



Webinar Launch of Cultural Spaces' Responses to Homelessness including COVID-19, 19 March 2020

Edited transcript of webinar and chat feed of the launch of With One Voice's Cultural Spaces' Responses to Homelessness Programme (a report, free toolkit and training programme) and a discussion about how cultural orgs and staff are responding to COVID-19 and homelessness

@with1v #morethanavenue www.with-one-voice.com

Introduction

Matt Peacock, WOV

[With One Voice](#) is an international arts and homelessness movement – working with the international homelessness community to bring positive change to people, policy and projects through arts and creativity. We had planned to launch the Cultural Spaces' Responses to Homelessness Programme today at Manchester Art Gallery – now we find ourselves in the COVID-19 pandemic, we thought long and hard about whether it was appropriate to go ahead when so many cultural spaces are closing by the day and there is uncertainty over their very future and the jobs of thousands of people.

With guidance from partners, decided to adapt the launch to include a section on **how cultural spaces and staff can and are able to respond to homelessness during C-19** and we want to share ideas with everyone today to build this set of guidelines.

We will also launch the original **Cultural Spaces' Responses to Homelessness Programme**, a project that has been 2 years in the making. This programme was inspired by cultural spaces around the world responding to homelessness in and around their buildings and having questions about how best to work with people. There was no shared practice so WOV commissioned Phyllida Shaw to write a global review of how cultural spaces were responding to homelessness. This Review includes case studies of 30 galleries, libraries, museums, theatres and arts centres which have actively responded to homelessness. We are also launching a free **Toolkit** and **Training Package** to help cultural spaces deepen their access and involvement with homeless people. We hope that these resources will be useful when cultural spaces re-open. This was co-created in partnership with **Museum of Homelessness** and tested with flagship partners **Manchester Museum** and **Tate Modern**.

We at WOV are passionate about and creativity being part of people's lives, especially when we face uncertainty. We need arts and creativity before, during and after a crisis to bring people together and build well-being.

Lora Krasteva, WOV



Welcome everyone! Thank you for joining us today. Once we are in the conversation flow, you might want to use your "raise hand " feature and I will patch you through.

Given the situation, we are going to ask you to vote on what you'd like to see first – the original launch of the Cultural Spaces' Responses to Homelessness Programme or the Guidelines for Cultural Spaces' and Homelessness During C-19. *[Voting took place with the C-19 Guidelines narrowly came top]*

We are starting with an interview with Jess and Matt Turtle from Museum of Homelessness and Michael Chandler, from Union Chapel. We will be back once the video is over to live conversation. Please use the Q&A questions option in Zoom so we can keep track of them and answer live.

Films and documents screened and introduced:

FILM: [Interview with Matt and Jess Turtle, Museum of Homelessness and Michael Chandler, Union Chapel London who are joining forces to respond to homelessness during C-19](#)

FILM: [Cultural Spaces Launch – David Tovey, Creative Producer, Phyllida Shaw, author, Matt Peacock \(Toolkit\) and Lora Krasteva \(Training\)](#)

This film above ends with a recording of singer/song-writer **Ryan Wilson**, a musician who was working with Mustard Tree in Manchester. Ryan was to be singing this song live at the launch of the Cultural Spaces programme and since we can't all meet together we not only wanted to share his song but also pay him since freelancers are losing so much work at the moment.

REPORTS LAUNCHED:

[Open House: Cultural Spaces' Responses to Homelessness](#)

[Cultural Spaces Homelessness Toolkit](#)

[Cultural Spaces' Responses to Homelessness and COVID-19](#)

On-line Zoom conversation during launch

From Fee Plumley, Freelance inc Manchester Homelessness Partnership and WOY

Some advice on [inclusive online meetings](#) here

Rowena

Hello from Australia. I'm a UK charity communications practitioner but stuck here now so available for some pro bono communications support if needed @rowenanews 

From Greg Headley, Homeless Link



Here is a [blog](#) about homelessness and COVID-19 including how to set up and get involved in a homelessness task force mentioned in the first film

From Fee Plumley, freelance including Manchester Homelessness Partnership and WOV

Some colleagues and I have been pulling together some advice and resources to help creative freelancers during this time. [Here's](#) one of them: (@feesable) if you need anything in particular – I'm going through masses of old notes to update them and write new ones.

From Greg Headley, Homeless Link

This is a [webinar](#) that anyone can watch focussed on homeless services response to Covid 19. We will have weekly webinar updates aimed at the homelessness sector on Wednesdays

Anita Ferguson, Streetwise Opera performer

As far as access to arts, is there any chance of going beyond online connections? Why don't we look into having open spaces, where people can arty on singing. or small "choirs" singing outside homeless centres, nursing homes, anywhere that music can be shared. Social distancing guidelines can be observed. Care and health, esp of the most vulnerable, is obviously paramount. But people will need arts even more. We know that lives are enriched. Please think about organising singing outside, to give some joy and positivity to singers.

From Elki Guillen, Chef

I'm from North London, I'm a chef, and there might be some restaurants that might have stock left that can be used in next few days, but I don't have the resources to transfer, I can also to volunteer for cooking and serving.

From David Tovey, WOV

Contact Streets Kitchen on Facebook and they may be able to give you some advice and or collect

From Helen Jeffrey, Gloucester Cathedral

Hi all, really inspiring and useful practical advice, thanks for sharing! We are finding it essential to talk to ALL partners, even those who may not currently work directly with homeless and vulnerable people along with existing charities we work with because you just don't know who may be able to help. Yesterday one of our fantastic corporate contacts has reached out to offer help as their staff wish to help directly in the local community. Most of the city's food provision here in Gloucester, including our own homeless breakfast provision, is staffed entirely by volunteers - many who are elderly/have underlying health issues and are requiring



to self-isolate so the extra help from partners means we can continue offering hot food collaboratively covering every day of the week.

From Lux

I have seen reports of similar fines being handed out in Luxembourg for being out and about. They've set up roadblocks to question people's reasons for travelling. It's unclear what they deem to be a valid reason.

From Marice Cumber, Accumulate

Hi there, we are very conscious about isolation and loneliness for our participants so, at Accumulate we are sending out by post weekly art kits and activities to our participants, then they are going to post up their work online for online feedback and tutorials etc.

From Karen Brackenridge, Manchester Museum

Manchester Museum is currently closed and we are donating surgical gloves and masks we have to Mustard Tree for frontline staff. I feel those who live on the street will become more isolated – even folk who walked by was a sign of life! It is difficult but let's try to think positively to as we do not know when a norm will return.

From Selina

Also showers and changing clothes daily will help xx

From Scarlett Malone

It's the same in France, people have to have paperwork to take their dogs out.

From Lux

Information for people who are sleeping rough from [The Pavement](#).

From Marice Cumber, Accumulate

Happy to share any of the activities we are going to be doing.

From Greg Headley, Homeless Link

Homeless Link are keen to hear from frontline services that are struggling or having to close as we are working closely with the MHCLG to develop their response. So please get in touch if you have anything you want to share with us

The Partnership Managers are also available to support frontline services. My email is greg.headley@homelesslink.org.uk

Chrystalla Karvella, Homeless Link



Just sharing all the partnership team contacts. Please feel free to contact us as we can support in linking services or share good practice and ideas: Chrystalla Karvella – Chrystalla.karvella@homelesslink.org.uk (London and South East region); Steve Barkess - Steven.Barkess@homelesslink.org.uk (Central England); Anna Suswillo Anna.Suswillo@homelesslink.org.uk (South/South West); Sirea Jabar Sirea.Jabar@homelesslink.org.uk (North)

From Anita Ferguson, Streetwise Opera performer

This information is fantastic. I've been wondering how to help.

From Samra Said, Street Support

Hi guys I am Samra from Street Support Network. We are working closely with our network to see which services are impacted and we would update 'our advice' section. Keep an eye on that please. <https://streetsupport.net/>

From Fee Plumley, freelance including Manchester Homelessness Partnership and WOV

Here's the [Twitter feed](#) for this webinar

From Matt Peacock, WOV

Good information about homelessness and COVID-19 from [Groundswell](#) here

John McMahon, Arts Council England

Following this session, could W1V do a quick shareable graphic on how (i) cultural orgs, and (ii) cultural professionals can assist/advocate for the needs of those experiencing homelessness, in the current crisis?

From Matt Peacock, WOV

Here are the finished [Cultural Spaces and Staff Responses to Homelessness and COVID-19](#) (completed after this webinar)

From Rosanna Lewis, British Council

From your studies, has culture come up as a basic need and if so, how do we keep creative activity going in the current context?

From Matt Peacock, WOV

Our recent [Literature Review of Arts and Homelessness](#) (full report [here](#)) shows that arts is benefiting homeless people through increased well-being, resilience, agency and knowledge/skills. And our [Jigsaw of Homeless Support](#) was co-produced with people who are or have been homeless in Manchester who said they needed arts as part of support from the beginning not after everything else is in place. This has been adopted by the City Council with other councils coming soon.

People need arts and culture more than ever now they are isolated – we believe that arts is important before, during and after a crisis!

From John McMahon, Arts Council England

Also - further announcements from the Arts Council coming soon, on organisational/sector resilience during C19 - I hope this work will be of use in helping those cultural organisations and professionals doing homelessness-facing work, to weather the storm/protect their capacity to support people most effectively

From Matt Peacock, WOV

If anyone wants to join the London Arts and Homelessness Forum, email david@with-one-voice.com – we will be organising a Zoom on 31st March at 2pm to bring the sector together for mutual support and to discuss COVID-19 responses. Click the zoom link [here](#) to join. Anyone welcome, you don't have to be in London!

From Anita Ferguson, Streetwise Opera performer

There are people in Manchester who already work with families experiencing homelessness. E.g. art, creative activities for children. this is now more vital, as the children will not be in schools. Is there some way kids could access creativity, with cultural spaces processing what can be done? It would take work and safety measures, but these kids need access to the arts more than ever, and ways must be found.

From Sarah Hiscock, Manchester International Festival and Manchester Street Poem

Really loved your thoughts on keeping creativity going David but very keen to hear more about those communities who aren't able to engage digitally.

From Siobhan Forshaw, Whitechapel Gallery

Sorry if this question already came up, but how about sharing creative programmes or activities that don't rely on internet access? Many people don't have the ability to connect in this way.

From Matt Peacock, WOV

Some of these are in our guidelines here and we are keen to hear about more ideas so we can share them. We are working with partners to identify projects that can be posted or delivered to people who are isolated without internet access e.g. art packs (like Marice from Accumulate is doing), writing projects, sending disposable cameras for photography projects – and ideas of individuals collaborating on a project in isolation that will come together to make something bigger e.g. sections of material or stitching that is sewn together to form a quilt.

From Fee Plumley, freelance including Manchester Homelessness Partnership and WOV

@rosanna - re your question about culture as basic need, there's some excellent advocacy coming out of Australian arts and cultural networks right now. Obviously they've been battered already by bushfires never mind covid.

[NAVA](#) are an amazing org - some really useful approaches we can adopt and adapt:

From Rosanna Lewis, British Council

Due to confinement, a lot of information and activity is happening online, with digital being the go to route for sharing and connecting. To ensure the homeless community is benefitting from this as well, cultural spaces could provide lists of livestream creative content available for free, project content onto walls (if possible), or make creative materials readily available (like the creative kits someone shared). Bearing in mind social distancing and any government guidance on closure of spaces, and effects on staff and opportunities. Just some ideas... thanks Fee for link!

From Karen Brackenridge, Manchester Museum

As soon as guidelines allow I want to be out undertaking Cultural Spaces creativity outdoors, was on my list but did not want to be too blazoned re the world's situation

From Matt Peacock, WOV

Check out [Sokerissa from Tokyo](#), a dance company of people who are or have been homeless. They run all their rehearsals and performances outdoors where homeless people live are a dance company in Tokyo which works outdoors.

From John McMahon, Arts Council England

Will all of these brilliant resources/links shared here, be tweeted on the hashtag/collated elsewhere?

From Matt Peacock, WOV

We are sharing some of the links to the report today and the whole webinar will be shared with people's suggestions asap

From Anita Ferguson, Streetwise Opera performer

Use outside spaces for singing. I perform with Streetwise Opera and know how lost people will be now. People have grown in confidence, hope through singing in such a supportive community. I am worried about those who suddenly lose that source of sustenance and joy. It's essential that that vital work continues, otherwise we have had fantastic experience and all the great things that music has brought to more people. It would be terrible if that is suddenly cut short. I'm worried people will slip back and feel very lost. I know from experience what arts can bring to people.

From John McMahon, Arts Council England

PS a further quick one - have you thought about the access of those experiencing homelessness to Social Prescribing?

From Graham Spengler-Wood, Street Support

I'm only really here to listen. Living in Spain right now and we're in lockdown. I think cultural spaces now need to be online cultural spaces. It's a big ask. But think it's worth accepting this now.

From Fee Plumley, freelance including Manchester Homelessness Partnership and WOV

Two cultural online festival style spaces for artists wanting to get their work out there - <https://www.socialdistancingfestival.com/> <https://www.stayathomefest.com/>

From John McMahon, Arts Council England

Obviously, expansion of social prescribing will pause under isolation (although an expanding online offer is encouraging), but there will be a big role in the 'social recovery' as the pandemic (hopefully) abates. See also Singapore's announcement already about additional investment in the arts to rebuild social morale and community capacity post-C19.

From Anita Ferguson, Streetwise Opera performer

This would be great, Matt. We need to maintain connections, keep the arts close to all those who have gained so much. I feel heartened by all this info and suggestions, more hopeful that people will continue to get joy an

From Fee Plumley, freelance including Manchester Homelessness Partnership and WOV

Advocacy suggestion: Collectively lobby telcos to provide free mobile data credit to help homeless maintain social connection and access advice/support.

From John McMahon, Arts Council England



Sorry to exit now, but speak soon, keep well all and thanks for all of the brilliant, vital work you do.

From Matt Peacock, WOV

Here a short film about [WOV's mural project Doodle on Ducie St](#) which is an example of an outdoor art intervention which can take place with social distancing - we will document how this was done

From Phyllida Shaw, arts consultant and author of Open House

Cultural spaces are about relationships as well as creative 'product'. Perhaps what is missing from the conversation so far is the idea that we need to keep in touch with isolated individuals. Can we all make sure we do that?

From Matt Peacock, WOV

Absolutely – we are working on this, particularly those who aren't able to get on-line

From Geetha Rabindrakumar, Cardboard Citizens

Thanks for what you've done so far W1V and the conversation - feeling torn between 1) should our arts orgs divert our capacity to emergency work etc to support front line needs - as untrained volunteers, managing how we do this safely etc 2) should we be focused on our roles in bringing arts and culture into people's lives, which may be needed for wellbeing more than ever??

From Matt Peacock, WOV

I personally think both are important and people should be give practical ways of doing either. Continuing art provision is so important, even more so now people are in isolation. And some of the bigger cultural spaces may have staff members who may want to do more of the volunteering work

From Karen Brackenridge, Manchester Museum

This is a time we can look and plan for recovery together! Creative out door projects do not need to be big or showstoppers, if I get a chance a few pavement chalks and permission to do something uplifting for all.

From David Tovey, WOV

Here is a reminder of links to the two reports – [Open House: Cultural Spaces' Responses to Homelessness](#) and [Cultural Spaces Homelessness Toolkit](#)

From Anita Ferguson, Streetwise Opera performer



There were some discussion about something like this from a member of Halle Community Choir. I really think this is doable. We already have info on arts organisations throughout the countries, as well as those organisations , like Streetwise Opera, loads you will know about. We have Back on Track in Manchester, Moodswings, etc, who have always been involved with arts and creativity. You will have masses of info about musicians, who have always supported arts programmes, which are specifically intent on supporting homeless people and others who are in need. Bringing arts, e.g. singing in open spaces, would be a wonderful opportunity to connect people to the wider community, which would benefit them in these dark times. Also it would be a way of helping people who are experiencing homeless and other vulnerable people. They would feel part of a community, not on the edge, as is so often the case. Music and the arts bring light into the darkness. we have to work on this. People need food, care, And The ARTS. 🎵🎵🎵

From Chrystalla Karvella, Homeless Link

I have to go as I have a call shortly. Well done all panellists. Amazing response put on so quickly. Please contact me or Greg if we can be of help. Thank you so much for today!

From Lisa

Thank you for running the session - you did an excellent job running it and pulling everyone together including the performance - great to keep to paying freelancers. I have to log of for another zoom meeting but look forward to receiving any other update from today. Many thanks, Lisa

From Scarlett Malone

Hi all, thank you so much for this wonderful meeting and discussing these important issues. If you need a remote volunteer for anything at all please get in touch, Lora has my contact information. Love and support to all!

From Matt Peacock, WOV

Thanks so much all - we sensed people wanted to come together to talk and be together. So glad you found it useful and thanks for your input

From Maria Bota, Ripples of Hope Festival

Thank you for the thinking together about where we are now and the kinds of actions we can take as well as the toolkit for the future - and for managing the technology to bring us together

From Fee Plumley, Freelance inc MHP and WOV



Feels a bit like the Cardboard Citizens performance we held in Manchester the day after the elections.... that feels a VERY long time ago now (and dear god if that had gone the other way we wouldn't feel nearly so fearful), but this sense of solidarity is vital for resilience. Love alllllllllllll ya work!

From David Tovey, WOV

It's an absolute pleasure Maria, we so thankful for everyone wanting to join the conversation

From Geetha Rabindrakumar, Cardboard Citizens

Thanks all for putting this together in this way so we could join....Really good to be reminded why we do what we do.

From Matt Peacock, WOV

Thanks Maria - what you're doing in Manchester is so exciting with the Human Rights Festival next year

From Fee Plumley, Freelance inc MHP and WOV

@matt @maria ... there's a what now? can you share deets???

From Phyllida Shaw, arts consultant and author of Open House

Well done Lora, David and Matt - empathy + communication + creativity + action = human = With One Voice

From Becky Jelly, Royal Academy

Thank you so much for organising this today, wonderful to see and hear how people are working in collaboration and partnership to support people experiencing homelessness especially at this really difficult time.

From Maria Bota, Ripples of Hope Festival

<https://www.ripplesofhopefestival.org>

From Karen Brackenridge, Manchester Museum

Geetha agree ... and what we will continue to do!

From Carl Wiley – Lyte Collective, Chicago

Great job on the vid guys!



From Rosanna Lewis, British Council

Thanks for this opportunity to connect and share with each other. "Courage" as they say in French, thinking of you all, stay healthy and let's keep in touch x

PS I love this song!

From Matt Peacock, WOV

Thanks Becky - hope things at Royal Academy are OK and you're all keeping positive. Love the work you've been doing with homeless people

PS Ryan's track was done in one take!

From Fee Plumley, Freelance inc MHP and WOV

You got any links to Ryan's work?

From David Tovey, WOV

We'll try to get these to you all

From Louise Harney, Lowry

Thank you all so much for your support and sharing such useful resources. We are doing all we can to sustain communication and develop ways to remotely facilitate creative provision for the young people and partners involved in The Lowry's youth homelessness project. This has been so helpful. Sending love and best wishes to you all.

From Matt Peacock, WOV

Thanks Louise - is Put Big Light On still happening? It is such a brilliant project with homeless people in Salford

From Louise Harney, The Lowry

Put Big Light On is still happening and up until this week we were delivering weekly activity for young people with experience or at risk of homelessness across Salford. We're just working out how we can keep everything going remotely.

From Matt Peacock, WOV

I mentioned the project to Maria at Ripples of Hope Festival - I will put you in touch

From Matt Peacock, WOV

Cookie Artist in Residence at Manchester Museum who is working with Karen was going to be a panellist today and unfortunately isn't well enough to join

From Fee Plumley, Freelance inc MHP and WOV

For those who want to follow Cookie, he has an instagram account - he's an incredible photographer too - <http://instagram.com/cookiesmudge3>

From Matt Peacock, WOV

Cookie and Karen developed a programme to invite homeless orgs from around Manchester to do art classes at Manchester Museum - Shared Health, Booth Centre, Men's Room, Back on Track, Mustard Tree and others

From Elaine Addington, Open Museum, Glasgow Museums

Thanks so much for this, really helpful and thought provoking. Have suggested that now our museums are shut we follow Manchester's lead with the donation of our nitrile gloves to frontline services.

From Matt Peacock, WOV

That is fantastic Elaine. Thank you so much. We will put that on our plan of suggestions – brilliant idea @Karen

From Sarah Hiscock, Manchester International Festival and Manchester Street Poem

Thank you so much for this afternoon. So proud to be repping Manchester and Manchester Street Poem x

From Lux

And thank you all for putting this together!

From Greg Headley, Homeless Link

Thanks everyone. I've sent across a couple of emails to David

From Jacqui Gavin, Coventry City of Culture 2021

Thanks! Lovely to hear Karen at the end. Keep up the good work x

From Karen Brackenridge, Manchester Museum

Toe Taps from me

Attendees included: John McMahon, Arts Council England; Becky Jelly, Royal Academy; Rosanna Lewis, British Council (Culture and Development); Geetha Rabindrakumar, Cardboard Citizens; Katy Rubin;



Scarlett Malone; Laura Hall, Liverpool Everyman and Playhouse Theatres; Phyllida Shaw, arts evaluator and author of the Cultural Spaces Report; Graham Spengler-Wood, Street Support; Jacqui Gavin, Coventry City of Culture 2021; Karen Brackenridge, Manchester Museum; Marice Cumber, Accumulate; Brijesh Arya, Pehchan, Mumbai; Greg Headley, Homeless Link; Constance; Lux; Fee Plumley, freelance inc Manchester Homelessness Partnership and WOV; Matt Turtle, Museum of Homelessness; Rowena, Australia; Susie Gorgeous, Streetwise Opera; Anita Ferguson, Streetwise Opera performer; Michael Chandler, Union Chapel; Su Corcoran, Manchester Metropolitan Uni; Elki Guillen, Chef; Helen Jeffry, Gloucester Cathedral; Chrystalla Karvella, Homeless Link, Nigel Allmark, Manchester Met Uni; Samra Said, Street Support; Teresa McCann, Path With Art, Seattle; Selina; Lisa; Maria Bota, Ripples of Light Festival; Louise Harney, The Lowry; Carl Wiley, Lyte Collective, Chicago; Sarah Hiscock, Manchester International Festival and Manchester Street Poem; Lora Krasteva, David Tovey, Matt Peacock (With One Voice); Matt Turtle (Museum of Homelessness)