

# Social Safer Victoria

## Project Report

Socially responsive design for safe and secure public space





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January 2018

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# 1. Acknowledgements





# 1. Acknowledgements

The authors would like to thank the individuals and organisations that have generously collaborated in this project sharing their experiences and insights about the current situation and its challenges and their ideals and ideas for the future. We hope that you will recognize your contributions within the information and proposals shared here and will continue to collaborate in their implementation and testing in the months to come.

- Apollo Theatre
- Cathedral area residents group (CARG)
- CTS Books
- DONG Energy
- House of Fraser
- Iris & June cafe
- John Lewis
- Land Securities
- McDonalds
- Met Police
- St. Ermins Hotel
- St. Mungo's
- The Passage
- Transport for London
- U+I Group
- VBID
- Victoria Neighbourhood Forum
- Westminster Cathedral
- Westminster City Council

And all others who contributed, too.



## 2. Executive summary

**GET SET  
GO  
ARGOS**



## 2. Executive summary

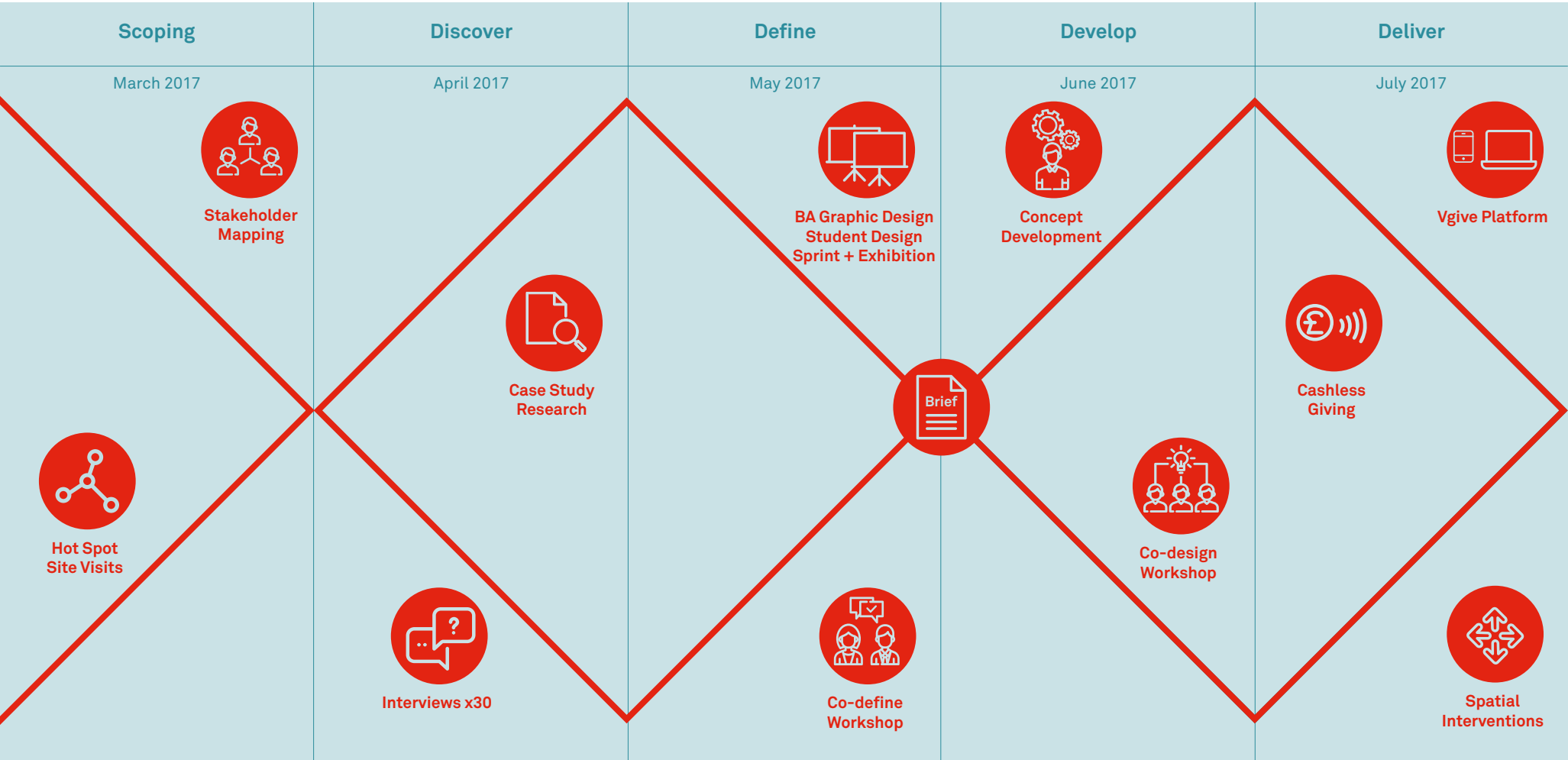
### VBID – Social Safer Victoria project

Social Safer Victoria is a collaborative project led by Victoria Business Improvement District (VBID) and facilitated by the Design Against Crime Research Centre (DAC) at University of the Arts London (UAL). The project started in March 2017 with the aim of working with people who live and work in the VBID area to address the negative impacts of rough sleeping and reduce anti-social behaviour locally.

Over the past 8 months the project team has:

- Interviewed 30 local people with a stake in the issues being discussed including; residents, rough sleepers, providers of support services, businesses, police and place managers.
- Collected and created case studies of effective responses to rough sleeping from elsewhere in the world.
- Synthesised research insights into information resources to share with stakeholders.
- Used these resources to co-define common challenges as design briefs in a 'stakeholder co-define workshop'.
- Responded to these design briefs in collaboration with people that live and work locally in a 'stakeholder co-design workshop'.
- Refined these responses as design proposals.
- Presented these refined design proposals to VBID and the Safety & Security Steering Group to explore next steps in terms of implementation and testing.

This report summarises the work done and the key insights learned and shares the proposals that have been co-developed. It also makes recommendations for implementation and testing of co-designed proposals.



Project Journey Diagram



## The Challenge

Project participants were keen to avoid conflating rough sleeping and anti-social behaviour (ASB) issues as one in the same, although drinking and drug use associated with some rough sleepers is understood to contribute to ASB locally. National increases in rough sleeping, up 133% since 2010 (Department of Communities and Local Government, 2016), are understood to result from practical circumstances driven by political policies and personal trauma.

For example, increased rents in the private rented sector and a freeze on local housing allowance has led to more people being made homeless as a result of being unable to pay rising rental costs (Department of Communities and Local Government, 2016). At the same time a lack of social housing provision (fallen 26% since 1976) is contributing to a predicted 900,000 shortfall in the number of homes required by 2021 (Centrepoin, 2016). People with mental health issues, those with substance abuse issues and those that have experienced abuse of other kinds or have been in care or prison are more likely to be homeless, as are those that have no recourse to public funds, such as migrants.

According to Westminster Council, the city of Westminster (including the VBID area) has seven times more rough

sleepers than other areas of London. This local density of rough sleepers is associated with the location of transport hubs (Victoria Rail station and Victoria Bus station) and the high numbers of workers, visitors and tourists, that provide begging opportunities. A further local attractor for rough sleepers may be the support services provided by The Passage, St Mungo's and Connections. The density of rough sleepers locally is further compounded by the increased privatisation of public space in the area (rough sleepers can be 'moved on' in private space whereas laws governing public space make it less straightforward to do so). Thus, an increasing population of rough sleepers has a reduced public space in which to reside, intensifying the challenges that rough sleeping brings, both for those sleeping rough and their neighbours.





### 3. The recommendations





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## 3. The recommendations

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### The Concept

Research revealed that the challenges associated with rough sleeping and anti-social behavior on the streets within the VBID area are diverse, complex and interrelated (see 6.2.1). Consequently the response proposed integrates measures that seek to; reduce begging opportunities; increase opportunities for local people, including rough sleepers, residents and workers, to be actively involved in purposeful activities that build local networks; increase opportunities for rough sleepers to connect with and benefit from support services locally; enable fund raising for local support services and community projects; reduce opportunities for rough sleeping on street and increase opportunities for community activities that make use of public space in ways that foster local relationships.

Specifically, proposals centre around the provision of an online platform that enables and coordinates local people in giving money, opportunities and time that can be used in the delivery of spatial interventions and community events that will strengthen community ties and raise funds for homeless support services at the same time as reducing opportunities for rough sleeping and ASB in 'hot-spots' within the VBID area.

## VGIVE platform

The VGIVE platform is accessible via computer, tablet or smart phone. People that work and live (indoors and on street) in the VBID area can become members of the VGIVE platform. The VGIVE platform enables members to give money, time and opportunities to local people, including local users of homeless support services.

### Giving Money

Members are provided with a VGIVE card that can be used to purchase local goods and services at a discounted rate. VGIVE members have a choice as to whether they keep their discounts for themselves, or donate them or share them with other VGIVE members. VGIVE cards can be topped-up online. VGIVE cards can be credited by the cardholder or by donation. Users of homeless support services can get their cards topped up by the local support services they engage with. Local workers may have their cards credited by their employers.

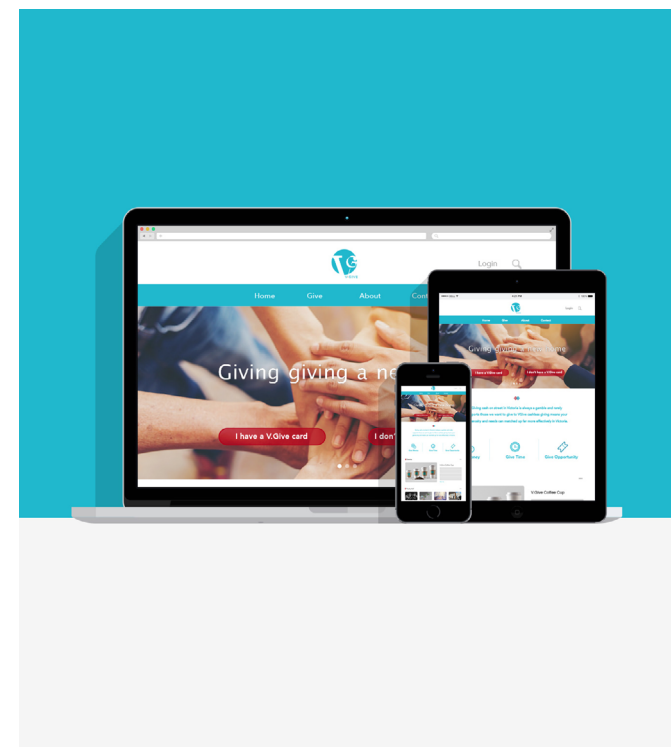
### Giving Time

VGIVE members can use the VGIVE platform to propose or join local community events and activities. In this way VGIVE members can give their time to volunteering, mentoring and fundraising activities.

### Giving Opportunity

VGIVE members can use the VGIVE platform to offer or access opportunities within the VGIVE area. Opportunities may include training, work experience or access to other local services either donated or paid for by VGIVE members.

Click here to visit a prototype sample of the VGIVE platform:  
<https://xd.adobe.com/view/7bf888c5-3a17-40c6-b5df-89b8600c63cc>

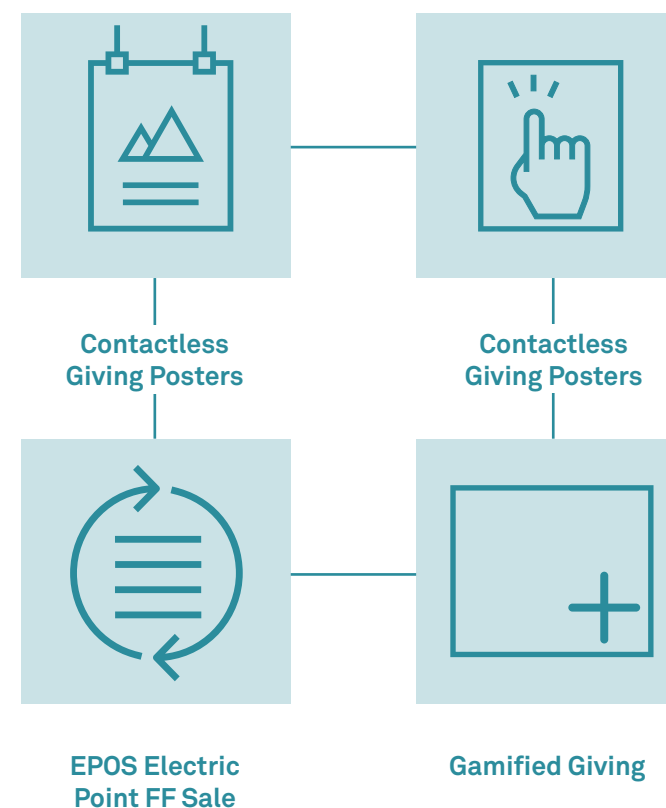


Service Platform

## Cashless Giving

Cashless giving proposals offer new ways for public generosity to benefit rough sleepers in Victoria. Creating different opportunities for members of the public to give money to homeless support services and rough sleepers via the VGIVE system removes the need to give cash to homeless people on street. Enabling cashless giving reduces the need to ask for or give cash on street. A shift in giving behavior, from cash donations on street to cashless giving via the VGIVE system, will reduce opportunities for aggressive begging as well as reducing opportunities for abuse of public generosity by those that pretend to be homeless to beg money. Such dishonest practices are common amongst those that beg for organized crime or to get money for drugs. The cashless giving system allows those making donations to be confident that their donations will be spent on homeless support services, food and clothing and not on drink or drugs.

A range of different 'touch points' (points of contact with the VGIVE service) are proposed that will allow for monies to be donated to rough sleepers and rough sleeper support services.



'VGIVE touch points' - points of contact with the VGIVE service



## Interactive Posters

We recommend that the first VGIVE cashless giving 'touch point' to be installed and tested as a priority is the interactive poster (see more on Cashless Giving in Section 10). The interactive poster displays an animated message that invites members of the public to donate to homeless support services in the VBID area using their contactless payment card. The poster can also direct homeless people to the services that have been paid for.

### Location Options

- Cathedral Piazza (in Access Display Cases)
- Apollo Island
- Bus and train station vicinity
- Victoria Street | Nova Complex
- Cardinal Place.



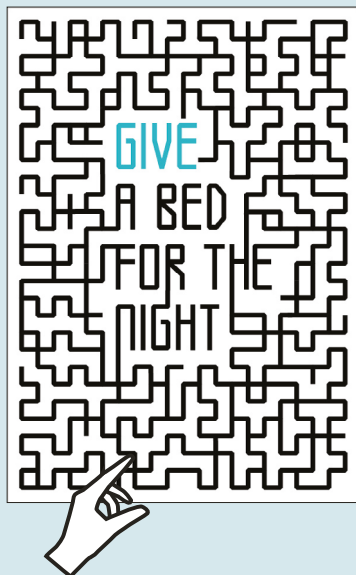
Public / On-street locations: Proposal B1



Building on Bristol Precedents

## User 1

1



a) Home screen switches automatically from GIVE to GET by default. The word 'Bed' can be replaced by 'Food', 'Health & wellbeing' or 'Work experience'.

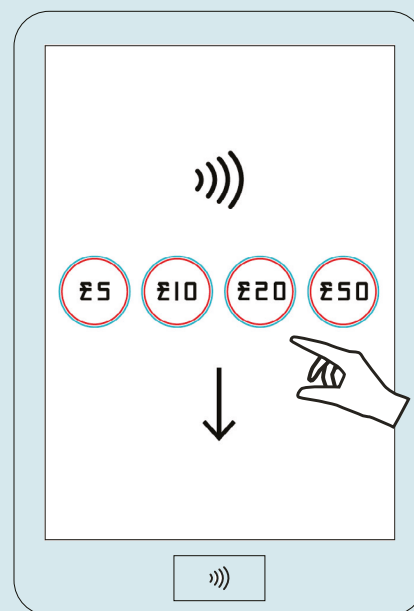
b) User taps screen once to access next page.

2



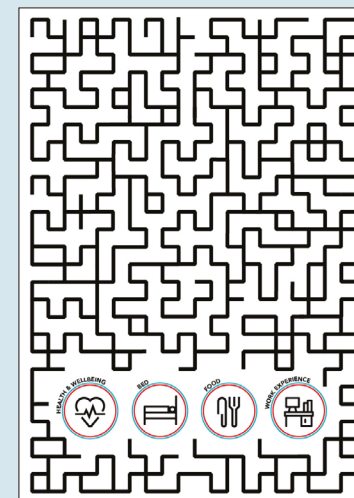
User chooses whether he/she wants to 'Give' or 'Get' a bed for the night. Here, user 1 chooses to give a bed.

3



User 1 chooses amount he/she wants to donate and taps card on contactless card reader located in the frame of the screen.

4



User 1 watches dot automatically find its way through the maze, to the 'Bed' option.

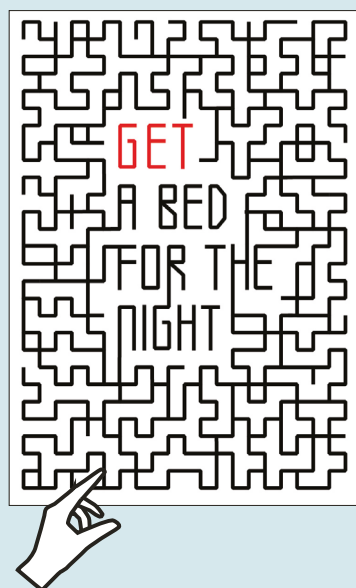
5



User 1 is reminded what his/her donation has gone towards and where.

## User 2

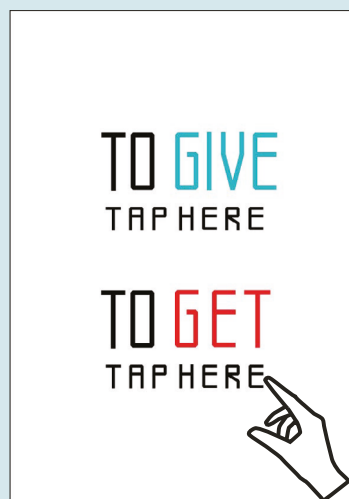
1



a) Home screen switches automatically from GIVE to GET by default. The word 'Bed' can be replaced by 'Food', 'Health & wellbeing' or 'Work experience'.

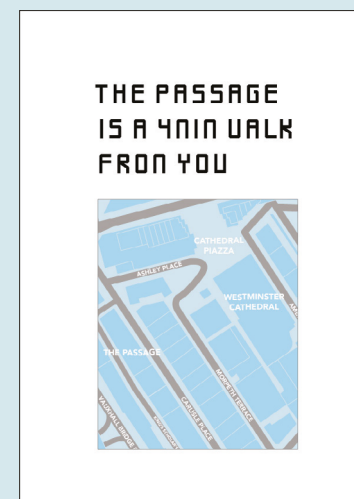
b) User taps screen once to access next page.

2



User chooses whether he/she wants to 'Give' or 'Get' a bed for the night. Here, user 2 chooses to get a bed.

3



User 2 watches dot automatically trace the route from the location of the screen to the location of The Passage on the map, prompting homeless users to use local services to stay off the street for the night.

homeless



homeless



homeless



home





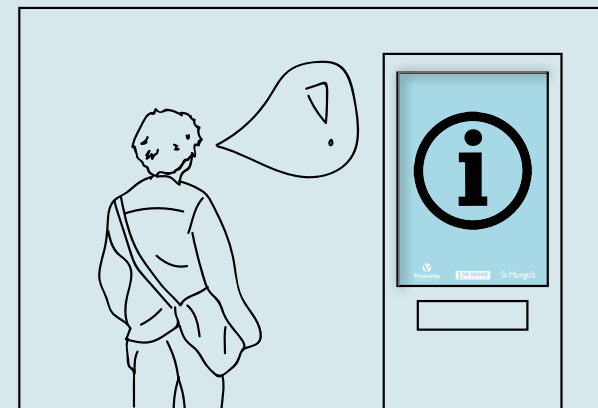
public / on-street locations



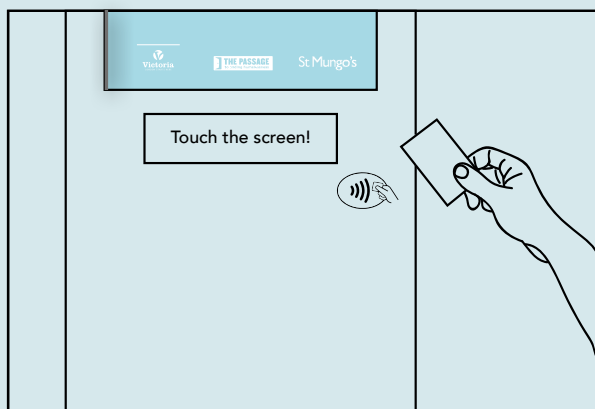
Street Display: Attract the public's attention



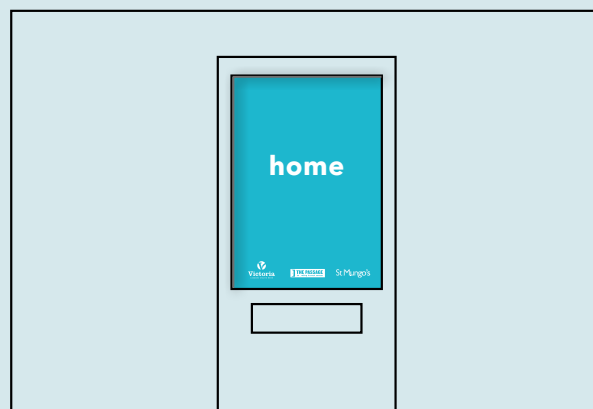
Instructions on display



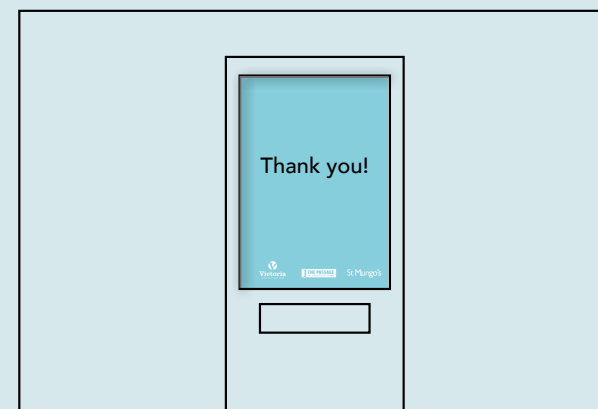
Information about campaign after touching the screen



Contactless Donation



Animation after donating



Reply about payment after animation



Spatial Interventions

A further component of the VGIVE system is the introduction of spatial interventions that; i) provide opportunities for local people to come together and use public space in inclusive and convivial ways whilst; ii) reducing opportunities for rough sleeping and anti-social behavior in ‘hot-spot’ locations within the VPID area; including Cathedral Piazza, Christchurch Gardens, and the road locked area surrounding the Apollo Theatre referred to as ‘Apollo Island’. These interventions consider the principles of Situational Crime Prevention (SCP) which seek to remove opportunities for crime and anti-social behavior, and Crime Prevention Through Environmental Design (CPTED), namely; natural surveillance – which seeks to increase public visibility of activities in public space; access control – which seeks to limit or direct access through the location of physical features including lighting and landscaping, fencing, entrances and exits; territoriality – which seeks to utilize the built environment to communicate a sense of ownership and belonging to certain spaces to deter those that would mistreat it or misbehave within it; maintenance – well maintained and managed spaces appear cared for and communicate a sense of ownership and control that demonstrates an intolerance of disorder and dissuades mistreatment of and misbehavior in the space. Finally, a key principle applied within the VGIVE spatial proposals is that of

activity support, which promotes legitimate convivial activity in certain locations so as to dissuade and displace illegal or anti-social activities from those locations. The range of spatial interventions co-developed and proposed by local people working in collaboration with architects and designers within the Social Safer Victoria project are included in section 10.3. These spatial interventions may, in future, be part funded by revenues raised by the VGIVE platform. They may be implemented as community initiatives, delivered with and by local people as members of the VGIVE platform.

Proposal A1	Proposal A2	Proposal A3
Access & Display Cases	Playful Activation	Modular & Mobile
Proposal A4	Proposal A5	Proposal A6
Wayfinding & Landmark Entrances	Seating & Lighting	Civic Platforms adoptable planters; pop-up market; garden stage

‘Brief A’ Proposals: Spatial Activity

## Access and Display Cases

We recommend that the first VGIVE spatial intervention to be installed and tested as a priority is the Access & Display (A&D) cases proposed for the colonnade in Cathedral Piazza, a recurring rough sleeping 'hot-spot' that is of particular concern to residents. The A&D cases are dual function – providing a public exhibition opportunity during the day and a barrier to rough sleepers seeking to bed down under the colonnade after dark. The cases rotate to allow access to both sides of the display when at an offset angle to the pillars of the colonnade. Their alternative position is to align with the pillars, filling the space between them and denying access to the area beneath the colonnade. The display cases create opportunities to programme exhibits that promote or share the outputs of community projects as well as local information of interest to the local community and visitors to the area.



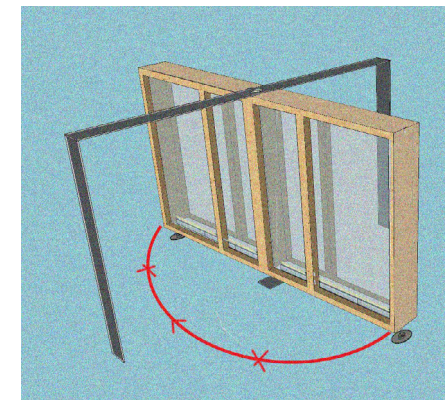
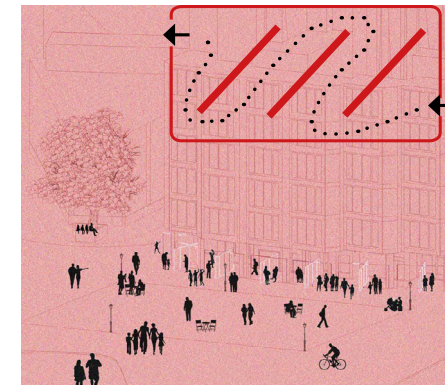
Rotating Access & Display cases at the Cathedral Piazza



## Access and Display Cases



Spatial Reconfiguration



Construction Option 1



## 4. Introduction





## 4. Introduction

### Stages of the research process

This report summarises the activities, insights, outputs and recommendations of the Social Safer Victoria Project.

It is organized according to the stages of the research process applied within the project and includes:

#### Scoping:

- Mapping of VBID stakeholders across Victoria sites and sector (Public; Private; Third sector and community);
- Mapping and observation of the four hotspot sites in Victoria.

#### Discover:

- Stakeholder interviews;
- Synthesis of insights and key findings from stakeholder interviews;
- Case study research of responses to rough sleeping and ASB across three themes: System, Social and Environmental.

#### Define:

- Overview of stakeholder co-define workshop; structure, group activities and materials/resources created;
- Four context specific design briefs co-designed by stakeholders and selected for address by participants at the end of 02nd May workshop session.

#### Develop:

- Overview of stakeholder co-develop workshop structure and outputs;
- Further development of workshop proposals.

#### Deliver:

- System, service and spatial proposals;
- Recommendations and next steps.

Also, an appendix that includes:

- More detailed information relating to 24 case studies of responses to rough sleeping and ASB;
- Notes on all stakeholder interviews conducted;
- All project briefs designed at the 02nd May workshop session (the full set from which the four were selected).

## Background

The Victoria BID (VBID) is committed to enhancing the safety and security of the VBID area for businesses, residents and visitors alike. They are interested in create an inviting, and welcoming public realm through the socially responsive design of system, service and spatial improvements that contribute to more convivial, safer and more secure public spaces.

There is an established consensus amongst those that live and work in Victoria and their representatives that more effective and proactive measures should be taken to tackle Anti-Social Behaviour (ASB) in the area. In a recent survey, more than two thirds of local businesses said that ASB is their number one concern. As a result, VBID's Safe and Secure Programme is focusing on addressing anti-social behaviour and has recently appointed a Policy and Security manager to work with local police forces, businesses, charities, and the BID's own security team to ensure a joined-up approach to addressing the issues of begging and rough sleeping in the area, particularly in four 'hot-spot' locations that have been highlighted as areas of particular concern including; (i) Cathedral Piazza, (ii) Howick Place, (iii) Neathouse Place (and the immediate area adjoining Vauxhall Bridge Road and Wilton Road, including Argos and Apollo Victoria – also known as 'Apollo Island') and (iv) Christchurch Gardens - where ASB issues of public drinking, drug dealing and drug use are particularly prevalent.

Recognising the importance of tackling ASB to VBID members, the local community and other stakeholders, VBID partnered with the Design Against Crime Research Centre (DACRC) of the University of Arts London, to:

- Engage key stakeholders to find innovative solutions to the site-specific challenges they face linked to ASB and rough sleeping, using socially responsive design approaches

and drawing upon VBID's and key stakeholders' experience, knowledge and expertise.

- Expand VBID's knowledge base via the synthesis of stakeholder insights about the challenges they face linked to ASB and rough sleeping, and past attempts to address them, in specific sites.
- Offer VBID a set of practical, co-designed, site-specific interventions to address challenges linked to ASB and rough sleeping in the VBID area.



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## About DACRC

The collaborative research was led by the award-winning Design Against Crime Research Centre located at Central Saint Martins College. The Centre has, for over a decade, delivered acclaimed research and practice, designing against crime, that has impacted upon design education, government policy and commercial innovation.

The Centre is one of the leading Research Centre's of the University of the Arts London, pioneering the use of socially responsive and collaborative design approaches to finding new ways to meet societal goals and challenges. For further details of the Centre's research and practice please refer to [www.designagainstcrime.com](http://www.designagainstcrime.com).

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## Project Team

The project team included specialists in design led behaviour change and social innovation research and practice. The research was led by Adam Thorpe, the Creative Director of DACRC, and Marcus Willcocks, a Senior Researcher with a specialism in social, spatial and collaborative design research and practice. The co-design activities were supported, their outputs developed, by recent graduates from MA Communication Design and BA Architecture. Also, the staff and students of BA Graphics at CSM contributed to the project research and communication via the design and public exhibition of posters sharing research insights.

## 5. Research





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## 5. Research

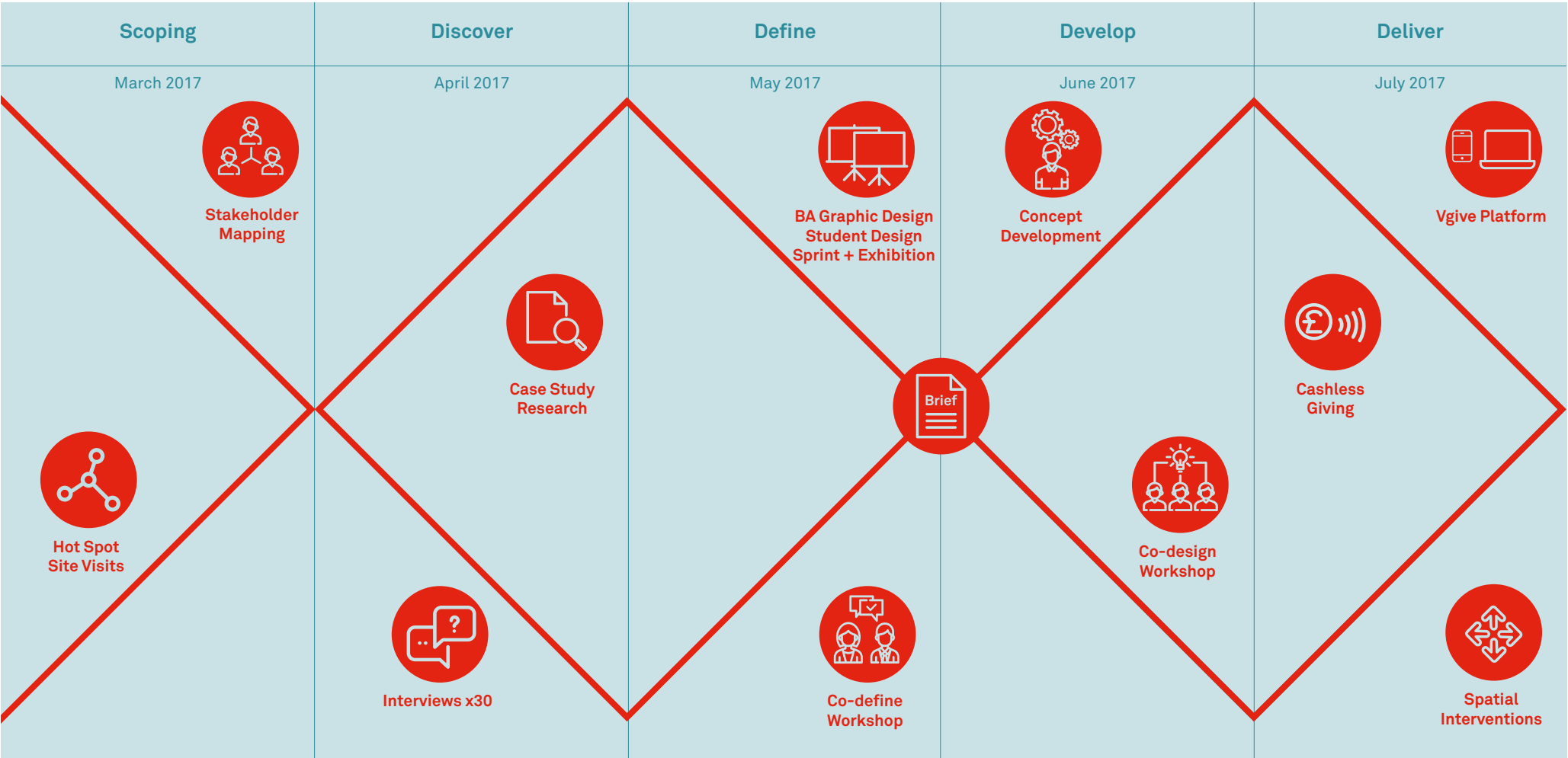
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### Methodology and Insights

The Social | Safer Victoria project engaged people that live and work in Victoria to collaborate in finding new ways to address challenges linked to rough sleeping and anti-social behaviours, such as aggressive begging, in the VBID area.

The project was delivered in two phases, a research phase that engaged local stakeholders to discover the challenges faced and collaboratively define the opportunities for intervention as a set of design briefs; and a co-design phase in which designers and architects worked with local stakeholders to develop service, system and spatial designs in response to the briefs and deliver them as detailed proposals and recommendations for implementation. A possible third phase, an implementation phase, will be initiated should VBID and partners wish to implement any of the proposals made.

A schematic of the project, showing project stages and timings is provided on the next page of this report.



Project Journey Diagram



## 6. Scoping

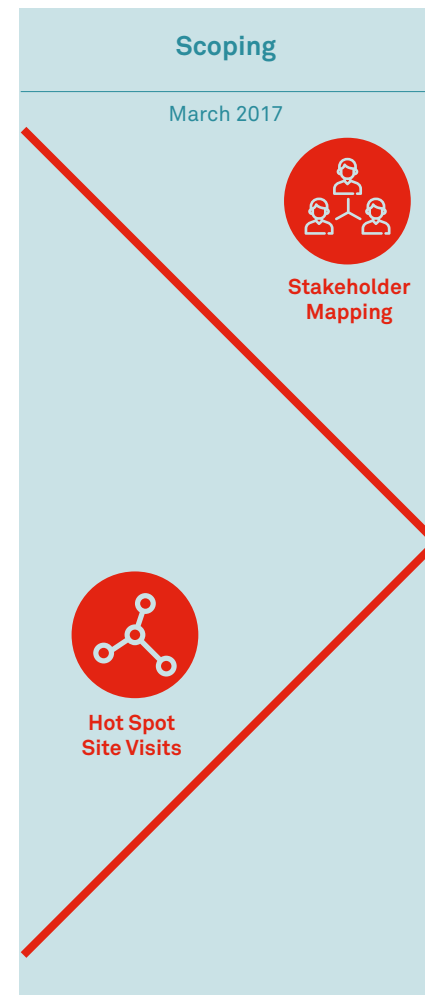




## 6. Scoping

### Summary

Following a presentation to the VBID Safe and Secure steering group project panning and set up was conducted via a series of planning meetings and walkabouts to familiarize the project team with the stakeholders and dutyholders around the issues of rough sleeping and ASB in the VBID area, and experience first hand the situation at the hot-spot locations.



Project Journey Diagram

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## Stakeholder Mapping

DACRC make a distinction between dutyholders i.e. those that have a duty of care in relation to an issue being addressed and therefore can be expected to collaborate in addressing it, and stakeholders i.e. those that have a stake in the outcomes around an issue being addressed but do not have any duty of care or obligation to collaborate in addressing it.

DACRC worked with VBID to identify key dutyholders and stakeholders relating to the issues of rough sleeping and ASB in the VBID area.

These individuals and organisations were sorted according to their location within the VBID area and therefore the hot-spot sites they may be concerned with. They were also sorted by the sector i.e. the legal status of the organization according to economic /social activity, for example; business, public sector, third sector and community. This was an attempt to ensure that the perspectives and motivations of a wide range of dutyholders and stakeholders would be represented within the project. The dutyholders and stakeholders approached to participate in the project are provided in tables on the next page of this report. The first stage of engagement with these organisations and individuals was a semi-structured discussion to identify their experiences, perspectives and motivations in relation to addressing rough sleeping and ASB in the VBID area.

Cathedral Piazza			Businesses	Public Sector	Third Sector	Community
Stakeholders	CTS Bookshop John Lewis McDonalds Land Securities					
	Residents - Ashley Gardens Residents Association (AGRA) Residents - Cathedral Residents Association (CARG)					
Dutyholders	Residents- Victoria Neighbourhood Forum					
	Westminster Cathedral The Passage King George's hostel					
	Westminster City Council Met Police					
	VBID					



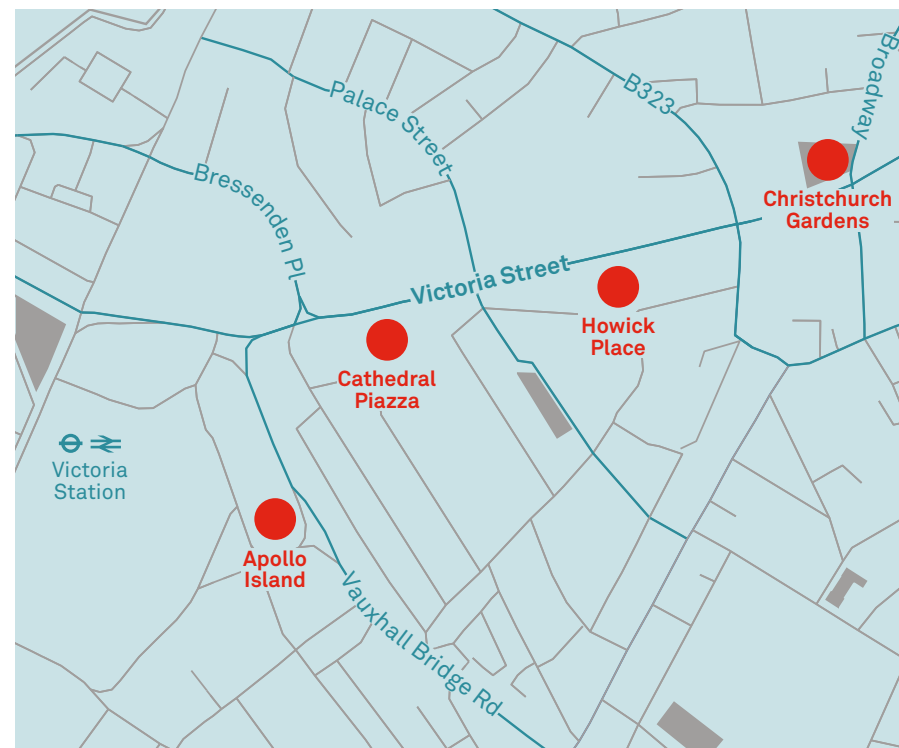
Howick Place		Businesses	Public Sector	Third Sector	Community
Stakeholders	House of Fraser DONG Energy Iris & June cafe Edelman (public affairs co.) U+I Art Gallery Informa Nero Cafe ARMANI Restaurants/Cafes on Artillery Row				
	Residents - above Iris & June cafe				
Dutyholders	Residents- Victoria Neighbourhood Forum				
	The Passage King George's hostel				
	Westminster City Council Met Police				
	VBID				

Apollo Island			Businesses	Public Sector	Third Sector	Community
Stakeholders		Apollo Theatre HSBC (begging issues) Halifax (begging issues) Guggenheim Partners Global Infrastructure Argos BHP Billiton Pret a Manger The Willow Walk Reed Global Petroineos Victoria Place Shopping Centre				
		Network Rail BTP TfL				
Dutyholders		Residents- Victoria Neighbourhood Forum				
		The Passage King George's hostel  Westminster City Council Met Police  VBID				

Christchurch Gardens			Businesses	Public Sector	Third Sector	Community
Stakeholders	Tideway Estates (managing agents of buildings) Lloyds Bank British Telecom Albert Pub St. Ermins Hotel (guests use footpath)  TfL					
Dutyholders	Residents- Victoria Neighbourhood Forum  The Passage King George’s hostel  Westminster City Council Met Police  VBID					

## Hot spot site visits

The four 'hot-spot' sites targeted for exploration and intervention were: (i) Cathedral Piazza, (ii) Howick Place, (iii) Neathouse Place (and the immediate area adjoining Vauxhall Bridge Road and Wilton Road, including Argos and Apollo Victoria – also known as 'Apollo Island') and (iv) Christchurch Gardens - where ASB issues of public drinking, drug dealing and drug use are particularly prevalent. The locations of these 'hot-spots' within the VBID area are marked on the map shown here.



Hot-spots map



## Cathedral Piazza

Cathedral Piazza is a public piazza situated to the south of Victoria street with open access from Victoria Street and additional access via Ashley Place in the south-west corner of the piazza and Ambrosden Avenue in the south-east corner of the piazza. The Piazza is bordered by offices on the eastern side and a combination of offices and retail units on the western side of the piazza that are accessed by a covered walkway called The Colonnades. The southern side of the Piazza is dominated by Westminster Cathedral which is accessible by a large set of steps that lead to up to the main entrance to the Cathedral. Adjacent to the private entrance to the Cathedral in the south-west corner of the piazza is the entrance to St Vincent de Paul Nursery School. Westminster Cathedral is a place of worship for some members of the community and a popular tourist attraction for visitors. The public piazza is used as a meeting and resting place by groups of visitors and those that live and work in the area. Though there is little permanent public seating in the piazza temporary seating is provided in spring and summer months by VBID to invigorate the piazza as a public amenity. This temporary seating is popular as a lunch spot or refreshment stop for those that work locally and those that visit the area. These 'activity support' activities are limited to daylight

hours and local residents and people from the businesses and premises that neighbor the piazza have been concerned for some time with incidents of anti-social behavior such as aggressive begging as well as sanitation and littering issues arising from those that sleep rough under the shelter of The Colonnades, particularly after dark and at weekends. In 2014, Westminster City Council delivered a consultation around a set of proposals for street improvements to design out anti-social behavior in the area (see Westminster Cathedral Piazza, Street Improvements and Designing Out Anti-Social Behaviour, Consultation Document, 2014). In 2017 implementation of these improvements were mostly completed, along with ongoing actions to manage the space implemented by street wardens from VBID and council outreach services delivered by charity partners such as The Passage and St. Mungo's. However, despite these efforts some specific concerns remained including:

- Persistent/aggressive begging
- Large numbers (10+) of rough sleepers bedding down under the shelter of The Colonnades
- Street drinking, drug dealing and drug taking in the areas surrounding the piazza

- Public urination and defecation
- Littering
- Storage of bedding and bags in recesses and under The Colonnades – where these unaccompanied items cause security concerns

Rough sleeping beneath The Colonnade is of particular concern to residents and local businesses. Attempts to manage the situation have included a policy to deny access to support services provided by The Passage for those rough sleepers that persistently ignore requests to desist from bedding down in this location. In addition, some temporary physical interventions have been made to restrict access to The Colonnades. Fencing, cones and signage have been deployed. These temporary measures are felt to be insubstantial and detract from the appearance of the public piazza. Alternative spatial interventions are required.

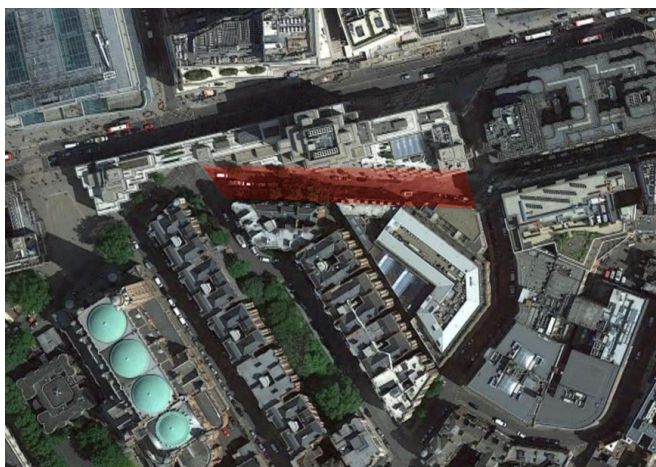


Cathedral Piazza



## Howick Place

Howick Place has predominantly served as a service road granting access to deliveries to the rear of the House of Fraser (HoF) department store located on Victoria Street. The rear elevation of HoF has several recesses between the store windows and at the goods entrances. Footfall has been low in the street making the location attractive to those that wish to gather or bed down undisturbed. In recent years, efforts have been made to improve the appearance and perception of the street to encourage more pedestrian use. New businesses, including café's, have opened in the street. Whilst most enjoy a positive relationship with the majority of the rough sleeping community there are some security concerns around early opening and late closing of the businesses when the street is predominantly unoccupied by other members of the public. There are also concerns that business customers may be intimidated by aggressive begging and there have been reports of disputes over use of toilet facilities within the businesses that are open to the public. There is a concern to increase commercial and pedestrian use of the street and to reduce the streets appeal to rough sleepers and those that wish to congregate there undisturbed.



Howick Place





### Apollo Island - Neathouse Place (and the immediate area adjoining Vauxhall Bridge Road and Wilton Road, including Argos and Apollo Victoria)

The area known as Apollo Island offers shelter within the underpass opposite the Park Plaza hotel and space to congregate on the steps and in the recesses surrounding the Apollo Theatre. The introduction of signage and chain cordons to deter rough sleeping and congregation around the Apollo Theatre have been effective to some extent but issues relating to aggressive begging, drug dealing and drug use persist. Proximity to Victoria bus and train station draws beggars to the area. British Transport Police are able to move on rough sleepers and beggars from the station concourse and station property but do not actively deter rough sleeping and ASB beyond this jurisdiction.



Howick Place



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## Christchurch Gardens

Christchurch Gardens is a public green space on the northern side of Victoria Street. It is separated from Victoria Street on its southern border by a low wall. There is a paved walkway that runs around the perimeter of the space. The walkway is separated from the grass area by bushes and shrubs. There is some public seating and traditional street lighting on the walkway. Between the walkway and the surrounding buildings there are bushes and shrubs. Beyond the planting on the western side is a Lloyds Bank building and on the northern side is the old British Telecom building that is awaiting redevelopment.

On the other side of the walkway, separated by bushes and shrubs, lies the central area of the space which is grassed with some mature trees. On the northern side of the space there is access to Caxton Street from the western corner and Broadway from the eastern corner.

The space is used by those that work in the area as a lunch spot and a meeting place. The planting at the perimeter of the walkway provides privacy to rough sleepers who bed down in the recesses of the Lloyds Bank building and BT building. Large groups (10+) of people congregate on the

grass area and the benches. Street drinking, drug dealing and drug use occurs that is intimidating to other users of the space. Bedding and bags are stored in the bushes and shrubs. Needles and other debris and litter are left in the shrubs and around the waste bins located towards the north western corner of the space.

More inclusive uses of the space are required along with spatial interventions that will make the space more welcoming to a wider public and help to improve the perception and safety of the space and the walkways are needed to encourage greater pedestrian use of the space.





Christchurch Gardens



## 7. Discover





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## 7. Discover

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### Summary

The Discover phase delivered semi-structured interviews with 30 VBID area stakeholders and desk research to identify precedent interventions in response to rough sleeping and anti-social behaviours, literature and data from other regions, countries and across disciplines, to inform the creation of a set of relevant case studies.

## Stakeholder interviews

Between 16 March 2017 and 26 April 2017, thirty interviews were conducted with people that live and work in Victoria with a stake in addressing the issues of rough sleeping and ASB in the VBID area. The interviews were staged as ‘structured conversations’ so as not to be overly prescriptive around opportunities for stakeholders to share their experiences, opinions, insights and concerns. A ‘conversation guide’ was created that enabled researchers to capture stakeholder contributions in a way that would enable the information shared to be easily compared and collated.

Stakeholders were asked to speak about one or more of the hot-spot sites most relevant to them, in relation to the issues of rough sleeping and ASB. They were prompted to discuss the following:

- Why it is important to them/their organization what happens in this location. This prompt aimed to uncover stakeholder concerns and offer an open opportunity for stakeholders to share their perceptions around ‘problems’ linked to rough sleeping and ASB within specific hot-spot areas or the VBID area as a whole.
- How they/their organisations has addressed the ‘problems’ that they identified before. This prompt aimed to document

past attempts at addressing the challenges identified and understand what worked and what didn’t and why.

- Where in their organisation responsibility for addressing these issues lies. This prompt aimed to ensure that those with a duty of care in relation to the issue were engaged in the research. Also, to understand how local organisations were framing the challenges and responses to them within their organisations.
- Who experiences the problem(s) that they have described? And, who needs to be involved in future projects to address these challenges. This prompt aimed to further extend and define the stakeholder mapping activity to bring together the necessary group of people and organisations to address the specific challenges identified.
- What resources and assets could they/their organization bring to the project in general and the possible future responses to the challenges identified?
- Magic Wand? Participants were asked “If you had a ‘magic wand’ what would your ideal outcome be?”. This prompt was intended to reveal ideal outcomes that might otherwise be constrained by perceived barriers that may be able to be addressed through the project.
- Precedents Participants were asked to signpost any

particularly inspiring or effective examples of interventions that they were aware of. This prompt was to intended to extend the case study collection.

- Anything else? Participants were specifically asked whether they had any other comments or contributions they wished to make. This prompt was to ensure that participant contributions were not constrained by the conversation framework in such a way that information that participants felt was relevant could be left out of the discussion.

Most interviews were conducted in private, except for the structured conversation with service users of The Passage, which was conducted as a group discussion supported by Josh Brown of The Passage.

## Insights

The record sheets for the discussions were typed up and stakeholder contributions were collated according to the discussion prompt that solicited them. Where contributions were site specific the site to which they were referred is indicated.  
(Anonymised record sheets are available upon request.)





## Why is it important to you/ your organisation what happens here?

Responses to the prompt 'Why is it important to you/  
your organization what happens here?'

1. Aggressive Begging
2. Public Drinking
3. Street Urination
4. Poor Cleaning
5. Poor Image: poor impression / degradation - of environment
6. Poor Image: signals insecurity -for environment
7. Poor Image: upsetting / social concern /forces personal questions
8. Unauthorised entry to premises (Business/ Residential)
9. Arguments, Violence, Fights
10. Hotspot for bedding down
11. Feeling insecure / uneasy / intimidated / uncomfortable
12. Theft from store
13. Theft person/ pickpocketing
14. Community responsibility & Good neighbouring
15. Staff comfort and safety (at lunchtime & start/ end of day)
16. Changes around Victoria Station have displaced street-sleepers
17. Un-aggressive begging

18. Urine smell
19. Increase of private space/ Reduction of public space
20. Intimidating customers/ Intimidating staff
21. Use of toilets without permission
22. Public defecation
23. Sleeping in entrance/ frontage/ doorstep
24. Needles left on site/street
25. Cardboard and rubbish
26. Left/stored sleeping bags; bags or bedding (security issue, or messy)
27. Property/ building damage
28. Assaults / Violence - to public
29. Assaults / Violence - among peers
30. Assaults / Violence - to staff
31. Drug use (on-street)
32. Charitable location attracts begging and rough sleeping
33. Cheap coach tickets attracts people with fewer choices
34. Drug dealing
35. Compromises Health & Safety
36. Gangs & Organised Crime
37. Austerity measures / reduction in services & resourcing = not enough places to stay

38. Reduced power to enforce in public space
39. Multiple conflicting demands/expectations on physical public space (difficult to balance)
40. Low or Slow uptake of service support - unwillingness / inability / resistance to engage with support (entrenched rough sleepers / complex needs)
41. Disconnected approaches ("nothing is cohesive")

## How have you/your organization addressed this challenge before?

Responses to the prompt ‘How have you/your organization addressed this challenge before?’ have been organized according to the scale of the response area including; i) individual responses, ii) hot-spot site specific responses, iii) VBID area specific responses, iv) wider system response (e.g. National)

### Individual responses

1. Contacting police
2. Encouraging street sleepers to go to park (summer months)
3. Calling 101- non emergency line
4. Reporting needles to Council
5. Reporting incidents to VBID
6. Impact statement to Chris at VBID
7. Not specific engagement but involved in other charitable work
8. Locking bathroom (summer months)
9. Moving people on from site frontage/entrance

### Site specific responses

10. Community Engagement Events (with VBID; Police; Passage; CSTM; WCC)
11. Police moving people on from hotspots
12. WCC/St. Mungoes Hotspot team | Cathedral Piazza
13. Dispersal - Section 35 (lasts 48 hours)
14. Enforcement of individuals from Hotspot sites - detained for deportation
15. Extra scaffolding introduced around Stockley House (opposite Apollo Island) to reduce ‘breaching’ of fences
16. Heightened flowerbed walls | Cathedral Piazza
17. Fences around trees to prevent urination/defecation/waste
18. Hotspot Messages - “If you bed down (on the Piazza) you will exclude yourself from The Passage
19. Perspex screens over alcoves on Piazza-side of John Lewis building-CTS Books-McDonalds
20. Capacity to administer CPR, if necessary (John Lewis)
21. Changed locks and gates in response to resident concerns (The Passage)
22. John Lewis Security Team Perimeter Patrol to check building premises - 4 x 3minute walks per day - 6:00am - 21:30pm
23. VBID provide some businesses with printed sheet of local incidents and issues of concern
24. Metal detector wands soon to be used by JL security team

## Victoria/VBID Area Specific responses

25. McDonald's 3rd party security guards 1-2 guards 7 days/week
26. Internal SBD design changes - include removal of horizontal surfaces or opps to conceal in toilets
27. CCTV
28. Wet ground outside property to deter loitering - on occasion
29. Guardian Patrols (inside Westminster Cathedral) | Cathedral Piazza
30. Place of refuge for people who want to spend time in the Cathedral
31. Benches removed from Piazza | Cathedral Piazza
32. Tree surrounds | Cathedral Piazza
33. Additional school lighting | Cathedral Piazza
34. Temporary fencing | Cathedral Piazza
35. WCC- Consultation document- street improvements and designing out ASB
36. Installed "private property" signs
37. Road transport premises byelaws
38. Code red and code blue on buses
39. Security guards/ teams
40. Introduction of 6-month "General Dispersal Zones" (sec. 3)
41. Byelaws restricting bedding down in the area explored (but not implemented following consultation)
42. Study to unpack what is keeping people in the area (one version undertaken 3-4 years ago)
43. Soup Kitchens run by service users
44. VBID Security Patrol - 7 days 6.30am - 11.30pm x 2 staff
45. VBID Community Liaison Coordinator - to communicate between local businesses and The Passage service users
46. VBID Community Liaison Coordinator - to familiarise with rough sleepers and advocate with support workers and outreach workers
47. Veolia Street Washing programme (no longer active)
48. VBID street washing programme - currently night time jet wash, soon to include mobile unit
49. "RealChange" campaign in VBID area - information/advice leaflets (printed and digital) on homelessness and begging
50. "RealChange" campaign in VBID area - cashless giving via text & phone Westminster Rough Sleeping Strategy 2013-16
51. VBID Tips for Businesses
52. STRATA reporting system/app in use by VBID security
53. Data sharing between organisations on case-by-case basis "as and when"
54. Outreach as used to be run from The Passage (no active)
55. VBID security bulletins (emailed format)
56. Action Plans for each 'Client' (The Passage)
57. Fencing to cover areas where bags / possessions are stashed
58. Handing out leaflets on begging / rough sleeping
59. "Enforcement: VBID is a CPN (Community Protection Notice) zone - enables people and businesses to be ned (where they have money to pay). Process is 1. Warning; 2. Notice; 3. Fine and/or Prosecution"
60. Enforcement: Community Impact Statement collection (as evidence towards CPN's)
61. Enforcement: Operation Unite - Met/WCC focused on foreign nationals organised crimes
62. Enforcement: ask those bedded down to move along; if not then fine
63. The Passage is/was originally a service offer enabled via Westminster Cathedral
64. Training - on awareness of local issues; mental health
65. VBID tables and chairs in summer months | Cathedral Piazza
66. VBID regular cleaning of Piazza | Cathedral Piazza
67. The Passage / Cardinal House - training from sustainability teams
68. VBID - audit on all street count
69. VBID markets in Piazza | Cathedral Piazza



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## Wider system responses

- 70. National referral line to alert local teams by visiting [streetlink.org.uk](https://streetlink.org.uk) or calling 0300 500 0914
- 71. WCC Support Services since 1980s
- 72. “Chain” reporting system/app
- 73. Criminal Behaviour Order (CBO) - evidence based - have replaced ASBO’s
- 74. CPN (Community Protection Notice) zones - enables people to be fined (where they have money to pay) Criminal proceedings cycle = 1. Arrest; 2. Court dates; 3. Back-on-the street
- 75. Community Protection Legislation (evidenced from Community Impact Statements)
- 76. The Cathedral works with multiple organisations to provide housing
- 77. WCC Strategy on rough sleeping 2010-2013
- 78. Fought to get Piazza under designation to allow ASBO -
- 79. Antisocial Behaviour Order | Cathedral Piazza
- 80. Dispersal orders
- 81. WCC consultations
- 82. Work placements in prisons - training in scaffolding
- 83. “Step Ahead” Programme - training support
- 84. Dogs in Piazza (before anti-dog order in place) | Cathedral Piazza

## If you had a magic wand what would your ideal outcome be?

Responses to the prompt 'If you had a magic wand what would your ideal outcome be?' have been organised according to whether they refer to; i) further research, ii) VBID area/ wider system interventions, iii) service provision, collaboration and engagement, iv) individual/personal interventions, v) situational/ environmental interventions.

## Research/investigations

1. Differentiate between lifestyles for rough sleepers
2. Need to invest in them individually (case by case analysis)
3. Find out why they are here and what they need
4. Find out what draws them in and sustains them
5. Groups need to be better recognised by society
6. Alternative methods for those who won't engage

## VBID/Wider system

7. Impact statements
8. Look at licensing locally (enforced re benches, tables, chairs)
9. Bigger presence of VBID wardens
10. Addressing needs for people in short term
11. Long term approach needed
12. Check-in location or information point
13. VBID fund outreach teams to meet individuals and help them
14. VBID report of what they have done/ plan for each year with long term vision
15. VBID money needs to be directed
16. Educating people on opportunities to get involved
17. Increase of Public services/ facilities
18. Use BID money for a support centre
19. Address meanwhile spaces
20. Government needs to provide more safe houses
21. Needs a strategic overview/ approach
22. An authoritative team/ single agency to liaise with police, byelaws, legislative etc.
23. Improve substance-abuse services
24. Improve mental health services
25. Dealing with ownership/ management issues of public/ private land
26. ASB/ begging needs new forms of recording

### Service provision, collaboration and engagement

- 27. Group of volunteers to feed into strategic govt/ local govt and local action
- 28. VBID to organise training on mental health, CPR and other local issues
- 29. Need for an 'onward planning centre'
- 30. Make the problem manageable for people who live in area
- 31. Dispersion strategy
- 32. Removing opportunities for security issues
- 33. Situating big issue sellers in hotspot areas (help eliminate begging/ drug dealing)
- 34. Public announcements - work with TFL
- 35. Remove enablers/ drivers to rough sleepers
- 36. Reduce soup runs
- 37. Byelaws that prevent rough sleeping
- 38. Something in between two extremes (1) enforcement and (2) charitable 'good giving'

- 39. Housing
- 40. Employment
- 41. Tools to support materially, socially and mentally
- 42. Show people how to access available services
- 43. Toolkit on how to connect people with relevant services
- 44. Businesses must provide employment help and support
- 45. Employ homeless to carry out activities during the day (learn skills in gardening, allotments, murals, painting)
- 46. Initiatives for rough sleepers to make their local environment better
- 47. Pallette for businesses - what skills can they offer?
- 48. Direct engagement to connect existing charities to support groups
- 49. Pulling retailers together
- 50. Agencies and Police working together/ finding a compromise
- 51. Local business support - health, dental checks, haircuts
- 52. Involve kids in projects
- 53. Cashless-exchange based support
- 54. Need to find constructive ways of working with local services
- 55. Training/ advice for staff
- 56. More charities involved
- 57. Workshops on raising awareness
- 58. Educate public on giving (truth and loopholes in the system)

### Individual/personal interventions

- 59. Maintain rapport
- 60. Training/ advice for staff
- 61. How to negotiate with non-negotiable people
- 62. Hassle rough sleepers into coming indoors



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## Situation/environmental interventions

- 63. Vibrancy and range of activities in unused areas
- 64. Disused spaces for rough sleepers to use
- 65. Remove corners, dark areas, 'nooks and crannies'
- 66. Green barriers
- 67. Improve passageway/ visibility to shop front
- 68. Build up shop front to eliminate shelter/ overhang / in  
ll colonnades
- 69. Remove hot air vaults
- 70. Replace McDonalds with higher calibre cafe
- 71. Tweaking environment to make it less inviting for storage  
and sleeping
- 72. Short term - hoardings
- 73. CCTV in dark areas

## Local Resources

Responses to the prompts aimed to further extend the network of people and organisations, and the resources and assets that could be involved in future interventions to address the challenges identified were organized according to a resource typology of; Volunteering and charitable activities, Skills and expertise, Support, and communication as follows:

## Volunteering & Charitable Organisations

1. Information and Community Platform (5HP Live) | Informa
2. Volunteering Schemes | Land Securities; John Lewis; House of Fraser
3. Awareness Seminars & Training | Westminster Cathedral
4. Work with Prince's Trust | House of Fraser
5. Local Social & Sustainability focused actions | House of Fraser
6. Link to The Passage (hired out meeting room/ coaching/ charity walk) | Informa
7. Keep Britain Tidy | McDonalds
8. Ronald McDonald House Charities | McDonalds

## Skills & expertise

1. Regeneration Expertise | U + I
2. Expertise in events, exhibitions, conferences, publishing | Informa
3. Contacts who have access to local networks | Cathedral Area Residents Association
4. Experience with WCC rough sleeping team | Cathedral Area Residents Association
5. Member skillsets - architects, engineers | Ashley Gardens Residents Association
6. Lists of meeting actions taken around Victoria | Ashley Gardens Residents Association
7. Long term experience on social engagements | Westminster Cathedral
8. Mental Health expertise | Westminster Cathedral
9. Neighbourhood Plan under development | Victoria Neighbourhood Forum
10. Certified Therapeutic Recreation Specialist (CTRS) | The Passage
11. HR & Operations would review proposals | House of Fraser

Support	Communication	What if?
<ol style="list-style-type: none"> <li>1. Information and Community Platform (5HP Live)   Informa</li> <li>2. Volunteering Schemes   Land Securities; John Lewis</li> <li>3. Awareness Seminars &amp; Training   Westminster Cathedral</li> <li>4. Work with Prince's Trust   House of Fraser</li> <li>5. Local Social &amp; Sustainability focused actions   House of Fraser</li> <li>6. Link to The Passage (hired out meeting room/ coaching/ charity walk)   Informa</li> <li>7. Keep Britain Tidy   McDonalds</li> <li>8. Ronald McDonald House Charities   McDonalds</li> </ol>	<ol style="list-style-type: none"> <li>1. Regeneration Expertise   U + I</li> <li>2. Expertise in events, exhibitions, conferences, publishing   Informa</li> <li>3. Contacts who have access to local networks   Cathedral Area Residents Association</li> <li>4. Experience with WCC rough sleeping team   Cathedral Area Residents Association</li> <li>5. Member skillsets - architects, engineers   Ashley Gardens Residents Association</li> <li>6. Lists of meeting actions taken around Victoria   Ashley Gardens Residents Association</li> <li>7. Long term experience on social engagements   Westminster Cathedral</li> </ol>	<p>In discussion with researchers, interview participants suggested a number of speculative proposals on how challenges identified might be addressed including:</p> <ol style="list-style-type: none"> <li>1. Improve opportunities for cashless giving in Victoria.</li> <li>2. Set up a live-in guardian scheme and training for responsible rough sleepers.</li> <li>3. Design to accommodate rough sleeping rather than trying to design it out.</li> <li>4. Pilot forms of legal occupancies that ll the gap between squatting and formal hostels.</li> <li>5. Run a campaign to share the experiences of the many voices in Victoria.</li> <li>6. Start an annual prize award for best activities under the VBID social action KPI scheme.</li> <li>7. Initiate a VBID volunteer network to bring together staff from local businesses to address local challenges.</li> <li>8. Make visible the formal and informal support and resources that exist locally for street sleepers.</li> <li>9. Make the system easier to understand - dispelling myths and giving advice.</li> </ol>



## Case Studies

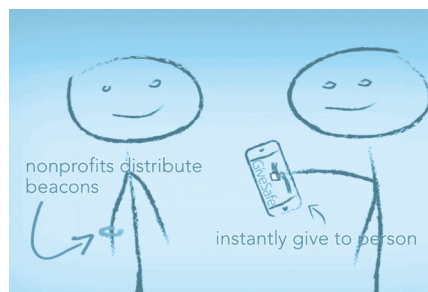
Desk research and interview responses identified a range of precedent responses to the issues of rough sleeping and ASB that the research team developed into Case Studies. These case studies were organized according to typology of interventions including; system interventions, social interventions and environmental interventions. In addition to the Case Study descriptions shared below, full Case Studies are available on request.



## System interventions

System interventions include those measures that address the issues of rough sleeping and ASB at a systemic level, providing services that address the causes of rough sleeping and ASB, including aggressive begging.

### Givesafe



**Location:** Seattle, USA

**Years:** 2016 to present

**Web:** [www.withgivesafe.org](http://www.withgivesafe.org)

GiveSafe is a cashless system that works over Bluetooth that distributes electronic “beacons” to individuals in need through nonprofit shelters.

### Caritas Anchor House



**Location:** London, UK

**Years:** 1962 to present

**Web:** [caritasanchorhouse.org.uk](http://caritasanchorhouse.org.uk)

Caritas Anchor House provides accommodation and support to single homeless men and women aged over 18 with low to medium support needs who must have a local connection to Newham in East London.

## Simon Community



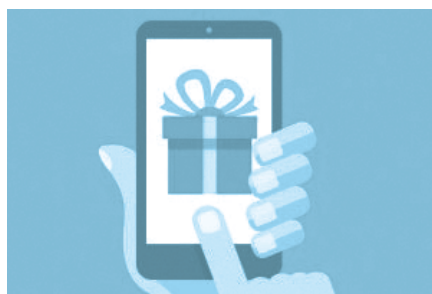
**Location:** London, UK

**Years:** 1963 to present

**Web:** [simoncommunity.org.uk](http://simoncommunity.org.uk)

The Simon Community is a registered charity and a community of homeless people and volunteers living and working together to alleviate the isolation of people sleeping rough.

## WeCount



**Location:** Seattle, USA

**Years:** 2016 to present

**Web:** [www.wecount.org](http://www.wecount.org)

WeCount is a tool that helps people directly assist others in need of personal items and social service vital to their wellbeing.

## Homeless Health



**Location:** London, UK

**Web:** [www.clch.nhs.uk/services/homeless-health.aspx](http://www.clch.nhs.uk/services/homeless-health.aspx)

The NHS Homeless Health team works to improve the physical and mental health of local people who live on the streets or in temporary or unsuitable housing.

## Dignity Village



**Location:** Oregon, USA

**Years:** 2001 to present

**Web:** [dignityvillage.org](http://dignityvillage.org)

Dignity Village is a membership-based community in Portland, Oregon providing shelter off the streets for 60 people a night.



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## Housing First England



**Location:** England, UK

**Years:** 2014 to present

**Web:** [housingfirstguide.eu/website](https://housingfirstguide.eu/website)

Housing First is a housing approach which uses independent housing as a platform to enable individuals with high support needs to begin recovery and move away from homelessness.

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## Rolling Shelters



**Location:** London, UK

**Years:** 2000 to present

**Web:** [www.mungos.org](http://www.mungos.org)

The Rolling Shelter Programme sets up and manages short-term shelters in central London, replacing the old Cold Weather Shelters that housed rough sleepers during the winter months.

## Social interventions

Social interventions include those measures that address rough sleeping and ASB through creating connections between people and services, and people and people, building relationships and empathy that can support people out of rough sleeping and change perceptions of people that see rough sleepers as a 'problem' rather than the personal circumstances and situations that contribute to rough sleeping and lifestyle choices that contribute to ASB.

### Cardboard Citizens



**Location:** London, UK

**Years:** 1991 to present

**Web:** [cardboardcitizens.org.uk](http://cardboardcitizens.org.uk)

Cardboard Citizens engages in life-changing participatory theatre with and for homeless people.

### SHP



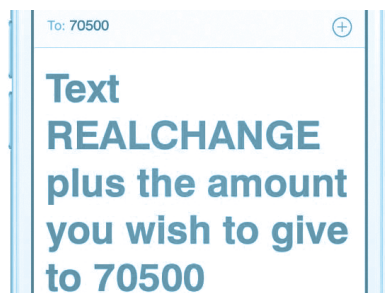
**Location:** London, UK

**Years:** 1977 to present

**Web:** [www.shp.org.uk](http://www.shp.org.uk)

SHP supports some of London's most vulnerable people who are homeless or at risk of homelessness, through the provision of supported housing and community-based support services.

## Real Change



**Location:** London, UK

**Years:** 2016 to present

**Web:** [www.westminster.gov.uk/real-change](http://www.westminster.gov.uk/real-change)

The 'Real Change' campaign brought together local organisations in Westminster to encourage people to make a change by giving to charities and alerting services instead of giving to beggars.

## Project Homeless Connect



**Location:** San Francisco, USA

**Years:** 2004 to present

**Web:** [www.projecthomelessconnect.org](http://www.projecthomelessconnect.org)

The mission of Project Homeless Connect (PHC) is to connect people experiencing homelessness with various care services in one place.

## Hands on London



**Location:** London, UK

**Years:** 2010 to present

**Web:** [www.handsonlondon.org.uk](http://www.handsonlondon.org.uk)

Hands on London is a registered charity that acts as an intermediary between not-for-profits, charities, community groups and volunteers as well as offering opportunities for corporate volunteering.

## Museum of Homelessness



**Location:** London, UK

**Years:** 2015 to present

**Web:** [museumofhomelessness.org](http://museumofhomelessness.org)

The Museum of Homelessness is a registered charity and community exploring the art, history and culture of homelessness.



## The Empowerment Plan



**Location:** Michigan, USA

**Years:** 2012 to present

**Web:** [www.empowermentplan.org](http://www.empowermentplan.org)

The Empowerment Plan is a nonprofit organisation that hires single parents from local shelters and provides them with training and full-time employment as seamstresses.

## Street Link



**Location:** England & Wales

**Years:** 2012 to present

**Web:** [www.streetlink.org.uk](http://www.streetlink.org.uk)

StreetLink a telephone and website service which enables the public to alert local authorities in England and Wales about rough sleepers in their area.

## Environmental interventions

Environmental interventions include those measures that address rough sleeping and ASB through the built environment. Whilst these interventions typically draw upon principles of situational crime prevention, reducing opportunities for undesirable situations to occur and Crime Prevention Through Environmental Design (CPTED). Since these approaches are well known and many of them have already been implemented in the VBID area (see Westminster Cathedral Piazza, Street Improvements and Designing Out Anti-Social Behaviour, Consultation Document, 2014) the case studies shared here apply a different approach. They focus on the provision of temporary structures that seek to provide economical and flexible accommodation for rough sleepers, removing the necessity for them to sleep on the street.

### PLACE/ Ladywell



**Location:** London, UK

**Years:** 2016 to present

**Web:** [www.placeladywell.co.uk](http://www.placeladywell.co.uk)

PLACE/ Ladywell is a modular building of 24 self-contained residential units for registered homeless and 16 commercial spaces for small and medium sized local businesses assembled on a temporarily unused site in Lewisham.

### Social Bite Village



**Location:** Granton, Edinburgh

£187,797 raised of £500,000 target

**Web:** [www.justgiving.com/fundraising/socialbitevillage](http://www.justgiving.com/fundraising/socialbitevillage)

The Social Bite Village will contain ten purpose-built energy efficient, eco-friendly, sustainable houses (two bedrooms, a shared WC with shower, a lounge area and a small food preparation area) as well as provide support for people moving on from homelessness.

## Homes for the Homeless



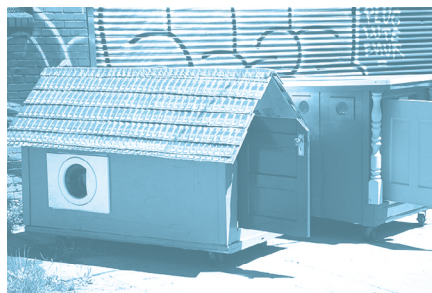
**Location:** London, UK

£1,164 raised of £7000 target

**Web:** [www.indiegogo.com/projects/homes-for-the-homeless--8#/](http://www.indiegogo.com/projects/homes-for-the-homeless--8#/)

The project proposes a series of modular temporary shelters which attach to existing buildings, providing a warm, dry, and comfortable environment for the homeless.

## Homeless Homes Project



**Location:** California, USA

**Years:** 2014 to present

**Web:** [www.homelesshomesproject.org](http://www.homelesshomesproject.org)

The Homeless Homes Project unites creative imagination, basic construction skills and the repurposing of everyday discarded materials to create new viable living spaces for the homeless.

## Repurposing empty buildings



**Location:** Oxford, UK

**Years:** 2017

A group of students occupied an empty building owned by Oxford University and used the space as a shelter for the city's homeless population.

## Container City



**Location:** London, UK

**Years:** 2001 to present

**Web:** [www.containercity.com](http://www.containercity.com)

The Container City system re uses shipping containers to provide high strength, prefabricated steel modules that can be combined to create a wide variety of building shapes, adapted to suit most planning or end user needs.



## Y:Cube



**Location:** London, UK

**Years:** 2013 to present

**Web:** [www.rsh-p.com/projects/ycube/](http://www.rsh-p.com/projects/ycube/)

Y:Cube fulfils a brief from YMCA London South West for a portable 'plug and play' housing system that offers high quality affordable, eco-efficient accommodation in self-contained units.

## paraSITE



**Location:** New York City, Boston and Cambridge MA

**Years:** 1998 to present

**Web:** [www.michaelrakowitz.com/parasite/](http://www.michaelrakowitz.com/parasite/)

paraSITE are custom built temporary inflatable shelters for the homeless designed to be dependent on the outtake duct of a building's heating, ventilation, and air-conditioning system.



## 8. Define





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## 8. Define

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### Summary

Different stakeholders have different priorities as regards the issues of rough sleeping and ASB. These difference range from problem definition and prioritization to problem ownership and responsibility for its address. It is challenging to find ways for these different people to consider each others perspectives and negotiate shared priorities and goals. The define stage of the project therefore aimed to bring together the diverse stakeholders that had participated in the discover stage of the project to understand each others concerns and priorities and to collaborate in the creation of some briefs for intervention, address to which would inform the next stage of the project.

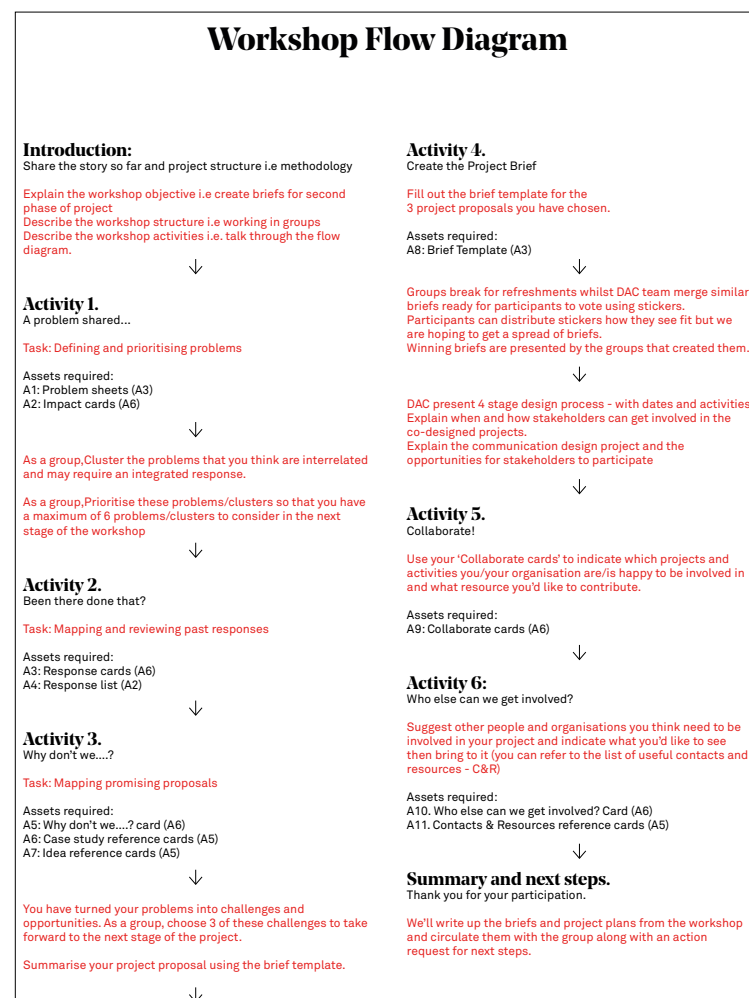


## Co-define workshop

To structure collaboration around problem definition and priority setting the DACRC team designed a workshop that synthesized the insights from the interviews and case study research into workshop materials for consideration by stakeholders. The workshop design supported diverse VBID stakeholders to work together in groups through a process that:

1. Shared diverse stakeholder perspectives on the ‘problems’ associated with rough sleeping and ASB in the VBID area;
2. Introduced participants to previous interventions that had been delivered by different stakeholders to address these ‘problems’;
3. Proposed some possible new intervention opportunities in the form of case studies and ‘What If?’ scenarios;
4. Supported participants to work together to co-define the challenges to be addressed and the proposed intervention areas as co-designed briefs to be responded to by project work groups in the following stages of the project;
5. Facilitated participants and a wider stakeholder group to ‘vote’ for which briefs they felt should be addressed as a priority and which they wanted to work on.

The ½ day workshop was held at The Passage on the 2nd May 2017. Forty stakeholders participated, representing the diverse groups associated with the issue of rough sleeping and ASB including businesses, residents, the police, support services and service users that had experience of sleeping rough in the VBID area.



## Activity 1. A problem shared

This task supported the groups to work together to define and prioritise the problems associated with rough sleeping and ASB in the VBID area.

Groups sorted through the 40 Problem sheets created from the problems identified in the structured conversations. Participants worked together to cluster the problems that they felt were interrelated and may require an integrated response. They were also asked to use the Impact cards to identify who (which groups of stakeholders) the problems impacted upon, how much and in what ways. They were also asked to identify if these problems were linked to a specific site in the VBID area in their experience or opinion.

As a group, participants then prioritised these problem clusters and their associated impacts so that they had a maximum of 6 to consider in the next stages of the workshop.



## Activity 2. Been there done that?

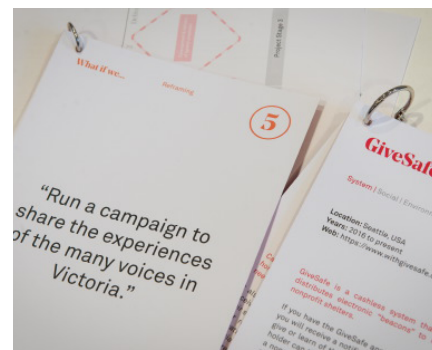
Next, groups were asked to map and review the past responses to the problems they had identified from a list of over 80 past responses collated from the structured conversations to understand if and how these problems had been addressed before. Groups filled out response card for each of the problem clusters they had created.





### Activity 3. Why don't we try...?

The next step asked the groups to sort through the case study cards and what if? cards to discuss whether any of the interventions or proposals there would help to address the problem clusters they had identified. Any promising ideas were included on the idea cards provided and placed alongside the problem clusters they related to.



#### Activity 4. Creating the project brief

Having identified the problems, past responses and ideas with potential the groups were asked to create a project brief using a template provided to bring together the elements that they had selected in the earlier stages.



### Activity 5. Combine and vote

Next, the briefs created by the groups were pinned up, similar briefs were clustered by the workshop facilitators in consultation with the participants, and participants were asked to 'vote' for the briefs they felt should be most urgently addressed by placing a sticker on the brief of their choice.





## The Briefs

Fifteen briefs were created (see Appendix XX). Four briefs were selected by the workshop participants to be addressed by the next stages of the project.

<b>Project Brief</b>	TOTAL COUNT: 18
Problem Description	
<p><b>DRUG DEALING / USE</b></p> <p>PRIMARYLY ASSOCIATED WITH ASB IN THE AREA/ REPEAT OFFENDERS ASSOCIATED WITH AGGRESSIVE BEHAVIOUR, INTIMIDATION ASSOCIATED WITH CRIMINAL BEHAVIOUR, GANGS, ETC. BELIEF THAT DRUG CULTURE STIMULATES BEGGING MENTAL HEALTH ISSUES</p>	
Where is this a problem?	Who is this a problem for?
<input type="checkbox"/> Apollo Island <input checked="" type="checkbox"/> Cathedral Piazza <input checked="" type="checkbox"/> Christchurch Gardens <input checked="" type="checkbox"/> Howick Place <input type="checkbox"/> VBID area <input type="checkbox"/> Wider area/ system	<input type="checkbox"/> Residents <input type="checkbox"/> Customers <input type="checkbox"/> Workers <input type="checkbox"/> Businesses <input checked="" type="checkbox"/> Visitors/ Tourists <input type="checkbox"/> Children/ Parents <input type="checkbox"/> Elderly Other .....
What's been tried before?	
<p>(Title/ Description, How effective or not was it and why?, How might it be improved?)</p> <p>-PATROLS, POLICE OPERATIONS, RECLASSIFICATION OF 'SPICE' CBO FOR REPEAT OFFENDERS            -INCREASED CLEANING BY VBID FR NEEDLES AND DRUG PARAPHENALIA            -DIVERTED GIVING CAMPAIGNS/ REAL CHANGE CAMPAIGN (MODERATE SUCCESS)            -VBID SECURITY INTEL GATHERING</p>	
Why don't we try...	
<p>(Case study/ Idea reference number, Description, Something else?)</p> <p>(S) -DEVELOP STRICTER SYSTEM FOR REPEAT OFFENDERS/ DRUG DEALERS            (BE/CE/S) -MORE PROVISION FOR DRUG REHAB            (S)/CE -CREATE A CAMPAIGN THAT EDUCATES PEOPLE TO AVOID GIVING MONEY TO BEGGARS WHO ARE LIKELY TO USE THE MON-            IES TO FEED THEIR HABIT (DRUG USE)            (S)/CE -OPPORTUNITIES FOR CASHLESS GIVING IN VICTORIA            (S) -MORE FLEXIBILITY ON HOW PEOPLE CAN ACCESS HELP</p>	
Who to involve to make this happen and what might they contribute?	
<p>WCC; MPS; BUSINESSES</p>	

One of the fifteen briefs created

## DESIGN BRIEF 1

### DESIGNING OUT INTIMIDATING ANTI-SOCIAL BEHAVIOUR (ASB) & DESIGNING-IN INCLUSIVE CONVIVIALITY IN VICTORIA

#### PROBLEM DESCRIPTION:

Intimidating ASB in Victoria is primarily associated with aggressive begging, and rowdy disputes on street. These are often linked to cases of drug use and dealing, street drinking, and sufferers of mental health.

Feelings of intimidation and insecurity are experienced by those who witness these scenarios. Some members of the public are also intimidated by groups of rough sleepers bedding down together at night, though less-so if not related to at least one of the cases above.

There is a pressing need to address both the origins of ASB around the VPID hotspots - with particular concern for repeat offenders and those with drug, alcohol or mental health issues - to improve people's experience of public spaces, ensure safety and security and foster conviviality.

*Keywords: aggressive behavior; violence, intimidation; repeat offenders; criminal behavior; insecurity; drug dealing; drug use; conviviality*

#### WHAT HAS BEEN TRIED BEFORE?

Security and street team patrols (MET police and VPID); police operations/enforcement; reclassification of 'space' to support enforcement, Community Behaviour Orders (CBO) for repeat offenders; diverted giving campaigns; physical security (gates, CCTV, secured by design (SBD) approaches); Section 35 dispersal.

#### WHY DON'T WE TRY?

This brief calls for design responses for **Built Environment** actions. Particularly:

- New innovations for street spaces used for rough sleeping (such as Piazza colonnades, ledges and building overhangs).
- New innovations for repurposing/revitalising meanwhile spaces and property between uses to help get rough sleepers off street.

#### WHO CAN BE INVOLVED?

WCC; local businesses, MP's; MET police; public; VPID; outreach services; adult education groups; Victoria neighbourhood forum.

## Selected design brief 1

## DESIGN BRIEF 2 SYSTEM CHANGE FOR ROUGH SLEEPING IN VICTORIA

### PROBLEM DESCRIPTION:

There is a strong local consensus amongst residents and some stakeholders that rough sleeping in Victoria and the challenges it presents to others stakeholders in the area is perpetuated by a conglomeration of factors - ranging from the proximity to transport hubs to the quality of services for rough sleepers in the area. Some stakeholders go as far as to say that the Victoria 'system' is 'creating a homeless community'. It is important to recognise local services and resources available to rough sleepers and any 'enablers' that support them to sleep rough in the area, to ensure appropriate support is available whilst avoiding perpetuating rough sleeping.

New approaches are required for those either unable or unwilling to engage with support services or programmes as short term remedies have proven to be ineffective when dealing with 'entrenched' rough sleepers that do not engage with formal support services.

*Keywords: local draws, services; system; outreach schemes; enforcement; dispersals; security patrols*

### WHAT HAS BEEN TRIED BEFORE?

Security area patrols; off-street food provisions; dispersal orders; giving schemes; outreach and community engagement; designing-out architecture.

### WHY DON'T WE TRY?

This brief calls for design responses for **Communication / Engagement and System/ Service** actions: Particularly:

- Partnering with local organisations/ groups to;
  - (a) identify opportunities for the volunteering that draws on the enthusiasm and skills of VBID members and their staff, and
  - (b) explore opportunities for engaging rough sleepers in meaningful and constructive activities, including through on-site place making activities and other forms of daytime employment.
- Visual/ performative campaign to educate/engage diverse publics on the local situation exploring and explaining the myths, rumours, facts, data and up to date local help available for rough sleepers, particularly those with drug, drinking or mental health issues.
- Empathy encounters to help different stakeholders to better understand each others experiences and perspectives e.g. residents and street sleepers/ street sleepers and residents.

### WHO CAN BE INVOLVED?

WCC; VBID; government; local businesses; homeless charities and groups.

## DESIGN BRIEF 3 SPARE US SOME CHANGE: FINDING NEW WAYS TO CHANNEL PUBLIC GENEROSITY TO BENEFIT ROUGH SLEEPERS

### PROBLEM DESCRIPTION:

Victoria is home to different kinds of beggars who benefit from diverse and generous givers in the area. While begging is illegal, in the moment of being approached, it can be hard to know how best to help the person asking for money. Aggressive begging necessitates new approaches to giving.

Givers need to be engaged and educated to redirect their generosity towards more effective and constructive ways of addressing challenges/ providing support to rough sleepers in the area.

*Keywords: education; events; campaigns; training; on-site activities; local engagement; public/ private spaces; local support networks.*

### WHAT HAS BEEN TRIED BEFORE?

'Killing with Kindness' Westminster campaign; 'Real Change' campaign; community engagement events; leafleting campaigns; moving people on; VBID tables and chairs; hotspot team patrols; support workers.

### WHY DON'T WE TRY?

This brief calls for design responses for **System / Service** actions. Particularly:

- A new system of cashless giving to encourage people to support rough sleepers in other ways including via local charities. Also, to engage the public in alerting local services instead of giving cash to beggars. (e.g. revisit and improve the 'Real Change' scheme for the VBID area)
- New innovations to better connect and build relationships between formal and informal care service providers around Victoria/ Westminster, local organisations/ groups and rough sleepers.
- Making the 'begging system' easier to understand to encourage the public to pursue other ways of giving.

### WHO CAN BE INVOLVED?

Homeless who 'know the score'; theatre groups; design practices; residents; non-residents; homeless (through charities and groups); artists; designers; MET police; VBID; VBID businesses.

## DESIGN BRIEF 4 INCLUSIVE WELLBEING: SANITATION AND STORAGE FOR VICTORIA

### PROBLEM DESCRIPTION:

The use of the Victoria street environment as a toilet or personal storage facility is usually unclean, unsightly and unsafe (unaccompanied possessions of rough sleepers raising alarm linked to terrorist threats in this high-sensitivity area).

Rough sleepers around Victoria have very few options around what to do with their personal belongings or where to go for toilet and washing facilities. This is particularly acute at night, between 1am and 5am.

How might we relieve rough sleepers and promote a cleaner Victoria?

*Keywords: sanitation; street cleaning; personal hygiene; storage; street urination; rubbish; lighting.*

### WHAT HAS BEEN TRIED BEFORE?

Street cleaning (council and private); security reporting issues; lights in problem areas.

### WHY DON'T WE TRY?

This brief calls for design responses for **Built Environment and Service** actions. Particularly:

- Managed (nighttime) washing service to include showers, restrooms and laundry facilities, staffed by appropriately trained service users of The Passage. (Accessible to all VBID street population, not just those with access to The Passage or in hostels.)
- New innovations for safe personal storage facilities in the VBID area.
- Positively activate and enhance spaces currently being used as toilets (ASB mitigation via situation-specific Activity Support).

### WHO CAN BE INVOLVED?

VBID; VBID businesses; The Passage; MET police.

## Pledge & Nominate

The four chosen briefs were circulated via email to VBID stakeholders with an invitation to pledge their collaboration in addressing the brief with the design team and/or to nominate individuals or organisations that they felt were well placed to help address the brief.



Student Exposition Day - 24 May



## Design sprint – BA Graphic design

In addition to this method of engaging local people and organisations to involve them in addressing the co-designed briefs, the research team worked with VBID and key project partners to brief students of BA Graphics at Central Saint Martins to create a series of posters that could be exhibited to help people that live, work and visit in the VBID area to ‘get smart quick’ about rough sleeping and ASB in Victoria, in the hope that some of those that viewed the posters would wish to join the project teams being assembled to address the co-designed briefs.

The poster project was delivered as a ‘design sprint’ – an intensive project that ran through the entire design process, from research to development, delivery and exhibition, in just 2 weeks. Course tutors for BA Graphics worked with the research team to create a project brief for the students (See Appendix XX). The brief gave a short introduction to the issues of rough sleeping and ASB in the Victoria area and asked students to deliver research and visualize information relating to one of the following themes; people, processes and places. Specifically, students were asked to either:

- Create a map of the services available to homeless people in the Victoria area, and identify the conditions (requirements) attached to them.
- Make a poster of the different types of “user journeys” evident among the homeless people in the area: how might we classify the variety of personas and distinctive situations?

- Make a diagram of the protocols, challenges and larger issues around the problem of rough sleeping and “antisocial” behaviour in the Victoria area. What prevents people from accessing services?

Through out the project the research team worked with key stakeholders including; Westminster City Council, Victoria Police, The Passage, St. Mungo’s, One Big Family and VBID street teams who briefed the students and gave feedback on their poster designs as they were developed.

## Passage briefing and site visits

Students and tutors gathered at The Passage for a ½ day briefing from the key stakeholders mentioned above. The students were also taken on a tour of the hot-spot sites by the VBID street team so as to familiarize themselves with the scenarios and challenges being discussed.


Here is a summary of the briefing to students.

BA [Hons] Graphic Communication Design | Stage 1 | UNIT 4: Introduction to Platforms | Experience & Environment-block5

## Shining a light on homelessness | Responsibility

Part of the problem is knowing where to go for help

**Introduction:** The area around Victoria Station has for many years played host to a transient and homeless population, and as the area is increasingly gentrified, both the services and street culture associated with those populations have clashed with the culture and aspirations of local businesses and residents. In this live project we will be working with CSM's Socially Responsive Design/Design Against Crime research centre (DACR) to look at the issues surrounding rough sleeping and "antisocial" behaviour in the area around Victoria Coach Station. The Victoria Business Improvement District (VBID) has asked CSM to investigate opportunities and develop responses to concerns raised by locals about aggressive begging, street drinking, street urination/defecation and drug use. The premise of this project is that by mapping the area, the services available to homeless people, and the issues behind the problem, communication designers can play a part in contributing to the discussion. This project introduces concepts and tools important to the emerging fields of service design, social design and co-design, including the use of personas, the "double-diamond" design process, the value and impact of making policy public, and the art of making information accessible and understandable.



**The brief:** Make a map, poster or diagram in response to the brief assigned to your group. This should be based on the information you have gleaned from the briefing and subsequent research. The three briefs are as follows:

1. Create a map of the services available to homeless people in the Victoria area, and identify the conditions (requirements) attached to them.
2. Make a poster of the different types of "user journeys" evident among the homeless people in the area: how might we classify the variety of personas and distinctive situations?
3. Make a diagram of the protocols, challenges and larger issues around the problem of rough sleeping and "antisocial" behaviour in the Victoria area. What prevents people from accessing services?

The initial briefing will be given in collaboration with CSM's Socially Responsive Design/Design Against Crime research centre (DACR), and you will be required to interact with various stakeholders such as representatives of Victoria Business Improvement District, local services and charitable organisations such as The Passage. Make sure to take good notes and to prepare questions that will help build your map, poster or diagram.

**Deliverables:**

1.Outcome: The poster, diagram or map should be printed A2 size for pin-up on 22 May. Based on the final critique, refine the project where appropriate and upload it to Workflow with a 300 word explanation for final assessment (5 June, 2017).

You must document all of your findings and experiments, noting how you have been influenced by your research, your feedback from others, and what you plan to do next. Use a sketchbook as a way to preserve/archive your project development and use Workflow to organise an edited version of your process. You should record:

- any research sources (make notes on the relevance of your research)
- doodles / sketches / notes / ideas
- visual experimentations inc form / line / colour / layout / materials / processes
- prototypes (to evidence a cycle of iteration and improvement)

**Resources**

Center for Urban Pedagogy <http://welcometocup.org/Projects>

**Brief set by** Peter Hall/p.hall@csn.arts.ac.uk

### Jenny Travassos – Senior Manager of Rough Sleeping Services - Westminster City Council

#### How do people end up on street in Victoria?

- Debt to dealers elsewhere
- Women have had children taken into care
- Family issues > drink and drug use > loss of job and home
- Many have experienced the care system
- Many have experienced the prison system
- Many have experienced complex trauma – including Post traumatic stress disorder (ex-military)
- Many have mental health issues

#### Why do rough sleepers come to Victoria?

- Protection, things to do, people to engage with
- Lots of services for rough sleepers – formal and informal e.g. Formal. Council spends £1.6 million commissioning 24 hour hostels and support services (mainly 3rd sector) to support rough sleepers in relation to:
  - Drugs
  - Alcohol
  - Physical Health
  - Mental Health
  - Mature drug market in Westminster

#### Rough sleeper categorisation (personas):

It is important to recognise that beggars and rough sleepers are not the same people. 80% of beggars have an address.

Rough sleepers can be categorised in different ways and people sleeping rough often may be described in more than one way.

- Foreign nationals
- Those with addiction issues
- Those with mental health issues
- Those who experienced personal trauma of some description
- Those ready and willing to accept help/engage with services
- Those not ready and unwilling to accept help/engage with services
- Those ready and willing to accept reconnection to place of 'local connection'
- Those not ready and unwilling to accept reconnection to place of 'local connection'

#### Policy and process:

- People come from all over the world to sleep rough in Victoria – only 4% have a 'local connection' to Westminster and therefore are required to be rehoused by Westminster – see CHAIN data.
- The policy as regards street sleepers is to 'reconnect' them with support services in the area in which they have a 'local connection'.
- A 'local connection' is established when a street sleeper is known to WCC CAS team for 6 months.

#### Service provision:

- There are 415 bed spaces across the borough
- 18 months is the average stay in a hostel.

- There are 30 beds in Vauxhall Bridge Road for those rough sleepers excluded from everywhere else.
- WCC pays for hostel staff and premises. Individual costs are covered by benefits
- To live in a hostel you have to be able to claim housing benefit - otherwise you can't pay the rent/individual costs.
- Every 3 months (annual quarter) 60-65 people move out into accommodation – either shared accommodation or private rented – where they will receive visiting support.



### Karen Savant – Westminster City Council Hotspot team

#### Westminster City Council commissions 3 kinds of support services for rough sleepers:

1. Contact and Assessment Service (CAS) – 26 Workers  
- Get referred to, or locate, individual rough sleepers on street. Focus on engaging individual rough sleepers and reconnecting them with services.
2. Hotspot team – 3 workers (commissioned 2013) –  
Get referred to a 'problem area' rather than individuals. Coordinate all actions in the area by CAS, Home Office and City Inspectors. Hotspot team links into the CHAIN database and delivers referrals to CAS.
3. Compass team (made up of staff from St. Mungos and The Passage) – focus on really 'entrenched' rough sleepers e.g. those that have been on street for more than 6 months and really complex cases e.g. those with mental health issues, addiction issues and immigration issues. Compass team staff will keep a client on for up to 18 months.

#### Policy and process:

If someone has a 'local connection' to Westminster they can receive services and support in Westminster. Some people don't want to connect to support services even if they do have a 'local connection' to Westminster.

If someone does not have a 'local connection' to Westminster they are reconnected to their place of 'local connection'.

Some people don't want to reconnect to their place of 'local connection' i.e. return to where they came from to receive support and services.

If someone continues to rough sleep then the outreach teams will continue to try and connect/reconnect them via case workers and day centres.

If someone persists in rough sleeping despite all attempts to connect/reconnect and they are causing Anti-social behaviour in the area then other more punitive interventions may come into play e.g. local police may focus on their behaviour i.e. No begging, no drinking on street, no drug use etc. The intention is to make the choice to remain on street less desirable/untenable, and to mitigate the negative impact on the local community. Acceptance of services increases when weather gets colder. This is taken as an indicator that when things get bad enough people connect with services and suggests to some that if social support approach fails to get rough sleepers off the street then one approach to connection/reconnection is to increase the discomfort of rough sleeping to drive connection/reconnection.

### Josh Brown – The Passage

The Passage is a resource centre for homeless and vulnerable people. They help up to 200 men and women a day. The Passage provides a 40-bed hostel, Passage House, also, 16 self-contained studio flats in Montfort House with on site support staff on site that specialise in helping very long term rough sleepers.

The Passage is a charitable organization that is funded 33% from statutory sources; the rest comes from donations from individuals, church organisations, charitable trusts and companies.

Those receiving support from The Passage can do so for up to 21 days after which time they are hoped to be supported into Shared Housing (Hostel) or private rented housing. In reality this process can take between 3-8 weeks. After receiving 21 days support from The Passage clients can access a further 21 days support from a night centre.

#### Hostels have rules:

- No drug or alcohol use on the premises (although there are some 'wet houses' where alcohol use is tolerated within controlled limits).
- No violence against other clients or staff.
- No visits after hours.
- Payment of service charge (from benefits)

Private rented accommodation is often of a poor standard despite charging premium rates to tenants through council benefit claims. Required support (mental health, drug rehabilitation) that is supposed to be provided to people in private rented accommodation is often inadequate. Private rented accommodation is often dislocated from tenants support networks resulting in isolation and inability to cope. Vulnerable tenants in private rented accommodation often return to the street as a consequence of this isolation and lack of adequate support.

#### Rough sleeper categorisation (personas):

Substance misuse issues – 35%

Alcohol misuse issues – 28%

Mental health issues – 45%

### Mike Smith – One Big Family

One Big Family (OBF) is a charitable organisation that provides informal support to rough sleepers in the VBID area. Groups of 5-6 volunteers go out in a van and engage with 60-70 rough sleepers per night. OBF gives out:

- Sleeping bags
- Toiletries
- Food
- Conversation/support service advice (The Pavement magazine)

OBF also engages in fund raising activities.

#### **Rough sleeper categorisation (personas):**

- Ex-offenders – absence of bail hostels means people end up on street.
- Lost family/relationships

#### **OBF recognises that there are some for whom other services are not available/viable:**

- Lost accommodation linked to e.g. ASB/Non-payment
- Addiction (Spice)
- “some people don’t want to mix”
- “some people get banned from Connections and The Passage”
- When banned from other services OBF sometime refer rough sleepers to West London Day Centre.

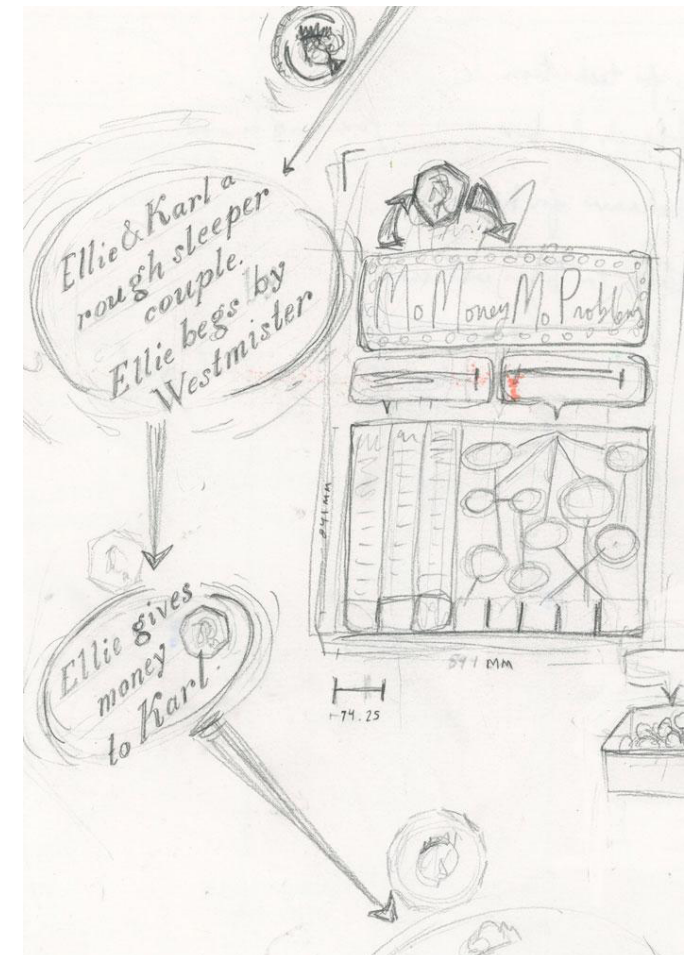
OBF states that “WCC are against OBF as they are seen as supporting the choice to continue to sleep rough”.

OBF engaged in a ‘Soup Kitchen Forum’ with other similar informal service providers. A ‘code of conduct’ was drawn up. OBF visit VBID area on a Wednesday between 9-10.30 pm. They start off underneath a building in Bridge Place and then head up to McDonald’s in Cathedral Piazza. They always clean up after themselves.



## CSM stakeholder feedback

Supported by tutors and research staff, students drew upon the insights provided at the briefing, further desk research and stakeholder conversations to develop posters that would help others to 'get smart quick' about the issues of rough sleeping in the VBID area. Victoria police ward officers visited the CSM design studios to further support the students in their research and mid-way through the project, police and staff from St Mungo's returned to offer feedback to the students on their work as it developed.



Hannah Bottino sketches for VGIVE Platform

## Open exhibition and team sign up

The BA Graphics students' visualisations of the research insights were presented to people that live, work and visit the VBID area as a public poster exhibition. The exhibition was held in the gardens of The Hinsley Room at the rear of Westminster Cathedral. The exhibition shared the research insights to inspire the public to sign up to collaborate in addressing the four briefs developed by stakeholders in the brief development workshop.

The event was attended by approximately 45 people. People signed up and expressed particular interest across three out of the four co-defined briefs- these being the Spatial brief, the Cashless Giving brief and the System-change brief. These briefs in-turn defined the three design teams which formed between Victoria locals who had signed up to respective briefs, and Central Saint Martins Designers, who helped visualise develop the proposals which emerged from the co-design workshop held at Victoria Apollo in June 2017.





## 9. Develop





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## 9. Develop

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### Summary

A design team of 10 graduate designers were recruited to work with the researchers and collaborating stakeholders to co-develop responses to the four co-designed briefs.

The design team was multi-disciplinary including architects, communication designers, service designers and spatial/event designers. This mix of specialisms was selected to meet the different requirements of the briefs which called for spatial interventions as well as service and system responses.

The design team was briefed by the researchers and conducted their own site visits and research. The designers were introduced to the stakeholder groups that had signed up to collaborate on the briefs. First the designers met with the stakeholders one at a time and face to face to hear their interpretation of the brief and their ideas and proposals in response. The designers built upon these contributions with their own research with guidance from the research team. The designers and also worked with the research team to design a workshop that could bring together the stakeholders to work together to co-design proposals in response to the briefs.



## Co-design workshop

The open co-design workshop was hosted thanks to venue provision at Victoria's Apollo Theatre on the 08th June 2017. Approximately 35 people took part, comprising a selection of local residents, businesses, street population support charities, service users of The Passage, Met Police, TfL, plus the CSM design team, researchers and VBID staff.

The three briefs selected through Pledge and Nominate process at the Open Exhibition and Team sign up (8.4.3) were each allocated a design table within the workshop.

The respective brief themes were:

- Spatial and Community
- Cashless Giving
- System Change

Members of the design team facilitated each of the design tables and the workshop participants were all invited to rotate through activities at each of the design tables.

Participants were able to use visual and verbal methods to share their own ideas and insights, and reflect on those design ideas of others, specifically in regard to respective the brief they were addressing.

The design team were thus equipped with a wide range of critical and creative inputs from the participants, which would directly inform the concept proposals subsequently worked up at CSM.



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## Concept development

Supervised by Design Against Crime design researchers, the CSM design team used the outputs of the open co-design workshop to drive development of concepts and options on detailing for the designs, which are set out in Section 2 and Section 10 of this report.

The design team worked in three distinct groups to tackle the three different brief topics but frequently came back together to critique each other's progress and ensure coherence and quality between the approaches under development.

The development process followed a reliable and established iterative design methodology . The designs responding to each of the three briefs were respectively passed through multiple iterations of the discover-define-develop-deliver process, at a micro scale, in order to critique and refine design each response as it evolved.

The proposals developed to defined concept stage now offer a set of options to review for pilot development and implementation - through designs for system change; designs for cashless giving and designs for improved spatial and community opportunities.

The designs considered to offer the strongest and most immediate benefit and opportunities to pilot are highlighted in Section 2 of this report. The full set of design options are located to follow in Section 10 of this report.

## 10. Deliver





## 10. Deliver

### Summary

The project outputs include a number of components:

- The recommended design proposals in Section 2 of this report.
- The wider pool of design proposals in Section 10 of the report.
- Presentation materials, as presented to the Victoria Safe and Secure Steering Group (September 2017) and additional variations and options summary documents supplied to VBID.
- This report, describing the wider project, related activities and outputs.



VGIVE, an integrated system

## VGIVE Platform and activity programming

The VGIVE platform is VBID's home of opportunities and activities stemming from this project and seeks to enable connected responses to redress challenges and stimulate positive change in new ways for the area.

### **The platform:**

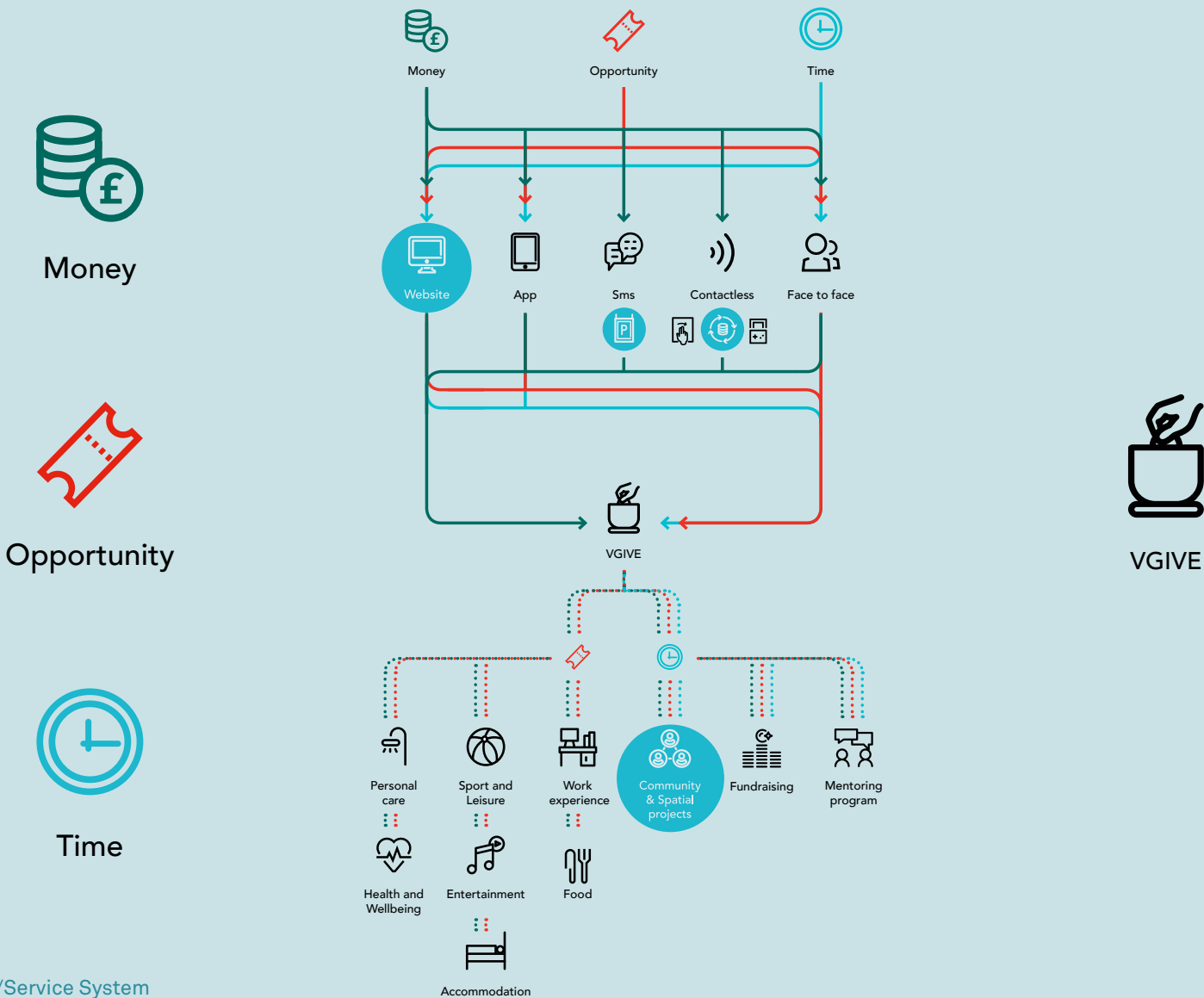
- Principally increases chances for people to give in different ways, and to get involved in Victoria without relying on cash and in collaboration with existing structures and good-will that is already evidenced in the area.
- Is hosted across web and mobile devices, in order to support giving plus activities, programming and spatial initiatives in the VBID area.
- Is designed to work well for highly diverse demographic profiles, as are reflected in the Victoria area.
- Brings together multiple options for local businesses and residents who expressed interest to give either money, opportunities or time, in ways which benefit both people based in Victoria and those needing to get reconnected to services elsewhere.

It facilitates three kinds of giving, defined following the interviews and research in the Victoria area, conducted for this project. These are:

- Giving Money
- Giving Opportunity
- Giving Time

These are described further, in sections 10.1.1 to 10.1.3, below.

A prototype of the platform incorporating sample sections and sample functionality, can be viewed online at: <https://xd.adobe.com/view/7bf888c5-3a17-40c6-b5df-89b8600c63cc>





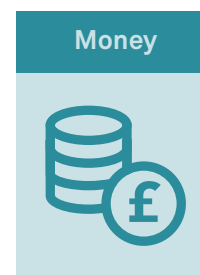
## Giving Money

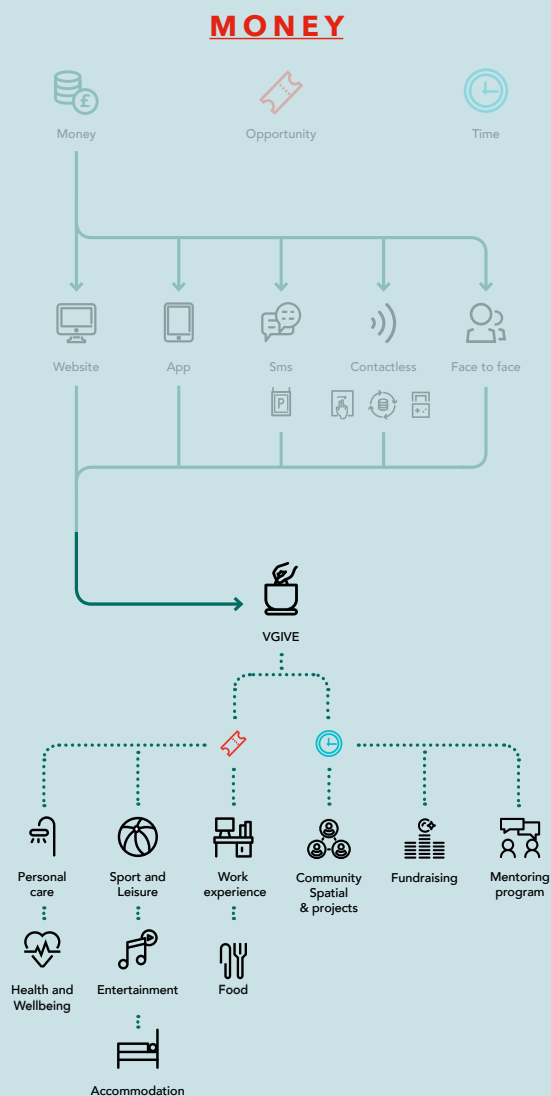
The Giving Money section of the VGIVE platform is designed to make it easier and more attractive for Victoria locals to give cashlessly. Also, for those who need financial support for example, via The Passage and/or St Mungo's, to be able access that support without stigmatisation.

It provides a trusted and locally-serving scheme to support charities and Victoria/Westminster based organisations involved in supporting homeless and begging communities out of current difficulties and into situations which work better for them and for those around them.

VGIVE Members are provided with a VGIVE card that can be used to purchase local goods and services at a discounted rate. VGIVE members have a choice as to whether they keep their discounts for themselves, or donate them or share them with other VGIVE members. VGIVE cards can be topped-up online. VGIVE cards can be credited by the cardholder or by donation. Users of homeless support services can get their cards topped up by the local support services they engage with. Local workers may have their cards credited by their employers.

The same card type is issued to all VGIVE members, whether they are Victoria residents, local employees, or are part of the supported street population. The difference is simply in how the card is used and credited.





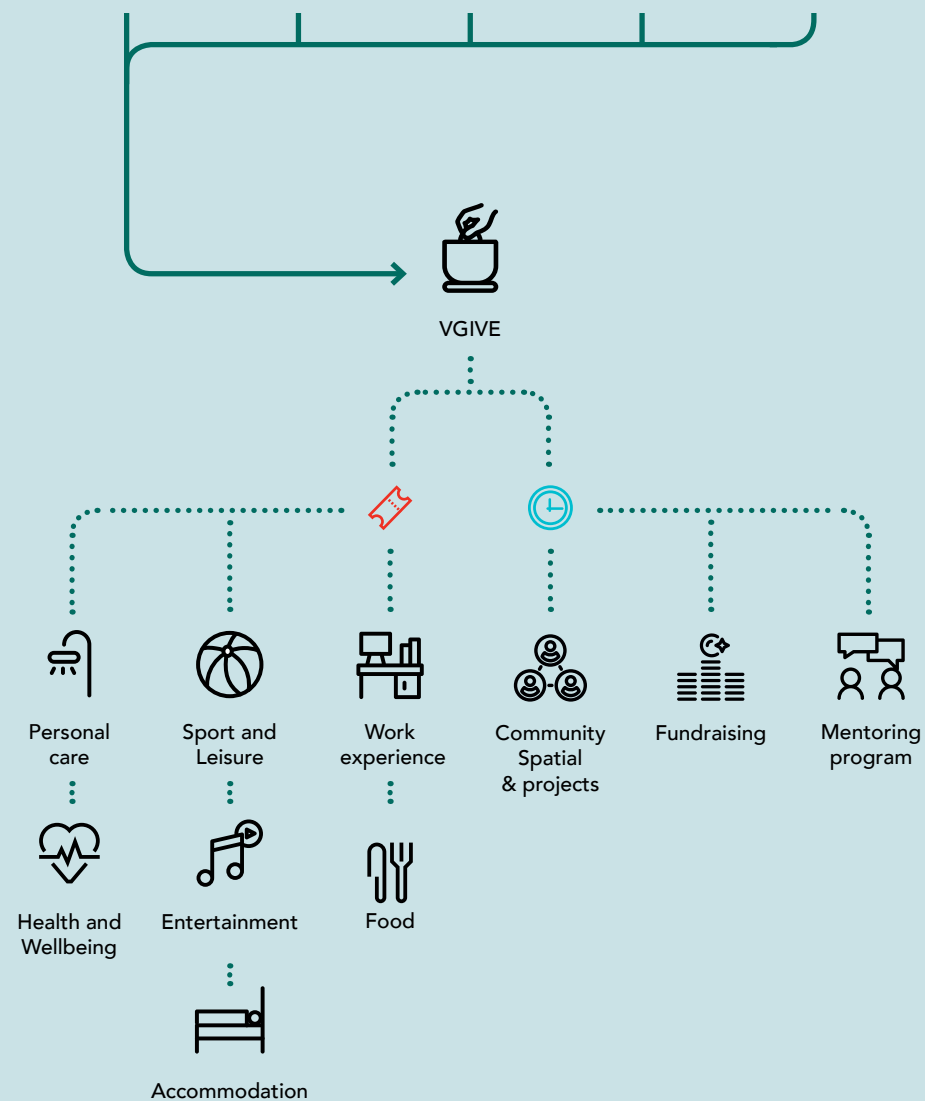
## VGIVE fund

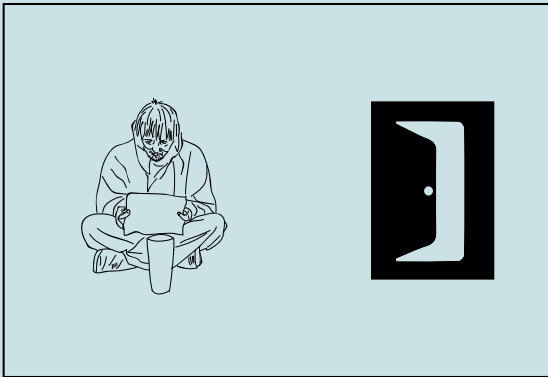
All donations collected in the Victoria hotspots are directed to the VGIVE fund.

## Outputs

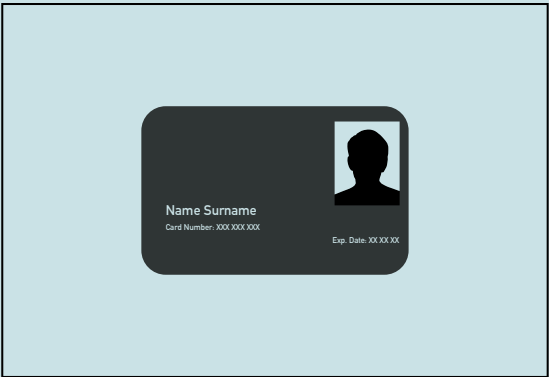
Opportunities and activities financed by the VGIVE fund.

Possible collaboration between VGIVE scheme and existing VBID business card. VBID business member pays for lunch in local shop with VGIVE card and donates small amount automatically to local homeless charity supporting accommodation, food, health care and educational activities. VBID card owner can choose which category his/her donation will be allocated to.

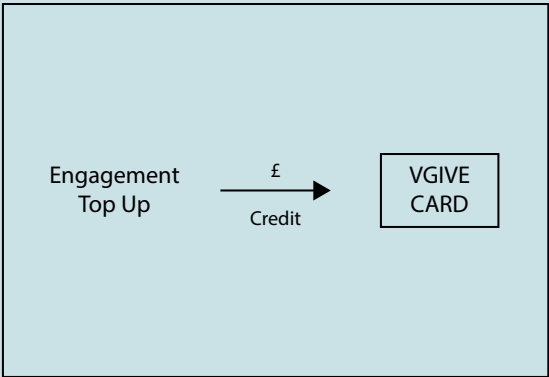




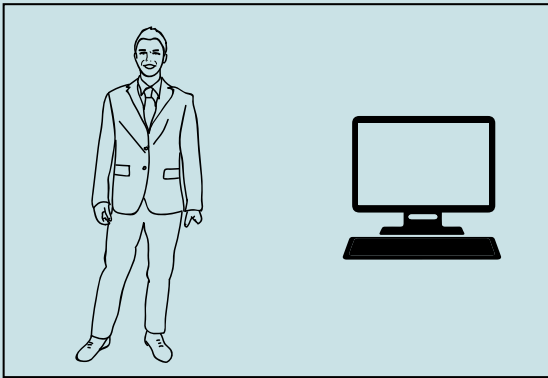
Registration at the Passage (Rough Sleepers)



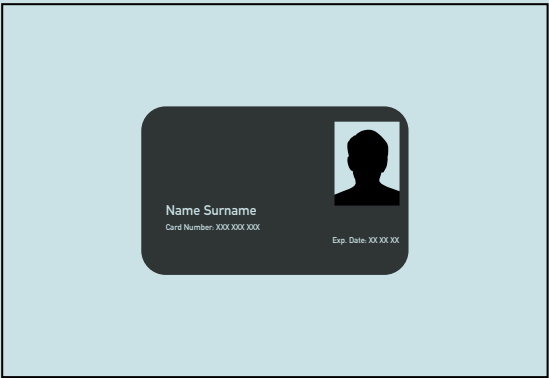
VGIVE Membership Card



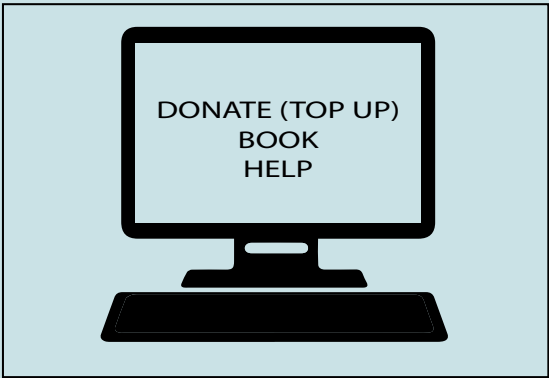
Functionality of VGIVE Card (Rough Sleepers)



Online Registration

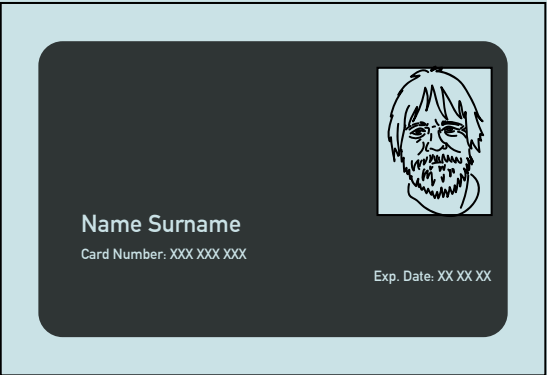


VGIVE Membership Card



Functionality of VGIVE Card

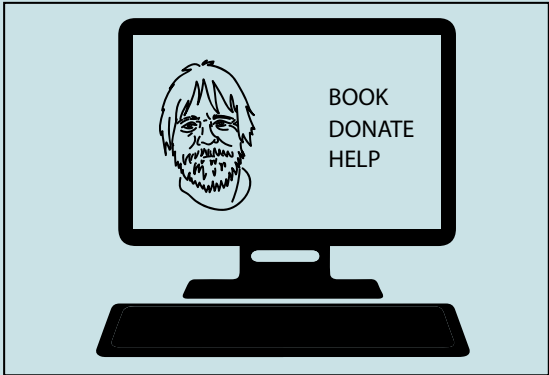




Registered VGive User



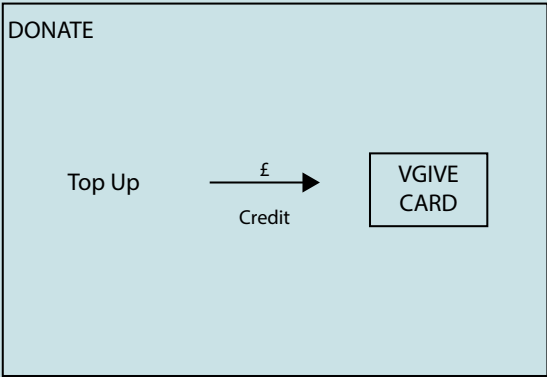
Profile Creation



Profile online: 3 Options



BOOK: Meet with Service User



DONATE: Credit for VGive Card



HELP: Help Service User

## Giving Opportunity

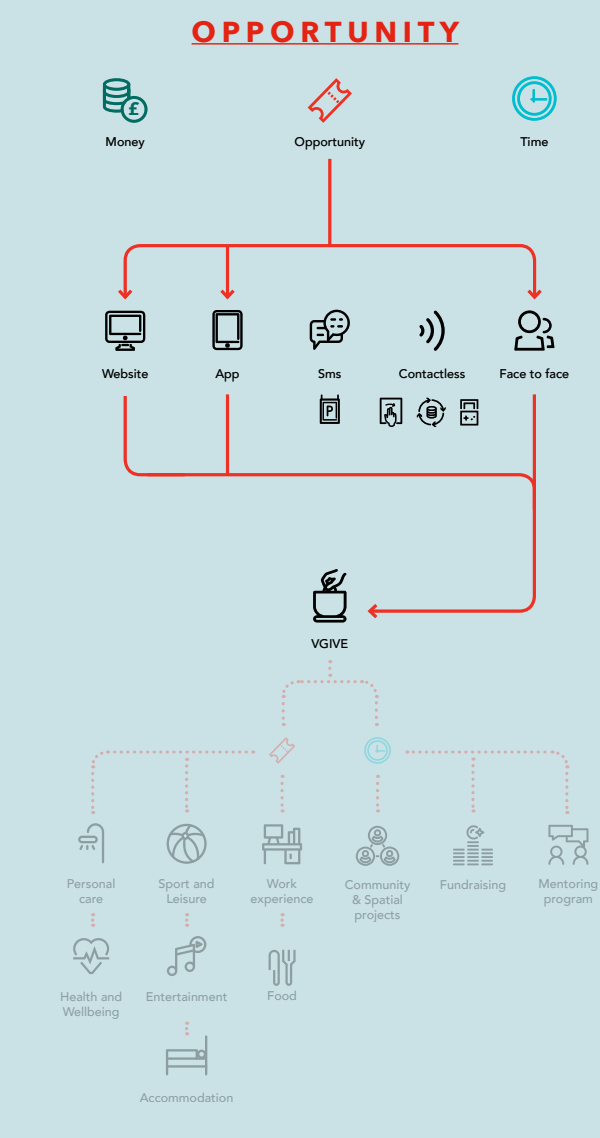
The Giving Opportunity section of the VGIVE platform invites people to:

- Promote existing community-serving events and initiatives, which are intended to benefit Victoria residents, businesses/ employees and members of the street populations and supporting organisations;
- Submit ideas for new community-serving initiatives;
- Express interest to collaborate, or join with others in forming new opportunities or programmed activities.

VGIVE members can use the VGIVE platform to offer or access opportunities within the VGIVE area. Opportunities may include training, mentoring, work experience or access to other local services either donated or paid for by VGIVE members.

### Opportunity





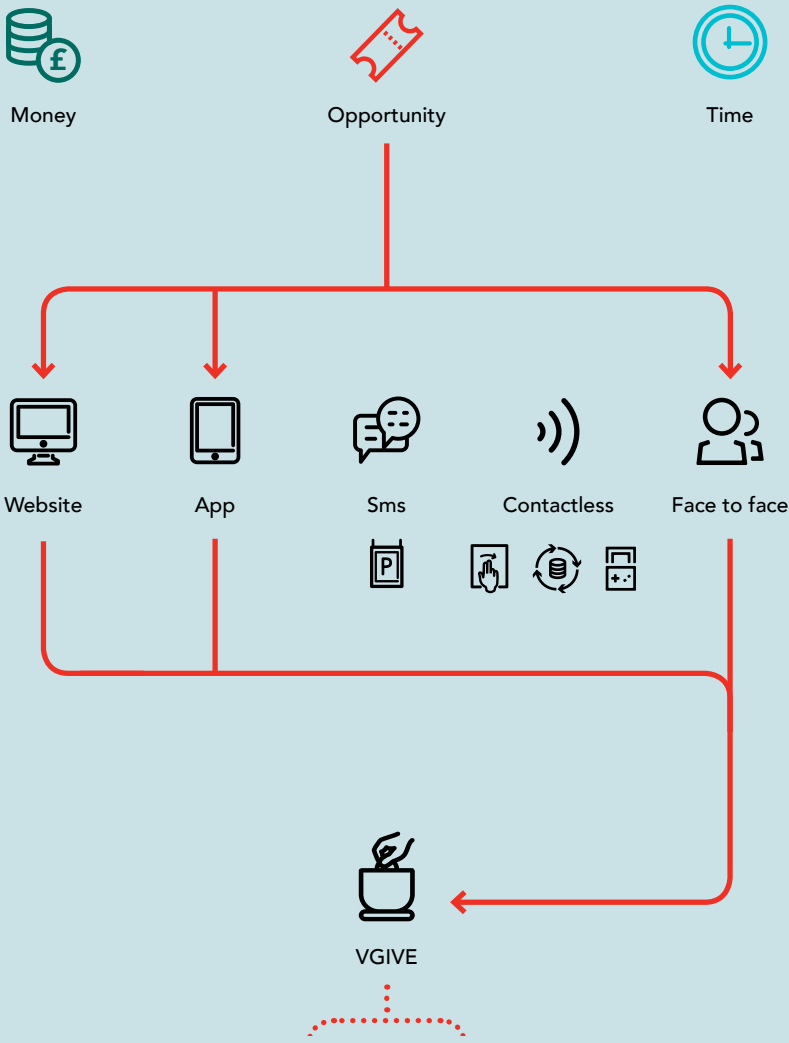
**What**

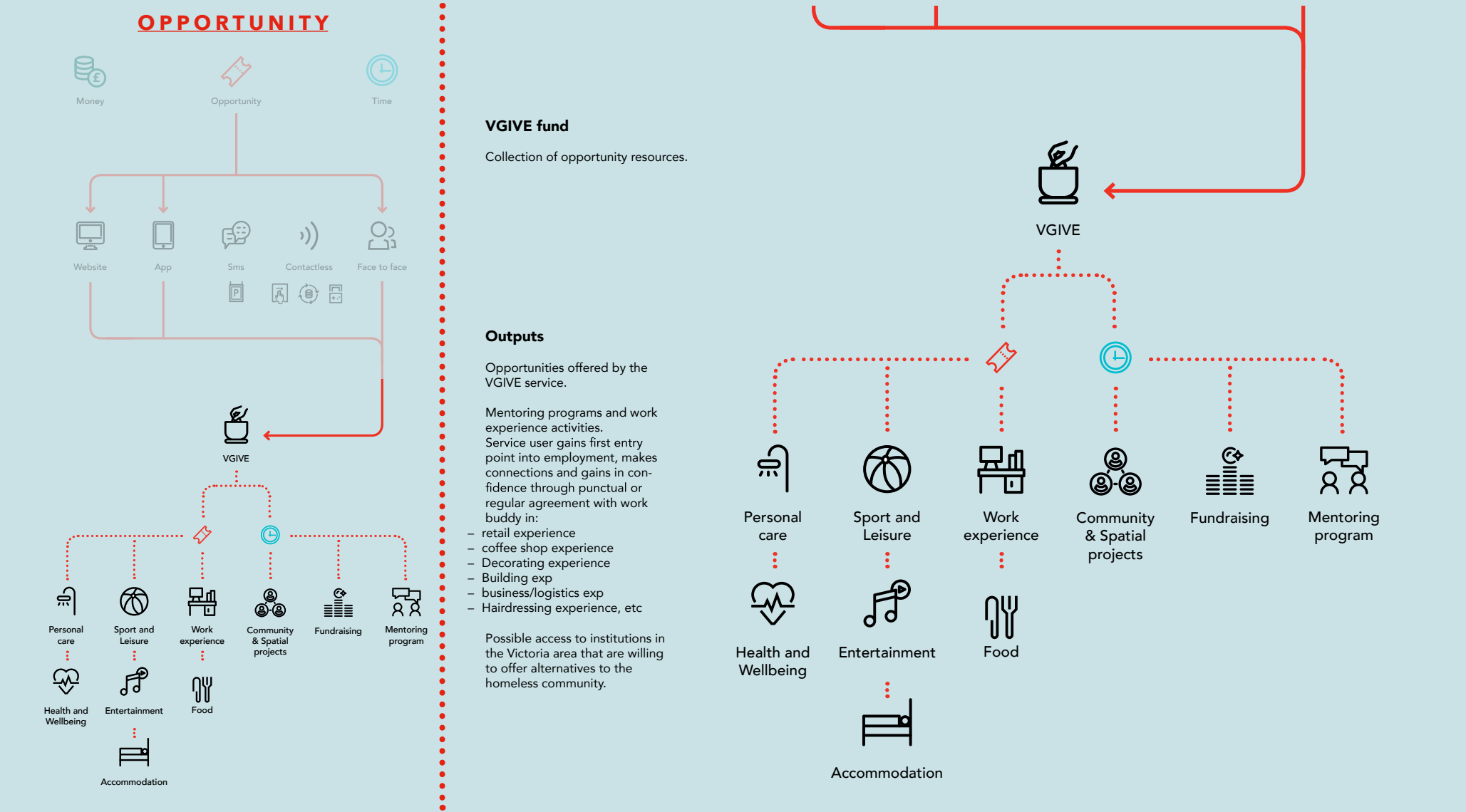
Giving opportunities to the homeless community.

- How**
- Website/app, online platform, with information for the service user interested in providing activities and business opportunities in various fields of interest
  - Face to face contact between service facilitator and individuals from the homeless community

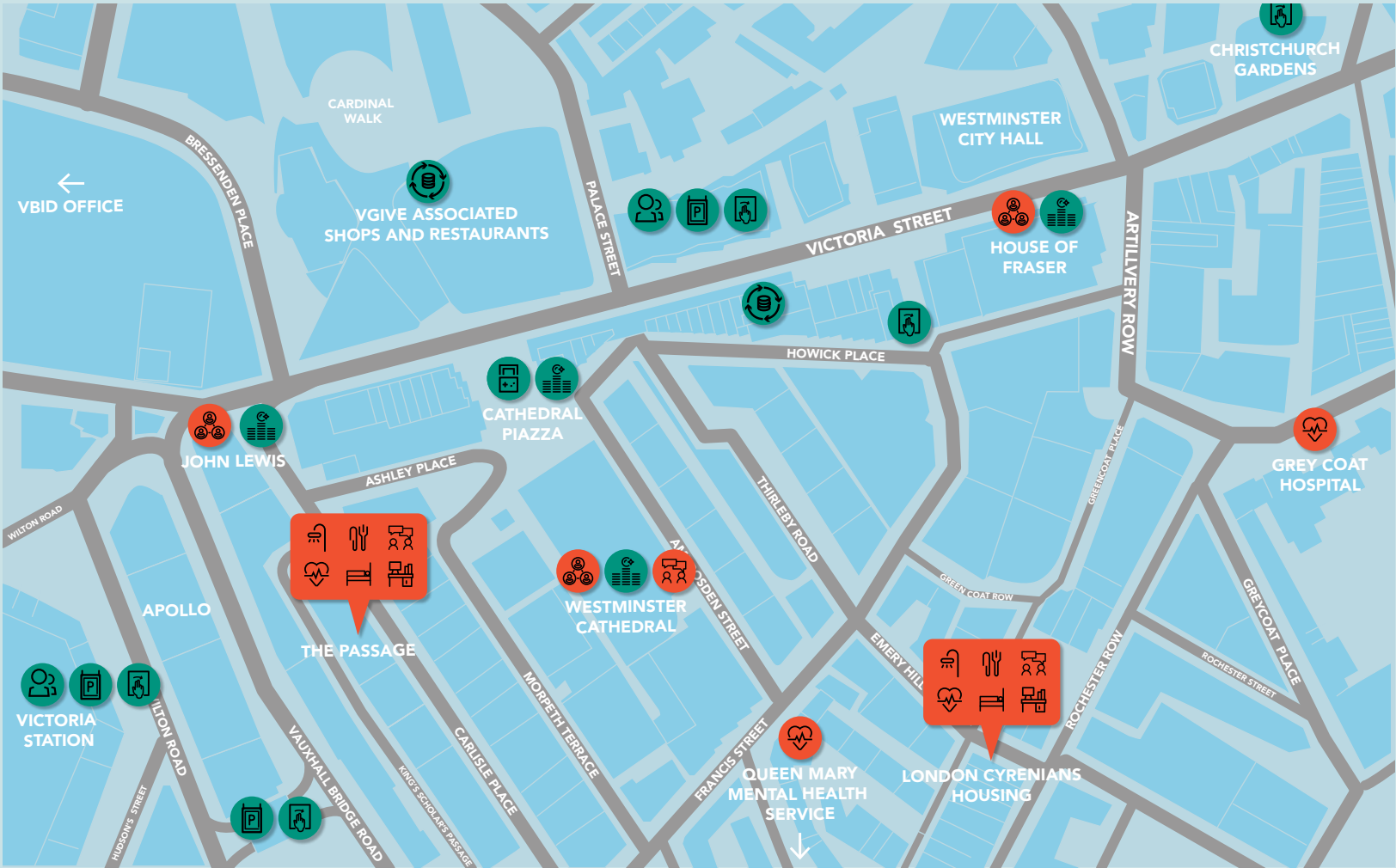
**VGIVE fund**

Collection of opportunity resources.



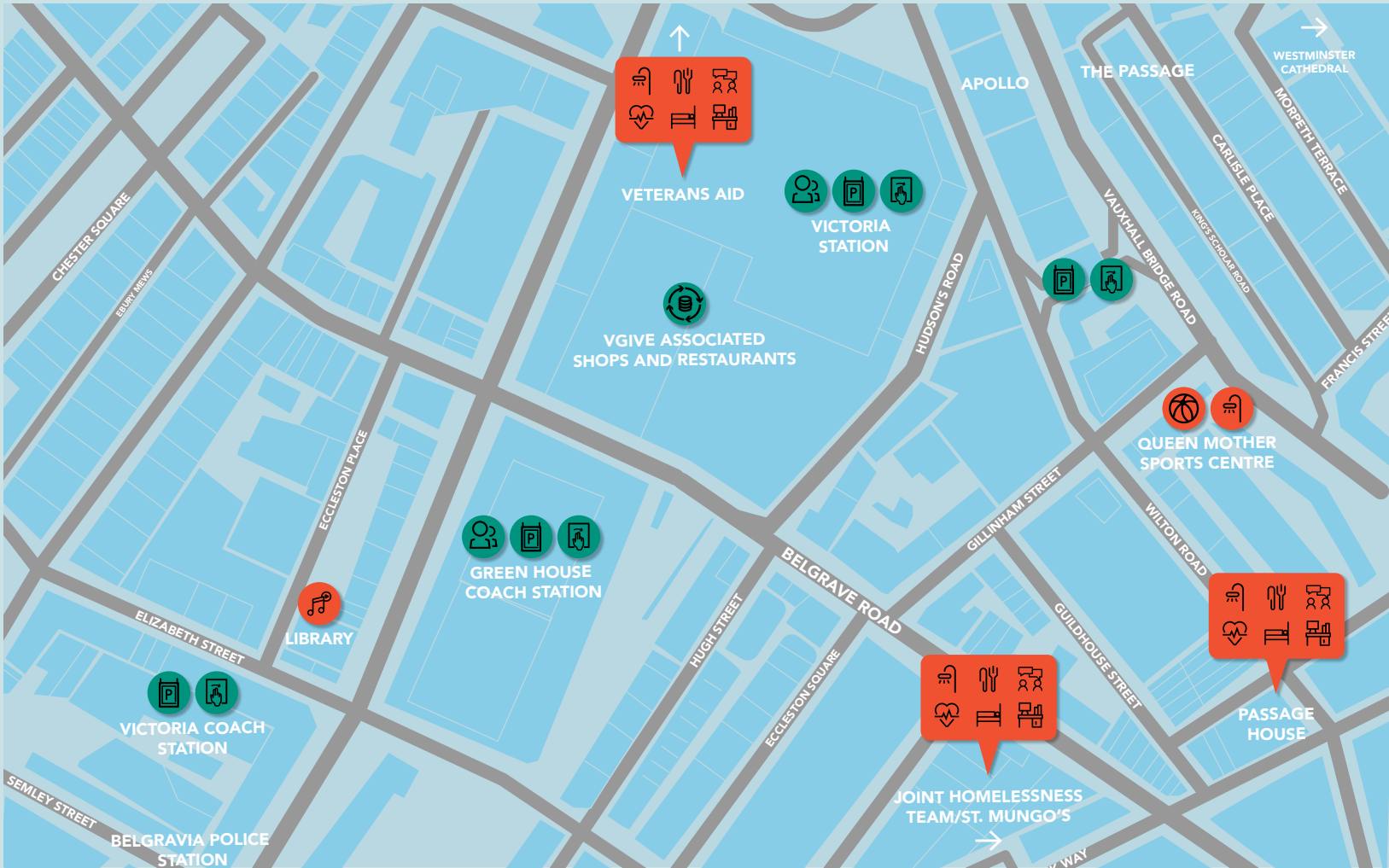






● INPUT: Money      ● OUTPUT: Opportunities

VGIVE Service System - Opportunity site locations

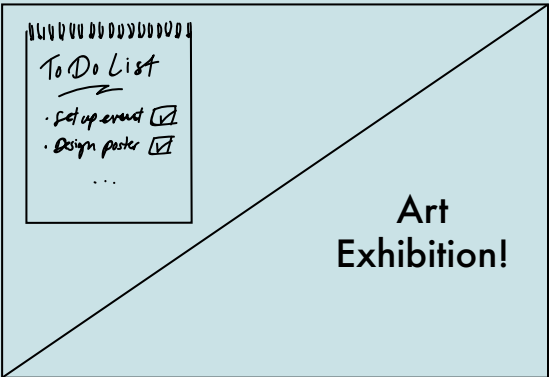


● INPUT: Money      ● OUTPUT: Opportunities

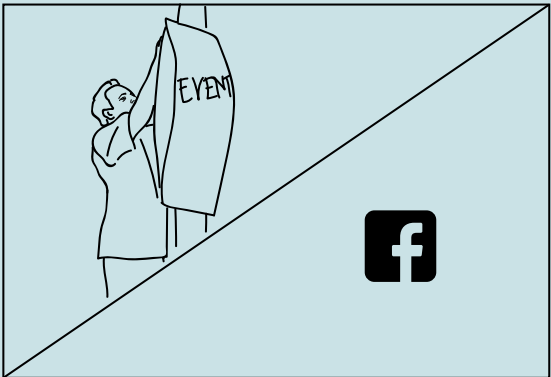
VGIVE Service System - Opportunity site locations



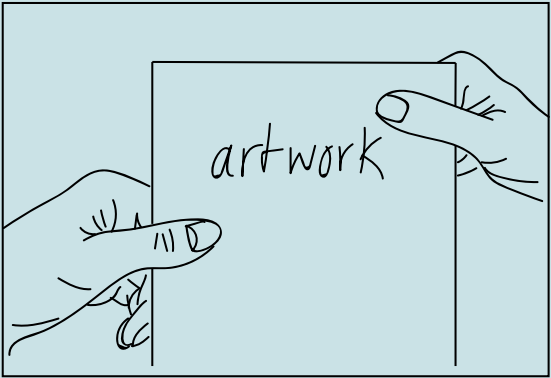
Service Providers group together



Preparation of the event (art exhibition)



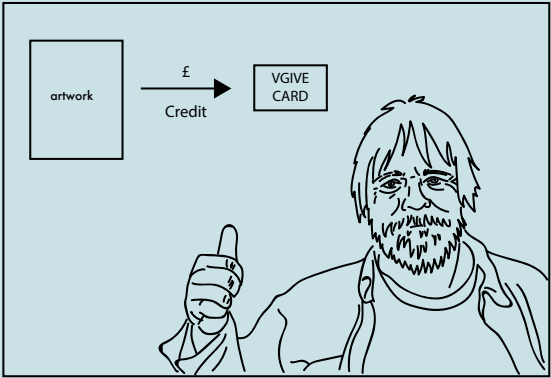
Event promotion (posters and social media)



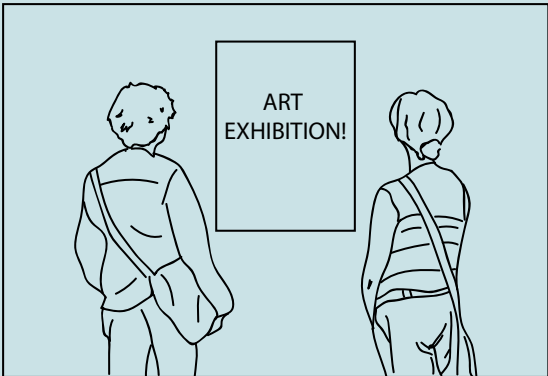
Receipt of artworks



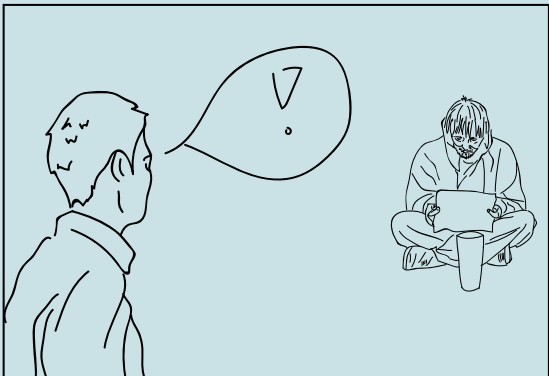
Event (art exhibition)



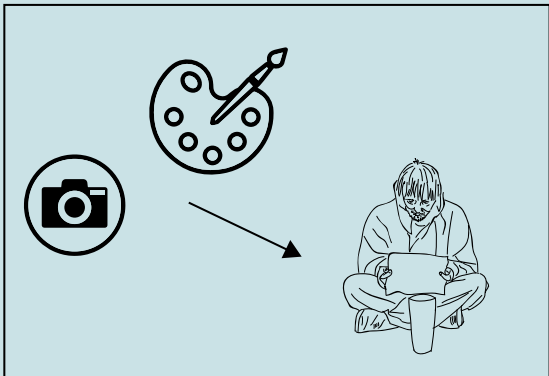
VGive credit for engagement (artwork)



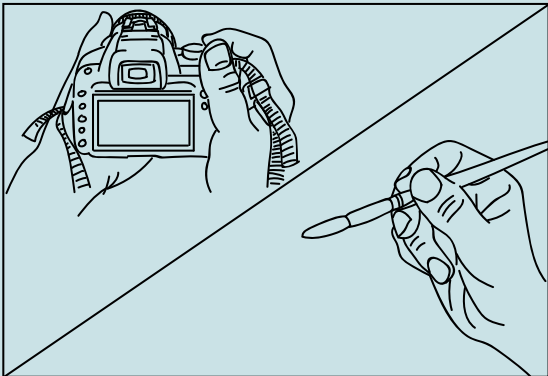
Event Promotion: Attract the public's attention



Contacting rough sleepers



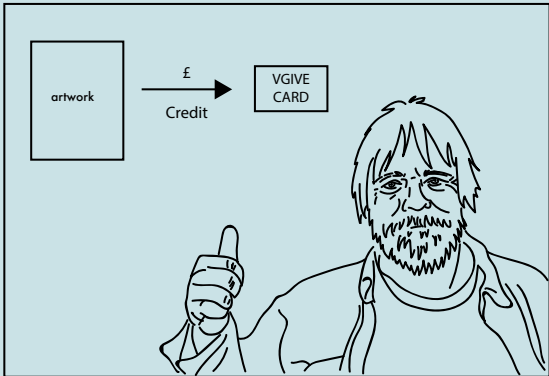
Involvement of rough sleepers in the event (exhibition)



Creation of artworks



Event (art exhibition)



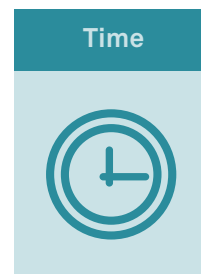
VGive credit for engagement (artwork)

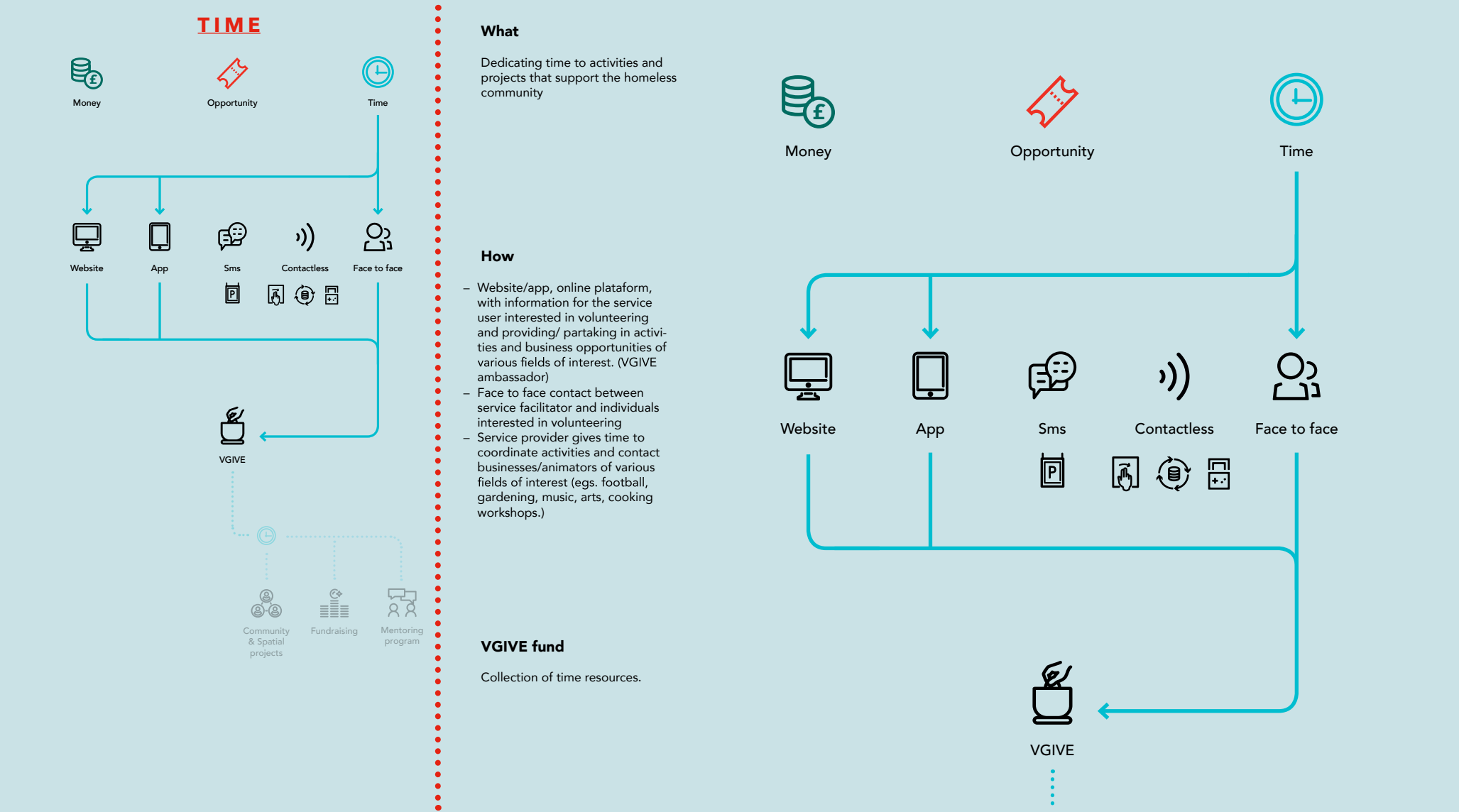


## Giving Time

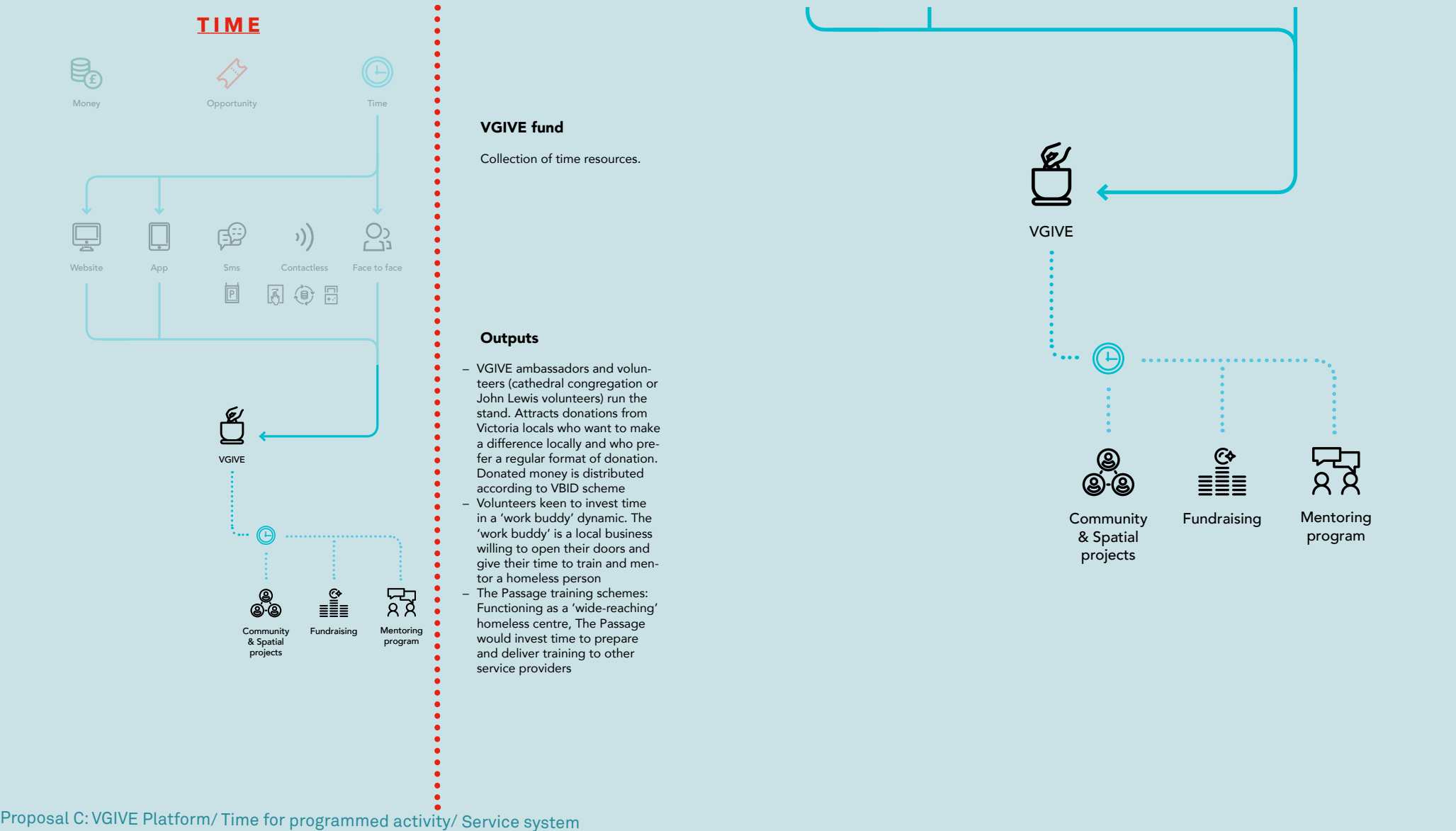
The Giving Time section of the VGIVE platform, brings together all the opportunities listed above and others already in place, in order to better coordinate chances for individuals, organisations or groups of employees or residents to volunteer their time, to help serve initiatives that will benefit the area.

VGIVE members can use the VGIVE platform to propose or join local community events and activities. In this way VGIVE members can give their time to volunteering (e.g. to support community events, gardening, street clean-ups, information leaflet delivery), mentoring and fundraising activities and more.





Proposal C: VGIVE Platform/ Time for programmed activity/ Service system



Cashless Giving

The VGIVE cashless giving proposals are designed to help establish a new culture and new opportunities in Victoria for how and what people give. Each proposal a public presence to makes it easier and more ordinary for different people in Victoria to give something without giving cash.

Whilst many of us have, at some point given cash to people begging on street, not everyone knows it is illegal. Indeed, diverse stakeholders consulted during the Social Safer Victoria research, suggest that cash given to individuals who are begging has no transparency or certainty over whether it will benefit the recipients at all. There are indications that cash given on street to people who are begging frequently funds alcohol habits, drug habits, or else may go to those operating illegal trades, rather than the on-street recipient.

Meanwhile, opportunities available to give through many charities who support on-street populations, do not give us any guarantee that money we give will serve people in our area.

VGIVE cashless giving is about promoting easy ways of giving without cash, as part of the VGIVE platform and network of initiatives; it is about ensuring that money given serves local needs; and it is about boosting transparency in how money we give is used.

Proposal B1	Proposal B2	Proposal B3
Interactive Posters	VGIVE Loyalty Scheme	Site-based Donation Games

‘Brief B’ Proposals: Cashless Giving



## Interactive Giving Posters

The interactive VGIVE posters are designed to be sited at key points which are en-route for Victoria commuters and visitors, to make it quick, simple and fun for them to give.

The VGIVE posters build upon a growing precedent and successes among not-for-profit organisations to maximize strong communication design combined with technological advances, to allow people to donate small sums from their cards or contactless mobile devices, whilst out and about.

Recent examples include:

- Broadmead Bristol BID donation points, in collaboration with Bristol-based homeless charities, linked to the Safer Off the Streets initiative – see <https://www.fundsurfer.com/project/bristol-rough-sleeping-partnership>
- Cancer Research shop window giving points, in collaboration with ClearChannel and MediaCom – see <http://www.clearchannel.co.uk/clear-channel-partners-with-cancer-research-uk-and-mediacom-to-bring-contactless-giving-to-shop-windows>
- InLinkUK / BT free charging, wifi, calling and information points, Southwark, London – see #InLinkingLondon and <http://www.inlinkuk.com>

The first pilot VGIVE interactive poster point can be integrated within the Access and Display Cases (see Proposal A1). Subsequent installations, located at bus stops, in shop-fronts and as stand-alone poster or information points (e.g. around the bus or train stations), will be near those locations known for begging in Victoria, to give clear and beneficial alternatives when people might otherwise be asked to give cash.

The design example shown in [figs XX – XY], depicts a responsive configuration, allowing both those wishing to donate funds and those wishing to get support, to interact with the poster points.

The funds collected through each giving poster will go to the VGIVE fund, to be distributed between support given by local charities supporting the street populations, including as funds onto VGIVE cards used by service users, as well as towards other VGIVE activities, such as the spatial interventions.



Building on Bristol Precedents



Interactive giving poster/screen

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## Loyalty scheme/EPOS

The VGIVE loyalty scheme provides every VGIVE member with a contactless electronic point of sale (EPOS)-linked card. The scheme is designed to equip VGIVE givers and VGIVE recipients (e.g. service users from The Passage and St. Mungo's) indiscriminately. Each card is linked to a specific user and can only be used with their own VGIVE platform account. For VBID members, this one card serves both purposes. For members of The Passage.

When people who live or work in the Victoria area use their VGIVE card in shops and cafes, they opt to give some or all of their loyalty reward from each purchase back to the central VGIVE fund. Preferences to set this giving, for e.g. at 50% or 100%, are managed through the VGIVE platform online (ref: VGIVE online prototype at <https://xd.adobe.com/view/7bf888c5-3a17-40c6-b5df-89b8600c63cc/>)

Recipients of funds through the VGIVE scheme - as allocated through The Passage, for example - can use the card in any participating store to buy their food, groceries and other essentials. The partnering administrator such as The Passage, can monitor and if necessary set relevant purchase limits on articles such as alcohol and tobacco.

## Loyalty scheme/EPOS



Proposal B2/ V-GIVE Loyalty Scheme/ Merchandise Campaign

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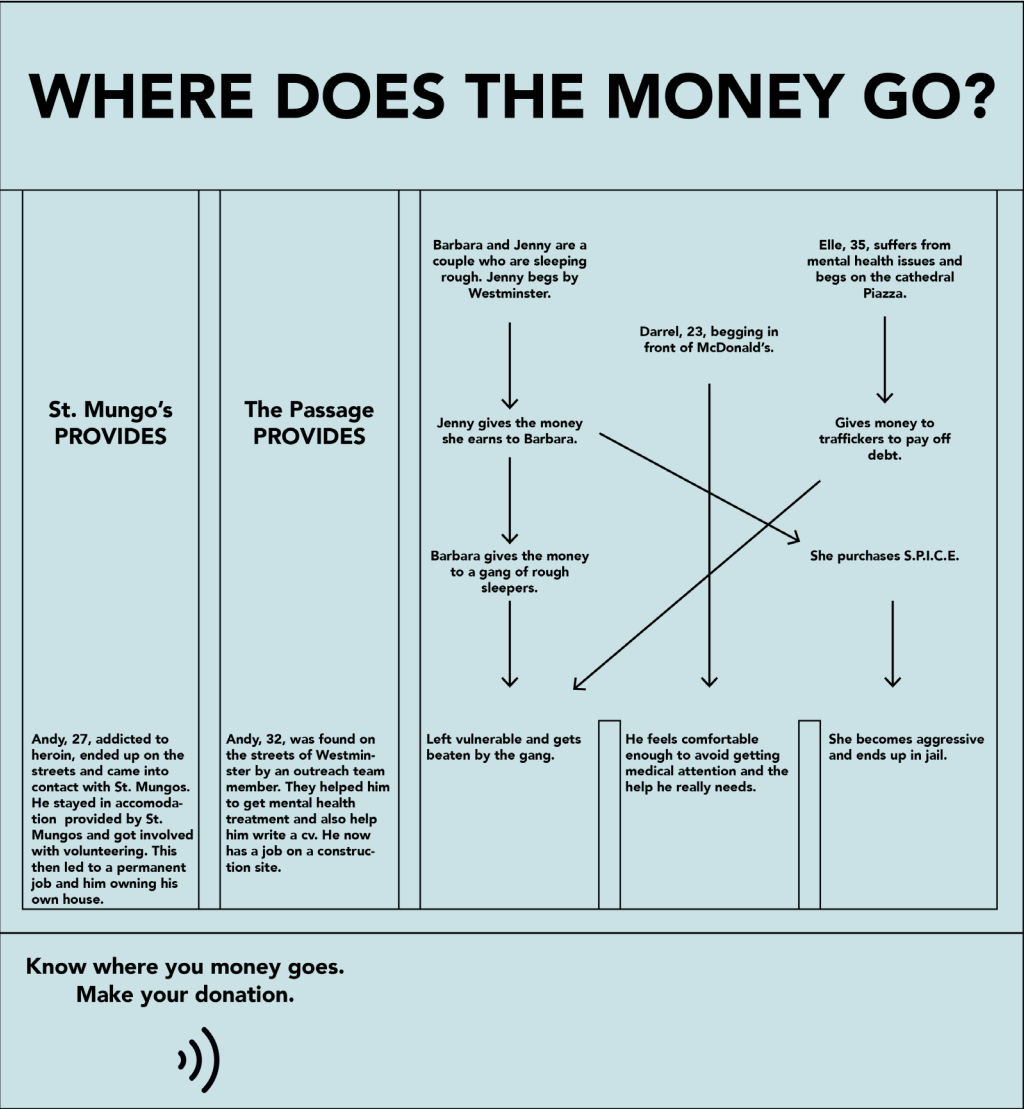
## Site based donation games

The VGIVE donation games bring an updated, informative and playful twenty first century twist upon ever-popular coin donation boxes found in retail areas and visitor centres.

They are particularly well suited to gathering areas and points where diverse Victoria publics meet, relax, or wait – such as at Cardinal Place, Nova Victoria and at Victoria’s train and bus stations.

The interpretive example shown is designed as a donate-to-play cashless derivative of pin-ball and chance-based game machines. In this case, each slot in the box which the ball may drop through, leads to a different scenario that reflect some of the differences between giving money on street, compared to giving money to an institution dedicated to helping the Victoria homeless community. The game aims to raise awareness of the negative effects of giving to beggars. Meanwhile with each ‘play’ the game generates income for the VGIVE fund to be distributed across VGIVE administrative partners (e.g. The Passage) and VGIVE community and spatial projects.



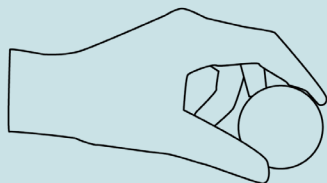


PUBLIC / ON-STREET LOCATIONS

Each slot in the box proposes a different scenario outcome that depends on whether money is given to beggars on the street or donated to an institution dedicated to helping the homeless community.

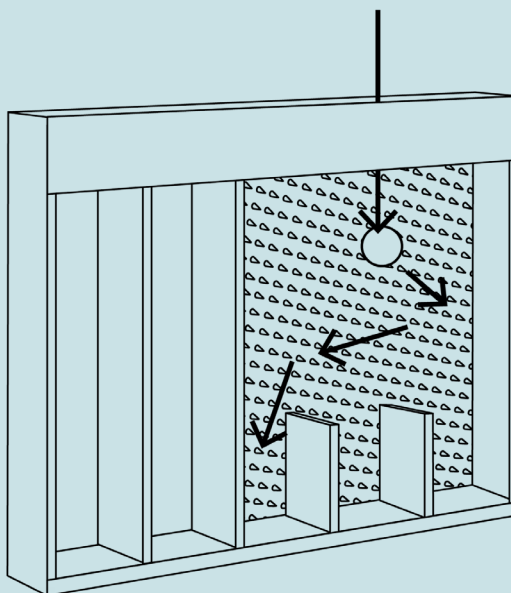
The game aims to raise awareness of the negative effects of giving to beggars.

1



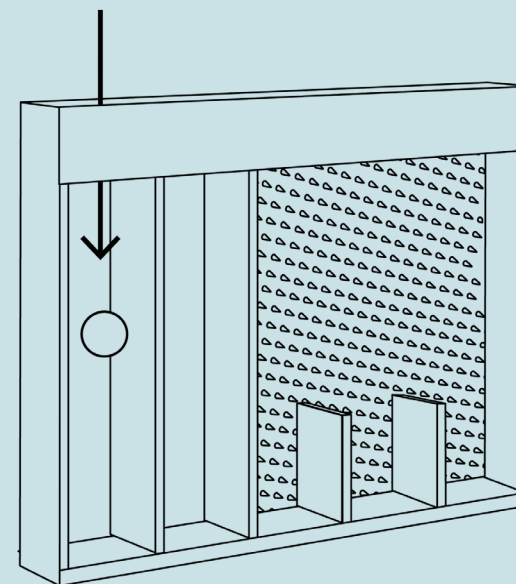
User chooses where to drop the ball.

2



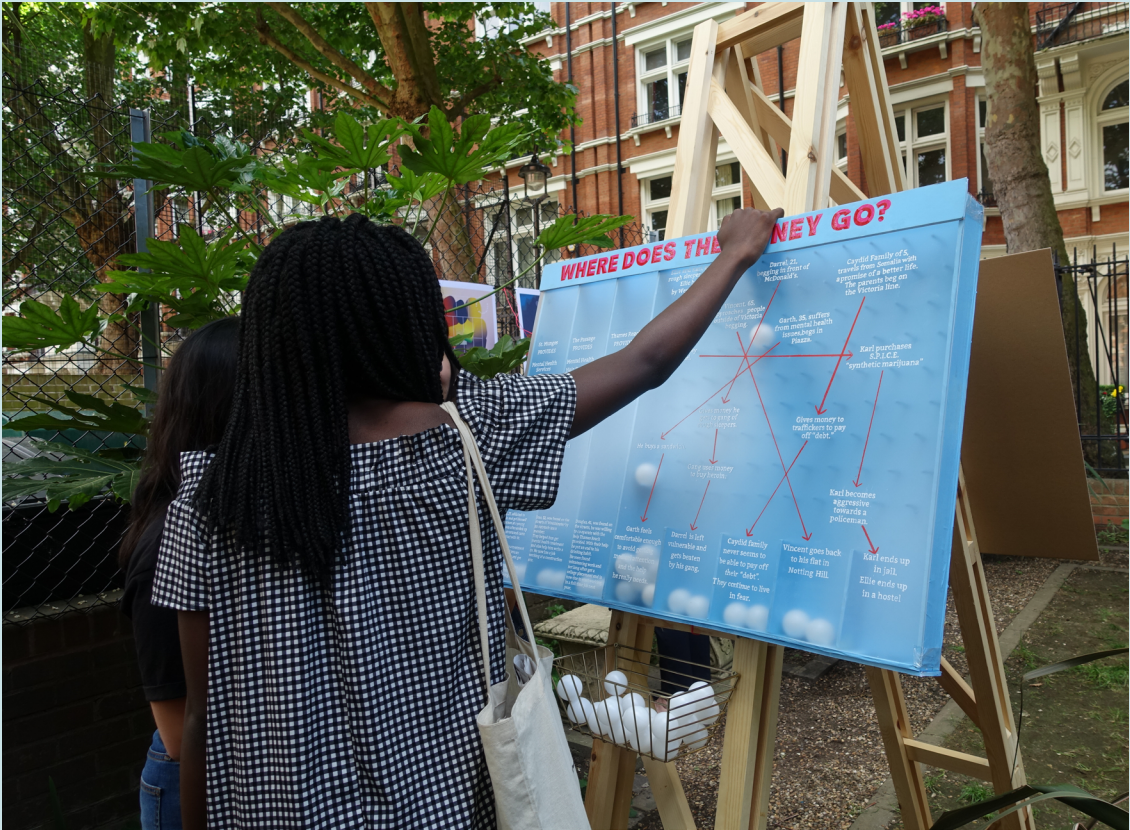
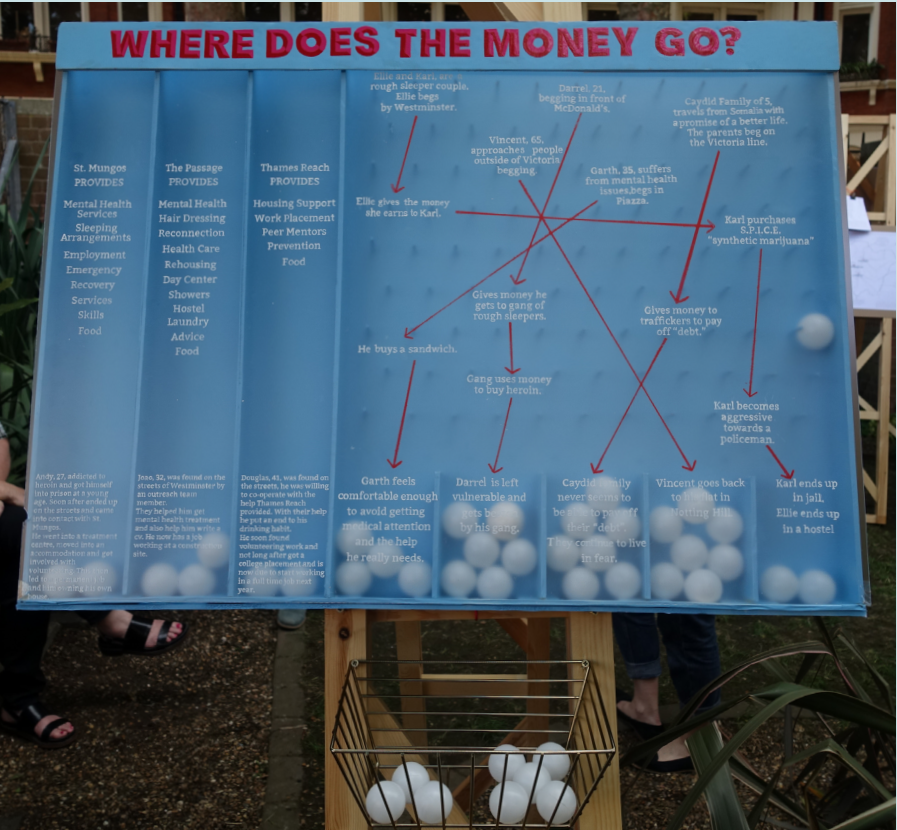
Ball moves randomly through the box and ends up in an unpredictable slot.

3



If the ball is dropped in the two first slots, you are told clearly where your money goes. The game also allows for contactless donations.





Sketch prototype created by CSM BA Graphic Communication Design students for SOCIAL SAFER VICTORIA public exhibition, 24 May 2017.

Spatial Interventions and Programming

The spatial intervention proposals have been developed as integral to the VGIVE local platform. They address the challenges presented by rough sleeping and anti-social behaviour in the locations of Cathedral Piazza and Christchurch Gardens by applying crime prevention through environmental design principles (CPTED), particularly the principle of ‘activity support’. The spatial intervention proposals remove opportunities for rough sleeping at the same time as creating opportunities for community activities. though the principles may be transferable to other sites. No specific spatial interventions were proposed for Howick Place and Apollo Island though these sites will benefit from the impacts of the VBID platform and cashless giving interventions. Each of the designs that follow:

- Respond to the desires and ideas of Victoria businesses and residents shared during the co-development workshops.
- Create opportunities for Victoria-based communities to participate in community projects.
- Can be programmed (time), piloted (opportunity) and part-funded (money) through the VGIVE platform with participation promoted via VBID’s networks of members.

Proposal A1	Proposal A2	Proposal A3
Access & Display Cases	Playful Activation	Modular & Mobile
Proposal A4	Proposal A5	Proposal A6
Wayfinding & Landmark Entrances	Seating & Lighting	Civic Platforms adoptable planters; pop-up market; garden stage

‘Brief A’ Proposals: Spatial Activity



## Access & Display

### Proposal A1

The programmable and rotating Access and Display Cases, are located between the western columns of Cathedral Piazza. They serve to:

(a) facilitate and control access to the collonades at different times of day and night, and (b) exhibit programmable content, whereby different cases can be 'hosted' by different groups among Victoria's communities and organisations.

Specification options permit short term and long term versions on this approach. There is also scope to incorporate a Vgive cashless giving point within one of the cases.

The cases can be opened, closed and positioned at different angles depending on times of day or seasonal patterns, to avoid 'deadspots', to restrict undesired activities and to promote diverse desired activities.

#### Access control as and when needed

When closed, the display cases themselves form a 'fence', leaving the Piazza-side content still viewable, whilst preventing access under the collonades at required times. The fit of the cases is suitably snug to the collonades to ensure no.

#### Activity support to improve uses around the collonades

The locally-programmed and populated content of the Access and Display cases creates a point of active interest, thanks to local information and exhibited content. In turn this serves to increase legitimate footfall and design-out stagnant activity via the collonades at different times of day and night.

The cases can be programmed by local business, or communities, in order to showcase current projects, create public exhibitions, or promote local activity. The mixed types and levels of content programming enable the immediate vicinity to become more attractive to a wider range of visitors and passers-by, transforming the collonades from a place avoided by most and left as to a few, into an active local reference point for many publics.

Groups in Victoria to be invited through VGIVE to host and curate the content for a case include, for example:

- The Passage / St. Mungos
- CTS Books
- St Vincent de Paul Primary School



Access & display cases/ Cathedral Piazza

- Local resident or community groups
- Local artists
- VBIID
- Westminster City Council

#### Precedents:

Livraria Da Vila, São Paulo  
Isay Weinfeld Arquitecto

## Playful Activation

### Proposal A2

This modular 'wonderlane' transforms transient and less attractive spots to bring activation, intrigue and safety. To date, the collonades of Cathedral Piazza and the southern-end of Apollo Island (Neathouse Place and corners with Vauxhall Bridge Rd. and Wilton Road), are uninviting, used by most as transitory places of passing, only as necessity demands. Some of the Victoria street-population choose these spots for their shelter from weather and their varied recesses set-back from current pedestrian routes.

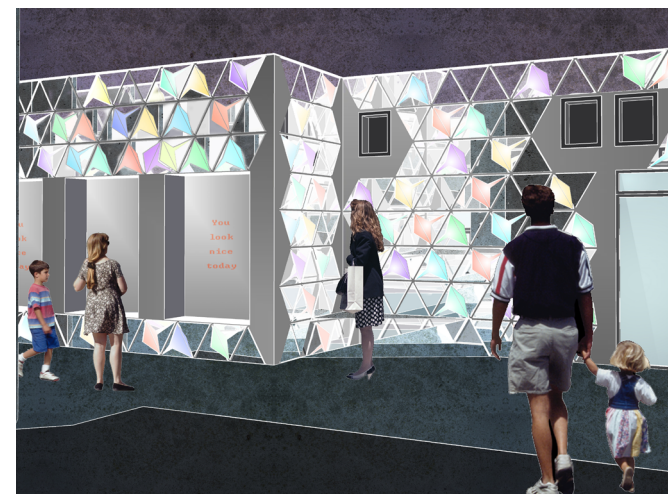
The Playful Activation designs redress this by changing footfall; introducing multiple and varied reflective surfaces, light and glimpses of colour and prose, to transform the 'invite' at such spots where there is current uncertainty. The proposal designs-in short-encounters and enhanced space through a dynamic mirror wall and designs-out characteristics favoured for bedding down. It animates sites at a micro-level and changes natural interpretations and uses of space, without depending upon hostile architecture.

#### Activity Support and Territoriality

The approach here stimulates diverse publics to slow-down or stop for short periods, without reasons to linger excessively. The animated character brought to the space is designed to change the territorial message emitted, enabling people to feel more welcome and safe, whilst passing or pausing to view/engage. Meanwhile, the increased attention drawn to the site means individuals feel distinctly conspicuous to stay there for prolonged periods.

**Mirrors.** The inclusion of variously angled mirrored surfaces - which reflect people's appearance and give glimpses to others of what is happening in the given location - is a technique used in other public spaces to help design against unwanted behaviours. Here, the mirrors reduce incentives to bed-down and instead accendate sensations of movement where they are located.

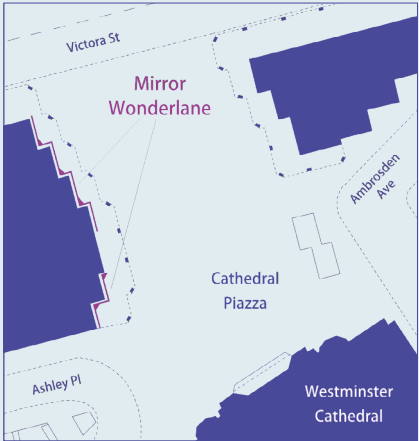
**Light.** LED coloured lighting integrated among the mirrors makes the site less conducive to sleeping and adds interest, chances for active encounters and added security for those passing by when dark.



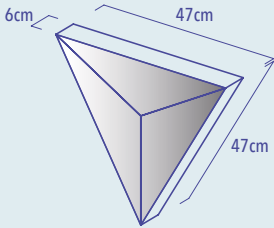
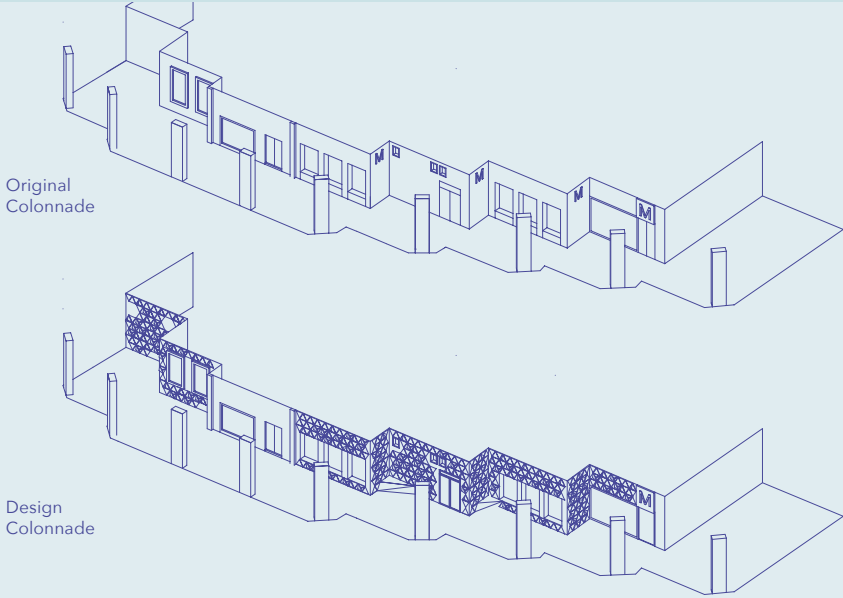
Playful Activation Mirror Wall

The system modules can be produced in small units off-site and installed in a short time, for passive or interactive engagement. Interactive options include: Switchable lighting colours - robust, touch-sensitive button enables lighting to randomly switch colours, promoting incentives for legitimate activity through short engagements by diverse users.

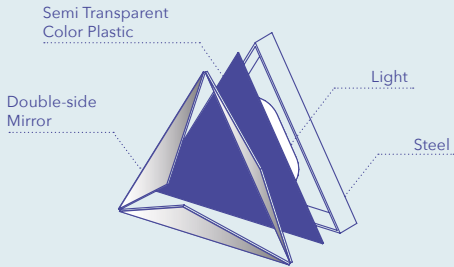
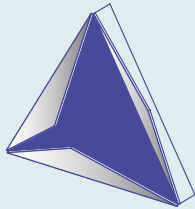
Articulated surfaces that reveal words and light. Some of the polygon surfaces can be opened - as if opening a gift - to reveal words from poems or prose, or different colours of light, to maintain a dynamic, active feel the site.



Location



Unit Detail



## Modular & Mobile Proposal A3

The Modular and Mobile stages provide a programmable set of moving platforms, positinable at different points within Cathedral Piazza to promote and mitigate specific activities, as required.

The default position is for the platforms to occupy the space under the Piazza colonnades. The garden platforms sit either side of the bookshop, creating a green opening to increase the welcome, and visitors to sit and rest for short periods, whilst the planters and green surface humidity reduce the invite for bedding down and anti social behaviour that has previously occurred. The water feature can be located in any potential problem area under the colonnade, making it most difficult to bed down there.

Year-round programming of the platforms means that local groups and community-serving activities can also benefit from alternative configurations and locations of the modular units. Programming can include, for example:

**Local School groups** - The Modular & Mobile stages serves as an outside teaching space – with opportunities for performing and visual arts, local humanities and sciences, and more – linked to a term time schedule that keeps the square busy at including at some off-peak periods.

**The Passage groups** – The existing groups coordinated at The Passage can access the stages for live rehearsals, performances and group presentations. Weekly events with The Passage Choir, for example, will promote engagement with other Piazza and Cathedral publics, and involve some of the street-population to activate rather than challenge the square.

**Summer Play space** - during warmer months, the Modular and Mobile units can be configured as an active space for children to play, touch the water and the greenery.

**Planting space** – The Passage gardening group can extend skills proven through their successful rooftop garden to help maintain the planting in the mobile units.



Playful Activation Mirror Wall

### Precedents:

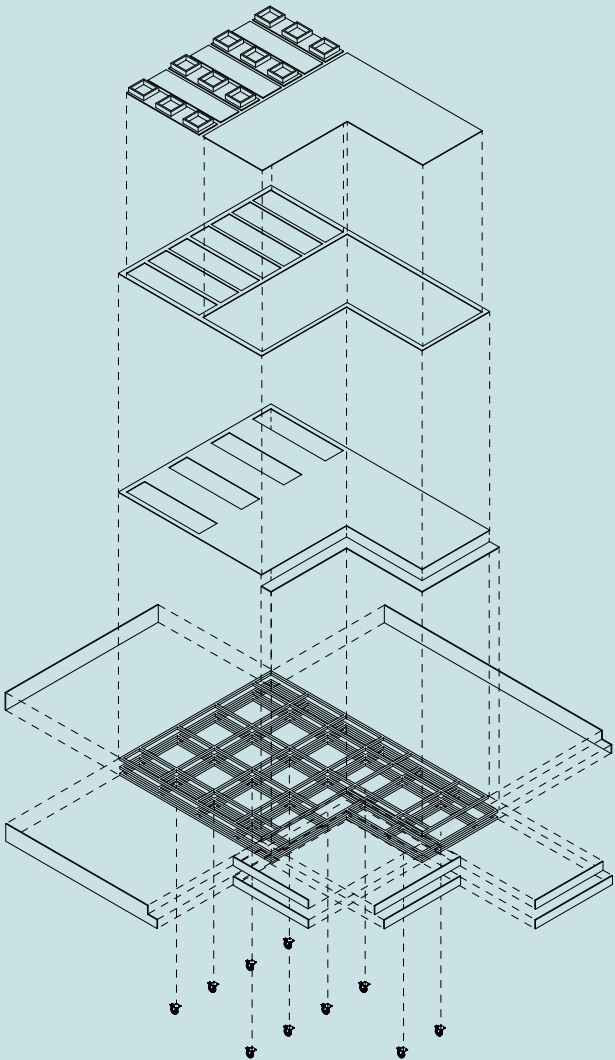
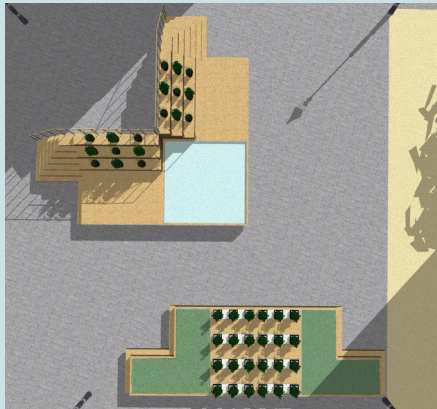
Mobile Italian Gardens, Alexandra Palace: The Decorators  
ReUnion, Union Street, London: Exyzt

### Optional annotations:

**Materials and Costing.** The platforms use a robust and reconfigurable aluminium frame that is strong enough to allow the structures to last for 5 years. A 'skin' of varnished marine ply or treated OSB is then applied with colours applied in designated, to suit the environment and the multi-use nature of the structures. Individually and collectively locable castors are attached to the underside of the structures, which help to keep the stages mobile and fixed, as required.

Estimated cost £ 25,000 - 80,000, based on final costs of projects with similar scale, materials, process and scope.





Proposal 2/ Modular & Mobile/ Activity Support & Territoriality

## Social safer place-making

### Proposal A4-A6

#### Putting Christchurch Gardens back on the map of Victoria

The design strategy through Proposals A4-A6 comprises the implementation of small scale spatial devices to boost community safety, sense of ownership and care over the site. Within the responses to Brief 1, these proposals compliment the forthcoming revitalisation of Christchurch Gardens. A more curated approach encourages more specificity in choosing and identifying where specific activities can happen or be programmed in to life of the gardens.

#### Proposal A4 - Wayfinding and Landmark Entrances

The installation of new landmark entrances signal a transition to a more cared-for space, together with improved paving with clear signage to allow people to feel more comfortable about taking routes through the Gardens at different times, to promote more diverse activity support and natural surveillance.

#### Proposal A5 - Improved Seating and Lighting

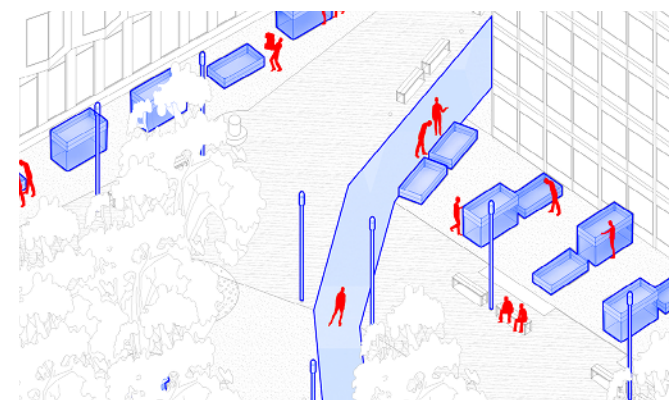
Small units of seating, configured in one- and one-and-a-half-widths, designed to minimise the potential for anti-social uses. Improved lighting will both reduce dark spots and aid wayfinding and greater natural surveillance in the gardens.

#### Proposal A6 - Civic Platforms

The following three civic platforms promote community ownership, safety and active care over the site among a wider range of locals and visitors, through different times of day and seasons of the year.

##### A6.1 - Adoptable Planters

The planters are designed to occupy spots frequented for bedding down and adopted and can be sponsored and attributed to local businesses, and maintained by local groups such as The Passage gardening group.



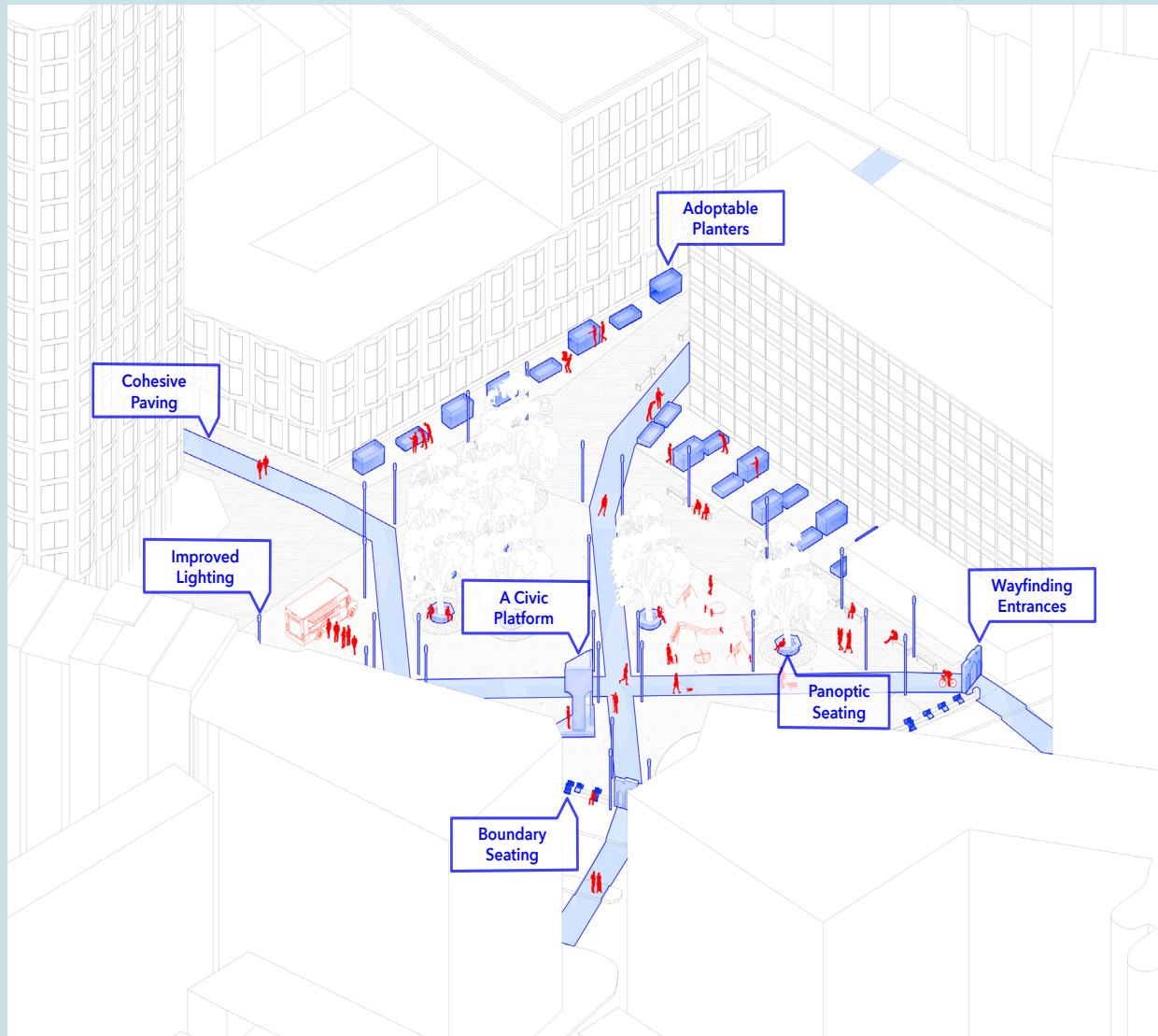
Social safer place-making: a new destination

##### A6.2 - Market Stalls

The pop-up Market spots serve to extend the offer already established among the thriving traders on Strutton Ground, opposite the gardens.

##### A6.3 - Garden Stage

The programmable Garden Stage (bookable through VGIVE online) will support a zone of activity that is implicitly demarcated for community use.





## Wayfinding & Landmark entrances

### Proposal A4

#### Welcome Gate.

Located at the borders between the surrounding footpaths and the Garden itself, distinctive new entrances act as local landmarks to welcoming people to the Christchurch Gardens and establish a strong sense of care over the space. The gateways also compliment an improved approach to wayfinding in and around the site, to help guide and people on their journey to and through Christchurch Gardens.

#### Defensible Space, Territoriality and Natural Surveillance.

There are three passable entrances at each gateway, two smaller ones for children and a larger, central one for adults. They use contemporary materials in their construction whilst being sensitive in their form to the surrounding historic architecture area and local history. The option visualised here, by way of example, is a form which reminds us of traditional London gates such as the Tower of London. This interpretive gesture enables users of the Gardens way to connect with its past, in alluding to the attempted theft of the crown jewels at the Tower of London by a Victoria resident who was buried in the gardens in the C.19th.

The new wayfinding approach for Chritchurch Gardens with clear lines of sight and simple graphic trails, further boost the location's identity and easy orientation at the site, whilst reducing the sensation that activities such as bedding-down might go unnoticed. The use of colour, or graphic elements running along and beyond the key pathways visually mark the Gardens as an interesting place with clear open routes.

#### Precedent practice

Superkilen, Copenhagen, BIG Architects,  
Topotek1 and Superflex



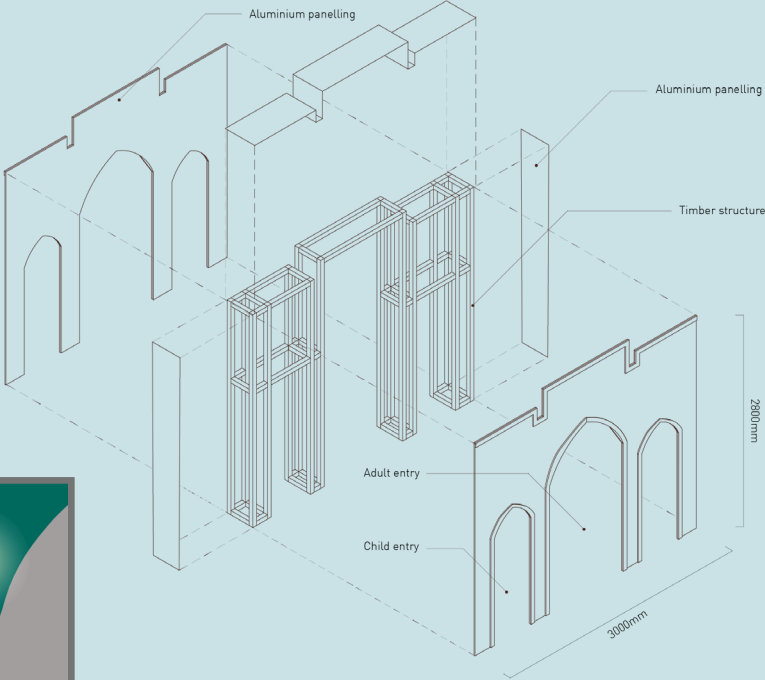
Superkilen, Copenhagen





Christchurch  
Gardens

- New Wayfinding and pathway
- Landmark entrances
- Programmed stage
- Community-run growing garden
- Temporary Market spaces
- Seating
- Greenery
- Lighting



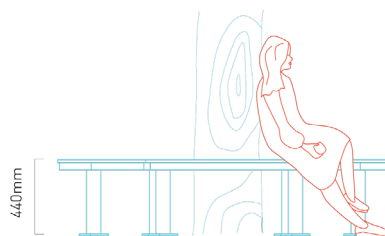
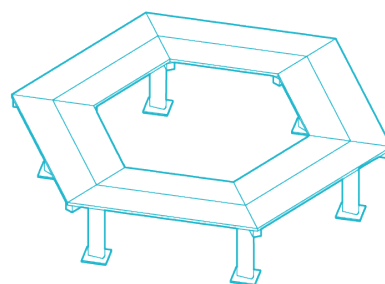
## Seating & lighting

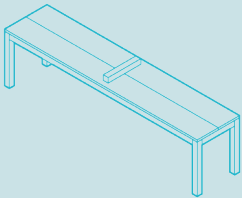
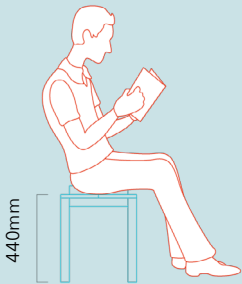
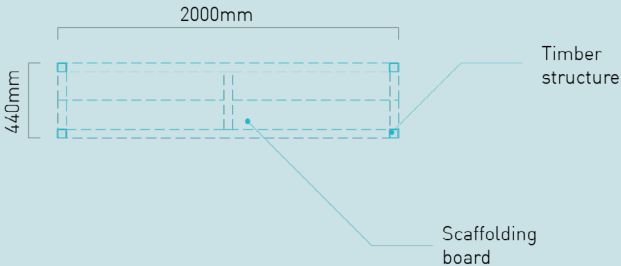
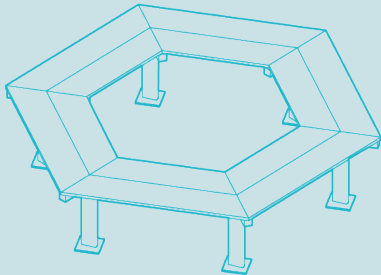
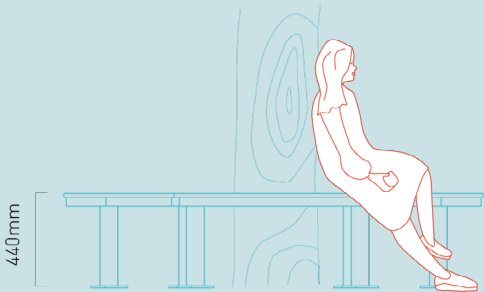
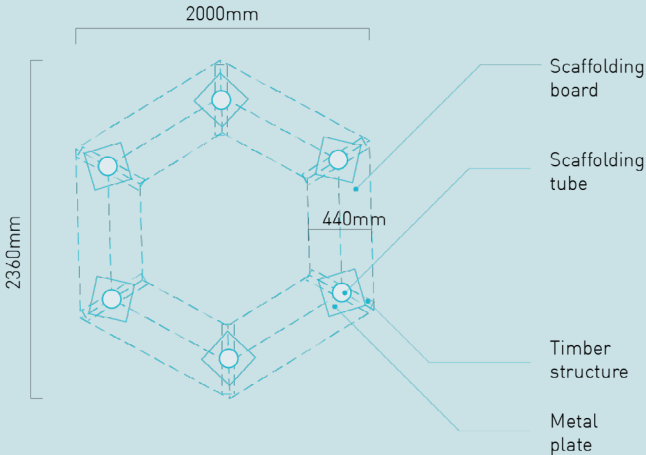
### Proposal A5

Three new types of seating are introduced in the gardens.

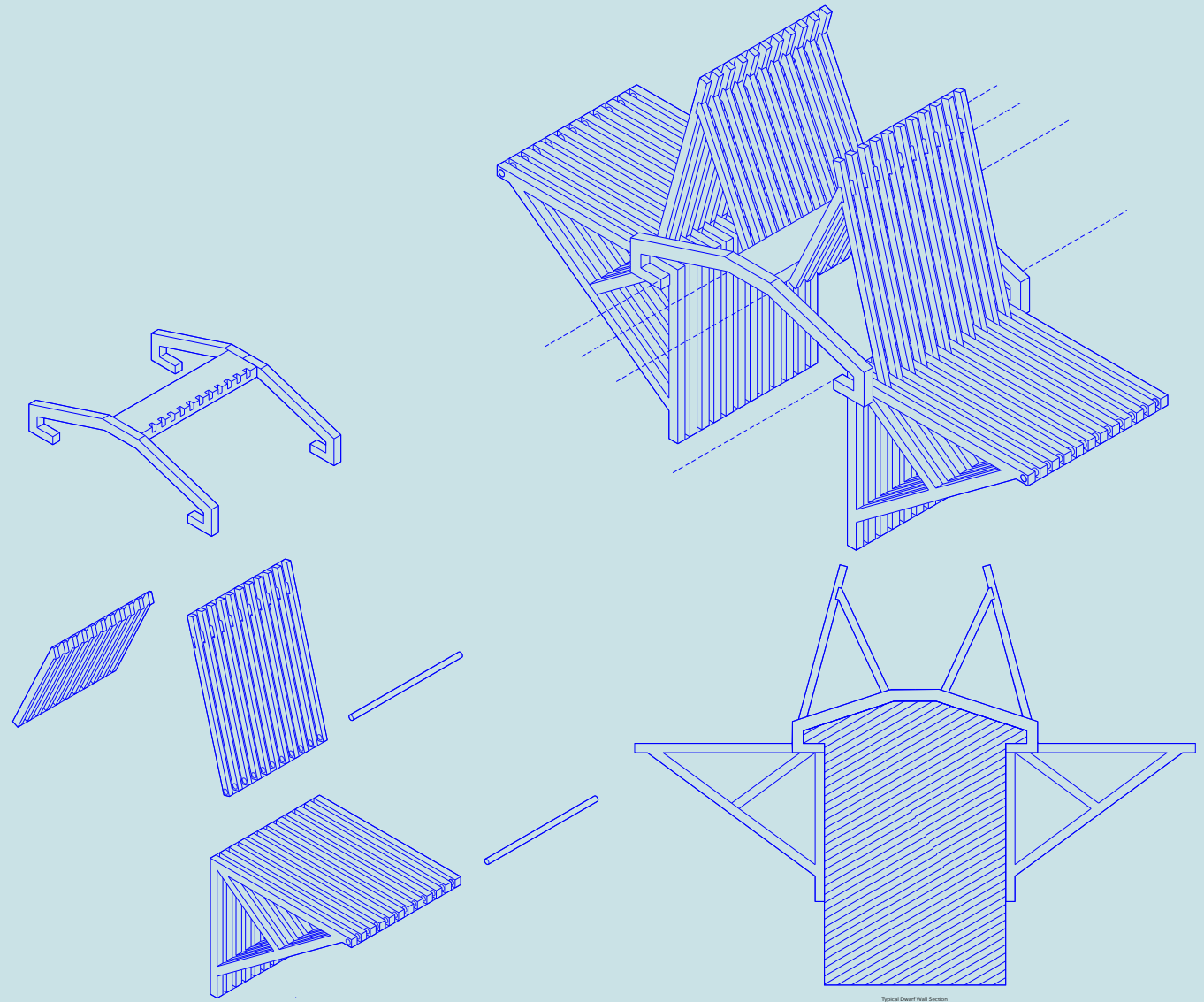
- Tree-surround seats, which create the possibility to also sit among the greenery of the park, whilst keeping seat lengths short to promote sitting rather than lying on the surfaces.
- One and one-and-a-half person benches are additionally located near the planters in the park and on top of sections of the stone benches already there and stimulate further pro-social uses of the space.
- Single-person seating attached in two directions to the perimeter wall to acknowledge the fact that people are already use the wall as a seat whilst disrupting chances to lie down there and boosting chances for natural surveillance. Together these seats focusing attention in multiple directions inwards and around the park, providing better-designated ways for people to co-habit the garden area.

Improved lighting added throughout the main pathways, guides visitors through the space safely and efficiently during hours or reduced daylight. Since the inside of the park is very dark at night, there will be LED ambient lighting installed in the trees, which further add character, and aid safety and surveillance, too.





Proposal A5/ Improved seating/ Sample details



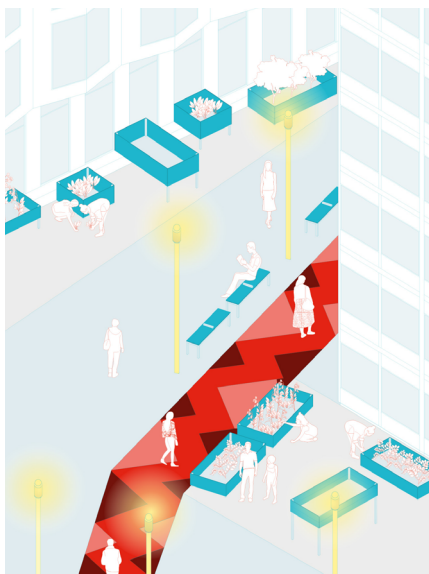


## Civic platforms

### Proposal A6

- A6.1 Adoptable Planters;
- A6.2 Market Stalls;
- A6.3 Garden Stage

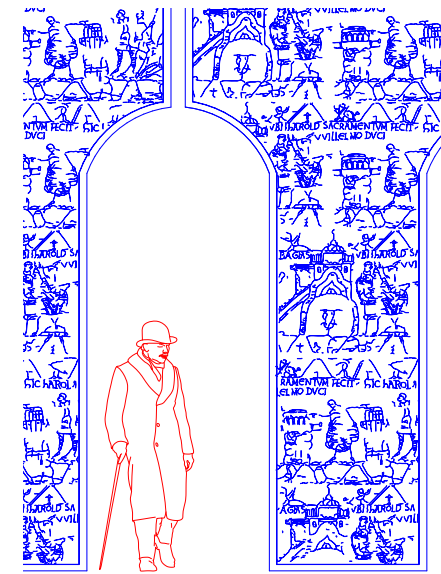
The following civic platforms promote community ownership, safety and active care over the site among a wider range of locals and visitors, through different times of day and seasons of the year.



A6.1 Adoptable Planters



A6.2 Market Stalls



A6.3 Garden Stage

## Adoptable planters

### Proposal A6.1

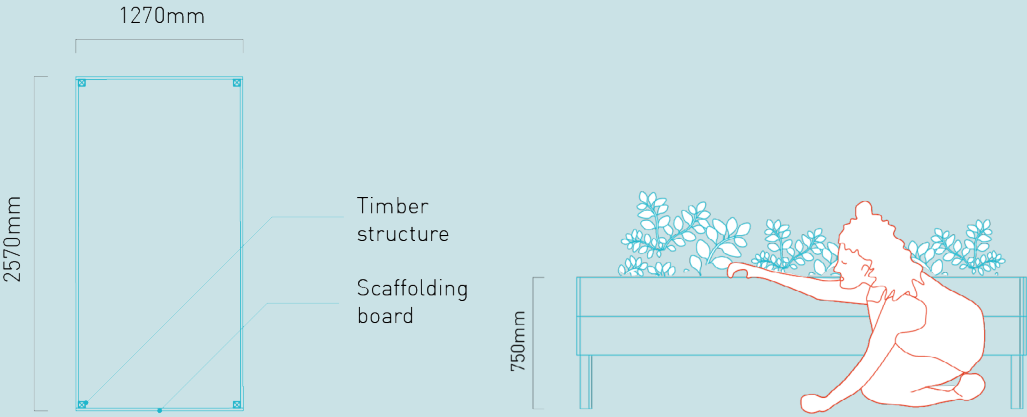
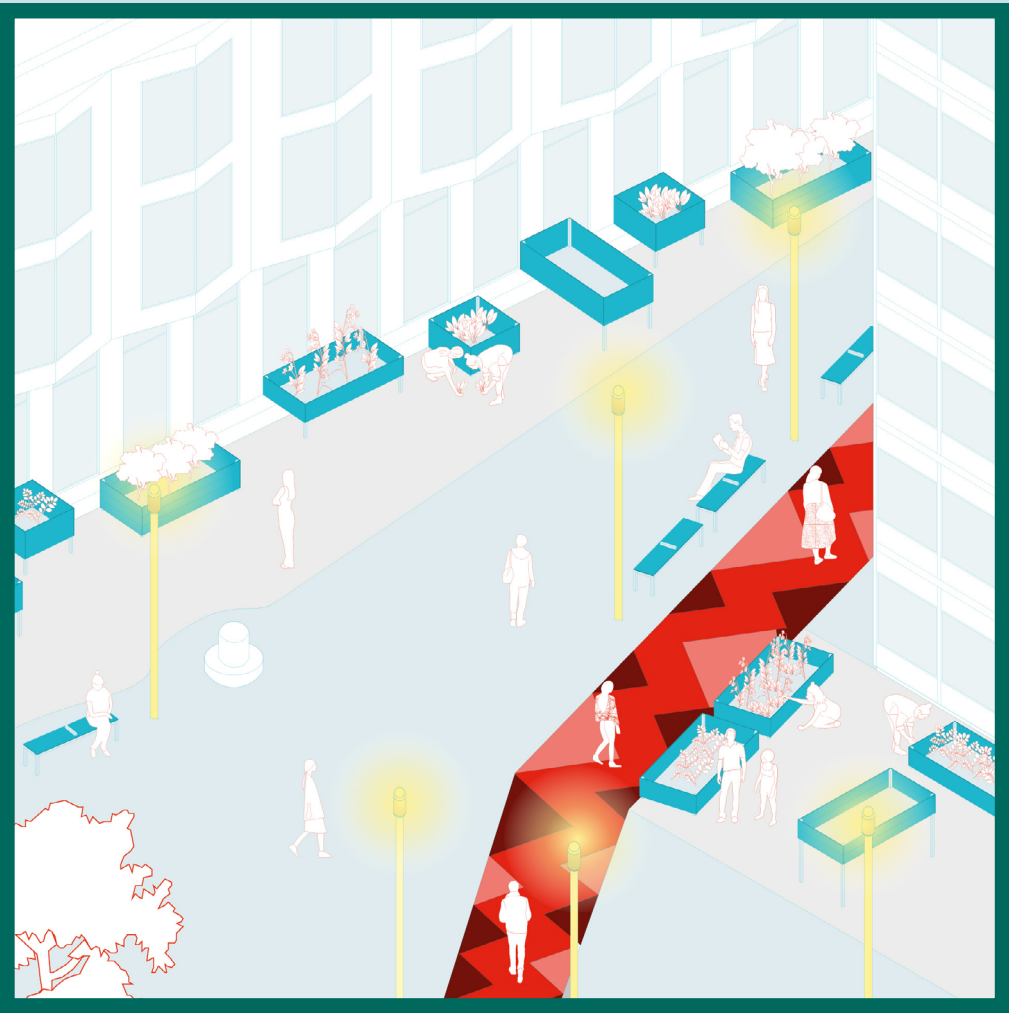
#### Community-linked Activity Support & Territorial Reinforcement

The adoptable community planters can be sponsored by local businesses and are cared for by The Passage gardening group (building on expertise developed through The Passage roof garden), bringing pro-social measures to mitigate concerns of anti-social activity in Christchurch Gardens. The planters are designed - together with removal of bushes which obscure natural surveillance - to be located in the two areas, which have to date presented challenges with bedding-down in the Gardens after dark. The corners adjacent to the Lloyd's building and the old BT building have previously presented as 'bays' interpreted as invites to bed down among rough-sleepers. Some passers-by Christchurch Gardens view express concern this has become a gathering point for such activities.

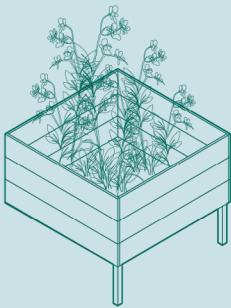
The planters occupy the spaces causing concern and establish a community-serving garden space. They employ simply maintainable construction with different sizes and

heights, to suit specific location. The stepped-version is designed to sit on the Lloyd's building window cills, removing the chance to dwell in those locations. Local community and school groups are also invited to engage and learn through facility, engaging with Passage members, to growing plants and vegetables which can also be sold at the market.





selected details



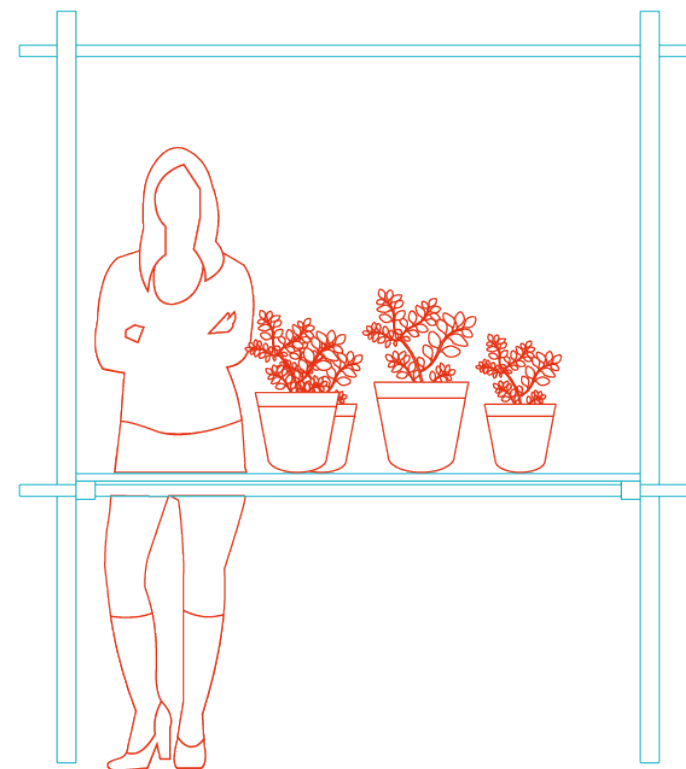
## Pop-up Market

### Proposal A6.2

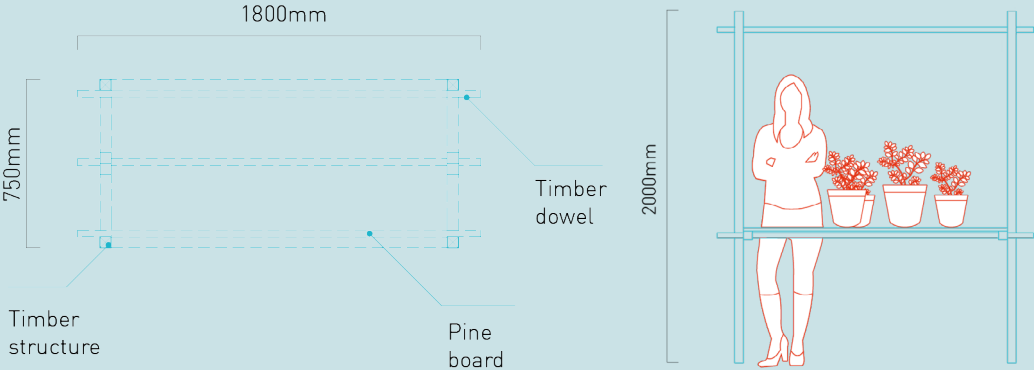
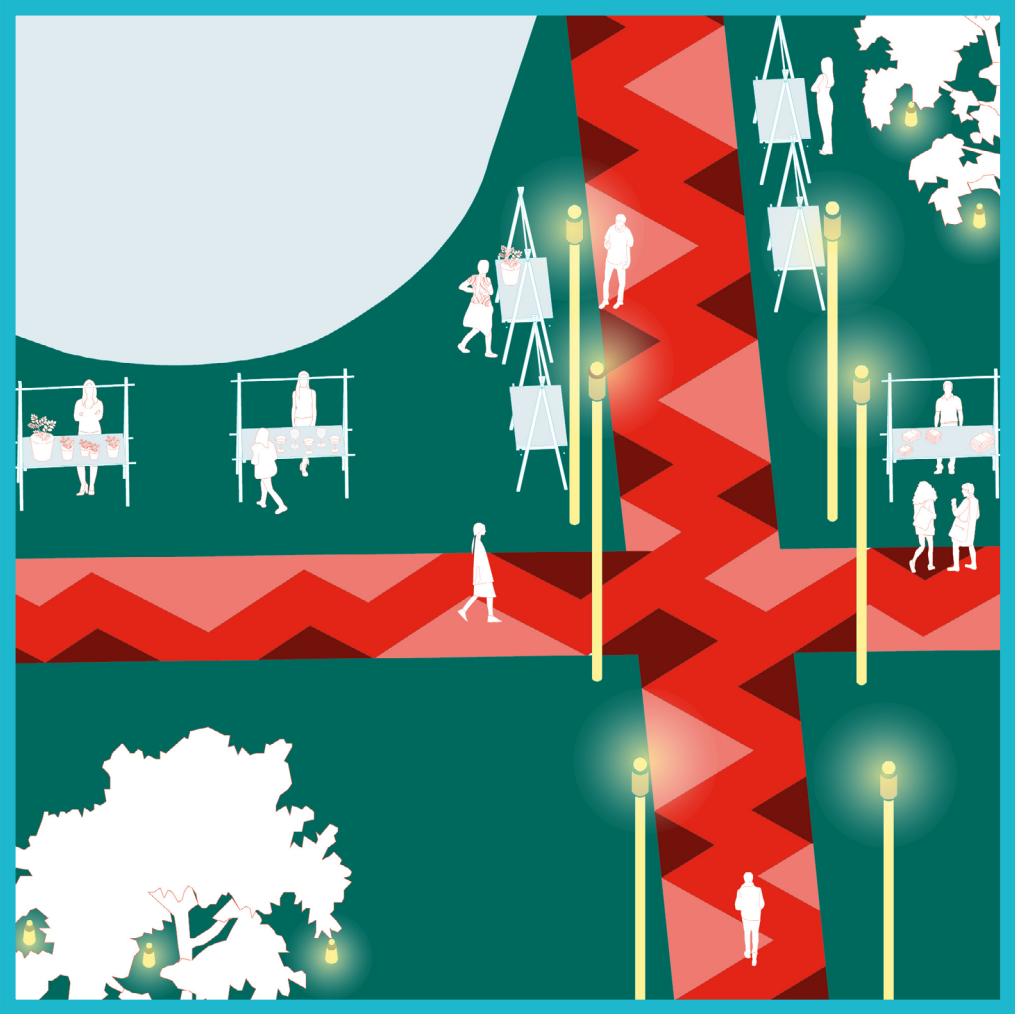
#### Extending Victoria's Marketplace

This Chruistchurch Gardens pop-up market system serves as an exciting development, building upon the success and thriving atmosphere at Strutton Ground and to further diversify the pro-social uses and opportunities at the site. The market stalls are operated thanks to a mix of local tradespeople, and entrepreneurial opportunities connected to The Passage, St. Mungo's or other local charities.

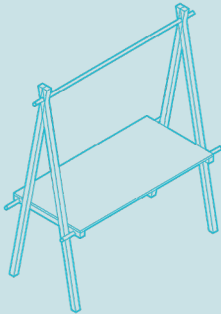
The units reflect simple and robust construction which is flexible to be put up when needed, and can be stored folded and locked beneath the Community Planters (A6.1).







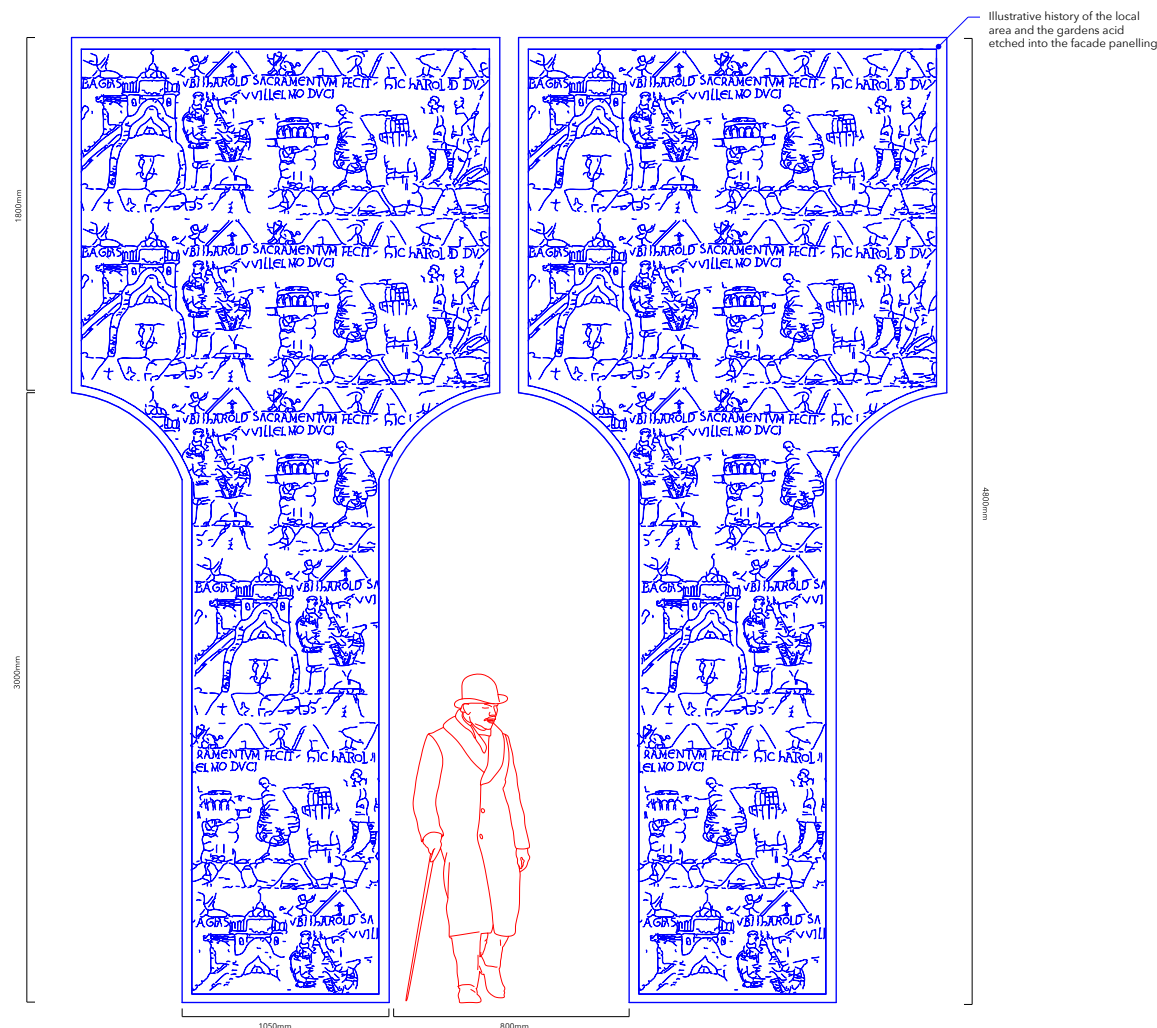
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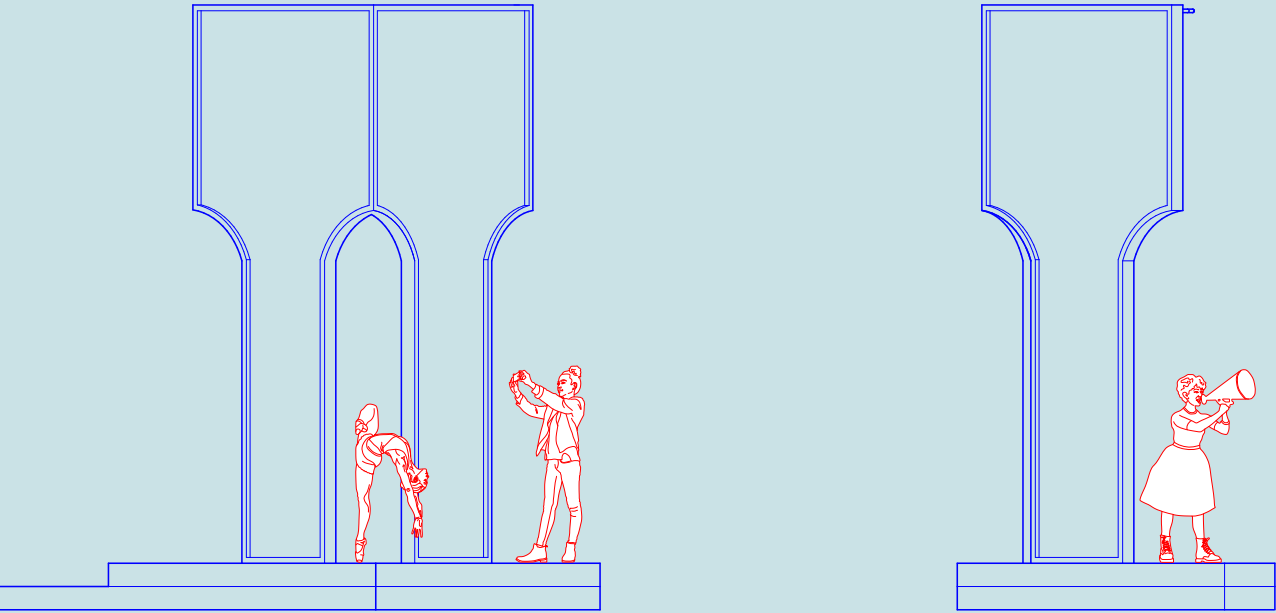
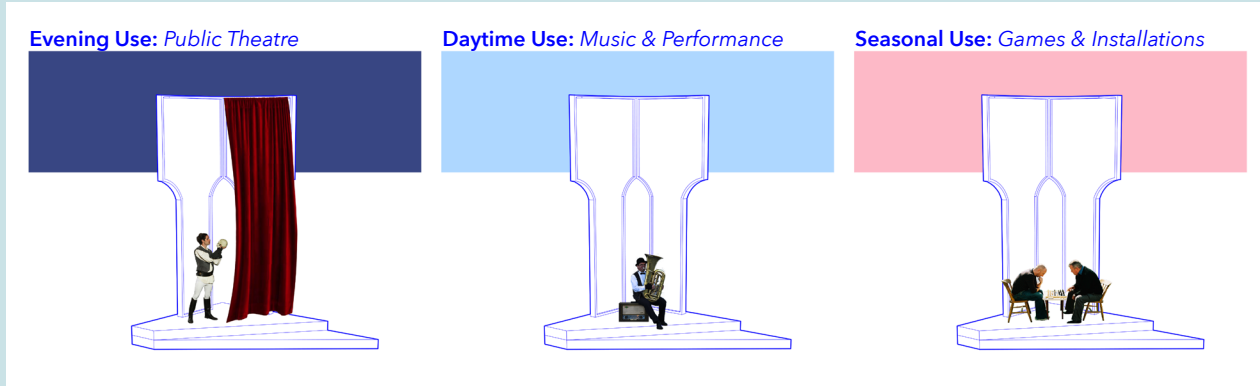


## Garden stage Proposal A6.3

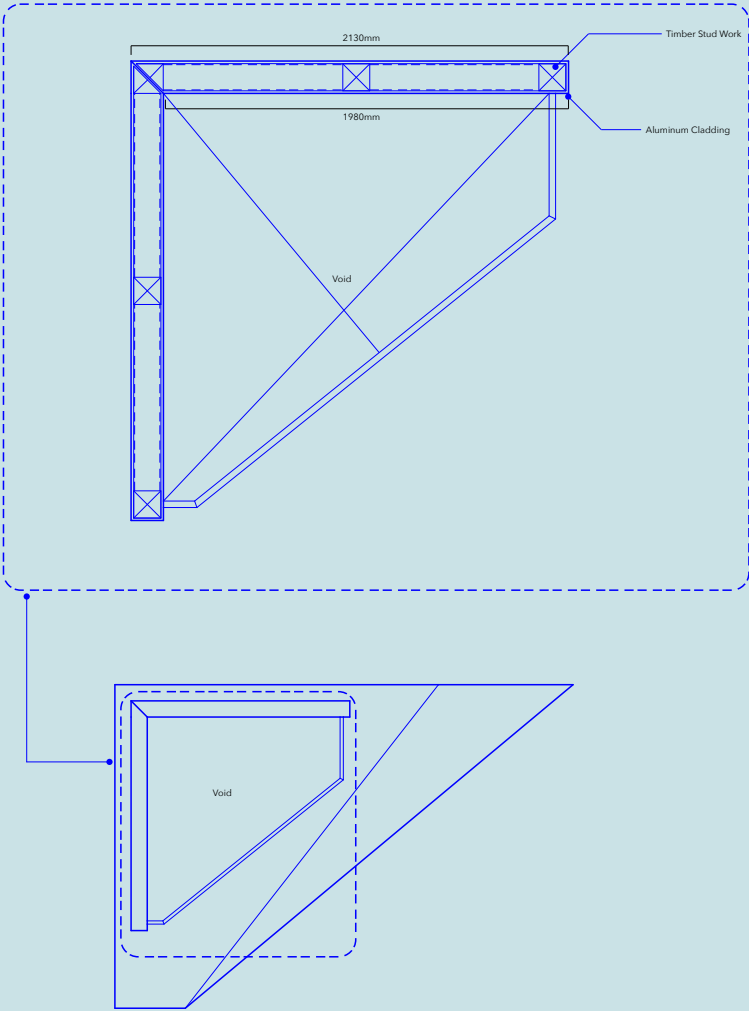
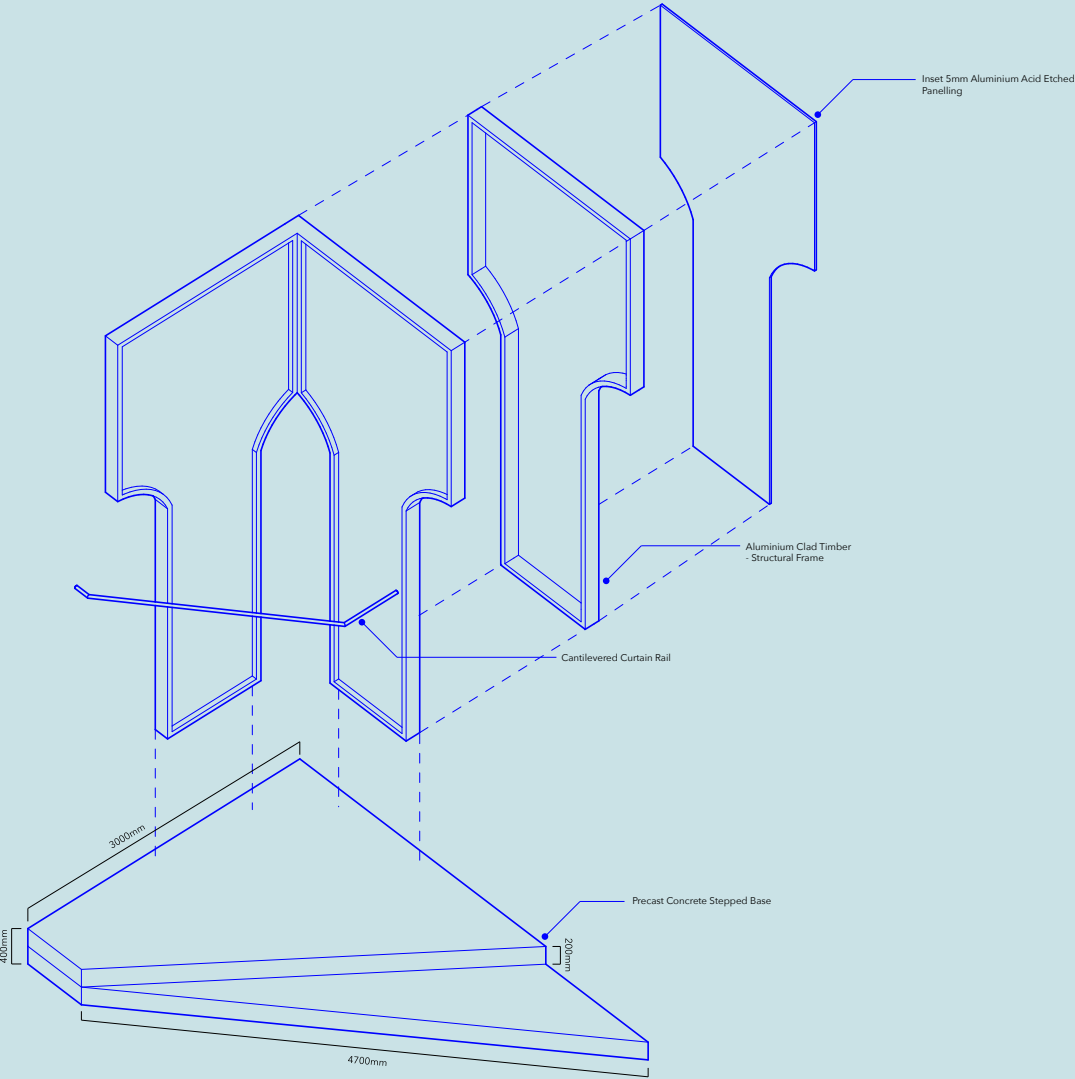
The Christchurch Gardens stage presents a compact platform for diverse local activities within the gardens. Designed to stimulate pro-social and community-engaging activities, the stage dramatically reduces opportunities for less-social uses of the Gardens, thanks to year-round programming, bookable online by VGIVE members.

The height and distinctive form of the platform serve as a beacon in the vicinity. Seen from various sightlines from Strutton Ground and Victoria Street, it acts as a curious call to those nearby, inviting them to investigate. Once closer, the etched details of the facade panels inform visitors of local history and 'gems' of interpretative information contributed by diverse VGIVE members.

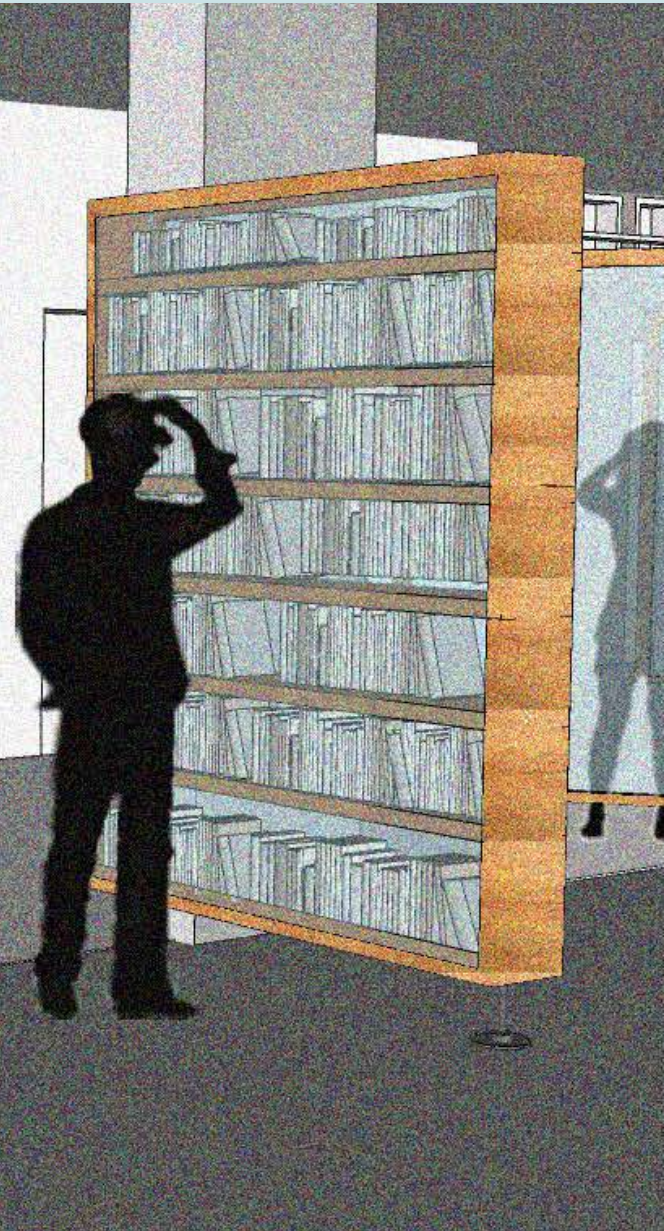




Proposal A6.3/ Civic Platforms/ Garden Stage/ Seasonal uses







Access and Display cases



Interactive Posters



Web Platform



## 11. Next Steps





# 11. Next Steps

## Actions

Following the presentation of the project and implementation recommendations to the VBID Safe and Secure Steering Group on 14 September, the next steps are as follows:

- Seek approval of approval of WCC Councillors / Cabinet members
- Circulate report and recommendations to all project stakeholders
- Present research and recommendations to residents
- Meet with dutyholders to discuss implementation of recommendations
- Develop detailed costings of recommendations

For further information regarding the contents of this report please contact Chris Tsikolis, Policy and Security Manager, Victoria Business Improvement District at [chris.tsikolis@victoriabid.co.uk](mailto:chris.tsikolis@victoriabid.co.uk)

