER TO A QUESTION BUT TRY TO FIND HELP FOR THEM.
5. SHOW EMPATHY.
6. SHOW TO YOUNG PEOPLE THAT YOU UNDERSTAND THAT EACH OF THEM IS UNIQUE!
7. TALK TO OTHER SERVICES TO FIND THE BEST SERVICE FOR THE YOUNG PERSON.
8. LOOK FOR TRAINING TO BE UP-TO-DATE WITH INFORMATION ABOUT SERVICES AND TO ENHANCE YOUR SKILLS.



THIS KNOWLEDGE EXCHANGE RESEARCH PROGRAMME CROSSED BORDERS AND WAS PARTIALLY DEVELOPED IN BRAZIL, IN TWO MAJOR URBAN CITIES WITH HIGH LEVELS OF HOMELESSNESS, FORTALEZA AND RIO DE JANEIRO.



OUR PARTNERS IN BRAZIL WERE CEDECA-RJ, PUC RIO UNIVERSITY AND FEDERAL UNIVERSITY OF CEARA. CLAYSE MOREIRA, DR NILZA ROGERIA NUNES AND PROFESSOR NEIVA CUNHA VIEIRA, WHO HAVE LONGSTANDING WORK IN THE FIELD OF HUMAN RIGHTS, HEALTH INEQUALITIES PROMOTING HEALTH MESSAGES TO YOUNG PEOPLE.

IF YOU WANT TO KNOW MORE ABOUT SERVICES THAT SUPPORT YOUNG PEOPLE EXPERIENCING HOMELESSNESS CHECK OUT THESE LINKS:

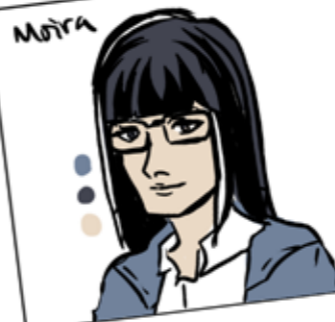
CONTRIBUTOR BIO



ANDREA RODRIGUEZ IS A SOCIAL PSYCHOLOGIST, LECTURER IN DENTAL PUBLIC HEALTH AND THE PUBLIC ENGAGEMENT LEAD FOR THE SCHOOL OF DENTISTRY. SHE SITS IN TWO LOCAL AND NATIONAL GROUPS IN THE FIELD OF HOMELESSNESS AND HEALTH: THE DUNDEE CITY COUNCIL'S JOINT COMMISSION TO TACKLE HOMELESSNESS AND THE WAY HOME SCOTLAND, A NATIONAL COALITION TO END YOUTH HOMELESSNESS. SHE WORKS IN THE SMILE4LIFE - THE SCOTTISH ORAL HEALTH AND PSYCHO-SOCIAL WELL-BEING IMPROVEMENT PROGRAMME FOR THOSE EXPERIENCING HOMELESSNESS, AND HER RESEARCH FOCUS IS ON COMMUNITY-BASED PARTICIPATORY RESEARCH FOR HEALTH EQUITY, POLICY AND PRACTICE. SHE LEADS THE PROJECT 'DO NOT GIVE UP ON US' TO CO-DESIGN EDUCATIONAL MATERIALS TO SUPPORT PROFESSIONALS WITH HEALTH, EDUCATION AND THIRD SECTOR, ENGAGING WITH YOUNG PEOPLE AND ADULTS EXPERIENCING MULTIPLE EXCLUSIONS, SERVICE PROVIDERS AND POLICY MAKERS.



CAMILA BIAZUS-DALCIN IS FROM BRAZIL AND WORKED AS A RESEARCH ASSISTANT ON THE PROJECT 'DO NOT GIVE UP ON US'. SHE IS ALSO A PHD RESEARCHER AT THE SCHOOL OF EDUCATION AND SOCIAL WORK. HER BACKGROUND IS NURSING AND HER RESEARCH FOCUS IS ON CHILDREN AND YOUNG PEOPLE'S HEALTH. SHE IS ALSO A VOLUNTEER AT APEX SCOTLAND - AN ORGANISATION THAT HAS WORKED WITH PEOPLE WITH CRIMINAL CONVICTIONS OR AT RISK OF COMMITTING OFFENCES FOR OVER 25 YEARS. SHE ENGAGES WITH PEOPLE FROM A VARIETY OF MARGINALISED GROUPS AND IS DOING RESEARCH ON YOUNG PEOPLE LEAVING CUSTODY, EXPERIENCING HOMELESSNESS, AND ON THE ROLE OF HEALTH AND SOCIAL CARE PRACTITIONERS IN SUPPORTING THESE YOUNG PEOPLE.



MOIRA MACKAY IS A YOUTH DEVELOPMENT DUTY WORKER AND CRISES WORKER BASED AT ROCK TRUST IN EDINBURGH. ROCK TRUST IS SCOTLAND'S YOUTH-SPECIFIC HOMELESSNESS CHARITY. ITS AIM IS TO END YOUTH HOMELESSNESS IN SCOTLAND BY ENSURING THAT EVERY YOUNG PERSON HAS ACCESS TO EXPERT YOUTH-SPECIFIC SERVICES TO ASSIST THEM TO AVOID, SURVIVE AND MOVE ON FROM HOMELESSNESS. IT ALSO WORKS TO ENSURE THAT THE PUBLIC, POLICY MAKERS, COMMISSIONERS AND PRACTITIONERS UNDERSTAND THE ISSUES, MAKE DECISIONS AND TAKE ACTION WHICH WILL END YOUTH HOMELESSNESS.



CHRIS MURRAY IS CHAIR OF COMICS STUDIES AT THE SCHOOL OF HUMANITIES, SOCIAL SCIENCES AND LAW AT UNIVERSITY OF DUNDEE. HE LEADS THE MLITT IN COMICS AND GRAPHIC NOVELS COURSE AND IS DIRECTOR OF THE SCOTTISH CENTRE FOR COMICS STUDIES AND DUNDEE STUDIES IN COMICS (INTELLECT) AND UNIVERSE COMICS. HE HAS WRITTEN MANY COMICS FOR RESEARCH AND ENGAGEMENT PURPOSES, INCLUDING PUBLIC INFORMATION COMICS, MANY WITH A FOCUS ON HEALTHCARE.

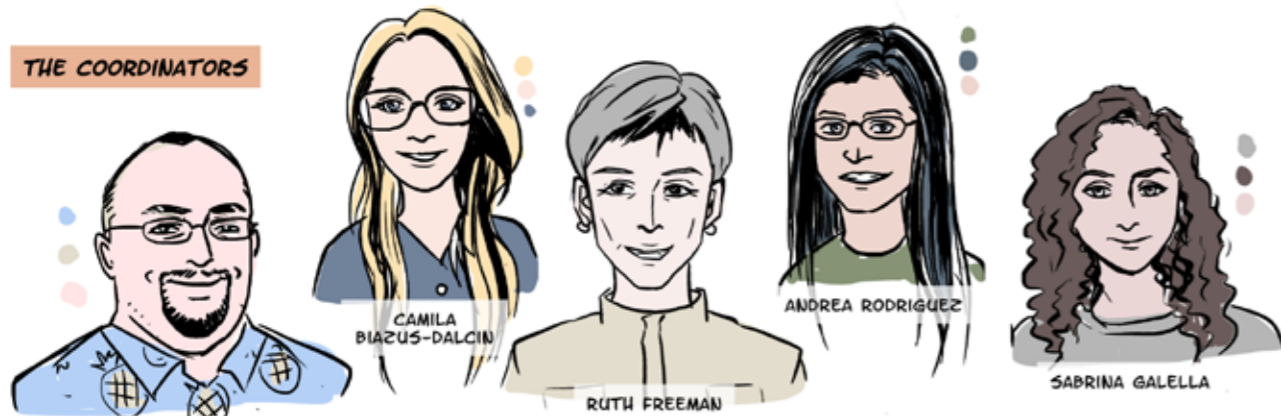
THERE IS NO EASY FIX. CHANGE IS A PROCESS. WE INVITE EVERYONE TO PLAY THEIR PART TO MAKE A DIFFERENCE IN THE LIVES OF YOUNG PEOPLE EXPERIENCING HOMELESSNESS.

DON'T GIVE UP ON US!

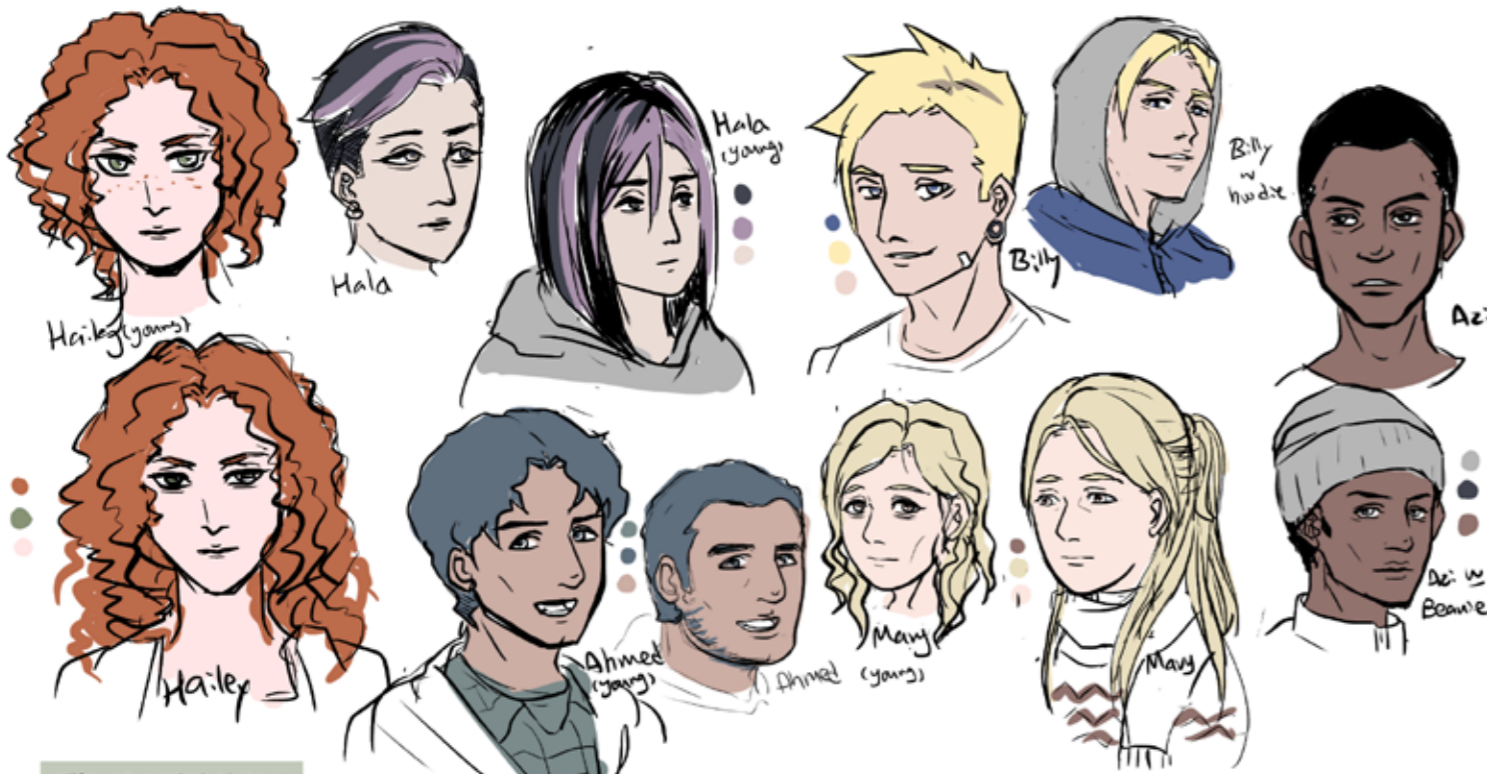


CHARACTER SKETCHES

THE COORDINATORS



THE YOUNG PEOPLE:



THE PRACTITIONERS:



Panel 1
Mary starts to tell her story. We see a taking head as her story unfolds through flashback.
Speech balloon 1 (Mary): *I'm Mary. I've just turned 19 now. I dunno where to start...*
Speech balloon 2 (Mary): *I guess the first thing to say is... my mum's new boyfriend. He was aggressive towards my mum.*

Panel 2
Flashback to Mary at 12 years of age. She is just home from school, stepping in through the front door. We can see outside that it is raining and Mary is wet. She does not have a coat/adequate clothing. Dad is shouting at mum. There are bottles and cans lying around, ashtrays full of cigarettes, piles of washing, curtains drawn, and some strangers sitting in the house watching TV (which is loud). Dead plants due to lack of sunlight. The cat is not looking happy.
Caption: *Mum and Dad... they both drank and they argued a lot. There were always drugs and strangers hanging around. They were there at all hours. And I never had new clothes.*

Panel 3
Mary is withdrawn and by herself in the school playground. Some of the other children are taunting her.
Caption: *The bullying at school was bad. I guess I've had anxiety issues since I was about 12, but there was no one to turn to at home.*

Panel 4
Social services are shown walking a 14-year old Mary out of her house. Janet is there, with a hand on Mary's shoulder.
Caption: *When I was 14 things got worse and I was taken into care. This disrupted my education.*
Speech balloon (Janet): *It know this is really tough, but this is probably for the best. I wish the social worker had helped more my family to keep their children.*

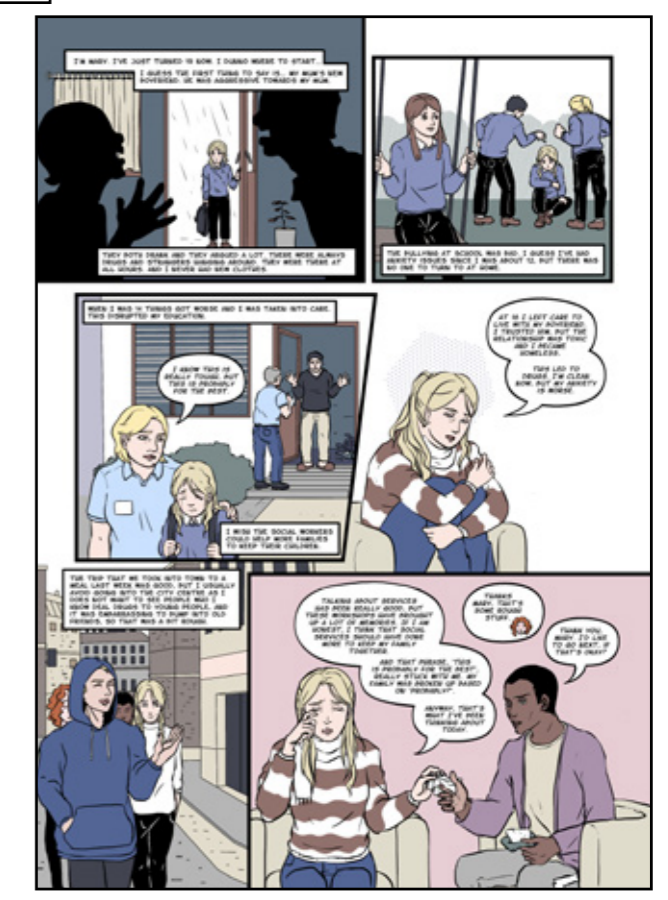
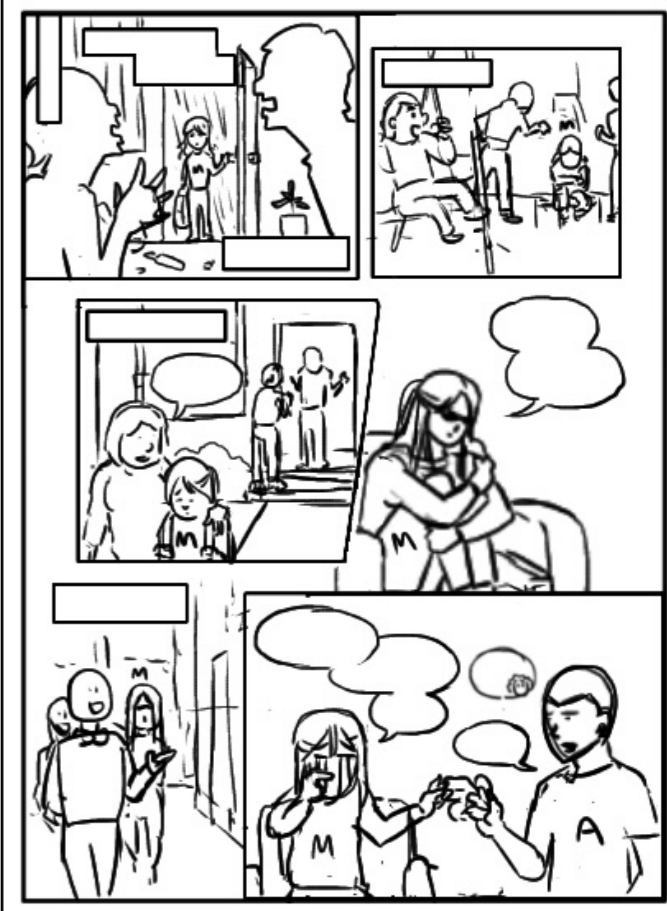
Panel 5
Mary sitting in sofa, her legs drawn up, she is hugging her knees.
Speech balloon (Mary): *At 16 I left care to live with my boyfriend. I trusted him, but the relationship was toxic and I became homeless. This led to drugs. I'm clean now, but my anxiety is worse.*

Panel 6
Mary and some others, including Billy and Azi, and some practitioners are in the city centre, going for a meal. Mary looks anxious.
Caption: *The trip that we took into town to a meal last week was good, but I usually avoid going into the city centre as I does not want to see people who I know deal drugs to young people, and it was embarrassing to bump into old friends, so that was a bit rough.*

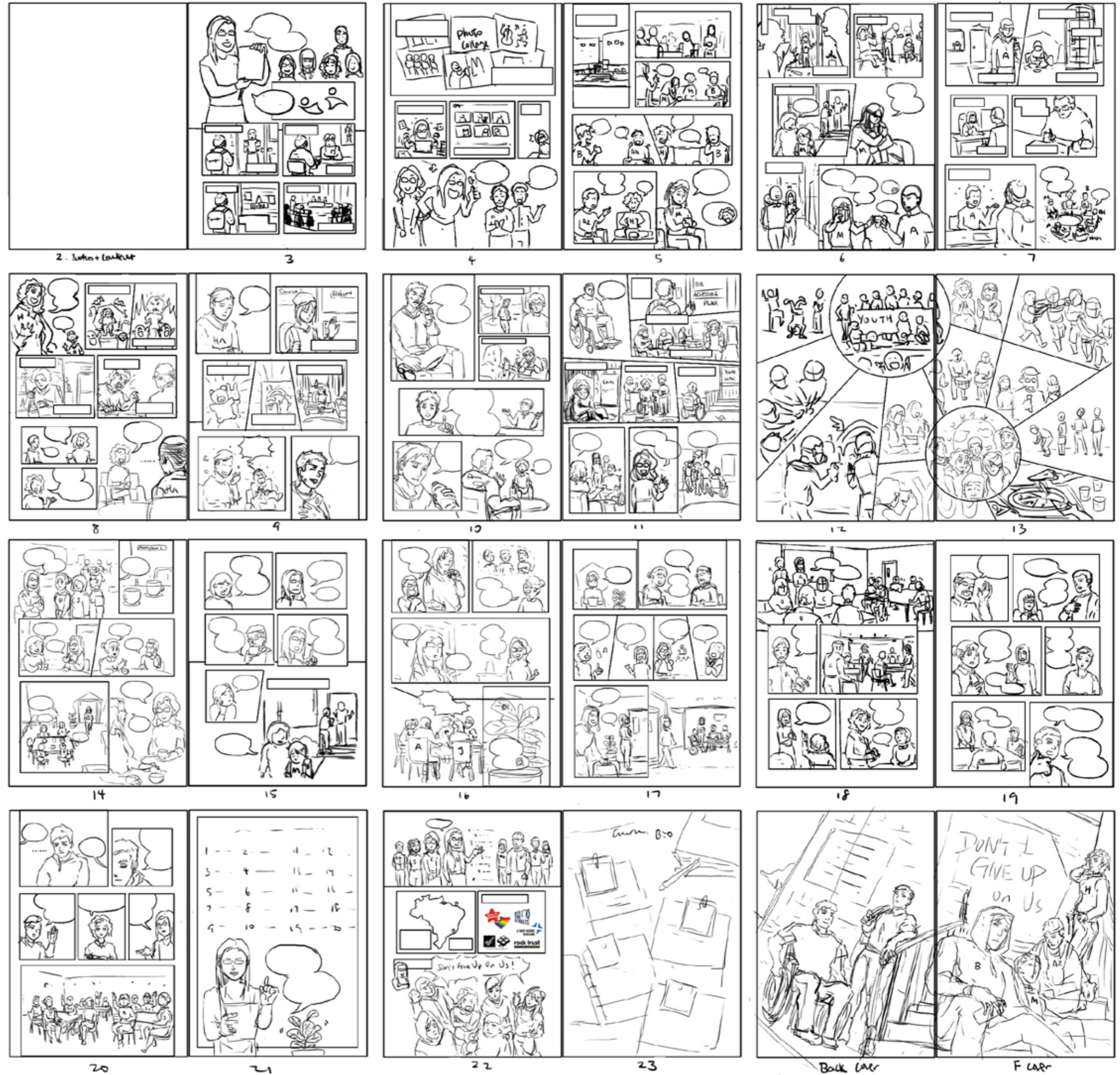
Panel 7
Close upon Mary, she's starting to cry.
Speech balloon 1 (Mary): *Talking about services has been really good, but these workshops have brought up a lot of memories. If I am honest, I think that Social Services should have done more to keep my family together.*
Speech balloon 2 (Mary): *And that phrase, 'this is probably for the best', really stuck with me. My family was broken up based on 'probably?'.*

Panel 8
Azi hands her a tissue for her tears.
Speech balloon (Mary): *Anyway, that's what I've been thinking about today.*
Speech balloon (Hailey): *Thanks Mary, that's some rough stuff.*
Speech balloon (Azi): *Thank you, Mary. I'd like to go next, if that's okay?*

Process



Thumbnails



HOPE

TRUST

DON'T GIVE UP ON US!

EMPATHY

IN SCOTLAND 28% OF ALL HOMELESSNESS APPLICATIONS ARE FROM YOUNG PEOPLE. YOUNG PEOPLE TOLD US THAT WHILE FACING HOMELESSNESS THEY EXPERIENCED POOR PHYSICAL AND MENTAL HEALTH AND HAVE PROBLEMS ACCESSING SUPPORT SERVICES. RECENT RESEARCH HAS FOUND THAT BETTER ACCESS TO SUPPORT CAN BE ACHIEVED THROUGH A MORE INCLUSIVE UNDERSTANDING OF THE ISSUES THAT LEAD TO HOMELESSNESS, AS WELL AS IMPROVED UNDERSTANDING OF THE EXPERIENCE OF HOMELESSNESS, AND OF THE BARRIERS TO ACCESS. THIS COMIC DRAWS ON REAL EXPERIENCES AND SCENARIOS, PRESENTED IN A FICTIONALISED WAY TO CREATE A RESOURCE THAT WILL HELP YOUNG PEOPLE AND PRACTITIONERS DISCUSS THESE ISSUES AND INFORM THE WIDER PUBLIC ABOUT THIS WORK.

