

Prototype Report



Givr  
The Donation Network App

Project Team

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## 1. Introduction

This report outlines the processes undertaken in creating the final prototype of 'Givr' (Appendix A) with focus on presenting the prototype development and how each research stage has further refined the team's initial idea.

## 2. Research

## 2.1 Thematic Research

As homelessness is currently a discussed subject in Bristol, we reasoned that addressing a local problem would facilitate the research process needed to create a meaningful digital product. Our research commenced through gathering information about charities and organisations tackling homelessness. With insights gained, we conducted thematic analysis of differing aspects of the subject (Figure 1). Themes including basic needs, social isolation and mental health surfaced, from which we drafted questions for the creation of an interview guide (Appendix F, Figure 2).

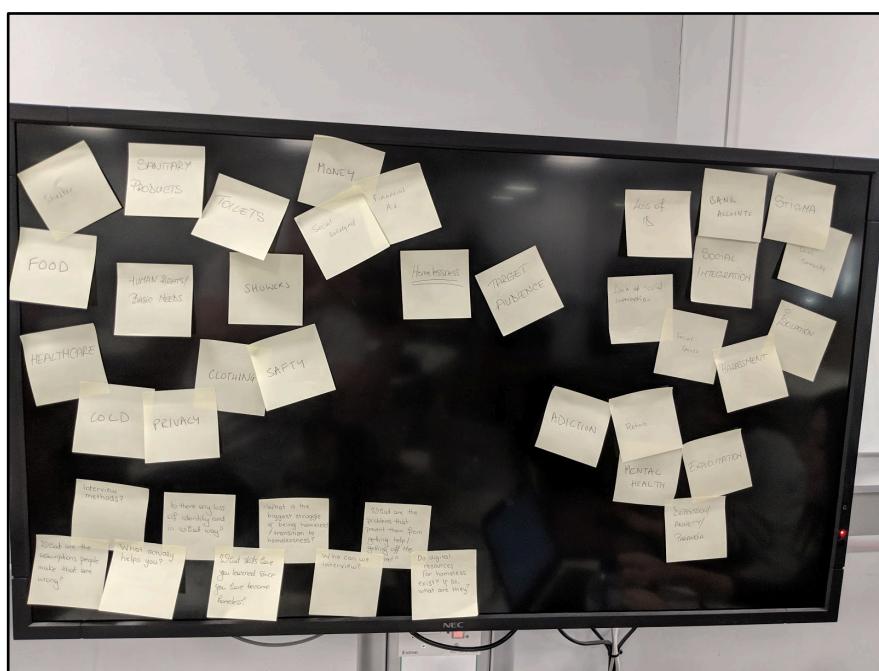


Figure 1. Thematic research.

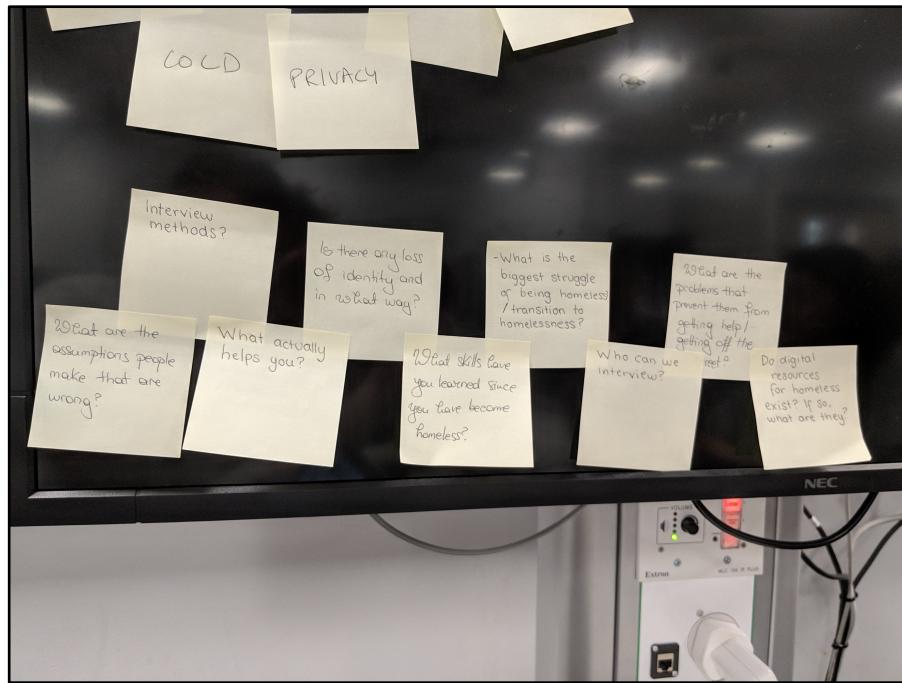


Figure 2. Interview questions.

## 2.2 Field Research

Interviews were conducted to gain expert knowledge of the subject (Appendices G, H, I and J), as interviewing homeless people directly was not an option due to their vulnerable status. Themes that multiple interviewees mentioned were the collaboration between the general public and homeless charities, and the uneven distribution of resources between the north and south of Bristol.



Figure 3. Refresh Bristol, Bedminster.

## 3. Prototype

### 3.1 Solution Iteration

Research findings led to the idea of a platform which enables communication between the general public, charities and organisations with the aim of bridging the current communication gap and better distributing resources. The prototype was initially planned to allow users to make both requests and offers, similar to Tinder's matching system (Tiffany, 2019). The user would input an item they would like to donate and be matched with the nearest three charities that had previously requested the item. After thorough discussion regarding endless possibilities of items and situations, we chose to add a login screen for charities/organisations only, allowing them to make both requests and offers, while presenting the general public with the nearest locations for donating what local charities/organisations are in need of (Figure 4).

### 3.2 Testing

After designing the initial prototype, a meeting was arranged with Antonia Cross from Caring in Bristol (2019) to gain feedback. Her insights proved useful as it changed our target audience from larger charities, to smaller community groups including street-based volunteer teams distributing donated items. Further meetings were attempted with these groups but to no avail so final user testing was conducted with Richard Drake of The Julian Trust (2019) who confirmed 'Givr' would be of use to both his team and the general public considering there is a large enough active user group.

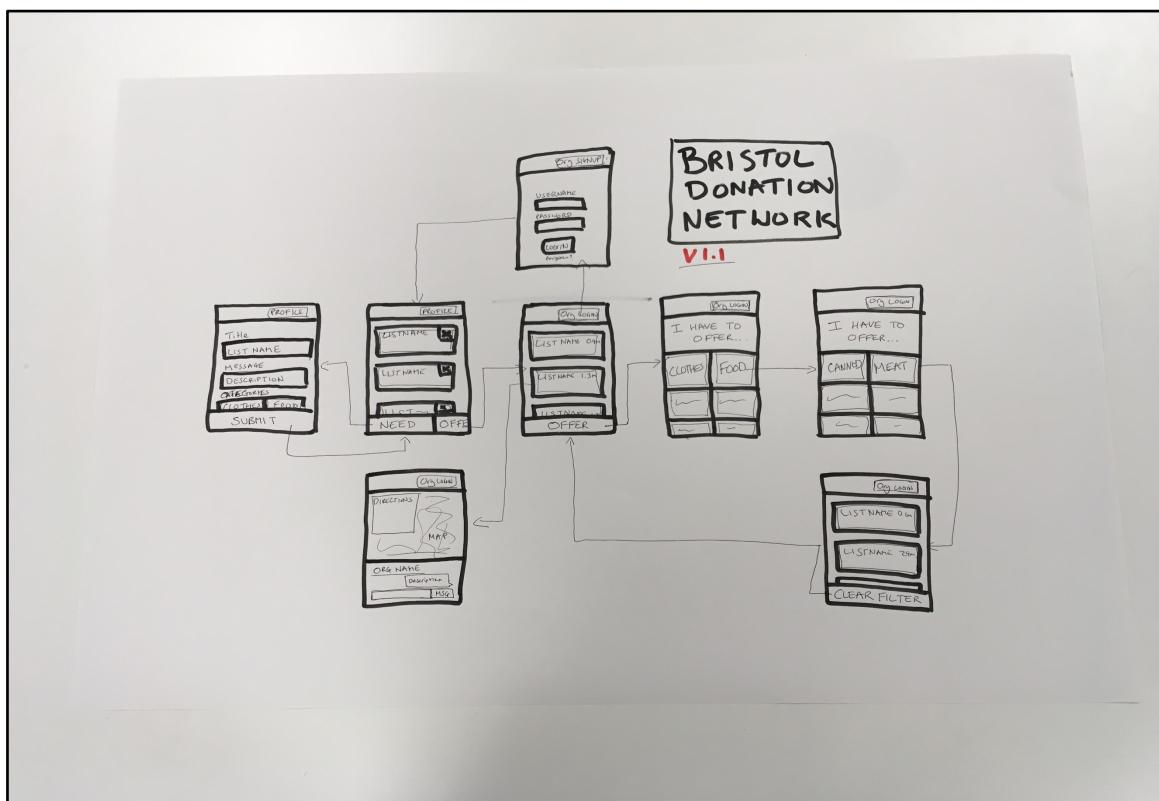


Figure 4. Wireframing.

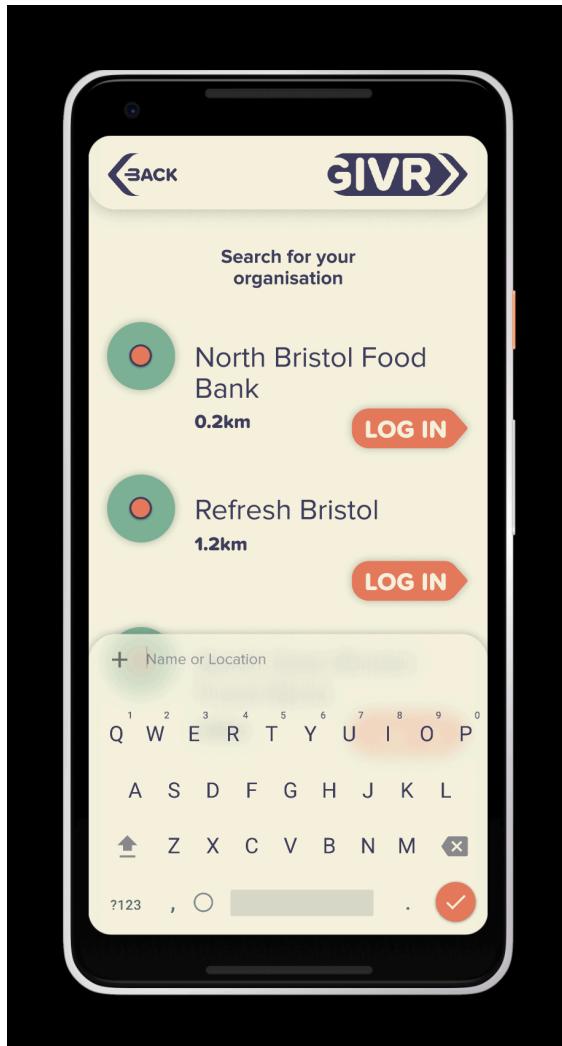


Figure 5. Figma Prototype - Login Screen.

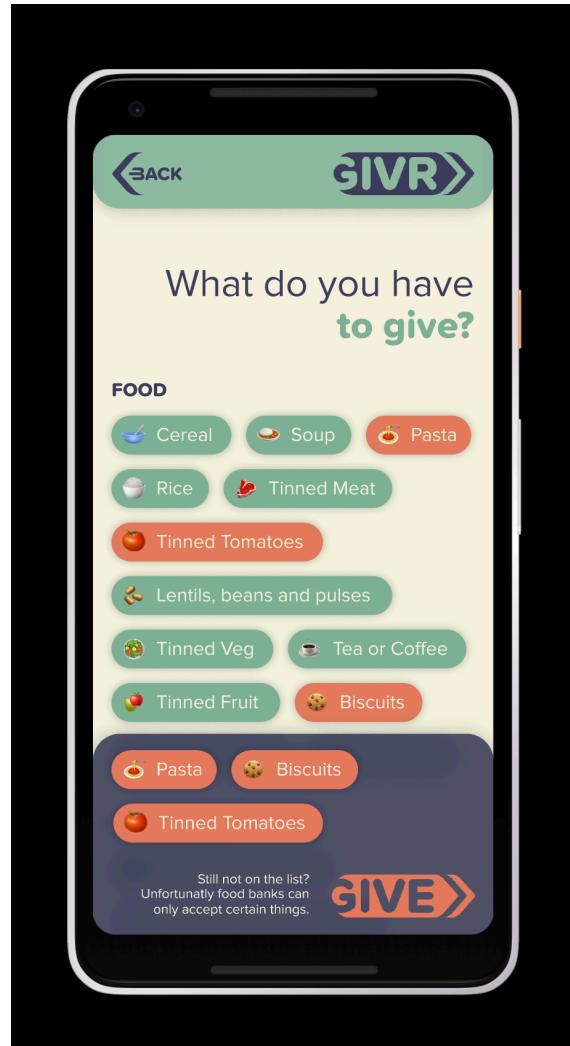


Figure 6. Figma Prototype - Custom Donation View.

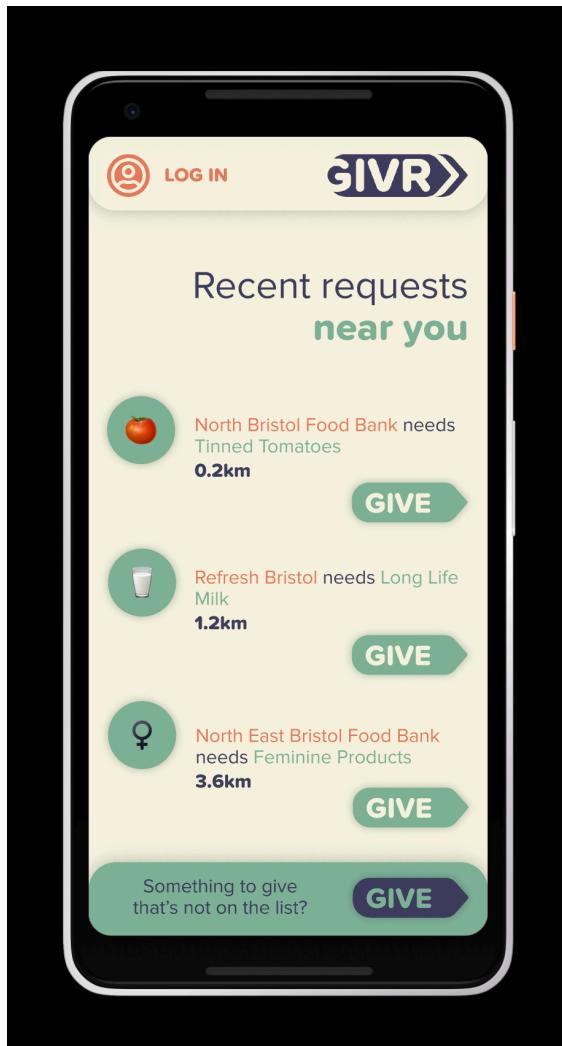


Figure 7. Figma Prototype - Home Screen.

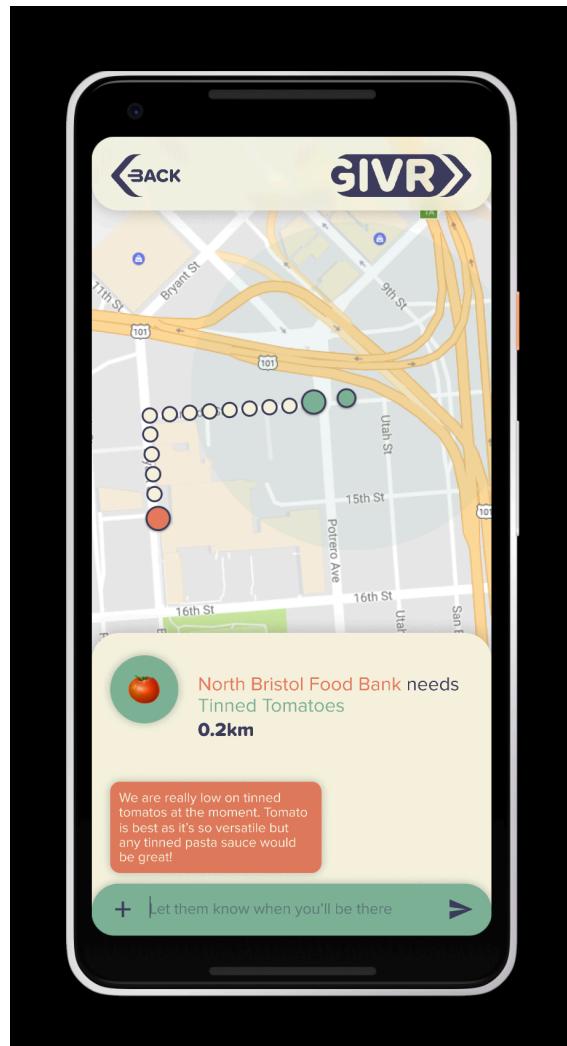


Figure 8. Figma Prototype - Item View.

## 4. Reflection

Other than deviating slightly from the initially proposed target group, the final prototype is very closely derived from what was stated in the design brief. The premise has remained the same - to enable communication between the general public and organisations directly involved with helping people experiencing homelessness and can be used as a tool for kickstarting social change.

Caring in Bristol have also responded to the issue of non-efficient donating by working on an Amazon Wishlist (Rough Sleeping Partnership, 2019) as part of the Bristol Homeless Connect website. However, this solution is based on an underlying understanding of frictionless interaction (Young, 2019) which has been purposefully avoided in the design of 'Givr'.

'Givr' is a digital solution but promotes interaction in the physical world, requiring the giver and receiver to meet in-person. This is justified by the proof that true, long-term change can only happen in well-coordinated groups with close-ties (Gladwell, 2010), as opposed to

distant networks found online. 'Givr' enables meeting in-person with the hope of fostering the possibility of a closer-tie to form between users of the app.

Digital connections are a tool to network and an excellent source of information, but are not adequate for forming close-ties. The creation of close-ties through friction stands up against the technological determinism of the Californian Ideology, by harnessing technology to focus on the unfortunate and vulnerable rather than the "predominantly male, white, [...] technologically literate elite" (Taffel, 2018, p.168).

Moreover, when having physically donated, the feedback is instantaneous and the response from the receiver can work as positive reinforcement (Skinner, 1958) to the giver making future donations of resources more likely.

## 5. Conclusion

The aim of 'Givr' is to accelerate citizen engagement, solidarity and social change. Rather than trying to solve root problems deeply intertwined in society, it does what it can to alleviate the symptoms. Through insights from experts on the subject, we were able to map topics revolving the issue and apply these to inform design decisions in the creation of the prototype. The concept draws from various theories, but to test and measure our hypotheses and functionality of the app further extensive user testing would be required.

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## Appendices

### A - Application Prototype

#### Live Prototype:

<https://www.figma.com/proto/HbnwSVzetJUuN3iQU5RfURN9/Givr?node-id=0%3A1&scaling=scale-down>

#### Prototype Design File:

<https://www.figma.com/file/HbnwSVzetJUuN3iQU5RfURN9/Givr?node-id=0%3A1>

### B - Project Blog

<https://ajalong.com/givr>

### C - Project Plan Gantt Chart

Project Tasks / Weeks	Week 18 (1st March)	Week 19 (8th March)	Week 20 (15th March)	Week 21 (22nd March)	Week 22 (29th March)	Week 23 (5th April)	Week 24 (12th April)
Presentation + Completing Design Brief							
Ideation + Wireframing + Contacting Participants for User Testing / Feedback							
Developing Hi-Fi Prototype + Starting Writing Report							
Filming Demo Video + User Testing / Feedback with Participants							
Editing Demo Video + Creating Poster + Writing Report							
Completing Individual Journals + Prototype Report + Hand-In							
Final Presentation							

## D - Participant Recruitment Tracker

Organisation Or Person	Contacted Via:	Contacted On:	They Replied On:	We Replied On:	Arranged To Meet On:
Bristol Soup Run Trust	Email: <a href="mailto:info@bristolsoupruntrust.org.uk">info@bristolsoupruntrust.org.uk</a>	15/02/2019			
Bristol Drugs Project	Email: <a href="mailto:info@bdp.org.uk">info@bdp.org.uk</a>	15/02/2019	18/02/2019 Via Email From Rachel Ayres	19/02/2019 Sent text msg to Rachel Ayres on: 07950017605 to arrange phone call meeting.	19/02/2019 Phone conversation - has forwarded Nikkis uni email to colleagues who may have ideas to help us and/or meet with us.
Bristol Reconnect	Email: <a href="mailto:info@bristolreconnect.org.uk">info@bristolreconnect.org.uk</a>	15/02/2019	No reply from email		

Citizens Advice Bristol	Email: <a href="mailto:admin@bristolcab.org.uk">admin@bristolcab.org.uk</a>	15/02/2019	No reply from email		
Night shelter (women only)	Email: <a href="mailto:val.thompson@crisis-centre.org.uk">val.thompson@crisis-centre.org.uk</a>	15/02/2019	19/02/2019 Via Email From Val Thompson		
Day shelter	Email: <a href="mailto:jonnie.angel@crisis-centre.org.uk">jonnie.angel@crisis-centre.org.uk</a>	15/02/2019	No reply from email		
Wild Goose Drop-In Centre	Email: <a href="mailto:mick.connolly@crisis-centre.org.uk">mick.connolly@crisis-centre.org.uk</a>	15/02/2019	No reply from email		
Feed The Homeless Bristol	Email: <a href="mailto:info@feedthehomeless.org.uk">info@feedthehomeless.org.uk</a>	15/02/2019	16/02/2019 Via Email from Naseem Talukdar	21/02/2019 Arrange meeting on following Wednesday with Naseem	27/02/2019 Teo and Saara meeting at 12
Julian Trust Night Shelter	Email: <a href="mailto:helpdesk@juliantrust.org.uk">helpdesk@juliantrust.org.uk</a>	15/02/2019	16/02/2019 Via Email from Richard Drake	19/02/2019 Emailed back to confirm visit	19/02/2019 Nikki to meet Richard between 8:15 and 9:15
North Bristol Community Project	Email: <a href="mailto:northbristolcommunityproject@yahoo.co.uk">northbristolcommunityproject@yahoo.co.uk</a>	15/02/2019	No reply from email		
Refresh Bedminster	Email: <a href="mailto:refreshbs3@gmail.com">refreshbs3@gmail.com</a>	15/02/2019	16/02/2019 Via Email from Naomi	19/02/2019 Sent text msg to Naomi on 07785900	21/02/2019 Met with Naomi, Saara and Alan

				527 to arrange visit on Thursday (21st Feb) afternoon	
Shelter Bristol	Email: <a href="mailto:bristol_reception@shelter.org.uk">bristol_reception@shelter.org.uk</a>	15/02/2019	19/02/2019 Via Email from Penny Walster	20/02/2019 Emailed to arrange meeting on Monday	25/02/2019 Meet at 11am Teo, Ryan and Raj
St Mungo's	Email: <a href="mailto:bristolspot2@mungos.org">bristolspot2@mungos.org</a>	15/02/2019	No reply from email		
Salvation Army Bristol	Email: <a href="mailto:bristol.citadel@salvationarmy.org.uk">bristol.citadel@salvationarmy.org.uk</a>	15/02/2019	No reply from email		
Drugs / Alcohol support	Email: <a href="mailto:info.homelesshealth@nhs.net">info.homelesshealth@nhs.net</a>	15/02/2019	No reply from email		
Roots Independent Street Team	Email: <a href="mailto:rootsstreetteam@gmail.com">rootsstreetteam@gmail.com</a>	15/02/2019	No reply from email		
Antonia at Caring in Bristol	Email: <a href="mailto:antonia.cross@caringinbristol.org.uk">antonia.cross@caringinbristol.org.uk</a>	12/03/2019	No reply from email	18/03/2019 Phone call conversation to arrange meeting	22/03/2019 Meeting to get feedback about app prototype at 3pm
Julian Trust	Phoned: 0117 966 6067	18/03/2019	No answer		
Richard Drake at Julian Trust	Email: <a href="mailto:helpdesk@juliantrust.org.uk">helpdesk@juliantrust.org.uk</a>	19/03/2019	20/03/2019 Via Email from Richard Drake	20/03/2019 Email to confirm meeting with Richard	02/04/2019 Meeting with Richard Drake at 8pm for user

					testing / feedback
Roots Independent Street Team	Email: <a href="mailto:rootsstreetteam@gmail.com">rootsstreetteam@gmail.com</a>	18/03/2019	No reply from email		
BOSH - Bristol Outreach Services for the Homeless	Email: <a href="mailto:boshoutreach@gmail.com">boshoutreach@gmail.com</a>	18/03/2019	No reply from email		

## E - Participant Recruitment Email

Dear [Sir/Madam],

We are a group of Digital Media students from the University of the West of England. In one of our final year projects we are looking into the relationship between the society and technology. The main area of interest for our group is homelessness in the Bristol area and the social issues homeless individuals are facing such as isolation, stigma and lack of identity.

Our assignment involves using technology to address some of these issues. In order to proceed in our project, we were hoping we could ask you a few questions in person to give us a deeper understanding of the subject.

Is it possible to arrange a meeting in the following two weeks? Any assistance will be much appreciated!

We look forward to hearing from you.  
Sincerely, the team.

## F - Interview Guidelines

### Who we are - case description:

- Team of six UWE students
- Aim to design a digital solution to issues faced by the homeless in Bristol

- Early stages of project, looking for insights into the problems felt by homeless people so a design opening can be found.

**Ask for consent.**

- 'Are you okay with us recording all audio from this point on? Are you also aware that this will be used through our research project?

**Interview guide for the semi-structured interview:**

- What actually helps the homeless?
- What are some assumptions about homeless people that people make but which are wrong?
- What is the biggest struggle of being homeless/ transitioning into homelessness?
- What are the problems that prevent them from getting help/ getting off the street?
- Is there any loss of identity and in what way?
- Do digital resources for homeless people exist? If so, what are they?

## **G - Richard Drake from Julian Trust (Interview Notes)**

**Interview Date:** 19/02/2019

**Interview conducted by:** Nicola Hardy.

**Interviewing:** Richard Antony Drake.

Positions held:

- Trustee at The Julian Trust (*Emergency Night Shelter in Bristol*)
- Trustee at Resolve West (*bristol-mediation.org offers a mediation for neighbours*)
- Trustee at The Graham Ecroyd Trust (*Makes grants to organisations to support development of sustainable communities*)
- Trustee at The Park Bench (*Library sessions for those insecurely housed*)
- Owns / Runs Bristol Homeless Forum (*for individual or organisation working with homeless people in Bristol*)
- Helps organize Homeless Action Week (*To raise funds / awareness of homelessness in Bristol*)
- Helped create the Bristol Homeless Connect website and the Survival Handbook (*Signposting for homeless people*)

**Could you tell me a bit about the Julian Trust?**

- Julian Trust is first come, first serve emergency night shelter with 18 beds on offer.
- All beds are free, not charged which is the same for all the shelters in Bristol.
- We run on volunteers and as well as a bed the guests also get food included.
- Currently, due to the time of year and high demand, Bristol is offering 107 beds in total in shelters across the city.

### **What assumptions do you feel people make about homelessness that are wrong?**

- That homelessness means only rough sleepers.
- Only 3% of homeless people in Bristol are sleeping rough.
- There are over 500 families in Bristol who are homeless.
- People have normalized being homeless.
- Society should not accept homelessness!
- Society as a whole doesn't connect the dots between homelessness and the bigger picture.
- There are direct links between homelessness and...
  - Low paying jobs.
  - High rent.
  - No rent cap.
  - Less untrained jobs (labourers).
  - Jobs in Bristol are now not being filled with the people of Bristol.

### **What do you feel could actually help end homelessness?**

- Prevention measures
- Changing the law about drugs
- Stop people normalizing homelessness
- Implementing a homeless first model

### **What stands in the way of people getting help?**

- Fear / Stigma
- Mental illness - This is a very common reason people can't/don't get help
- Other problems such as living within the system / institution
- Addiction:
- Drug dependant homeless people are unable to take illegal drugs on the premise of a shelters/hostel.
- This is why they instead sleep rough, so that they are able to take the drugs they are addicted too.
- Drugs should be legalised or designated locations should be available where people can take illegal drugs (i.e. heroine) to solve this problem.
- If a person is an alcoholic there are some "wet houses" but they are few and far between.
- Re-locating:
- If someone is homeless from somewhere other than Bristol and then comes to Bristol and are sleeping rough they can not be helped by the services here.
- They have to go back to the area they are from.

- The services can only help people who have a “local connection”
- But some people try to sit it out but 6 months in they still can’t access services.

### **What are the biggest struggles for homeless people?**

- There are many new organisations, it can be very confusing
- The moment when someone becomes homeless, who should they contact?
- I wish we had an implant in our brains that could just turn on the moment we become homeless to know where to go.
- There are too many struggles to list, they are endless

### **What if any digital resources / apps do you feel are useful?**

- A really good app/idea is StreetLink.
- If you see someone sleeping rough you give the details through the app and someone goes out to see the person and offer help.
- The problem is it’s not common knowledge, no-one has heard of the app.
- Also if the homeless person is in an area without an outreach team no-one goes.
- This includes the Gloucester area that has no team.
- Street Support - It’s like Bristol Connect but trying to make it all of UK
- But they are having trouble with data storage and updating also
- And obviously Bristol Homeless connect
- Although it’s not being used as much as it could
- The NextMeal app also looks like it could be interesting
- And the Greater Change App based in Oxford
- It works like profiles to give direct to a person
- Also you should use Shelter and Crises as source for facts and figures
- They are really good for this and some reports.

### **How do people find the shelter?**

- Most people still find Julian Trust through word of mouth
- They find themselves homeless and ask people on the street where to go and get directed to the shelter
- I have had emails from people who have just become homeless and are looking for help but this only happens a handful of times a year.
- I feel this is due to people not thinking clearly and panicking at the point they realise they are homeless and need to find help.

### **Is there a loss of identity and in what way?**

- Yes, of course.
- You are in complete shock if you become homeless.
- You don’t know if you are coming or going.
- Let alone who you are.

### **How do you feel about the contactless donation point? Is it working?**

- Yes it is working.
- It is well located purposely near the shops/business being affected by homeless people sleeping in their doorways.
- They wanted to know how to help and this is now away they can.
- There are more contactless donation points currently being planned also.

### **What do think of the Help Bristol's Homeless project?**

- It's a good project and getting a lot of support from the overall community.
- Jasper (Jasper Thompson) has a lot of passion and energy to give.
- But I don't fully support the project as I don't feel it is helping people that wouldn't already be getting help.

### **What do you feel we could do with our project to really help the homeless?**

- As you only have a fairly short amount of time for this project and that you will only be able to go as far as building a prototype, I recommend you should contact:
  - David Ingerslev - Senior Service Manager - St Mungo's Bristol Outreach Team
  - Ben Richardson - Charity Director - Caring in Bristol
  - Ed Reed - Project Lead - Caring in Bristol
- You could build something that can then be realised after your project has ended either by your group or by passing on what we have done so that another team could fully realise the work.
- I do talks to young people about homelessness
- They are mostly in their 20's 30's and clearly think they are not at risk but they are wrong
- As part of my talks I ask them how much they earn
- Then if they rent or have a mortgage
- Then if they have 3 months savings so that if they lost their job they could keep up payments
- I watch their faces drop as they start to realise how close they are, at what risk they are of becoming homeless
- You could maybe design something like that?
- A Risk of Homelessness Facebook Quiz / App, something like that?
- Maybe to include a call/calls to action also
- It would raise awareness without creating normalization
- And help stop the us and them
- Also Bristol Homeless Connect and the Survival Handbook
- There is a problem with data circulation
- We want / need a central location for all data
- At the moment it has to be in more than one location
- It is hard keeping them up-to-date with information

- Not enough people know about / use Bristol connect
- Another problem is that people that want to help, the general public
- They don't know what we need
- We get so many people that give used bedding to the shelter
- They mean well but we don't need it
- Also food is not an issue in Bristol, we have more than enough food to feed the homeless already!
- What would be a good thing to make would be an app that the general public could use
- Ideally with notifications
- The shelters and services could say what they need all in one place so people that want to give can give what we need
- The team at caring in Bristol want to make this, I would contact them!

#### **Are there any other projects you think we should know about?**

- Bristol is going to have a SSTS (Somewhere Safe to Stay) soon.
- There are jobs for the site already being advertised online.
- The idea is for people to not have to spend their first night out on the streets!
- Homeless Action Week 2019 which you can find information about from the Bristol Homeless Forum
- You should also all watch Drugsland if you haven't already

## **H - Naomi Knapp from Refresh (Interview Transcript)**

**Interview Date:** 21/02/2019

Naomi: **00:04** What's that?

Naomi: **00:04** For the dogs

Naomi: **00:04** oh, thank you... Alright take care girls. You'll be fine tomorrow. You'll be fine.

Alan: **00:21** Sorry. You were going to say something, by the way my name's Alan.

Saara: **00:24** Yeah Sarra.

Naomi: **00:26** Well, what are you looking for is what I need to know?

Alan: **00:29** Well, we got a list of questions and we'll just have a short discussion about,

Naomi: **00:33** I just had a few thoughts.

Alan: **00:35** Yeah.

New Speaker: 00:36 The, there are apps aren't there about homeless. Did you know that?

Naomi: 00:43 That was going to be one of our questions. What services do people use?

Naomi: 00:45 Right. Okay. I haven't met any APP, uh, homeless people that use it, but I've been told that cause we do get quite a few homeless coming in. I've been told there's an app, well maybe it's useful for people. Say you're walking along the street, it's just a normal person. Then you see a homeless person. And do you think they need help? Hmm, I'm not sure what it's called though. Is it called streetwise or street something or other,

Saara: 01:14 okay. There was something called street link.

Naomi: 01:17 Yeah, I think its that

Saara: 01:18 yeah.

Alan: 01:18 Street link. Yeah.

Naomi: 01:20 Is that still up and running?

Saara: 01:21 Um, I've seen the website. I haven't heard of the APP, but I think it might be.

Naomi: 01:26 I've heard that if you see, there's an app where if you see a homeless person, you can click on this app and it gives you all the details. I had it on my old phone, which was broken is, I haven't got any more, I need to get it back. But, so you don't know about that because I thought that was quite a good thing.

Saara: 01:46 Yeah.

Alan: 01:47 Yeah. Well we're, we're coming to us you because like we've got some assumptions about what helps homeless people, but we've not really worked with them, so we don't actually understand what is the day to day realities of being homeless. And you might have some more insight into that.

Naomi: 02:03 Okay

Alan: 02:03 So we will, things like what service that you guys provide all the other people provide, you think that actually helps the homeless?

Naomi: 02:11 thats a very broad question. What's the, give me a specific question

Alan: 02:19 when they come in. Um,

Saara: 02:22 what kind of help do you give the homeless when they, for example, come into this establishment?

Alan: 02:28 And do you ever get any feedback from them on what actually helps them?

Naomi: 02:31 I interact with loads of homeless. I mean I, I'd given homeless accommodation cause I'm also a landlord.

Saara: 02:39 Okay.

Alan: 02:39 Right.

Naomi: 02:40 But it's gotten worse. How come? Because it's getting 10 times worse because of universal credit.

Saara: 02:49 Okay.

Naomi: 02:51 Um, that's the main reason.

Alan: 02:55 Is it quite a new increase? Cause it's been, there's been austerity now for 10 years.

Naomi: 03:00 No, no, it's got worse. Since universal credits only been in Bristol rolled out fully, I think for about a year if that. I mean it was being rolled out incrementally. So some people on Esa were on housing benefit... And... Yeah they might still be on housing benefit, but half of Bristol was on universal credit and half wasn't so it depended where people were from. But we get, um, I know of two homeless people who can't get any help whatsoever other than the help I'm giving them.

Saara: 03:45 Okay

Naomi: 03:45 I'll give you an example. There's an Italian guy from Sicily. Says he's been in the country three years, he's got mental health problems. The biggest problem for homeless people who are the ones who've got mental health problems and a lot of them are not capable of sorting their benefit out. So that means they've got no money. Uh, because a lot of homeless on the streets, they, they're, they're quite savvy. The ones, often the drug addicts and alcoholics, they're quite savvy. They'd go and make sure they get their 50 or 70 quid a week, even if they are living on the streets. The ones with mental health problems, they're not up to it often. So that's my concern. So anyway, this guy from Italy, um, he's been told he can't have any benefits for five years because they see, he says that, um, I went up to the job center with them, so I will try and help people sort their benefits out. But I took him up to the job center. They looked on their system. I said, he's been in the country three years and then they said, oh, we've got on our system that you went back to Italy last March for eight weeks to see your family. I don't believe he did say that, but they'd written that on their system.

Alan: 05:21 So it's reset his time.

Naomi: 05:22 So they've said, oh, because of Brexit come and you can't have any benefits for five years. I gave him a room in my house, but I haven't, I thought he'd been titled to Housing Benefit. He's not, he's been there nine months. I'm paid me a penny in rent. Can't get any benefits, but it seems like. Uh, he's mental health problems are getting worse. Um. I tried to help him get jobs, but he doesn't keep them cause he gets panic attacks. So I'm just giving you some examples.

Saara: 05:58 Yeah, that's really good.

Naomi: 06:00 Another person whos, um, Bristolian. Been on the streets six years, a woman over 40. Um, she likes to go under street names. She gives herself different names. Right. It's like a protection I think. She refuses to fill in any forms because she's got, oh they want to take control over me.

Saara: 06:30 Yeah. Yeah.

Naomi: 06:31 Big Brother is watching me kind of thing. Um, so she's on the streets, no benefit whatsoever. And then I went, I contacted the health of health officials, um, mental health team, social services, rough sleepers. I contacted them all about this case and they said, oh, well she needs to go and get a medical assessment. A GP has to assess her, she won't go to a doctor because she's afraid they'll lock her up or. So, uh, again, I've managed to give us some accommodation and I've got someone who may be become a care of it, but that's only because I can afford to do that. Okay. Most people wouldn't, she, if, if I wasn't around, uh, she just be out on the streets. So, um, so what I would say, they need to change the law that if someone's mentally ill, they can't expect them to take themselves to a doctor or to take themselves to sign on for benefits.

Alan: 07:48 But even if you had a, a mobile unit that went into a bear pit or something for a day and they were giving out, um, blood tests and just informal, don't have to give your name, don't have to do anything. That might be something that's,

Naomi: 08:04 well yes they said it was an anonymous service for the homeless. That's probably a good idea. But um, the other thing is for people in the category of mental, you know, got mental health problems, often they don't, they are not on drugs so you don't take it, oh you know, they're not drinkers on. And any night shelters are full of people jacking up and what have you.

Saara: 08:30 Yeah.

Naomi: 08:30 So the, the ones who are not on addictions, they find it difficult to go into night shelters because of all that's going on there, violence and. So, but then there is a severe lack of night shelters cause there's only, I think is there any 15 or 20 beds anyway for the whole of Bristol? In the Julian trust have been there?

Saara: 08:57 No, I haven't been. Yeah, but that read about it. Yeah.

Naomi: 09:00 There used to be a lot more hostels that were open. But with all the cutbacks, the lot of them have been closed.

Saara: 09:09 Okay. Is this really recent or the last few years?

Naomi: 09:13 Well, in the back, the last two or three years, um, there is quite a lot of food provision. So what we do here as a charity is if a homeless person comes in, they get a free meal, we have a supply of bedding cloths at the back.

Alan: 09:32 Is that just on Fridays or any during the week?

Naomi: 09:35 Well we do it any day. We don't tell people that we do it any day, but we do when we're open because we don't want to be overrun. But we, yeah, we do for any day is

the truth. But we did that. We need to change it though because we need to liaise with the crisis center. Have you been there?

Alan: 10:02 No, no, us too haven't. We've divided the, the where we're going based on the group.

Naomi: 10:11 Well we need to sort it out, because we try to do the homeless meals on the days when the other ones weren't doing it. Um, but I think they've changed their days and not let us know cause they're there, but they are over in Easton so it's a different area. I don't think there's any other place in South Bristol that does what we do, its all over in like sort of St Paul's, Easton way, Stokes Croft

Alan: 10:38 Where do you think there is the highest concentration of homeless people are in the city?

Naomi: 10:40 Well they are in the city center. Um, but we used to have a lot of homeless here but the police have moved them all on.

Alan: 10:48 Right, well I'm in fishponds and I see some but I think in Easton I've seen a fair number and so on.

Naomi: 10:53 Yeah. I don't know the police moved them from there. It seems like they shifted from area. We used to have a lot sitting out here.

Saara: 10:59 Yeah. They do move kind of sporadically from place to place.

Naomi: 11:04 But some it's the, the police clearing I exercise. I don't know why.

Saara: 11:09 Yeah, I was just wondering how much do you communicate with the other homeless shelters or food banks or,

Naomi: 11:15 we think we have meat on them with the Food Bank. Yeah. So we also, we don't only give out hot meals, we also give out food parcels to the homeless. Um, with the food bank, we're part of the Bristol Five K, which is a network of food banks across Bristol. But we're about to join the Trussell trust to create the South Bristol Food Bank. But that's kind of in process. It's probably going to take six months.

Saara: 11:49 Okay. Yeah.

Naomi: 11:50 So hopefully we'll get back more food supplies because we often run out of food to be honest. That's a problem.

Saara: 11:59 Would you say like the resources are kind of like well distributed?

Naomi: 12:03 No, because food banks in North Bristol, they've got warehouses full of food and we run out all the time.

Saara: 12:11 Okay. That's quite interesting actually.

Naomi: 12:12 Yeah, there's some, you know that, that that is the rich north and the poor south and the river divides the city. So, but we think that if we join the Trussell trust, which is a national organization, they've got access to large supplies of food. So hopefully that will help us cause there's more poor people living here, but we've got less food to give them wherever in north Bristol they've got less...

Alan: 12:43 Is that simply because there are more donations to north Bristol.

Naomi: 12:47 Yes. More donations and maybe they got more capable people running the food bank because you don't, we could, we could do with more graduates are more people with management skills. Helping us ask. One of our philosophies is a charity is to train up local people, but if they, some of them can't read or write or they've only got like basic education, you know, they're less able to do things like marketing and promotion and organizing and all the rest of it.

Saara: 13:24 Okay. That's pretty interesting. How do you, um, when you do get volunteers, how do you?

Naomi: 13:34 We give them as much training as we can, but so we, well we um, they're all going on a food and hygiene course next week. Um,

Alan: 13:44 How often, how long do you typically volunteers stay volunteering?

Naomi: 13:48 Well, we've had some for years. A lot of, we've had that move on to, to get jobs. A lot of people that, so we've had broken people come, people come in, they're totally broken and um, they feel like they're part become part of a community if you like, made friends. They got their confidence built up. And then, um, they've got some training and they've got some skills and some, sometimes we've even had homeless people like that that I've been able to, you know, we've been able to give them, get them accommodation and they'd come in here and worked and they'd gone out and got some very good jobs to be honest. Like what our administrator, she, we put her on an apprenticeship scheme. She was from Poland but live locally and then she worked with us for two a half years and then she got a job with HSBC bank.

Saara: 14:56 Wow. Okay.

Naomi: 14:57 And then we had another one. He was homeless when he came and he'd, his parents had died. He was from London. Um, cause a lot of homeless people come from other places. And he came and worked with us. But he was at, he'd actually was a top quality chef. It's just that you'd ended up homeless because of some family situation. And I managed to get him accommodation and then he went off. He was offered a job training other people to cook. But he ended up, I think, going to Wales working for a hotel. So we've, we do see quite a bit of success because we're giving people its not only about giving them, putting them on courses, training.

Alan: 15:49 Integrating them into society, the community.

Naomi: 15:49 Yeah. It's because, um, I mean we are a Christian organization, so we offer them if they want it prayer or counseling or sort of individual sponsorship. Okay. So it's, um, yeah, because we're fairly small here then, but we were not only here, we have got other,

Alan: 16:15 I saw quite a few across the UK.

Naomi: 16:18 No, no, no, no. In this area, we do other things in the area. Like we've got, um, a sort of furniture vintage shop down there. So people, once they've worked here, Hello?

Naomi: 16:33 Yeah, I'm Naomi. Yeah. Um, I'll be with you in a minute. I'll tell you what, can I just give these guys some forms to fill out?

Alan: 16:41 Yeah of course! [Audio cut for a few seconds]

Naomi: 16:48 Yeah, keep recording this. I was going to ask about how they actually communicate with their volunteers and how they organize. Like it sounds like there could be some centralized way in which food banks could coordinate better.

Saara: 17:02 Yeah. that was something that I was thinking as well or like a kind of thing that you could see which food bag needs their donation at the, at the time, you know, some kind of

Alan: 17:12 just a simple sort of social network for,

Saara: 17:15 yeah, what did I kind of visualization like you know this, you know, this place is empty if you know we need more of that stuff.

Alan: 17:22 Very simple interface where you could just mark as we have access or we have too little.

Saara: 17:27 Yeah, yeah, exactly. They said that people would go see because obviously is going to be all like, you know Richmond, Montpelier, people being like, I'm just going to give it to this next cuffed one and none of the things about South Bristol.

Alan: 17:37 Yeah, yeah. There's quite a few openings here actually.

Saara: 17:41 Yeah. Yeah. like as she was saying, like integrating them into society. If I giving them here, not like paid stuff, you know, it couldn't be like a real job board. But having this like a homeless person job board that like people who would have these volunteering opportunities or like little job opportunities, just people they could, you know, use it.

Alan: 18:03 Yeah.

Naomi: 18:07 Okay. Um, anything else? Um, what else do you want to know?

Alan: 18:20 Do you think there are assumptions that people generally in public think about homeless people that you think is absolutely incorrect?

Naomi: 18:27 There's many different reasons why people become homeless. Some people might think it's because of their own fault because of drugs and alcohol, but it's not always that. It can be young people, especially like teenagers. They could have had a row at home and, uh, been chucked out. And then there's a lot of people if they've been homeless for a while, they do go on drugs and alcohol to cope. But a lot of the people. Yeah, there's a lot

of people who are addicts and because they spend all their money on drink and drugs, that's why they're homeless. But there's that, there's also a lot of people, they have a relationship breakup. Your marriage breaks down and often the men, or it could be people from the armed forces. We've had a few of them really well because they're used to being institutionalized. But also when they, yeah, it's adjusting to normal civilian life when they come out. Um, they don't always find the jobs.

Alan: **19:41** Sort of, yeah, no structure

Naomi: **19:42** Yeah no structure in the jobs or again, it can be to do with their families and marriage quite often. Um,

Saara: **19:53** I was kind of thinking if you, if someone asks you, what would be the biggest help for homeless people? Would you say donating directly to them? Like, you know, giving money on the streets or donating to...

Naomi: **20:04** No you shouldn't do that. Well it depends if they're all, if they're, if, if, if they're on drink and drugs, you don't give them money to buy him food. This is someone like these people I've told you about the depressed or mentally ill. They, that's thing I haven't gotten in the way of surviving.

Saara: **20:25** Exactly, cause we'd been thinking about that thing that people are like, no, I can't give this homeless person food, no money. Because they'll spend it on drink and drugs, but then again, you can never know if that's what they're going to spend it. So that's maybe why

Naomi: **20:38** I mean because I've been working with them a long time. Then I can usually tell. But it's not always 100 percent. Yeah. Yeah. The best thing is to buy them food and even paid for someone somewhere for them to stay.

Saara: **20:53** Yeah.

Alan: **20:53** Yeah. That was, we discussed that last week with was, how can we create a system in which people can provide money for others to go and sleep somewhere, you know, probably hotel room without that currency being used for something else.

Naomi: **21:07** Well, best thing is go with them. A book it. But my dream would be that we have a big building in the center of Bristol, which is a bit like a hostel I suppose. Um, there is one in Los Angeles called the dream centre, where there would be accommodation for them, but they would also be canceling facilities. Healing, um, if it was a Christian thing there'd be prayer there'd be workshops so they could get, you know, they get training to get re employed or not, you know, that would be a big centre, or the very least if we could take over a building that maybe a joint project with the council or with the churches or whatever, people in trusted and um, so that they're not sleeping on the street. I mean, I'm a landlord. I've got a lot of houses and I have often given them places, but I have to be careful because I've got other tenants and then I've had, you know, sometimes there's been a situation where bikes and laptops had been stolen. So I, I've had to be very careful in doing that. Or if they'd been on the streets a long time, they might have anger issues, they might need rehabilitation. So they can't really live in a shared house. So it's not that easy. But you, you've heard of St Mongo's have you?

Alan: **22:44** Yeah.

Naomi: **22:46** I mean they'd paid millions by the city can't. So we are a self funding, charity here. Um, I think, you know, the St Mongo there's, I suppose with every organization there's pros and cons. I don't know how effective they are.

Alan: **23:08** And then going back to what you mentioned, um, with different, um, food banks and you guys don't have enough food and others having plenty. Is there any way in which you could make yourself communicating with them? We're thinking of some kind of solution. How do you communicate with for email or text or?

Naomi: **23:25** No because I'm part, we're part of the Bristol five k. Um, I taught there is one particular food banking in north Bristol, um, in Ebernees I think it's called. We have gone and picked food up from them, but you need I'm big trailer or a van to go and do that. So we have done that. Um, it's a bit of an effort, but uh, yeah, we, we have done that on occasions, but we're doing what we can to try and get local businesses to give us small donations. Uh, um, there's still a need, you know.

Alan: **24:12** Absolutely.

Saara: **24:13** Yeah. We're talking about something that could maybe inform people, which charities might be more need of donations at a time. Cause we,

Naomi: **24:22** We're not the only food banking in south Bristol that runs out. there is others. Also go to that one in north Bristol. We're just wondering that by joining the Trussell trust, whether that will sort things out. We'll have to wait and see.

Alan: **24:37** The Bristol five K is a different organization. You've got the Trussell trust. You've just joined and you're already, part of that Bristol five k.

Naomi: **24:44** Bristol five k has been going for years. That's only Bristol. Bristol five k means feeding the five thousand. So the Trussell trust, we're in the process of joining now. There should be a website for the Bristol five k.

Alan: **25:05** Yeah, I think so. We didn't know about this. It's interesting.

Naomi: **25:14** there are other or other organizations probably that give out food. There's always new ones popping up. I think Bristol's very good for feeding people.

Saara: **25:26** Yeah. That's not an issue

Naomi: **25:29** No, there, you got, there's a difference between a food bank and feeding the homeless. A lot of food banks will not give to the homeless. We do. But not all food and met a lot of them won't they have to have it because the criteria is that they need to have a referral form from a doctor, a social worker or some other charity. Okay. Because there have been criminals using food banks to um, profit from. Yeah, fair enough. Going round and then taking it and selling it.

Alan: 26:08 But I suppose on your scale you see every face that comes in and out, you get to know people like,

Naomi: 26:13 well, I'm not always there. I mean he got, you know, and then,

Alan: 26:17 But I'm guessing that there's a lot of food banks are much larger than you and so there's less of that personal connection between the staff and the people who go there.

Naomi: 26:27 Possibly. Most food banks operate. They have a main day. We have a main day, which is a Wednesday. But we do give out, because we're also on the high street. We give them that whenever we're open.

Saara: 26:39 Cool.

Alan: 26:42 Thank you so much for your time.

Naomi: 26:44 Think if you have an app, say it was called something like Help Bristols Homeless. And then you have the food banks and the p, the charities that help that, you know, that do work with the homeless all on listed or something. Yeah. And then what you could have part of the APP would be for the charities who are out and they could say what they need. and the other bit, I think that one I told you about, if you see a homeless person, you could have some like tips and guidelines,

Saara: 27:20 yeah, yeah, yeah, exactly.

Naomi: 27:23 Hmm.

Alan: 27:25 Yeah, yeah, that's, that's exactly what we wanted.

Naomi: 27:27 Thank you so much. [End of interview]

## I - Penny Walster from Shelter (Interview Transcript)

Teodora: 00:03 Yeah.

Penny: 00:04 When you say homelessness what kind of area of homelessness do you look at?

Teodora: 00:14 So I'm mainly looking at people on the streets. Okay. Um, quite a few families in Bristol. Don't actually have a home in there cause the hunters as well, but when they can place it on the streets.

Penny: 00:25 Okay. All right. Um, and are you looking at people who are begging or working on the streets or you're looking at people who are kind of sleep pain, occasional nights or most nights on the streets?

Teodora: 00:39 Mostly the latter.

Penny : 00:40 Okay. Right. Um, so I suppose the first place to start is maybe trying to understand how people get to that position. Yeah. Um, had you had any thoughts about kind of where you want it technology to intervene?

Theodora: 01:00 Um, we know that, um, your full range of ways, helping them. Yeah. And we know that some shelters are need of, I know for example, pillows or feed and others have too much of that when they cannot, creating kind of a place where they could talk to each other and maybe other people could see where.

Penny: 01:23 Okay, sure. So, um, we, I know our name is shelter, but we don't actually provide the accommodation. We do advice and support. So we kind of have more of an overview of what's going on. So the situation where you're talking about where you've got a nice shelter or churches that might provide, um, somewhere somebody to sleep overnight. Um, there's a couple of networks that already do things through that. So there's something called the Bristol homeless forum. Yeah. Which brings together all of the churches and religious organizations that provide food. They're going to do super arms and things at night, but then also provide a bed and things like that. Um, and there's an working alongside the Bristol homes for this new organization called caring in Bristol, who are possibly most famous for providing the big night shelter accommodation for the Christmas week. So they'll provide 24, seven accommodation, food and activities with fortnight over Christmas things.

Penny: 02:32 And that really helps, um, people who were sleeping rough on the streets because as you can imagine, lots of things close down over that four night over Christmas and New Year. So somewhere safe, warm, dry, and secure. It's Christmas, it's Christmas. And it's obviously quite an emotive period, people to be seeing people who are, I'm sleeping. So caring and Bristol already run a website called Bristol homeless connect. Yep. Yeah. If you had a look at yeah. Yeah. So that provides information for both, um, people who want to give time and um, like donate blankets and things to organizations. It also allows organizations to advertise when they're advertising for volunteers and people that are working for them. Um, so if you're looking to kind of build something as a model, my suggestion would be you have a look at that and see how you can improve on that.

Penny: 03:34 Okay. Because that idea that you have, which is really good about trying to help organizations to share resources, that's where Bristol homeless connect is intended to help. I don't think it achieves it fully. Yeah. But it may be that you guys might have some thoughts and ideas about how that might work. It's a website that works really well on a laptop. I'm not sure how mobile phone, tablet and

Teodora: 04:02 I don't think we've checked that.

Penny: 04:04 Yeah. So that might be, you know, because most people now don't walk around with a laptop, you know, kind of to do something unless they're studying or working or if you want to donate, you tend to kind of do some things for your mobile phones, whether there's like an APP application that you can build. I don't know. That might be one thing around it. Um, the other thing that might be interesting is one of the shoes that people have is where to store things.

Penny: 04:37 Um, if you're rough sleeping and you're staying in the night

shelters, the night shelters might have some limited storage, but it's whether they might be other organizations or businesses that might be willing to, to store items as part of their community charity work and things like that. So, um, that's an idea that the homeless forum have kind of explored, but they've not really been able to get it off the ground with local businesses. So whether there's, um, you know, some way you could map on it on a website or an app to say, I don't know, Costa coffee and cabinets or let one person store their possessions, that kind of thing. That would be quite useful because a lot of people, most people that are homeless have some form of a phone that they can use because that's how they tend to contact both, you know, their family and each other.

Penny: **05:31** But it's also have any to contact, um, uh, the benefits agencies and other organizations. So, so that might be something that we're thinking of. Um, the other thing, uh, the, a lot of the people that we're seeing struggle with is, um, access to kind of appropriate medical care or inflammation. So there is the homeless health care centre at the center just on Jamaica Street. Yeah. Um, which does a great service and the medical staff, they were brilliant. Um, but obviously x only open in limited hours and things like that. So, you know, kind of access to that is quite important for people. Particularly if you're somebody who's living in quite a chaotic lifestyle. It can be quite difficult to make sure you get somewhere when it's open. Does that make sense? So what tends to happen is you'll end up bouncing around and you know, all the out of hours type services. So that's something that's a challenge for people.

Penny: **06:38** From our point of view, what we're seeing is, um, a number of people are becoming homeless because they're losing their assured short hold tenancy. So what happens is people are living in a certain area, they'd been there for a while, the rent has gone up to a point that they can't afford it. And then, you know, their landlord asks them to move on cause they want to sell the house or they want it for a family member or something. And the person, if they're not able to afford to stay in Bristol but might have kind of friends or family or support networks in Bristol city particularly want to move in that way. So that's, that's kind of one of the main reasons that we're seeing and the counsellor scene for people becoming homeless. Um, so if you're looking to do something to prevent homelessness and that might be something worth looking at and it's, so there's some resources that you could look at.

Penny: **07:41** So there's the shelter website. We have a lot of information on our website that tells people what their rights are, gives them advice about how to get deposits back, how to deal with that whole eviction process and what their options are and things like that. Um, that last very detailed information and I'm not sure that it's, we've got the balance quite right and how to get that across to people so that it's easy to understand and easy to see what they can do rather than it being a big long block of descriptive text. Does that make sense? Yeah. Because obviously we're, you know, advisors and we've got lawyers working in our team, so we tend to get into the detail very quickly. Whereas sometimes that's not what people need. What they need is something that's a bit more structural, yeah. So, so that might be something worth having with the car.

Penny: **08:39** The other thing is people have, so not only people kind of moving out of their tenancy because the landlord landlords evicting them, but also, um, the conditions within the private rented sector. So some, some people are living in properties that have really bad dumb peer issues and um, mold or they might not have working hot water or heating and stuff like that. So that might be another thing to kind of have an ACAT because what's happening is people are then moving on from those properties and then not able to find anywhere else. So you end up in that kind of

downward spiral of, of ending up on the street. So that's why I was asking you, it depends what you want to do because there's different points at which you could intervene with kind of technology submissions.

Teodora: **09:29** Kind of looking at just your perspective. Yeah. Um, what do you think is the biggest trouble? Um that transitioned into homelessness. So, they're evicted. And then where do you think these stop? Um, sorry. Um, yeah. What or do you think their biggest concerns apart from obviously losing their house?

Penny: **10:02** I think affordability as a really big issue and I don't think people will express it like that. Yeah. Um, I think people will express it as in they can't afford to eat or drink. They can't afford to pay my rent and they can't afford to pay the bills. And I think that's the bit that becomes really desperate and it's not, it's not a question of somebody having a drug or an alcohol problem and spending all their money on one thing that does happen, but that's not the bulk. The bulk of it is actually just not having enough money in the first place.

Penny: **10:48** And there are lots of things that you could try to do to help people around maths. I know the credit union in Bristol, how sets up this concept of a jam jar accounts, which helps people kind of separate off the money depending on where they need it to go. So so much per week or month gets put in a little account for rent and bills and rest it. And that works to a certain extent because it helps you to see what you've got to spend. But if your bills come to 250 pounds and you're getting 230 pounds, it doesn't matter how many different pots or bank accounts you set for it, it's still not affordable. So you're then looking at people kind of trying to get into work was perhaps also being homeless at the same time. And that becomes a real challenge. So some people might go and try and sell the big issue because it's a way of earning money and, and if you get a good pitch you can do reasonably well on it.

Penny: **11:58** Um, but that requires sort of a lot of dedication and effort. You're out, seven days a week, 365 days a year, whatever the weather, you know, you're, you've, you've got to speed somebody who can physically do that. Um, I think helping people with other skills, because not everybody who's homeless can be a big issue. So the design just sort of made mean you've got to have a certain skillset to your pieces accessibly that cause you're selling something. We're not all sales people. So having something that helps people kind of practice or build up skills that they have, it's quite important and the facilities to be able to do that then helps people kind of move away from being on the streets and this, and that could be anything from improving basic English and math skills through to uh, you know, job applications and cvs and things like that. Something that kind of helps people with that process.

Penny: **13:08** So yeah, that it, the, the big bit that it's holding people back is, is poverty, pure and simple. I think very few people would describe themselves as being poor because that's got all sorts of negative connotations around it. But yeah, that's, that's the big bend is hold on.

Teodora: **13:30** Once they end up on the street. What do you think is the biggest thing that prevents them from actually getting a proper help? Looking into that as well?

Penny: **13:40** For some people it will be a lack of trust because it's unusual to go straight from being in accommodation without having had any contact with the counsel, other services, including shelter. And, and if, if that's not being able to prevent you from being

where you are, then it's hard to see how those same people will help you move on from where you are. So there's, there's a real trust.

Penny: 14:14 Um, I think also, um, there's, there's also a sense of asking people to be very brave because if you, if you are living on the streets, what can happen is you can develop some really good friendships and supportive relationships with other people that you're on the street with. So if you're lucky, you'll have people that watch out for you and you watch out for them. So it becomes like community. And if you look at it from the outside, it's not always healthy community. Sometimes people become very co-dependent on each other. Sometimes people encourage each other to make choices that aren't the best for them. So they might start drinking more or using more drugs and things like that. But essentially at its heart, it's a community of people that try and look after each other because they can't see any other way of existing. Does that make sense? It could also be really lonely on the other hand. So you might be in the middle. It's that idea of you know, it can be lonely in the middle of a crowd. So, um, so if you're in that situation trusting that something more work and happen for you, it's very difficult. Yeah. So, so yeah, I would say trust is the big picture.

Teodora: 15:43 Do you deal with any drug issues as well? Do you help them get over that?

Penny: 15:50 So we, we don't provide drug treatment or counselling services at shelter we would refer people to either the Bristol drugs projects or to developing health and independence and they're the two big providers address services. And I think it's quite important that somebody has somewhere maybe separate to go for that. Because for people who are trying to overcome addiction issues, it's, it can take time and it's a journey that idea need. They need to go through whatever their housing situation. So we might help them get into accommodation and the last temporary or permanent accommodation and then we might pull back because their housing situation has been resolved. They're managing it, but they're still going to need that ongoing community and support from the drug and alcohol agencies. So that might be something that carries on the firm a year, two years or something like that.

Penny: 16:54 But you know, it's easier for somebody to tackle, uh, substance misuse when they've got back kind of foundation of somewhere to be at home. Um, it's harder to do it when you don't know where you can put your head down when you're really not sure what's going on with,

Theodora: 17:15 We're looking into the whole situation. But it's better to have an inside perspective. We were making an assumption they go, they would need that. So they will need that until you actually talk to someone here, these people and talks to them, they can be really difficulty what they're going through and how their situation can, yeah,

Rajon: 17:35 Plus its different for different areas, and around the country, so in Bristol, would you say most people have financial issues that would lead them to be homeless?

Penny: 17:54 Um, I think there are different pressures in Bristol then if you were to look at Blackburn say, um, but then fundamentally the reasons that people end up as being homeless are as different as they individuals that become homeless. You know, for some people it's just a financial thing. For others it's relationship breakdowns plus finances and you know, it can be sort of really as many as possible. I think what makes it harder in Bristol is the price of accommodation. So it's, it's easier to slip off the bottom. So if you think of somebody like Blackburn, the price at renting a place in black, but it isn't as high

as it is in Bristol. So if you or I were to be asked to move on by, we'd be able to find something that we just about be able to afford.

Penny: 18:55 Um, whereas in Bristol, as in London and other places, you've got this kind of gap between what people can afford and what's being announced for private renting. Does that, does that make sense? So it adds an extra barrier and an extra hurdle for people to try and access

Teodora: 19:19 on average do you support and provide support for the people that you help?

Penny: 19:26 It tends to be as long as they need us. Okay. So we might see some people and give them a couple of sessions worth of advice, you know, and that's it. They were able to take it and run with it. We might work with other people on a legal case that will take 18 months to go through. Or we might work with people with a support case where we're working much more closely with them around confidence and skills abilities. And that could be anything from six months to a couple of years.

Penny: 20:01 We don't tend to work with people for much longer than two years because if somebody needs that level of input, then we're not necessarily, we would get them to the point where they're in accommodation and then if they need longer term support and care, there are other organizations that are better placed to perform.

Teodora: 20:24 So what are the main, how do organizations actually work with closely, what would they be?

Penny: 20:31 Um, so ss mungo's or the organization that run the campus center and they do a lot of the outreach work. So they will go out and speak to people who are up sleeping, uh, check that they're okay. Did a health care work. So we did quite a lot of work with them. Yeah. Talk to you about the Bristol Homeless Forum and caring person. Um, we also do quite a lot of work with people might sit since advice and the other advice agency that works, um, because between us we cover breast or, um, but obviously our office is here and then you've got north [inaudible] South Bristol, so just providing little local centers and things.

Penny: 21:19 Um, the council is a big one that we both work with and challenge, which is an interesting relationship.

Theodora: 21:28 Challenge as in more funds for.

Penny: 21:29 No, no. As in they make decisions about whether people are homeless or not. Um, it's a legal duty that the council has that they can offer assistance if they find that somebody is homeless unintentionally. So the idea is that then the council has a duty to house people who are in very dire straits. The challenge with it is that, um, the word unintentional, so if you had rent arrears or if you left your previous property, um, then the council could find you intentionally homers and that would've been, they didn't have a duty to help for you're assistance. Does that make sense? Um, and it's a bit of a technical one, but it, it's um, it's what that we deal with quite often because we see a number of families as well, single people.

Penny: 22:26 So if you think about it, if you're going to the council to tell them that you're homeless and you need help, you're not always expecting to have to tell them, sort of just move. Cause there's something, um, you're not always expecting to have to tell them about every medical condition you've got or the fact that, you know, every Tuesday afternoon you'd go and care for your great aunt or whatever. Um, but those are things that are really important for counselling to know because they build up a picture of who you are. And your vulnerability. And so, you know, that kind of helps make your case. So what can often happen is people will go and talk to the council, they'll have a an hour consultation, they won't give all of that information. And then they'll get a decision on where the council says, we don't need to help you cause your not intentionally homeless.

Penny: 23:19 And that's when people come to us. That makes more sense. Yeah. So it, it, it has to say, it becomes, it's a very strange relationship we have with the council because on the one hand, we work with them when we're trying to stop people becoming homeless and we might be tackling bad landlord behavior and things like that. Well we will work really closely with one team and the council on the other hand, another team in the council telling them their decisions are wrong. So

Rajon: 23:50 do you think the council make situations for the shelter harder or any other type of organization harder at this moment in time? or do you think the council has been more of a benefit at helping?

Penny: 24:12 I think it's a difficult one to answer because in the grand scheme of things, Bristol City Council, are fairly proactive in trying to prevent people from becoming homeless.

Penny: 24:26 Um, what their biggest challenges is they just don't have enough houses to offer people. It just isn't enough accommodation in Bristol and there isn't enough accommodation that will help people cope with their individual circumstances. So, so you've got that going on. If you compare Bristol city council with some neighbouring councils, they're very much more proactive in the way they try and prevent homelessness. Um, but that doesn't mean they always get it right. And it's, I have some sympathy with them because they've got a huge volume of people coming to them every day saying, I'm about to become homeless, or I am hopeless, or I've been homeless for several months. I've been sleeping on my friend's Sofa. I don't want to do. Um, so the volume of people that they're seeing, and these are the hidden homeless that you were talking about before, these aren't necessarily just people sleeping on the streets. So, so in many respects they're dealing with a real, um, a huge number of active accounts everyday. So to try and find somewhere for all of those people to be very difficult and it's easy to make mistakes when you're doing something in a rush and you're deal with huge volumes.

Penny: 25:51 I think the, you can see the good intention with Bristol City Council where places that will block, um, applicants from even making a home as application, it's much harder to see that good intention. You can see that, that gatekeeping, so they won't even let the person start that legal process. Um, and it, and to be honest, that's easier for us to challenge where you've got Bristol City Council where you can see they're trying and those good intentions, it can be harder sometimes to challenge it because you know that you're challenging somebody that has tried. Does that make sense?

Teodora: 26:32 Do you get a alot of foreigners as well? Is the situation any different to the English?

Penny: **26:40** It depends what you mean by foreigners because there's obviously different categories. So, uh, without getting too political until the 29th of March, there are EU nationals. And then there are people who have different rights to remain in the UK.

Penny: **27:00** Does that make sense? Yeah. So to be honest, if somebody is an asylum seeker and they have no recourse to public funds, so it means that going through the appeal or the very through placing them asylum claim calm, have social housing or any assistance with housing. So they tend to be either sleeping rough or they can have assistance for refugee rights and other organizations. But that assistance can only be like and maybe a camp bed. It's not a cant be work or volunteer work because that's a bit too close to receiving public funds. Does that make sense? So there is a small but significant number in Bristol and I know that Bristol is a city tries to set to out sell. Fao is a city of sanctuary. Yeah. So there's um, there's a number and again it goes back to religious organizations who are providing meals and banks and things like that for people who don't have access to public phones.

Penny: **28:08** But it's a very difficult situation from our point of view advice sector where we can do is just try and process, they won't get their applications processed as quickly as possible because then when you move away to actually having some kind of visa or some kind of recognition of your status, you can start receiving benefits, um, for people who are, have come across from the EU. Yeah. There's been a change recently in how quickly they can claim benefits if they've worked in Britain. Um, so that, that makes it a challenge because you're not eligible to, to get low level benefits. What happens after the 29th of March with that?

Teodora: **28:57** Don't know yet,

Penny: **29:01** but what, what will be a challenge is that there are a number of key people. So obviously you must know the breast or has quite as large Somali community. Yeah. A number of the people within the Somali community, I technically you nationals, so they curse came to the true somewhere like Holland or maybe Italy or something like that.

Penny: **29:24** So their nationality as Dutch, Italian, but obviously an EU national him atmospheric after the 29th of March, there's going to need to be a lot of work with people within the Somali community to help them understand that they need to register for something called settled status. Yeah. Um, so that's going to be fun because obviously your, you're asking somebody to register in the UK, which is where they want to be because that's where they're living at the moment. Yeah. Um, to try and demonstrate five years of residency when for some people it will be two years, three years at the most, and it's obviously all being done for people or with people for whom English is not their first language,

Rajon: **30:11** if they don't apply for this what would happen?

Penny: **30:18** Eventually that I think there's the, at the moment there's meant to be a two year grace period. Again, there's meant to be, but I don't know, eventually they will lose their right to rent accommodation because at the moment you have to show him if you're going to rent accommodation, you have to show you're either a British national or you've got a right to reside in the UK. That could be your nationality or some kind of ease or something. If, if people don't register this set of the migrant status, they will lose the right to make their

accommodation and they'll have to be, um, whether there'll be any appeal of, um, I didn't do it because I don't know, whatever the reason is, we don't know. But potentially you've got people who are very vulnerable, not being aware of something that could actually over time mean that they're not eligible for anything.

Teodora: 31:19 How much will this Shapeshift homelessness in bristol?

Penny: 31:27 potentially, if it's not handled correctly, it could mean that there's a massive increase in homelessness because most of the, there are very few single Simonian. Most of them are living with that family group, took it, extended families and things like that. So, so it could put a massive strain on how many homeless families we get impressed. Would you say there's some smoke, the looks of identity data actually have any identification.. The people don't see them as human beings sometimes. So in any sort of way. So there's kind of two bits to that. The first is about having stuff that proves who you are. Absolutely. Um, it's really difficult to hold on to identity documents when you don't have anywhere to store stuff. Yeah. Going back to the story. Yeah. Storage thing. Um, and that's such a common issue. I think it's also hard to hold on to identity stuff.

Penny: 32:41 The more and more it goes online cause although in theory that should be easier because you don't have documents. Yeah. In practice it means remembering lots of passwords and pin codes and all the rest of it. And I know you're not meant to write them down, but let's be honest, that's what most people do. So you know, you're just, it's just something else to lose. And I'm not keep actives. Is that there in terms of self identity? Um, yes and no. So within the wider community. Absolutely. And I think if you talk to people and if they talk about their experiences of begging or sitting him on the street, they would be very honest about how subhuman it makes them feel, you know, with people walking paths, not acknowledging them or walking away from them and things like that. And I think we could all empathize with that.

Penny: 33:39 And the other hand though, you go back to this kind of community within the homeless community, so that becomes a sense of identity there. Um, and I think that can sometimes, I mean, fundamentally it helps save people's lives because if somebody is unwell and needs emergency medical assistance, it's going to be the fellow people that they're living with, the homeless community that will raise that alone. But equally as such, when you're trying to move away from that, it can become very difficult because that might be an identity that you've had for a long time or it might be one the only one that you know for, you know, you're not confident that you're going to have friends or a network away from living on the streets.

Teodora: 34:30 You won't be as accepted, these be somewhere else.

Penny: 34:32 And it goes back to being really quite lonely as well because if you're somebody who isn't a evil to, um, somebody who hasn't got anywhere to stay after you've been evicted from your home, you've probably either got no family or you've burned your bridges with your family members, which makes you very kind of lonely as an individual.

Penny: 35:01 And I'm not sure many of us actually survived very well being a complete island on our own.

Teodora: 35:07 Definitely

Rajon: 35:14 Do you know when you have to like apply for an application, what does it mean?

Penny: 35:22 Settled migrant status.

Teodora: 35:25 There's a pre settled status as well. They can get it first. Isn't that, yeah. So the processes is quicker

Penny: 35:30 ideally you'd have something like letters or bills or something that indicated that you've in the UK or worked in the UK five years. Yeah. And then if you could get back, but you've got to, you can then get pre settled status. If you can prove that you came into the UK. I think it's up to six months before the 29th of March. Okay. Um, and then basically you get this precentral status and who you, you build up to your five years and then you'd get your set of migrant status. So for somebody who's studying but you guys or working or what have you, it should be fairly simple to do.

Penny: 36:10 You can do it on a smartphone. Yeah. Excellent. Yeah. Yeah. You could, and you get a code and then whenever your moving into a house or your job or a new course or something, you could share that link with whoever is relevant and they can see what you're settled status or precentral state says the challenge comes when you're working with somebody who is not working and might have lived at various relatives houses and you know, is not in a position to kind of have the right smart phone. So I think there was some problems with the apple phones, stuff like that. So, and actually just understanding that if you have this preset and status, it doesn't guarantee you anything. You've still got to hold on to evidence and stuff to build up to your full five years. Does that make sense? Yeah.

Rajon: 37:08 I'm just gonna ask you, um, in terms of like let's say medical issues, um, how, how many homeless we can do have access to like medical attention such as medical doctors and so forth. Or do they not know how to go about?

Penny: 37:34 So all homeless people would have access to it, whether it's through the homeless health care team and the comp center, whether it's through a walk in center, whether it's through the hospitals and any department. So it's not about the access, it's about the continuity. Unless you're registered at the homeless health care center, the customer center, you need an address to be registered with the doctor surgery. Yeah. Right. So, um, for example, if you are right having medical condition, we would go to the same surgery at least, and we might even see the same doctor. Yeah. Which if you're managing something like anxiety or depression is probably really important.

Penny: 38:17 Yeah, definitely. Because you develop her room, um, ever pull, sorry, with the doctor and you can, the two of you can then manage like how your condition is, like if you're having a bad period or if you're having a good period. Um, and that's great because it helps you manage your medication and access counseling or the rest of them. If you're living on the streets as much harder to have that continuity with one medical profession or professional, unless you've got some kind of really serious condition, that means that you've go to the hospital to see a specialist, just what it means. So you kind of, and people tend to get or quicker and it takes them longer to recover. And that's just because they're outside. They might not be eating a regular diet, you know, access to kind of, um, water and of fluids and things like that. So it's, there is, there is a need to make sure that people can look after themselves. I'm not sure it's the access, it's the continuity with the medical professionals. That is the issue. And that goes back to that trust thing as well.

Theodora: 39:28 What are some assumptions people make about the homeless people that are not necessarily true, well comes into your mind?

Penny : 39:35 I think the big one, which is an uncomfortable one is the assumption is that everybody you see in town, there's rough sleeping. Okay. Um, so everybody who's begging is roughly three, and that's not necessarily true. Um, you can, um, quite a lot of money legging. Um, and it's part of a street lifestyle and culture that is difficult to move on from even if you've got accommodation. So I think that's, and it's a hard one because actually if I can earn money doing something, I'm going to carry on doing it. And if I'm good at it, I'm going to carry on doing it. But equally as such, it doesn't take away from the fact that there are people and you know, if you're, if you're somebody who's begging, it's not as though you're choosing to beg over having, I don't know, a multimillion pound banker's job.

Penny: 40:37 Do you know what I mean? You're, you're still somebody who is vulnerable and struggling. Um, you just might not be struggling with the thing that everybody assumes you're struggling with. Does that make sense? That's very interesting. Yeah. Um, so that there'll be that bit. I think also a lot of people beg because it's a way of, of having human interaction as well because people will, you know, you've sent and buy a cup of coffee and have a sandwich. So I think that's one day. I think the second bit is the automatic assumption that everybody's going to spend everything on drugs and alcohol. And those, you can't say that every homeless person never has a problem with substances. Um, to be fair, if I had to sleep out last night when it was two degrees, I'd been wanting a drink to keep him more than all the rest of it. So, you know, I think they've, there is an automatic assumption it's going to be spent on something so that somebody can go out and have fun rather than actually saying, is it a way of coping and surviving? I'm sorry. No, that's all right. So those would be the big two and they're really contradictory, I believe. I understand.

Teodora: 41:50 What, um, why do you think actually helps them so from the general public or do things that would actually help them in any way?

Penny: 42:08 I think one of the biggest things that helps initially his time and attention, um, and that comes down to the individual as to how much they can afford to give, um, whether that's volunteering your time or giving time to somebody to sit, have a cup of coffee with them. Um, I think that helps. Um, I think more widely we as a society need to address our relationship with houses and who has houses and who doesn't have houses. Um, and who and how we, how we distribute that. Um, part of the reason you can get, um, privately rented accommodation that's so expensive is because there's so little of it and it, it's like it was a market isn't it? If you've got short supply, then it becomes more expensive. Um, and there's maybe something there for us as a wider society to consider why we view houses and homes as, as a, um, commodity a commodity.

## J - Naseem Talukdar from Feed the Homeless Bristol (Interview Transcript)

- SAARA: [00:02](#) it's super annoying isn't it? I've got like a UV light filter on these and it's just, I see everything in sepia . So with the sun I can't see anything is really bad. Um, but yeah, so we've put a few questions down here, but, um, we'd like to know more about the organization to charity. Like what do you actually do?
- NASEEM TALUKDAR: [00:26](#) So before that. How'd you do your find me. What is it that led to led to me. So I can understand about as well.
- SAARA: [00:36](#) Um, so basically where a group of six people, digital media students, and this is uh, an assignment for a course called, um, what's the.. Interaction design brief was to find something, um, an issue within the relationship of technology and society. So we were kind of thinking about possible, um, connecting points in, in this realm to say, and, um, we're thinking about homelessness in Bristol, which is obviously a big problem. So what we're trying to do right now is find some way in which technology can help this issue right now. So, yeah,
- TEO: [01:21](#) Were trying to kind of see the background. Try to figure out what the issues are and kind of take it from that in order to see where we can help. Make sense?
- NASEEM TALUKDAR: [01:33](#) Yeah. Okay. Go on.
- TEO: [01:37](#) We kind of looked up different organisations in Bristol and came across yours. It might be good. actually. Talking to these people because we were trying to put ourselves in the position of homeless people, and we couldnt really, we kind of made assumptions of what it would be like without talking to someone who, understand the situation better.
- NASEEM TALUKDAR: [02:05](#) I understand most of them. Uh, but we'd been out on the street for nearly three years now. It was 2016 when we started off. Homelessness itself is a very complex issue, so everyone has a different need, different criteria, different want different circumstances have, they're very unique to each other, so that's one thing that I learned fast that you can never put the same homeless people at the same way you treat everybody. That's one of the biggest problem we have. The government that they pretty homeless or the same category of them putting everyone through the same steps in the system. Which is completely wrong because some people come from our relationship breakdown. Some people come from financial bad investments. Some people from poor mental health, the, yeah, some people just come from abusing, you know, a relationship whether it's family, foster care or

just a really bad childhood experiences and everyone, you can't treat them all in the same way. And that's one of the biggest problems because problem challenges and of course for me the learning curve was that everybody's different. Everybody has a different day, bad day. And so when we meet them, some of them took a very happy and something, I mean really angry. We just, we just have a conversation with everyone whenever we go out.

NASEEM TALUKDAR: [03:33](#)

So in terms of technology kind of challenges, I think as a, as a charity, the biggest challenge we have is managing our volunteers. So that's at the moment we use this website called Labourly, which kind of help us to schedule all the walks in the evenings isn't probably the best of the worst because it just does the job doesn't really, uh, I mean it's working but it doesn't really have, give us the full control of the situation. So in terms of we looked at kind of walk in the topology will help us and obviously we looked at a wide way of maybe building up an app where people can say that I'm free that day, I can volunteer. So it's very interactive APP. And then we got messaged saying that, well somebody just wants to volunteer for that and then we can just check up, check that person out to maybe a profile, how many times they do they have health and hygiene certification of the insecurity.

NASEEM TALUKDAR: [04:39](#)

It will give us immediate response and you can, or we can put them on a waiting list so we can review them and we can say we can add them up. At the moment we don't have that facility. So at the moment is just anybody can log in and say I want to volunteer. We have all the information that they can read up upon, but there's no way we can verify that. So most of the people that we meet are vulnerable adults, so they've been through a lot of things. So really we really have to be careful because a volunteer, Ah. In the past that happened that we had registered pedophiles. We had people that has been in problems with the law in different aspects and even have someone that was a registered rapist. Well, shockingly, I was walking on that night and he was chatting to the young girls and at some point he said, well, I can't go through that road. I'll meet you guys on the other side of the road. So for me, this is answering the question, why is that? Oh, I'm registered are of the law doesn't allow me to go through that road in saint Nicolas Market because I've been registered as violent offender.

NASEEM TALUKDAR: [05:53](#)

I think he was honest about it. It's just, you know, it wasn't just we accepted people based on, oh, he's off. I left. Okay, well does this sounds okay to trust that

people know you should be open to everyone? I personally don't have a problem with that. It's just I worry about the other volunteers again. Well because we got a lot of young people like yourself and universities and other colleges and now we have a lot of families like really young six, seven years old coming home and we love them because they are the future. And then to have the standards their features on stake. We already asked that light. So we really want to become a family friendly environment because as much as giving through, it's about building awareness. That's the most important part of the charity that we need to focus on.

NASEEM TALUKDAR: [06:43](#)

And the only way we can do that is Collaborating, collaboration with Youth Club, with scout teams, we have schools coming out with us. We have a lot of companies come out with us, like Dac Badge for the company, like Yorkshire Building Society. We have Starbucks. So they are a huge support of us. I personally don't like Starbucks because they support the war and all that. They actually give us milk cups and sugar every weekend for the last three years. So they support us better. So some of the stuff comes out when I work with them as well. So we have varieties of people coming, bowing infrastructure league. We are, no, we are okay. Me Being, you know, center of everything. If anything goes wrong, I'm the one who gets newspaper. The four plans and I've used this, they said people forget how good you do. Soon as you do something one little bad, then it just goes chaotic.

NASEEM TALUKDAR: [07:45](#)

So that's why I'm very, very, need to be very, very careful and that's why now we try to a lot of manual verification but remember no one gets paid to do anything now. Now charity, everything is volunteer. Everything is based on kindness and regulation. We don't get any kind of funding. We don't get any kind of sponsors and we don't want an interest in that because we feel like the funding and the sponsor, they control their own agenda because we are so independent. Operations are very strong in the homeless sector. I get folded into various government meetings and everything and I can just stand up and say what I want because I don't get funding from the council, so I can't really say. As soon as you get funding from a certain expert in government, he can't go against them, can speak against you, you have to be silent.

NASEEM TALUKDAR: [08:31](#)

So we don't, we don't have to worry about that. That's why I'm kind of threatened by a lot of other organizations that we depend on the funding and they do a lot of, a lot of work. We just go out to the very

basic thing and I think for me, I want to keep their basic, because it's a charity. It's where people really want to share the wealth, share them fortunate to have with others. It shouldn't. We are not there to solve the problem. Yeah. I always say I'm not there to solve the homeless problem. People taking salaries to solve the problem. People are elected as the Mayor Council or whatever it is. Taking a big fat salaries solve our problems I'm there because I will make someone feel better. I feel like could give somebody and that's how I treat every volunteer here.

NASEEM TALUKDAR: [09:17](#)

Not to solve the problem. Yeah. To share their problems. We listen to them. They feel like they're not alone. And you know, if you think about it, if you have a bad day, everything falls apart for you. You have a really shitty day and you feel like you want to give up in your life, but then you have a group of people that brings really nice hot meals for you. You know that hot meal. That message, that positivity makes you feel like you know what it's not about is it hot meal can solve a lot of problems psychologically is you have a meeting with food without food. The both. We do a lot of different impacts to be able to really good business. We really want to go to a really nice restaurant order a lot of food. The food keeps them happy.

NASEEM TALUKDAR: [10:04](#)

The way that brings positivity and if you have a big deal meeting where there's hardly any food, you feel grumpy, you feel completely different side of, yeah, it's a lot of psychological work and without us that's where we make a difference. We actually save a lot of people's life. People give up, they give up in a lot of these drugs they give up in life. It's about the positivity. And that's, that's the part where you can't help someone if someone doesn't want to be helped. So you can't get rid of someone that someone doesn't want to get rid of on the street. For them they need that hope. They need that, that they can actually make it happen. They can actually walk it off and make the changes. And we've seen last three years that a lot of people support meals. Some of the kind of attention we had managed to put that message across, but we are not here to solve the problem. So yeah, I think in terms of technology, I think managing volunteers, this definitely one of my key challenges I faced, we don't have any system. Why can't find any system that is free to support that.

SAARA: [11:16](#)

Would you say that it's easy for you guys to recruit volunteers? How do you reach out to people? How do people reach out to you?

NASEEM TALUKDAR: [11:24](#)

Um, it wasn't easy at the beginning. Now we are very blessed. We've made a really, really, um, feed the homeless, becoming a brand. Now we made a really big impact. We send it, not just home food or different kinds of messages that people really like. So at the moment, if you look at a walk, still see that for the next six weeks is all full. It's about up to 40 50 people waiting lists because it's built in last three years. It's come up where people, wanna be part of that, and we are the only homeless charity, that are not dictated by a mosque or church or any religious outlet. So if you looked at the homeless sector, the property sector, you always find church or the religious always had the leading approach to that part of their preaching for the last hundreds of years where they actually go out on the streets, the soup run, on the other side, st. Mungos , church, it's all driven from church funding.

NASEEM TALUKDAR: [12:20](#)

So for them they're a restricted, so you can't just go ahead and volunteer one of them. If you look at the forms, what are the first question that we'll ask you? Which church you belong to funding does allow them to, they need to support their faith Facebook because that's part of the pitching, which is changing now. We kind of hammered that quite a bit. So with us, we don't even go there. We don't care what religion you are, as long as you have a faith within yourself and humanity and the positivity, you're welcome. So we automatically, we have like Christian, the Jewish Hindus and the Muslim working side by side shockingly, the way the media is trying to rip us apart in every direction and every weekend. And we have no problems, no, shocking innit. So we've been awarded last year as the most diverse charity in England, 24,500 charities. We have such a small charity, we are hardly nothing. So that, and then we have like people from Korea, China India because of the students from everywhere. Even if you look at the food that we get donated, like the Argentinian recipes, Spanish, recipe. And it's amazing when I look at it while you're hungry already.

NASEEM TALUKDAR: [13:37](#)

Um, so we have three teams. So the cook volunteers, are separate from the walk volunteers. So the cook volunteers mostly like families across Bristol, we have about 50 to 60 registered family taking turns and they cook meals every weekend. They Cook, get just a phone call and they will cook it as they would feed their family. So that's our golden rule that whatever you cook, you have to cook this something you are willing to eat and feed your family. So it can't be a leftover or something. They're running out of days. Something that you feel leftover pizza that you feel is a really good, because there's another bin called homeless and then

feeling like you've done something. So we get rid of all that. We want to change that attitude. Yeah. So its like something picked out with the family, kids, everybody getting involved. We're cooking for our best friends and let's cook something.

NASEEM TALUKDAR: [14:27](#)

We even asked them to take pictures and videos and stuff. So that's how we get so many volunteers wanna be part of it? Because we really showcase that. So none of our pictures, you'll never see a homeless, which is almost people's face. Every picture we said it's all about us having fun going out as a charity. So if you look at our Facebook website, there shouldn't be any homeless or any poverty pictures shown you. Just try how now, how much fun we have, how families getting together, working to our fans. So the group that the cooks, they cook a real rotation basis. We have leads and let us know and they drop it off just over here behind this and the walk team is separate to this, because obviously the food team, we need to be very careful so all of them has to be food safety registered.

NASEEM TALUKDAR: [15:13](#)

We have inspection team, they're all volunteers there, they can inspect anybody's kitchen at any time, it hasn't really happened. What happens is the offering that we, we had a concern over. So good thing about taking pictures of the kitchen when you're cooking that you can actually see how healthy the foos is. A lot of people doesn't know that. We actively look at by carefully and see, I cannot how we found some pictures that werent really up to standard so we politely asked, I cannot be caught. Too many cooks. Would you be okay if I put you on a waiting list and we need to get her will we obviously people are very sensitive to it. What are, they can't really say no to anyone because that doesn't work well if you say no and they go on a spree of killing you in public by law, you had no idea how, how nasty things can suddenly turn.

NASEEM TALUKDAR: [16:04](#)

Um, so the cook volunteers are very secret. Nobody else can join to website or labourly is not anywhere is by recommendation, by reference. And then we check that they go to training. We're very, very cautious about that. It's not a public facing. So a lot of cooks, you don't even know that we'd like to keep it that way. So far nothing has happened bad. So we have seven restaurants and take aways as well. So when we are short on meals. Yeah. Franco Manco pizza they're amazing in a matter of minutes when we had a snow they said we can make as many pizzas as you want. So really awesome. Yeah, there are some few other restaurant takeaways and they will just, whatever we

need, there isn't a place where we said we need help, but they said no, we are blessed.

SAARA: [16:58](#)

So these are all..

NASEEM TALUKDAR: [17:00](#)

All donations so we don't do any sponsor.

NASEEM TALUKDAR: [17:01](#)

So we're now facing people and say we give a shout out to, oh thank you for this. Thank you for that. We don't because there's so many people, does it always feel like if he gives a shout out to someone that he forgot someone else and that person will get upset. So we say we just say it's the homeless and that's it, no logo of any of the companies saying this and that. Sometimes if they want to come out and say that wow, we were part of that we can chat about. We wouldn't actively praise someone what we praise is our volunteers given time. So on the walks that come out and we always mentioned them. Homecooked meal, never meant to be picking up stuff from other commercial places. That's that's very difficult. Especially on the weekend, everybody's really busy as well. So the walk through is the team that where they sign up or maybe we get a list every week.

NASEEM TALUKDAR: [17:54](#)

We go through the list. I'm trying to remember who has walked with us well now we asked them to make a comment saying you walked with us six times, five times. That's why the weekend I normally try to go even for half an hour, just say hello to the people and in my memory I'm just resolved manuals. There's no technology on that side trying to reach that potential lead. Is it potential loving someone to replace me somewhat to replace the other team. So volunteering role, people generally last three to four months and then move on to something else. They get bored or something happens or they move out. So you always see every three to six month new people coming in and was like and that you want to keep that cycle going. So you always head hunting in that sense that every time you go out and speak to the all, what do you do?

NASEEM TALUKDAR: [18:41](#)

I work there. I live in Bristol. For me it's like, okay, yeah, I can invest some time in it because I know that you drive. Oh that's good. That means you know, if I need something to just take out, take it to a few hours at the weekend can to help you with the admin. I'll find out. What is it that you want to get out of this? Some people say, I want to do it for my work experience, I want to live there because I really don't have a lot going on, some might be new in town. I like to meet more people, so generally the other one was small. It was, yes, they

can. They get involved. They started running. Next thing is really, really good.

SAARA: [19:15](#) Yeah. That's really interesting. Like you have a different approach from a lot of the other charities that we've been talking to and a lot of them said that they did have, for example, in Bedminster refresh cafe, they said they have troubles getting donations and getting people to work with them, but you don't seem to have that, right?

NASEEM TALUKDAR: [19:32](#) Yeah. We overcome that challenge because of that brand. They knew had that because of the way we treat people and because of the messages we send, what is wanting to make the charity lighthearted, it shouldn't affect your normal life. You should put you on the pressure and then there's something that you want to give.

New Speaker: [19:50](#) I was asked the volunteers because you want to be here. I don't want anyone to forced to be here so you want to be here. Any situation you're not comfortable you can walk out at anytime. Yeah, so people like that. Otherwise you see, I've been to some of the other charities, it's like filling out forms and forms and sign this sign that. You know it's, it's a very casual but when you are going to get more involved and obviously we train you up with little bit of leap training so you can take a team out for, we have two teams in Bristol that go out. They split them to blue and orange and each of them have one or two leads. The leads are the ones who are dbs checked and they're like, they understand everything. They have all the emergency numbers and they know most of the whole list. So you have to walk with us three to four months ago from lead, you become crew management.

NASEEM TALUKDAR: [20:44](#) Three team is cook, walk, any of the management. Okay. Management team dealt with admin.

SAARA: [20:52](#) That's really great. You. I feel like you guys have all it all worked out. Like it's a really good system for me.

NASEEM TALUKDAR: [20:58](#) Growth. We didn't really plan it just every time we hit something, I come from software testing background, logical problem. How do you solve the problem? Not just solving for now. How do we sustain it? So it's still a new, we change as we've gone along, so in the beginning we had an Admin team, we had a marketing team, we have this team and we realized that a lot of work, you're not going to get that done. We don't have someone to pay for it. I squeezed all the Admin

mandering to one thing and then we played the craziest 17 and we kept a more simpler time

- New Speaker: [21:37](#) Yeah, we are very lucky. I Dunno. I just think that I'm blessed that we get a lot of donations and we say no to everyone. Yeah. We don't need it. Yeah. I get a lot of phone calls for supermarkets.. So much good leftovers. Wrong charity. Yeah. We don't pick up the leftovers, something that we actually make it to give it to someone tonight. Shelters and other places and they probably get another post. I just want to change it. I know its bad, but we need to change that way. We think about homeless before. Yeah. We just stop thinking about that. The rubbish of the society because if we keep treating them rubbish, they always will be rubbish
- New Speaker: [22:30](#) Even when we take our clothes and stuff, you get loads of clothes, so these are people just stop. Stop. Yeah, so we don't take any clothes. I'm this senior people that deals with them and everything we have. We like to give brand new wash pack nicely fat and the gifts. So it elevates the sender receiver on the same level..
- SAARA: [23:19](#) Yeah, exactly. That's been something that we've been talking about is that um, homeless people might have this loss of identity when they, yeah.
- New Speaker: [23:30](#) We are to blame for that they are invisible to us. We walked past, no, I didn't totally encourage giving them any money but I went to um, a scouting in clifton.
- New Speaker: [23:47](#) Young Kid. Cause you can always smile. Smile at someone saying hello. Yeah. That's all you can do. You can ask your parents, would you like some coffee or you have something by the time we just don't give any money. No. I'm saying hello. Even if you don't do anything. Hello. How you doing? You okay? Yeah. The day, two minutes even smile, good amount. Acknowledging them. That situation is probably the biggest first step to take.
- SAARA: [24:18](#) That's really nice. That's really interesting is one of the things, one of the questions that we had here was what actually helps the homeless so would you say, well you say like treating them as actual people and with dignity and then as I guess
- NASEEM TALUKDAR: [24:29](#) definitely because like a human, I mean once you actually speak to them, once you actually get to know them, you'll see some of them has been a really good job. Some of the really, really alive, they just fall through the loopholes set by the systems that they couldn't get the help at the right time. Yeah. So one thing I wish to

talk about when I do, I do some talks at universities as well. And when we talk about the, what can we learn from this, you know, as a young people, we need to understand that prevention is better than cure.

NASEEM TALUKDAR: [24:56](#)

So we know we can't solve the problem now. Yeah. But we can prevent more homeless become becoming homeless. So how do we do that? We go back to our basic roots, like a family. If you know in your family, your cousins, brothers, uncles, somebody who's going through difficulties with job, family breakdown or any kind of mental illness, most of the most beautiful picture of the Facebook, but behind the side they might be struggling go and say hello and go and have a cup of tea with them, talk to them. Because at that point there are so many healthy options they can go through globally, like support system in place to support that person. But that person might be in a difficult situation for us, for me as a human reality, clueless that family, that community spirit, you know, somebody is struggling, let's go and help them, help them in a way that it saved their dignity and you know, does it make them feel bad because we don't help at that stage.

NASEEM TALUKDAR: [25:50](#)

They slowly slip through the hole in a few weeks down the floor and then very, very difficult. We need to be more at work that, that people are struggling.

New Speaker: [26:17](#)

I mean we at the moment that people are there, we can bottleneck that problem and then you can spread that. Otherwise this homeless is never going to finish. For example, the Bristol City Council takes all the homeless people out tomorrow. Give them a house three months later. I can assure you there'll be another a hundred people on the street.

NASEEM TALUKDAR: [26:39](#)

Yeah, so we just in the bottle, like the point where people becoming, yeah, I really know is difficult, the rent is expensive.

New Speaker: [26:51](#)

you're basically one paycheck away from becoming homeless.

New Speaker: [27:12](#)

And that's what we need to, as a family, as a community, as your friends, you need to interact. Yeah. Let them know in a nicer way that you know you're struggling with that is the help that you got is there available. You could go and speak to them. That's the only way we can solve it. And I think that's why I love speaking to young people in the colleges and universities, schools because I know they hold the key. Yeah. Okay. We failed them as a generation, that's the first thing that I say, we failed you guys really badly.

- SAARA: [27:52](#) Yeah, exactly. And with so many young people being at the risk of yeah, but they don't even know it. We were, um, we had another interview with, who was it? Um, the, Nikki had to be with him, a big guy and you know, the homeless charities in Bristol. He was saying exactly like young people don't really know that they are in the risk of becoming homeless. You know, having a part time job not having savings, it can happen so quickly. One thing that we were actually discussing, it would be kind of like a calculator or some kind of web app that would um, yeah, evaluate the risk of becoming homeless because it's the thing that you think about homeless people as them and you as you, you're not homeless, you don't have to have anything to do with them, but kind of showing people that you are also, that could happen to you.
- NASEEM TALUKDAR: [28:43](#) Yeah, exactly right. We need to get that message out. People think that, oh well they are the stable. They didn't, didn't last. It doesn't last for long because things change. So fast situation changes so fast. ....
- NASEEM TALUKDAR: [30:48](#) I suggest is pretend you are homeless and go to the council and say I'm homeless. What are my options and see that 1720 pages long form that you have to fill including where your parents from, who's your partner, how much money they got, how many bank accounts you got and you know how many jobs you had the list is ridiculously long and that's your step zero that you have a like I think about 12 steps before you even get to see your place. So they will do like a reveal of you. They'd be a different checks. So if you don't have a local connection then you're screwed and they'll send you to somewhere else. Then if you don't have any, any cvs health then you back on the pile, that means you know the long list. And then, and people genuinely, once they live in the street for a week or two weeks, it will comfort them. They become resilient.
- NASEEM TALUKDAR: [31:39](#) So they said, no, fuck this, I'm going to get go the street. Okay, I survived two weeks, I can survive another few weeks and that's how their journey starts. ....
- NASEEM TALUKDAR: [32:10](#) And nowadays everything's online. So if you go there, and also I won't go to the website and filling that form. Nobody's helping you to fill out the form. So it might be mentally not there. He might be going through a lot. A lot of emotion, there isn't a support service.
- NASEEM TALUKDAR: [32:38](#) It's like a drug addiction problem that you have to go through each cycle to able to get closer to what you want. They make it very complex. So not everybody gets everything. Everybody based on their medical

condition with a mental health, they get the views, they get put into different priorities or you're pregnant if your children, if you're a certain age, so you see a lot of people out there are basically adults, especially male adults, they are the worst.

NASEEM TALUKDAR: [33:41](#)

And secondly is lot of people have the stigma that people become drugs addicts and into spice and other drugs. Yeah, but that happened when he'd actually already on the homeless. It doesn't happen. A lot of people think that because they do drugs, they become homeless. It's not normally people who does drug or, I don't know, quite loaded people.

New Speaker: [34:09](#)

People end up on the street when they are ready or depressed until the one level that they can't see the hope. That's where they get addicted to drugs. People supplying drugs, so when they get addicted to drugs and stuff for them, then you need a different kinds of support for them to get out of that, to joining the program, where they give you housing.

NASEEM TALUKDAR: [34:35](#)

So that is also good blocker for them move anywhere. And the drug obviously allows them to, they need more money, they need cash. And that's why you see most of the people that need a lot of money begging and begging is an illegal act. Obviously it comes very annoying to people and that's where they give bad news to everybody else. And they would normally be by cash point machines or like Sainsbury's or at the supermarket where people may have change for those folks. So I think that was the most dangerous one. I generally avoid being too friendly with them.

SAARA: [35:14](#)

A lot of the people that we've talked to, they're all against,

New Speaker: [35:17](#)

Yeah, yeah, yes. So we need to do that. But obviously these people are raised street smart. That's their trade now. You know, they, they, when you walk there out of 10 people, they can easily think the weak ones and they'll approach them and that's all. I haven't eaten all day. And He tried to buy his hand. We use, they will not like it. That'll get angry. Yeah. He said, give me the money. I'll go past the point.

NASEEM TALUKDAR: [36:00](#)

once you become resilient, once who become street smart, when you know the game really well, then that's another problem for you. Then you started to, you know, exploit

SAARA: [36:12](#)

yeah, that's your reality.

- SAARA: [37:02](#) Yeah. That is interesting. It is. It's so complex. It's very frustrating sometimes to think about it because you're like, there's so many different levels and um, it's so does that people are actually working a lot, you know, to fight homelessness. Tried to like, you know, tackle the group problems of it.
- New Speaker: [37:22](#) I met a couple of guys a few months ago as well, friendly with them. And he said, please, please don't give money to anyone. Probably one of his friends, somebody gave him some money. So we might tell you a lot of people, they rose up to show off their friends. They'll give that 20, 30 quid. Y'all having a good day or night or something and they'll just go to the cash point. And like, oh, I got so much from that. That puts them on a vulnerable state because other homeless people see he's got cash at the end of the night. Even his best friend will beat the shit out of him to get the money. Yeah. So it's really, really important to understand that money's no problem.
- SAARA: [38:08](#) So do you think we should focus more on, um, helping charities, for example, in Bristol? You know, giving them our time, money donations instead of, you know, giving it straight to the homeless.
- NASEEM TALUKDAR: [38:21](#) Definitely your time you need to go to any kind of charity. Charity work is brilliant because it gives you so many things. You feel like you're giving. You're not taking a lot more, which is really good. I have a little bit of problem with the other charities that ask money. Because I, every time I collaborated with other charities and when I meet them, when I see their account, they have so much money, we have so much problem outside. I personally said, don't give any money to any charities, got too much money. Yeah, I really think they are. I should always, whatever charity do you work with? Check their financial status. St. Mungos, they got 8 million last year question where the money goes? The project manager earning 60,000 in salaries. Then the, one of the things that happened in the last Christmas in December I was working with we care Bristol. So what they did over Christmas for a week, they have a day shelter and a night shelter for the homeless people. And they said, well we want you to be an advisor on that board because you have so much, you know, resources, because one thing we have is volunteers.
- NASEEM TALUKDAR: [39:35](#) I got over 500 registered volunteers in my charity. Right. Some of the charities, they kind of go work because they got no volunteers. So they always kind of said, well I got those. Yeah of course I got the resources and most likely, you know, I'm happy to push

the mover because so many people wants to do certain things with them and then they go, we volunteer years like 24 hour shift. So like eight people. I said, okay, how can I talk to my volunteers and maybe collaborate so it should be part of homeless walk or you're doing it for charity. And I looked at it, they got a budget council getting 75,000 pound budget. And I'm like, well where's this money? But you said everybody's a volunteer. All the foods you're getting for free, the church has giving you the whole, Oh no, that's an admin cost.

NASEEM TALUKDAR: [40:23](#)

I said, I can't really work with the guy, which is, which is fine. I mean I, I was doing this full time. I would need something because a lot, but I don't know, but then you know, you used to think about that. Would you want to make living out of someone's going to states and then hey, you pay a modest salary. You don't really take the whole chunk of that funding and the salary. They're the last people to delete now machines. He, I don't even notice that number. We can actually put a time. I was really against that. What would you need all this money from public then again, you have so much funding. Yes, we have seen increase in homelessness. The math doesn't add up. It's not enough. Transparency's there unless you've asked. The question is should they get into it? Obviously I don't want to bad mouth and maybe they're doing something good.

NASEEM TALUKDAR: [42:22](#)

I mean we do, we want to work with every other charities that we do because we don't take any funding or money doesn't involve us. Then we feel like we can't just do that.

NASEEM TALUKDAR: [43:24](#)

I like to keep it that way. You have so many offers, to apply for funding and I just said no. Even companies said, why didn't you ask for funding? I said, if you want to donate something and give, just give it to us. I'm not going to fill up a form for that and that puts ball on our park. Our policy allows us to do what we want and really invest the money. So the monies that we get, all the donations we get, we always invested into our volunteers like trainings and workshops and like doing products like trollies, cups, coffee teas and stuff like that. And also whatever we get we accumulate. We'll do two price a year where we give out brand new clothes to all the homeless, just like a big barbecue party day time and lunch time. Like all the homeless people and the volunteer and the families and everybody shares like a meal, kind of like a fair style. And then we have free hair cut free clothes and free food free dessert free drinks? Yeah, just with music as well. So we do out, I mean everything we give out sanitary stuff, clothes, we collect their shoe size and everything as we walk along,

we know most of them and that everything left back we give it to the shelter. So that works really well and we do that once in the beginning of the summer and once during the winter so, winter clothes and summer clothes.

SAARA: [44:53](#) Yeah. I think like one of the reasons that you guys have gotten such a big following and like so much volunteers just because you are transparent, you don't like people will know well the time goes to yeah, exactly. That they're more motivated to help this way because that's another thing that we've been talking about. How to get the general population to like give the time and yeah. One of those things. What makes people um, not kind of trusts, you know these charities. Yeah.

NASEEM TALUKDAR: [45:18](#) I honestly disappointed when I started off with other charities I just just felt like, so I'm volunteering. But, you are getting paid. How does that work? That's what I asked them. Like, so you guys are getting paid and you want my volunteers work for your 24 hour shift for free. Why your work is more important. There is not, yeah. I don't understand the differences.

TEO: [46:14](#) Do you think there are a lot of assumptions people make about being homeless that are not necessarily true?

NASEEM TALUKDAR: [46:39](#) It's a difficult question, I don't want to be specific. You go out, you meet a homeless person. The experience you have with it is quite unique to that person. Um, sometimes when you have that people have that experience, they think that's the general homeless. Everybody has a different kind of interaction with homelessness.

SAARA: [51:22](#) I think, well we've kind of gone through all of them and some more as well. Yeah, we got a lot of good information actually.