DESIGNING FOR MEANINGFUL INTERVENTIONS

Fostering social innovation for international homeless in Copenhagen

KAMILA ANNA DZIERZAK & TOMMASO DAVERIO

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AUTHORS | KAMILA ANNA DZIERZAK, STUDY NO. 20191959 & TOMMASO DAVERIO, STUDY NO. 20191193

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I ABSTRACT

This thesis examines the case of designing for meaningful interventions for international homeless in the context of Copenhagen, wherein complex system barriers influence the practice. The case has been developed with the support of multiple organizations actively engaged in the system through a co-creative approach.

The complexity of addressing the homelessness and vulnerability at large in the design process calls for multiple and multilayered roles and approaches for the designer. Those focus on building trust, and importance of involving local actors, such as organization within the field or/and social workers in the process, making sure that reflexivity of the process is present at every stage. Additional layer of designer as activist is pointed, as to influence the system, one has to take a stand in making and contributing to a change.

Lastly, together with actors from the system, guidelines for designing meaningful interventions have been co-designed with the aim of improving social inclusion, by establishing a better relationship among international homeless and society. The guidelines can be treated as a setting stone for a further development, in order to serve the organizations engaged in the cause, as well as designers and activists having a stake in the system.

KEY WORDS: co-design, homelessness, vulnerability, meaningful intervention, social innovation, social inclusion

FIG. 1 | NØRREBRO SUPERKILEN - 2021

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II ACKNOWLEDGMENTS

FIG. 2 | NØRREBRO SUPERKILEN - 2021

FIG. 3 | KOMPASSET - 2021

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INTRODUCTION

1.1 INTRODUCTION

Homelessness is increasingly becoming an issue that is affecting the European landscape. The factors of economic discrepancies, migration crises and rising social exclusion are affecting society at large and especially the most vulnerable communities of homeless.

The homeless migrants represent the poorest and most marginalised group of a movement of people who travel around Europe searching for their new future. The British economist Guy Standing (2014, p. 192) is addressing them as 'the precariat' to describe a new class, born out of globalisation, whose access to both the labour market, the housing market and social security is insecure.

This community of international homeless in Copenhagen suffer a loss of their economic, social and political rights. Homeless migrants can be seen as the frontrunners in the mobile section of the precariat involuntarily, existing in a grey zone between labour market policy and social policy (Unregistered homeless migrants, 2017).

With this thesis we were aiming at addressing the complexity of the aforementioned issue of international homeless in the context of Copenhagen city. We positioned ourselves as social, activist designers, who aimed at not only creating a positive impact on the group, but also on changing society attitude at large. Throughout the co-design process with stakeholders representing the system, we were uncovering different system barriers, as well as understanding what were the problematics of the target group that could be addressed through the meaningful design interventions.

Finally, as the answer to the design process, the guidelines for those were co-designed with nuanced knowledge of experts and stakeholders within the system, making the interventions replicable within the context and serving as a possible future framework that could be applied within the system on a larger scale.

1.2 OFFICIAL AND PERSONAL LEARNING GOALS

The Service Systems Design Master's program at Aalborg University Copenhagen lists the following in its curriculum ("Curriculum", 2017):

KNOWLEDGE:
• Must have knowledge about the possibilities to apply appropriate methodological approaches to specific study areas.

• Must have knowledge about design theories and methods that focus on the design of advanced and complex product-service systems.

SKILLS:
• Must be able to work independently, to identify major problem areas (analysis) and adequately address problems and opportunities (synthesis).
• Must demonstrate the capability of analysing, designing and representing innovative solutions.
• Must demonstrate the ability to evaluate and address (synthesis) major organisational and business issues emerging in the design of a product-service system.

COMPETENCIES:
• Must be able to master design and development work in situations that are complex, unpredictable and require new solutions (synthesis).
• Must be able to independently initiate and implement discipline-specific and interdisciplinary cooperation and assume professional responsibility (synthesis).
• Must have the capability to independently take responsibility for their own professional development and specialisation (synthesis).

We established our own objectives to explore throughout the thesis.

PERSONAL LEARNING GOALS:
• Improving facilitation as a key competence of service designer, which can be crucial in the projects in the future;
• Implementing Co-design approach in the entire design cycle of the project;
• Engaging and contributing to developing social innovation solutions and methods;
• Engaging and collaborating with different stakeholders within the scope of the project;
• Contributing with the findings to the stakeholders/actors (communities) engaged;
• Understand our role and competencies as a service designer in the outer world;
• Being able to make a designer interventions in line with our beliefs and contributing to a change within the difficult situation of international homeless in Copenhagen

ABBREVIATIONS LIST:
RtD - Research through Design
I.H. - International Homeless
CPH - Copenhagen

1.3 HOW TO READ THE THESIS

CHAPTER ② is built as a fundamental background of the thesis. Different methodological approaches are presented that are laying the foundation of the thesis. Additionally, the overview of the design process is presented with a use of a visualized timeline and the design activities conducted on each stage.

CHAPTER ③ deeply analyses the theoretical context in which the thesis is based. The homelessness concept and typologies are dicusess, followed by presenting a research area that guides the further design process. Additionally inspirational case studies are presented, together with zooming in on the Copenhagen context of existing services for international homeless.

CHAPTER ④ displays an action research of the thesis, that led to narrowing down the research area by synthetizing all the findings gathered through a qualitative research practices.

CHAPTER ⑤ focuses purely on addressing the chosen research areas into design concepts. Through the iterative ideation techniques and co-design workshops a final solution is reached.

CHAPTER ⑥ consists of reflection within different areas that have been dealt with throughout the thesis project, containing of the design process, system barriers of the context chosen, designer role and approach, and lastly in relation to chosen learning goals.

When it comes to the aesthetics of the thesis, it has been inspired by the brutalism movement wherein buildings are characterised by minimalist constructions that showcase the bare building materials and structural elements over decorative design. The style was chosen consciously to emphasize the theme of the project.

Additional note is in regards to pictures added in the document. Those analogs taken by the authors are loosely in connection with the context of the dissertation, showcasing areas affected by the homelessness in Copenhagen.


FIG. 4 | NØRREBRO STATION - 2021

2.

UNDERSTRUCTURE

Before digging into more practical and hands-on matters of the project, the academic part will be explored. In the following chapter, the methodological approach will be outlined and elaborated on. This is to make sure that the process of the thesis is built upon relevant knowledge, processes and practices.

2.1 METHODOLOGICAL APPROACH
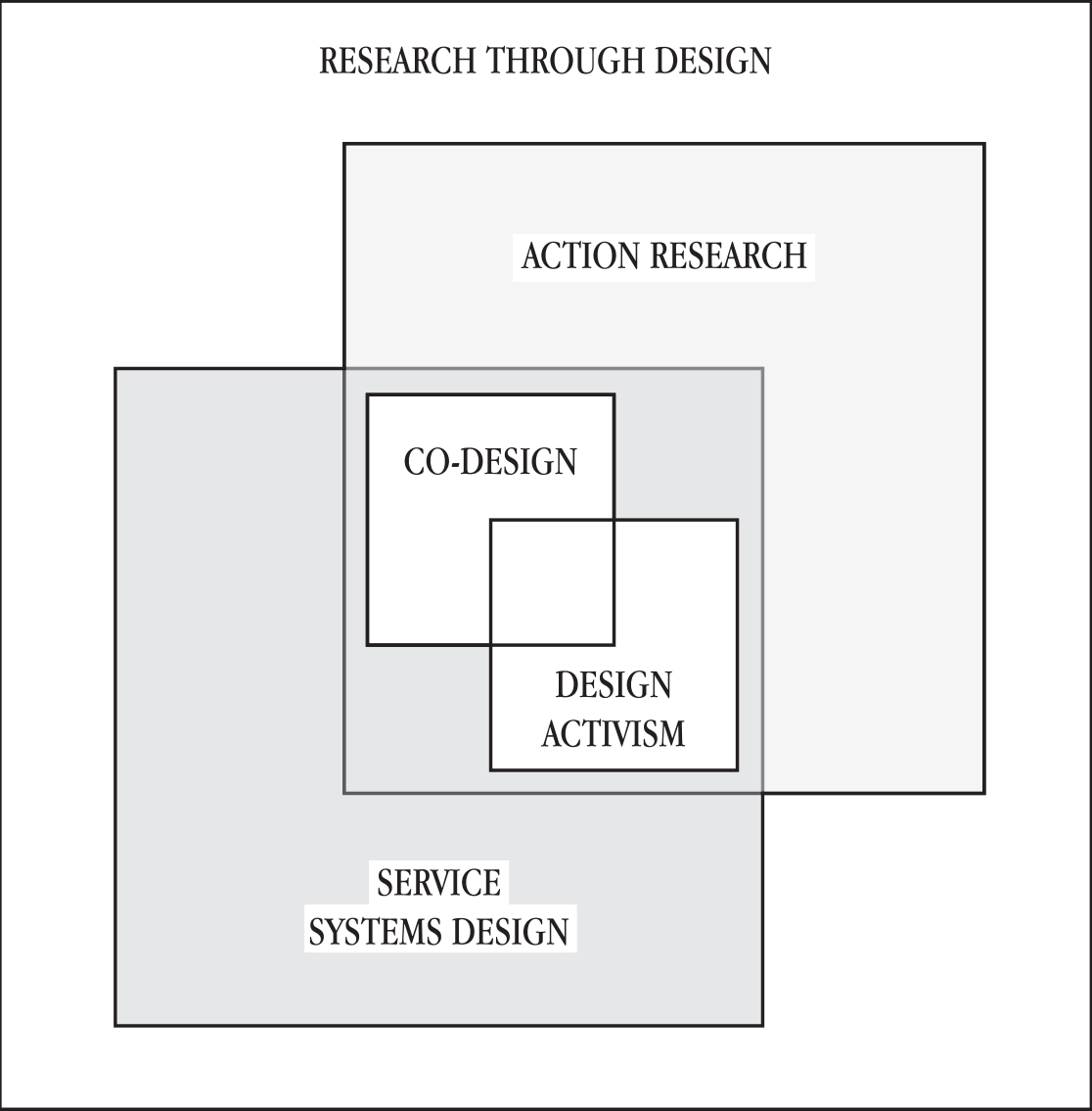
2.1.1 RESEARCH THROUGH DESIGN (RtD)

The main approach being adopted through the thesis is 'research through design', which will be from now on referred to as RtD (see abbreviations list).

Research through Design (RtD) is a research approach that employs methods and processes from design practice as a legitimate method of inquiry (Zimmermann et al, 2010). The phrase 'Research through Art and Design' was coined by Frayling (1993, later positioned in its historical context in 2015) in a speech to the RCA, where he indicated three ways in which doing research would be of interest to the design community (Interaction Design Foundation, 2021). RtD lends itself to addressing societal or wicked problems through its holistic approach of integrating knowledge and theories from across many disciplines, and its iterative approach to reframing the problematic situation and the preferred state as the desired outcome of the research (Zimmermann et al, 2010). Researchers agree that RtD serves a broader purpose than making artefacts with the intention to create societal change. Instead, it is of trying to transition the world into a particular preferred state, these researchers instead want to advance the practice of design with the goal not only of creating societal change but improving society at large, which shows similarities with one more approach chosen for the underlying methodological approach, that is design activism (ibidem).

Manzini (p. 39, 2015) refers to RtD as an activity producing design knowledge, which is a knowledge that is crucial in order to design. It is research that produces visions and proposals, by using methods, tools and skills deriving from designer culture and practice (Manzini, 2015). Additionally, Manzini underlines the difference from traditional scientific research, as RtD applies a dose of subjectivity into the play. Therefore the knowledge produced through the process will be explicit, discussable, and transferable (ibid).

Based on the focus on societal change, a connection can be made between RtD and the Action Research approach (which will be discussed later on in the chapter) used mainly in the humanities and the social sciences. The action research array of iteratively planning, acting, observing, and then reflecting makes the inquiry approach very similar. Additionally, both approaches involve interdisciplinary teams, or at least the integration of knowledge from several disciplines.

WHY CHOSEN FOR THE PROJECT:
RtD has been chosen for this thesis project as an underlying approach because of the ambition and responsibility chosen by the group of designers to both contribute to creating design knowledge within co-designing with and for vulnerable communities as well as a fundamental goal of contributing to society at large and creating societal change.

2.1.2 ACTION RESEARCH

As being mentioned before, Action Research is being seen by many researchers as an interconnected part of RtD approach. Action research is a term used to describe a family of related approaches that integrate theory and action with a goal of addressing important organizational, community, and social issues together with those who experience them. It focuses on the creation of areas for collaborative learning and the design, enactment and evaluation of liberating actions through combining action and research, reflection and action in an ongoing cycle of cogenerative knowledge (Putnam, R. 2014).

Action research arises from a problem, dilemma, or ambiguity in the situation in which practitioners find themselves. It is a practical research methodology that usually is described as requiring three conditions to be met. First, its subject matter normally is situated in a social practice that needs to be changed; second, it is a participatory activity where the researchers work in equitable collaboration; and third, the project proceeds through a spiral of cycles of planning, acting, observing, and reflecting in a systematic and documented study (Swann, 2002).

Action research has been described as a program for change in a social situation, and this is an equally valid description of design understood as "a researched proposition for changing reality" (Press, 1995).

There are several key features of participatory action research:
1. collaboration, 2. incorporation of local knowledge, 3. eclecticism and diversity, 4. case orientation, 5. Emergent process, and 6. a link between scientific understanding and social action (Whyte et al, 1993).

WHY CHOSEN FOR THE PROJECT:
Action Research was chosen as an equally relevant underlying approach for the thesis as it underlined the importance of combining the theory with action and practice in a social and collaborative context. As a group we were determined to have our project being based in a real-world context, solving a demanding societal challenge with a community that is experiencing it first-hand.

2.1.3 CO-DESIGN

Co-design is a design approach that involves different stakeholders in the design process, with the aim of sharing everyone's needs and defining a project together (Ehn,

2008, Manzini, 2015). The figures involved are called, under the guidance of the designers, to interact with each other and combine their opinions and skills to face a specific problem (Sanders & Stappers, 2008).

Co-design has recent origins and comes from two design approaches that were developed in the 1970s. The first one originated in the United States under the name of "user-centred approach", in response to usability problems in interacting with information systems. This method aimed to give people greater influence and space of initiative, making them participate in some research and ideation activities within the design process. In the meanwhile, the "Collective Resource Approach" was born in Northern Europe: an association that aimed to implement the value of industrial production, involving workers in the development phases of a new work system. This approach, which takes the name of "Participatory Design", combined the design knowledge of the designers with the actual experience of the workers (Sanders & Stappers, 2008).

Today co-design is seen as an additional level of development that takes up some characteristics of the two approaches by redefining their objectives. Compared to "Participatory Design", it broadens its spectrum of application by combining it with all possible contexts. The user-centred approach takes up the need to consider user requirements at the centre of the process, expanding their meaning and investigating what the needs and needs are based on their experiences. Furthermore, unlike a classic user-centred approach (where users are considered as objects of study from which designers obtain information and then develop a project), in co-design the roles are redefined: the people involved are considered as "experts of their experience" (Sanders & Stappers, 2008). Co-design, therefore, places more importance on the process, creating a structure in which participants are recognized as having a fundamental role (Manzini, 2015). This change leads to enhance the position of those who usually play a passive role in the design process, creating a collective awareness of the project and increasing its sense of belonging.

It is an approach that in recent years has been increasingly taking place, especially in the design of services.
Co-design is a very interesting field of experimentation that highlights the ability of designers to develop new activities and adapt tools and languages to be extended to the new figures involved to achieve specific objectives.

WHY CHOSEN FOR THE PROJECT:
We believe that a user-centred approach limits the scope and progress of the project, by focusing primarily just on a user, instead of having a more systemic, collaborative approach toward the design process. Therefore we aimed with our project to act as design experts and facilitators who can co-design with many relevant stakeholders and users

involved in the problem. The approach was challenged due to the limitations of the chosen target group that showed a high level of vulnerability, which will be discussed further in the report.

2.1.4 DESIGN ACTIVISM

Design activism is based on the premise of sparking interest in the problematic areas by showing in a provocative manner, that there are different ways of approaching and seeing the aforementioned problems. Its main purpose is not necessarily to find immediate solutions to the problems but rather to raise awareness and questions around the topic (Manzini, p.46, 2015).
Design activism is also defined as a movement that is "more self-consciously and more knowingly responsive to circumstances" (Julier, 2015) that can be incorporated in a form of open-ended experimentation situated in everyday life "with real people and real places" allowing for subtle changes and speculations (Mallo et al, 2020).

Design Activism is: "design thinking, imagination and practice applied knowingly or unknowingly to create a counter-narrative aimed at generating and balancing positive social, institutional, environmental and/or economic change" (Fuad-Luke, 2009). There are three specific design's roles in areas: 1) questioning the status quo, 2) raising awareness, and/or 3) promoting social change (Markussen, 2013). Markussen (2013) develops what he calls the disruptive aesthetics of design activism, meaning that design activism has an aesthetic potential in its capability to open the relation between people's emotions and behaviour; "between what they do and what they feel about this doing" (Ibid. p. 39), and on the other hand, it has a political potential to disrupt existing power structures and authorities and thus "raise critical awareness of ways of consuming, working and living" (Ibid).

WHY CHOSEN FOR THE PROJECT:
Design activism was chosen as a supportive approach for the development of the thesis project. It underlined the possibility of having a more political voice within the system we were addressing, but also having a more open-ended critical approach to the solution-building rather than coming up with a concrete concept at the end of our process.

2.1.5 SERVICE SYSTEMS DESIGN (FOR SOCIAL INNOVATION)

Service Design is an emerging and evolving iterative approach with a flexible and rela-
tively lightweight set of tools borrowed from marketing, branding, user experience, and other fields (Stickdorn et al, 2018). At the same time, lately, there has been an increasing interest both in regards to the number of projects and academic papers revolving around the topic. Service Design incites a shift in the creation of a value from material goods to immaterial actions and performances (Sbordone & Morelli, 2017). There are key characteristics when it comes to Service Design, such as interdisciplinarity, holistic and integrative approach, meaning that it advances from the methods and tools from other disciplines, such as anthropology or strategic design. At the same time, service design aims at managing the complexity of its area of concern through the collaboration with a wide range of actors and stakeholders (Stickdorn & Schneider, 2011).
Service design is furthermore systemic. This approach is conceived to be systemic as it analyses the links between all the stakeholders and actors involved and generates new links to provide better interaction within them.

While discussing Service Design in the case of our project, we focused on Service Design for Social Innovation.

"Social innovations can be products or services (...) but they can also be a principle, an idea ... a social movement, intervention or some combination of them. The main aspect is its ability to simultaneously meet social needs and create social relationships." (Björgvinsson, 2012)

In that understanding, "Design is, or should be, culture and consequently, the designer has or should have, their own view about the world (Manzini, 2011). Papanek already in 1971 with his book "Design for the real world" discussed the social and moral responsibility of the designers to their society as well as what he calls "underdeveloped" and emerging countries facing issues such as sustainability. More recently, also Bonsiepe (2006) has encouraged designers "to focus on the excluded, the discriminated, and economically less-favoured groups" in their design activities"

According to Andrews (2011) service design plays an important role in shifting perceptions of notions of creativity, actively illustrating the significant and wider social application of design and involving more people in the design process.Furthermore, Young (2012) underlines the service designer's role in the co-design of socially responsible community practice contexts. He emphasises social responsibility at the core of service design and argues that all design principally is meant to be socially responsible. Importantly, Stickdorn and Schneider (2011) argue that the tools and methodologies developed by service designers provide an opportunity and encouragement for all different categories of designers, to consider, approach and tackle social issues.

There is an underlying overlap within social design and service design. While service

design is mostly focused on applying design to systems and processes, the core point of social design is usually social conditions (Bailey, 2012). Kuure and Miettinen (2017) argue that the further discussion, critique, and debate is still needed, but it seems evident that the knowledge of social design is relevant for service designers and vice versa, in particular in contexts where services should be delivered and sustained by the communities themselves.

Penin (2018) describes service design for social innovation as simply "new ideas that work in meeting social goals" while underlying its collaborative nature at the core. Collaboration is mostly based between users and service providers, while the service providers in many circumstances are often also users, as the initiatives are bottom-up, community-led.

Additionally Meroni et al (2013) describes a Social Innovation Journey that can be used as a framework while working within social innovation. The process starts from raising awareness, building upon involving pro-active people and experts, followed by identifying a topic for action to co-design it with communities through generating ideas, defining timing, roles and exit strategies, developing the solutions and finally producing an event-like prototype.

WHY CHOSEN FOR THE PROJECT:
Service Systems Design as well as the additional layer of Service Design for Social Innovation was a clear direction to choose while designing with vulnerable and marginalized communities of international homeless in Copenhagen. We aimed not only at including them in the project as much as possible but also contributing to a meaningful outcome that could have a positive impact on their everyday lives.

2.2 OVERVIEW OF THE PROCESS

2.2.1 DOUBLE DIAMOND

In order to map out the approach that was guiding a design process of this dissertation a double diamond is presented. It serves as an overview of the entire design process that we went through. This iterative and open-ended process was based both on divergent and convergent thinking, wherein the processes of exploring issues more in depth is followed by taking focused action (https://www.designcouncil.org.uk/, 2021).

଼   DISCOVER. The first phase of the diamond helps to understand the core of the researched area, rather than simply assuming what the problem could be. It revolves around gathering information through activities with people who are affected by the issues, as well as experts within the field.
ACTIVITIES: literature review on homelessness, social inclusion and co-designing with vulnerability, case studies, map of services, design diaries, interviews with CPH and design experts, maslow pyramid tool (as a layer to one of the interviews)

଼   DEFINE. The next phase can be described as synthesizing wherein the insights are gathered from the discovery phase that later on can help to define the challenge in a different way.
ACTIVITIES: clustering workshop, validation workshop

଼   DEVELOP. The creative phase of the diamond encourages giving different answers to the clearly defined problem, by co-designing with a range of different people and seeking different forms of inspiration.
ACTIVITIES: associations energizer, disassembling clusters, walt disney method, clustering directions, evaluation matrix, scenarios and storyboards, an expert interview

଼   DELIVER. Delivery focuses on testing out different solutions at small-scale, rejecting those that will not work and improving the ones that will.
ACTIVITIES: workshop on interventions, guidelines for meaningful interventions

 Although double diamond was naturally guiding us throughout the design process, the presented dissertation is not structured according to the double diamond, but rather following the logical process of development of the thesis.

2.2.2 TIMELINE OF THE PROCESS

The timeline illustrates the design process of the thesis throughout the time, with underlying activities and milestones, which guided the process.

FEB   MAR   APR   MAY   JUN

1 Research Question

Interviews

Synthetizing All the Research

2 Research Question

Expert Interview

3 Research Question

Co-design Workshops

DESK RESEARCH

ESTABLISHING RELATIONSHIPS

ACTION RESEARCH

ITERATION OF IDEATION

FRAMING THE SOLUTION
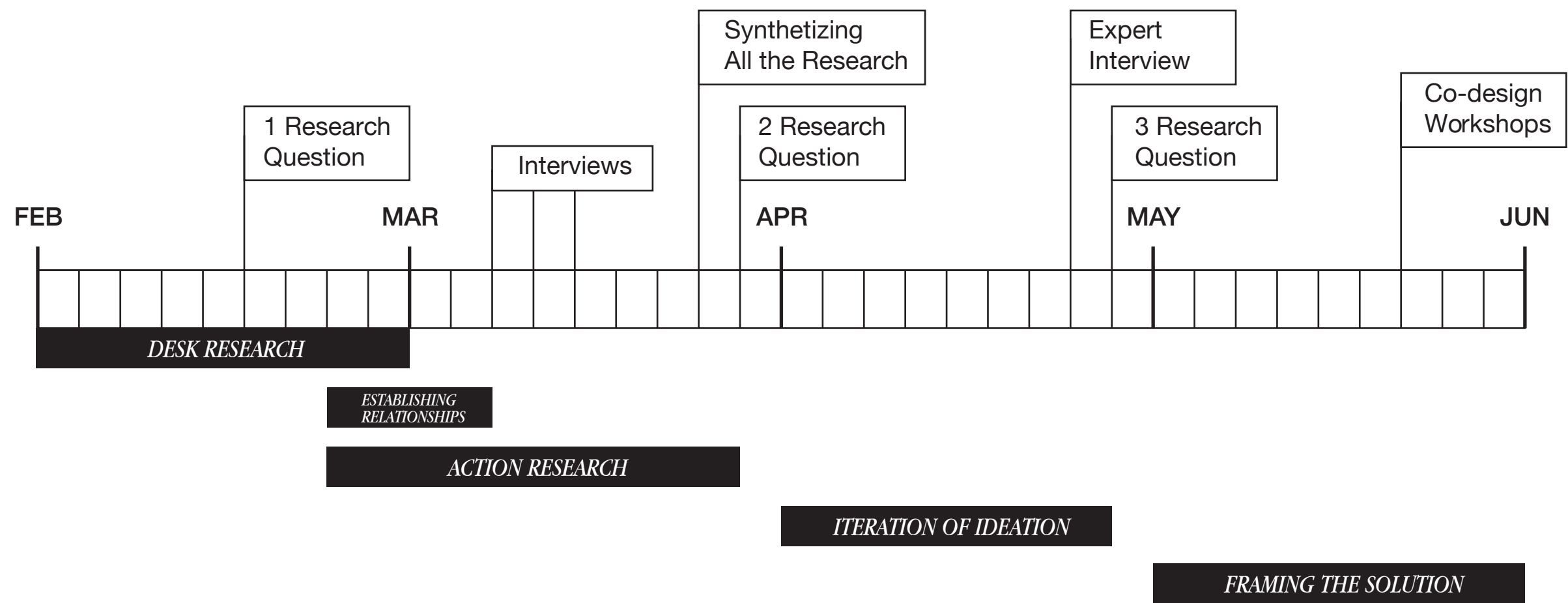
CONTEXT

3.1 GENERAL INTRODUCTION TO HOMELESSNESS

There is no official definition of homelessness in Denmark (Kvist, 2019). Constitutionally it is stated that 'persons with special social problems who do not have or cannot stay in their own home, and who need a housing offer and offers of activating support, care and subsequent help' should be offered a temporary house. This statement is the closest definition we can find in official danish documents addressing homelessness and social services law. It is clear that this definition treats the homeless as people with both social and housing problems (Kvist, 2019).

In order to have a better definition and understand better the phenomenon of homeless, we are going to refer to the ETHOS framework "which is arguably the most prominent definition and classification of homelessness with an articulated theoretical foundation in current use"(Amore et al, 2011).

ETHOS (European Typology of Homelessness and Housing Exclusion) classification was developed by FEANTSA (the European Federation of National Organisations Working with the Homeless) as a transitional framework definition for policies and practise purposes.

Table 1 ETHOS – European Typology of Homelessness and Housing Exclusion

	Conceptual category	Operational category		Living situation	
Homelessness	Roofless	1	People living rough	1.1	Public space or external space
		2	People staying in a night shelter	2.1	Night shelter
	Houseless	3	People in accommodation for the homeless	3.1	Homeless hostel
				3.2	Temporary accommodation
				3.3	Transitional supported accommodation
		4	People in a women's shelter	4.1	Women's shelter accommodation
		5	People in accommodation for immigrants	5.1	Temporary accommodation, reception centres
				5.2	Migrant workers' accommodation
		6	People due to be released from institutions	6.1	Penal institutions
				6.2	Medical institutions
				6.3	Children's institutions/homes
		7	People receiving longer-term support (due to homelessness)	7.1	Residential care for older homeless people
				7.2	Supported accommodation for formerly homeless persons
Housing exclusion	Insecure	8	People living in insecure accommodation	8.1	Temporarily with family/friends
				8.2	No legal (sub) tenancy
				8.3	Illegal occupation of land
		9	People living under threat of eviction	9.1	Legal orders enforced (rented)
				9.2	Repossession orders (owned)
		10	People living under threat of violence	10.1	Police recorded incidents
	Inadequate	11	People living in temporary/ non-conventional structures	11.1	Mobile homes
				11.2	Non-conventional building
				11.3	Temporary structure
		12	People living in unfit housing	12.1	Occupied dwelling unfit for habitation
		13	People living in extreme overcrowding	13.1	Highest national norm of overcrowding

FIG. 7 | ETHOS TABLE

3.1.1 TYPES OF HOMELESSNESS

Homelessness is created in the interplay between individual and societal factors that have contributed to a more dynamic understanding of the definition. Rather than homelessness being the culmination of a long process of marginalization, research shows that vulnerable citizens can have movements in and out of homelessness over a life course. In a US study based on data from hostels in US cities, it was identified that there are three different types of homelessness (KRAKA, 2019):

- *the transitional,*
- *the episodic,*
- *the chronic.*

Transitional homelessness is characterized by citizens who only once or a few times experience homelessness, and where the homelessness is typically of a shorter duration. Episodic homelessness, on the other hand, is characterized by many movements in and out of homelessness and a high degree of instability, by an alternation between short-term hostel stays, hospitalizations, prison stays and periods of street homelessness. The third type of homelessness, the chronic or very long-term homelessness is characterized by fewer but very long-term homelessness courses (ibidem).

3.1.2 REASONS FOR HOMELESSNESS

In a British study, Bramley and Fitzpatrick (2017) show based on data from different nationwide studies of how homelessness is far from randomly distributed across the population. That being said, they contradict a popular view present in the English public debate that all people are two payslips from being able to be homeless. On the contrary, the risk of homelessness is structured systematically based on both individuals, social and structural factors (ibidem). Especially in groups characterized by poverty and psychosocial vulnerabilities, the risk of homelessness is relatively high and homelessness is a common occurrence phenomenon in groups with multiple risk factors.

Homelessness can, in principle, affect everyone, whether from a vulnerable or privileged background. But in general, the homeless often come from a difficult background. Studies show that the homeless are more ill, both mentally and physically than the rest of the population. They have a much greater degree of drug and/or alcohol abuse than the rest of the population. There is also a clear over-representation among the homeless of citizens who have had a difficult childhood, with neglect and abuse in the family. (KRAKA, 2019).

However, homelessness occurs not only due to difficult personal circumstances of the individual but is greatly affected by structural conditions such as the size of cash benefits and access to affordable housing. At the same time, the development of the housing market in the big cities means that the prices of cooperative, rental and owner-occupied housing are rising and that there will thus be fewer flats that people with a low income can pay. Overall, it can contribute to rise in homelessness (KRAKA, 2019).

The main causes of homelessness can be characterized as:
Poverty and psychosocial risk factors
Mental and physical disorders
Drug and alcohol abuse
Abuse and aggression in family
Welfare states & help vs lack of it (affordable housing, benefits, etc.)
Multiple risk factors and vulnerability

3.2 HOMELESSNESS IN DENMARK

There is a noticeable increase in the number of homeless in Denmark- despite the fact that the political interventions have tried to slow down the development since 2009 with targeted, political measures. According to the latest information about homelessness from 2019, there are 6,431 homeless people in Denmark. In 2009, the number was around 4,998 (Benjaminsen, 2019).

3.2.1 THE HOMELESSNESS IN NUMBERS

Since 2007, VIVE - the National Research and Analysis Center for Welfare - has every two years conducted a national survey of citizens in homelessness in Denmark in order to observe developments in the area.

The surveys were carried out by the social services and authorities in the area of homelessness in week 6 of the year in question filled in a questionnaire for each individual citizen in homelessness with whom they had contact or knowledge.
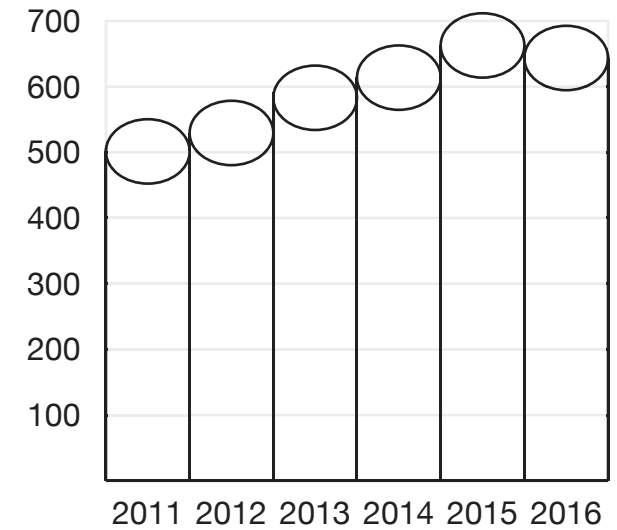
The surveys show:
2019: 6,431 citizens in homelessness
2017: 6,635 citizens in homelessness
2015: 6,138 citizens in homelessness
2013: 5,820 citizens in homelessness

2011: 5,290 citizens in homelessness
2009: 4,998 citizens in homelessness

The figures must be regarded as minimum figures, as locally there will be people who are in a homeless situation that has not been registered in the national survey (https://socialstyrelsen.dk/, 2021).

3.2.2 A TYPICAL HOMELESS IN DENMARK

Across age groups, there are significantly more homeless men than women. In the age group 25-29 years, for example, 80% of the homeless are men, and only 20% of them are women (Benjaminsen, 2019).

While there have been slightly fewer young homeless people, there have been an increasing number of more middle-aged and older homeless people. In 2019, 1,131 homeless citizens between the ages of 50 and 59 were registered, which is an increase compared to 2017, when there were 1,057. There has also been an increase in homeless citizens aged 60 and over, from 347 people in 2017 to 414 in 2019 (KRAKA, 2019).

Unlike many other, poorer countries, there are no homeless children in Denmark. In 2019, it is registered that there are around 227 children under the age of 18 living with homeless adults. The vast majority of women and men who live with their children in homelessness live either in a hostel or with family or friends.

Homeless people in Denmark are far more often exposed to violence than the average Dane, and at the same time, homeless people are among the poorest part of the population. Only a very small proportion of the homeless have work or higher levels of education - the majority are on, for example, cash benefits or early retirement (KRAKA, 2019).

3.3 INTERNATIONAL HOMELESS IN DENMARK

3.3.1 MIGRATION AND POLITICAL CONTEXT

The open EU borders foster the level of migration, also with an emphasis on a poorer workforce which seeks opportunities in the general economic crisis (Unregistered homeless migrants, 2017).

The homeless migrants represent the poorest and most marginalised group of a movement of people who travel around Europe searching for their new future. The British economist Guy Standing (2014, p. 192) has coined the term 'the precariat' to describe a new class, born out of globalisation, whose access to both the labour market, the housing market and social security is insecure.

Members of the precariat suffer a loss of their economic, social and political rights. Homeless migrants can be seen as the frontrunners in the mobile section of the precariat involuntarily. What is important to underline is that they exist in a grey zone between labour market policy and social policy, as the former is regulated by the EU and the latter is a matter of national legislation (Unregistered homeless migrants, 2017).

3.3.1.1 REGISTERING A CPR

There is also an important matter of getting registered in Denmark in order to obtain a legal CPR (Det Centrale Personregister). As an EU citizen one is required to register in Denmark if one expects to reside for more than 3 months in a country, unless, like so many homeless migrants, one is looking for work. In order to register, one must have a 'basis of residence' (employment contract, evidence of being a student, a self-supporting person with your own business, etc.), and, in Kompasset experience, it is not possible to register anywhere as a jobseeker, despite both the institution and the homeless being regularly advised of this by the authorities. This means that homeless EU citizens who have, by and large, come here with the intention of finding work, do not have the opportunity to legally register (Unregistered homeless migrants, 2017).

One can divide the foreign homeless into two groups. On the one hand, there are foreign homeless people who are citizens of an EU country. They have the right to visit Denmark for up to six months if they can prove that they are looking for work while they are here. In addition, there are foreign homeless people who have a residence permit but not citizenship of an EU country. They have the right to visit Denmark as tourists for up to three months, but they are not allowed to work in Denmark. At the same time, they must be able to prove that they can sustain themselves when they are here - otherwise, they will be expelled (Kompasset, 2020).

Kompasset Report (2017) points out an important aspect though. The rules may seem relatively clear, but what is experienced is that it all depends a great deal on the individuals involved. The questions can be raised: what constitutes valid evidence for being a jobseeker? How and who determines whether a person has genuine changes of being engaged? Can a person, in practice, simply leave and then return to a host country again and thereby acquire another 3-6 months' legal residency?

3.3.1.2 ACCESS TO SOCIAL ASSISTANCE AND LEGISLATION

The social rights of unregistered homeless migrants is a topic that continues to be discussed and lacks legal clarification. Practically speaking, most of them only have access to temporary night shelters, some private low threshold services (partially financed by the City of Copenhagen and the EU), acute healthcare and assistance from the Red Cross health clinic, plus, in some cases, assistance in returning home, depending on their individual situation (more on the services in the section map of services section 3.7). This means that they are cut off from all forms of individual financial support from the public system, or from access to any other social assistance. There is a very big difference in what help is offered to Danish homeless people, foreign EU citizens and foreign homeless people who have a residence permit, but not citizenship, in an EU country (Unregistered homeless migrants, 2017).

Danish homeless people can get access to social services such as cash benefits, and they can get a place in a hostel and free medical care. Homeless EU citizens and non-EU homeless people, on the other hand, have much more limited access to these services (ibidem).

Since 2015, foreign homeless people in Copenhagen have been able to get support to return to their home country through a so-called "transit program" (udenfor.dk, 2021). The program has received DKK 2.7 million annually, and the support will be prolonged until 2024. The general manager of Project Outside (ibidem), which works with foreign homeless people, predicts that around 150-200 foreign homeless people will not be able to return to their home country in the future and will therefore stay in parks and on

streets in Copenhagen: "It will be of great importance to the individual homeless that the municipality has chosen to stop the initiative. The foreign homeless are only welcome in very few places in the capital. That is why we also anticipate an increasing number of homeless people in the streets of Copenhagen." (udenfor.dk, 2021)

Access to financial assistance is stated in Lov om Aktiv socialpolitik (Active social policy Act), including access to cash benefits (kontanthjælp), which indicates that only first-time job-seeking EU citizens (unregistered EU citizens) have the right to support according to the law only in connection with returning home (Lov om aktiv social-politik (Active Social Policy Act) § 12A). In Kompasset's experience, it is only the severely ill or addicted homeless migrants who are offered this assistance via the City of Copenhagen's Homeless Unit. Homeless migrants who are not EU citizens do not have the right to any financial assistance (Unregistered homeless migrants, 2017).

3.3.2 CULTURAL CONTEXT

According to Hofstede insights Denmark is perceived as a highly individualistic society (with a score of 74 is an Individualist society). This means there is a rather high preference for a loose social framework in which individuals are expected to take care of themselves and their immediate and close families only. Small talk is kept at a minimum and you do not need to create relationships first. Danes are also known for using a very direct form of communication (hofstede-insights, 2021). It can be an important factor for the integration of international homeless and the level of which they are given care and support.

Denmark as a country has been also facing a transition of neutrality and tolerance. Considered as a rather open country, since 1990 a historical shift in the discrimination discourse has been widely noted throughout Europe (Hervik, 2004). Although the attitude is not widely understood as racism, there is visible rhetoric of indirect, 'morally less reprehensible', focus on 'culture' and 'cultural differences' and differentiation between 'us' and 'them'. In addition, Back and Solomos have noted that in contemporary discourse race is coded in terms of 'difference' and 'culture' (2000:20–21). In addition, to underline the notion of Danish core values as 'acceptable' values, in contrast to refugees/immigrants culture as problematic, and to stereotype them as potentially dangerous (Gudrum Jense, 2017). Hervik (2004) describes this narrative as unbridgeable differences with embedded assumptions of belonging and naturalness that cannot easily be undone.

3.3.3 CURRENT SITUATION

The vast majority of homeless people have a Danish background, more specifically 82% have a Danish background, and the remaining 18% have other nationalities. Non-trivial group of the Danish homeless have a Greenlandic background (Kvist, 2019). At the same time, in recent years there has been an increase in the number of homeless people with an immigrant and descendant background. 11% of the homeless citizens are immigrants, while 7% are descendants (in the report defined by both parents being immigrants). This is an over-representation compared to the Danish population as a whole, where 11% are immigrants and 3% are descendants (KRAKA, 2019).

In addition, there is an increase in the number of homeless people in Denmark with foreign nationality. There are homeless people throughout Denmark, but the vast majority of homeless people with foreign nationality live in larger cities such as Copenhagen, Aarhus, Odense and Aalborg. In Copenhagen, for example, 69% are homeless with Danish background, while 31% have a foreign nationality.

Kompasset as one of the leading organizations within international homelessness in Copenhagen created a statistical report (2020) to uncover the current spectrum of the situation in regards to international homeless. According to their data, the majority of homeless are coming from EU nations (79% users of Kompasset). At the beginning of 2020, the numbers have increased, mainly due to closed borders and controls with and from outside of the EU. Therefore many of the users of Nigerian origins have decreased drastically from 11% to 2%. Interestingly, during the pandemic, there has been a rise of Danish users in Kompasset (from 3% to 5%). When it comes to European users, Romanians remain the most represented group (60% of users), while there has been a small increase in Polish users (from 4% to 7%). Additionally, in relation to gender Kompasset has experienced a rising number of women using the service, increasing from 12% to 14% in 2020. There has been a 5% increase in people between the ages of 18-25 from 2019 to the first half of 2020, with almost the same drop reflected in those aged between 25 and 50. This age group, 25-50 remains the largest group seeking assistance from Kompasset's services, with 71% of all people falling into this category (ibidem).

Copenhagen was experiencing a large increase in the number of homeless men with an African background before the pandemic. They often have a residence permit in Spain or Italy, where unemployment is high, and are then taken north to find work. In Denmark, however, they discover that they are not allowed to work, and therefore the majority typically travel further after a few months (Kompasset, 2020).

3.4 RESEARCH AREA

Based on the acquired information from the desk literature, as well as literature review, we were ready to set ourselves a research question that was guiding us further in the design process.

As an initial research question we decided on working with the following, open-ended question:

"How can we create bottom-up social innovation empowering the international homeless in Copenhagen?"

Bottom-up	design with and for international homeless
Social innovation	new ideas working towards creating social value
Empowering	give the strength to overcome their own problems with their capabilities
International homeless	the scope of the thesis was decided to be narrowed down exclusively to international homeless based on the desk research

Our areas of focus consisted of focusing on bottom-up social innovation, in line with our methodological approach that assumed that research through design and action research is a "design with the goal not only of creating societal change but improving society at large"(Zimmermann et al, 2010). We wanted to design for and with international homeless who are currently experiencing difficulties in their life, but that does not mean

they were not active actors and important voices to be taken into account. Additionally, our focus did not consider policy top-down level, as we assumed that with the timing and resources dedicated to the thesis, it would not be an area to which we could contribute to enough.

Additionally, in our research question, we are stating that we would like to work with empowering solutions. A further definition of the word 'empowerment' is needed in order to understand our intentions. What we assumed was that homeless people receive help in different forms without much action needed from their side. It puts them in a rather passive and waiting mode instead of activating them and enabling them to create a positive change for themselves. Therefore our definition of empowering will be: "encouraging and activating in order to create a plausible outcome for their own benefit and change / inspiring them to act for their own cause".

Lastly, we would like to elaborate on the theme chosen, which is the international homeless in Copenhagen. We have chosen to work with the following based on a few aspects. First of all, it represents our passion for social inclusivity, urban cohesion and contributing to solutions that have on their agendas marginalized and discluded communities. We believe that design in too many cases turns into glossy, irrelevant directions that do not aim well enough at addressing relevant and urgent problems of nowadays societies. Lastly, we really strove for activities that could be conducted in real life instead of digital screens, therefore we thought of addressing a group or a problem that despite the global pandemic hasn't been stopped, limited or hindered, but rather it exists no matter of outer circumstances. Additionally, it is important to underline the difference between international homeless and homeless in Denmark in general. Not only do they face political and cultural dicrimination, but also the amount of help and services targeted especially for them is almost non-existent. Another crucial aspect to state is the language barrier. We understood early on in our process that from the practical point of view, it also makes more sense for us to target the audience with which we can directly communicate. Furthermore, the desk research showed that Danish homeless might be an even more difficult target group to work with, based on their mental and drug addiction problems.
All in all, we agreed upon prioritizing the international homeless in our design process and contributing with the solutions particularly to them.

3.5 SOCIAL INCLUSION

The process that will follow in this thesis, is aiming to improve the terms of participation in society for people who are disadvantaged in this specific case of I.H.

Promoting social inclusion faces various challenges. We decided to stick with our mission throughout the process and try to create value for those who are disadvantaged in our society, therefore first we aimed at understanding in depth what social inclusion constitutes.

As part of the global agenda for 2030 (https://sdgs.un.org/goals, 2021) is the principle that every person should receive the benefits of prosperity and enjoy minimum standards of well-being.

Social inclusion has been defined by the world bank as: "The process of improving the terms on which individuals and groups take part in society—improving the ability, opportunity, and dignity of those disadvantaged on the basis of their identity." (https://www.worldbank.org/, 2021). Thus, social inclusion is both a process and a goal in itself.

As the United Nation report points out, to promote social inclusion it requires removing barriers to people's participation in society, as well as by taking active inclusionary steps to facilitate such participation (UN report, 2016).
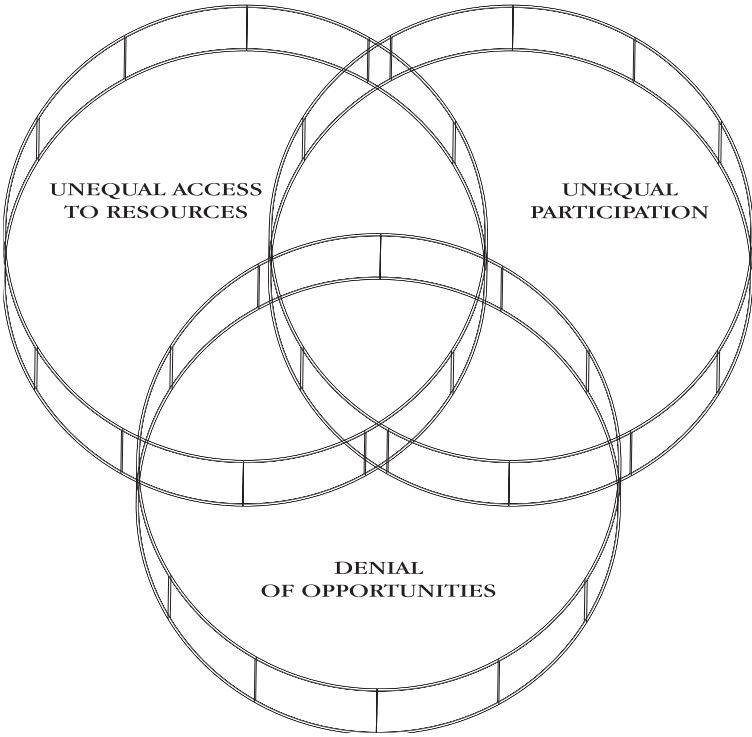
FIG. 9 | SYMPHTOMS OF EXCLUSION

On the other side of the spectrum one faces the problem of social exclusion. It can be defined as "(...) a complex and multi-dimensional process driven by unequal power relationships interacting across four main dimensions – economic, political, social and cultural – and at different levels including individual, household, group, community, country and global levels. It involves the lack or denial of resources, rights, goods and services, and the inability to participate in the normal relationships and activities, available to the majority of people in society, whether in economic, social, cultural, or political arenas. It affects both the quality of life of individuals and the equity and cohesion of society as a whole." (Taket, et al., 2013).

As a response from a design world perspective, one way to go is the Inclusive Design, which started as a movement in the UK that focuses on the reflective question of designing for social inclusion (Coleman, 1994). This reflects on the premise that the Inclusive Design process can enable social inclusion and looks especially at the importance of the understanding of cultural context to make sure that effective user/designer partnerships takes place. Additionally it brings a value of opening a public discourse on social inclusion (Lee and Cassim, 2009). That being said, the concept of design for social inclusion emerged as a potentially important driver of positive change within societal problems (ibidem).

3.6 CO-DESIGNING WITH VULNERABILITY

In order to kick-start the design process of the chosen research area, we decided on understanding better what does constitute a design process while having a target group of vulnerable people. That being said, we tried to find good practices of co-designing processes regarding vulnerable communities, not limiting ourselves to homelessness, but also putting the emphasis on the chosen area.

Mullins et al (2021) have described a specific co-design project that aimed at including rough sleepers of Australia in their strategy project. The authors pointed out that in general terms, people from lower socio-economic groups are ones to be under-represented in many forms of research. Furthermore, while co-design processes are becoming more well spread, there are certain concerns and challenges in the ways the most vulnerable and disadvantaged are involved, taking a rather tokenistic participation. Some of the most common barriers when it comes to the inclusion of vulnerable groups include issues with initial engagement; power differentials; and health, economic and social circumstances affecting participation (Mulvale et al, 2019). What is more, in certain cases vulnerable representatives might also be in lack of some of the skills which are needed to participate fully in the processes, e.g. communication and general cognitive skills, willingness to become part of groups in the first place—which may in turn lead

to increased marginalization as more vocal groups have their voices heard. In particular for people in the state of homelessness, the social stigma has an increasingly important impact which can constrain the group from seeking services and health care; as well as it can contribute to being an impediment to partaking in engaging when opportunities arise (Mullins et al, 2021).

The particular project (Mullins et al, 2021) has identified a number of essential practices that should be included in the design process:
Selecting appropriate group members - the criteria allowed for people to be selected for their willingness and ability to commit to and contribute to the group;
Making participation a positive experience - it is essential to make sure that the participants benefit in partaking in the process, as well as interest and enthusiasm is on the high level throughout the project;
Clarity of expectations on every stage - this approach helps with the purposefulness of the project, making sure that every participant is aware of goals and the process.

Moll et al (2020) point out that codesign as a methodological approach can be a powerful tool to debate the vulnerability once there is a place for actual collaboration in research and service/system design. As co-design has the power to empower stakeholders of the process, as researchers, participants, service providers and service users, policy makers and community members. At the same time, it is relevant to emphasise that co-design is a relational process, therefore there must be extra attention paid to make sure that the process does not maintain inequalities. Moll et al (2020) created a guiding structure that can be applied in order to foster reflexivity of the process, asking three grounded questions: Where are you starting from? What should you be doing? What are your intended outputs?

Where are you starting from?
• What are your worldviews, assumptions and values relevant to the issue(s) or problem(s) you are trying to address?
• How open are you to being transformed by other worldviews?
• How will you respectfully interact and compassionately attend to human diversity, and various ways of knowing?
• How will you interrogate power and privilege?
• How will you make time and space for sharing, dialogue and cocreation despite timelines and resource constraints?

What should you be doing?
• How will you purposefully select a broad range of stakeholder perspectives and representatives? How do you define inclusive participation?
• What tools, processes and techniques will you use to fully understand lived experiences, build rapport and foster trust within an environment of open and respectful dialogue?
• How will you tap into tacit knowledge, creativity and shared meaning of diverse perspectives to cocreate a shared vision for improvement?

What are your intended outputs?
• How will you facilitate implementation of prototype solutions?
• How will you foster commitment to change to minimise the risk of tokenistic engagement of vulnerable populations and perpetuating the status quo?
• How will your codesign processes build capacity and forge new ways of communicating, and in doing so shift service cultures toward greater empathy, trust, shared commitment and advocacy?
• How will you determine if your project has achieved the desired outcomes? Will these outcomes be sustainable?

Mulvale et al (2019) summarizes the challenges and principles that have to be taken into account while co-designing with vulnerable target groups. The main challenges revolve around Funding - the project targeting vulnerable communities tend to be underfunded and heavily depended on the state support, therefore there is a need of being attentive when it comes to additional funds; Economic and Social Circumstances - there is a crucial need of understanding the history and cultural context of each group in order to create a safe space; Power differentials - power sharing throughout the design process is essential in order to contribute to empowerment of involved ones; Engagement & Recruitment - the key aspects are values of trust, flexibility and responsiveness in the recruitment processes.
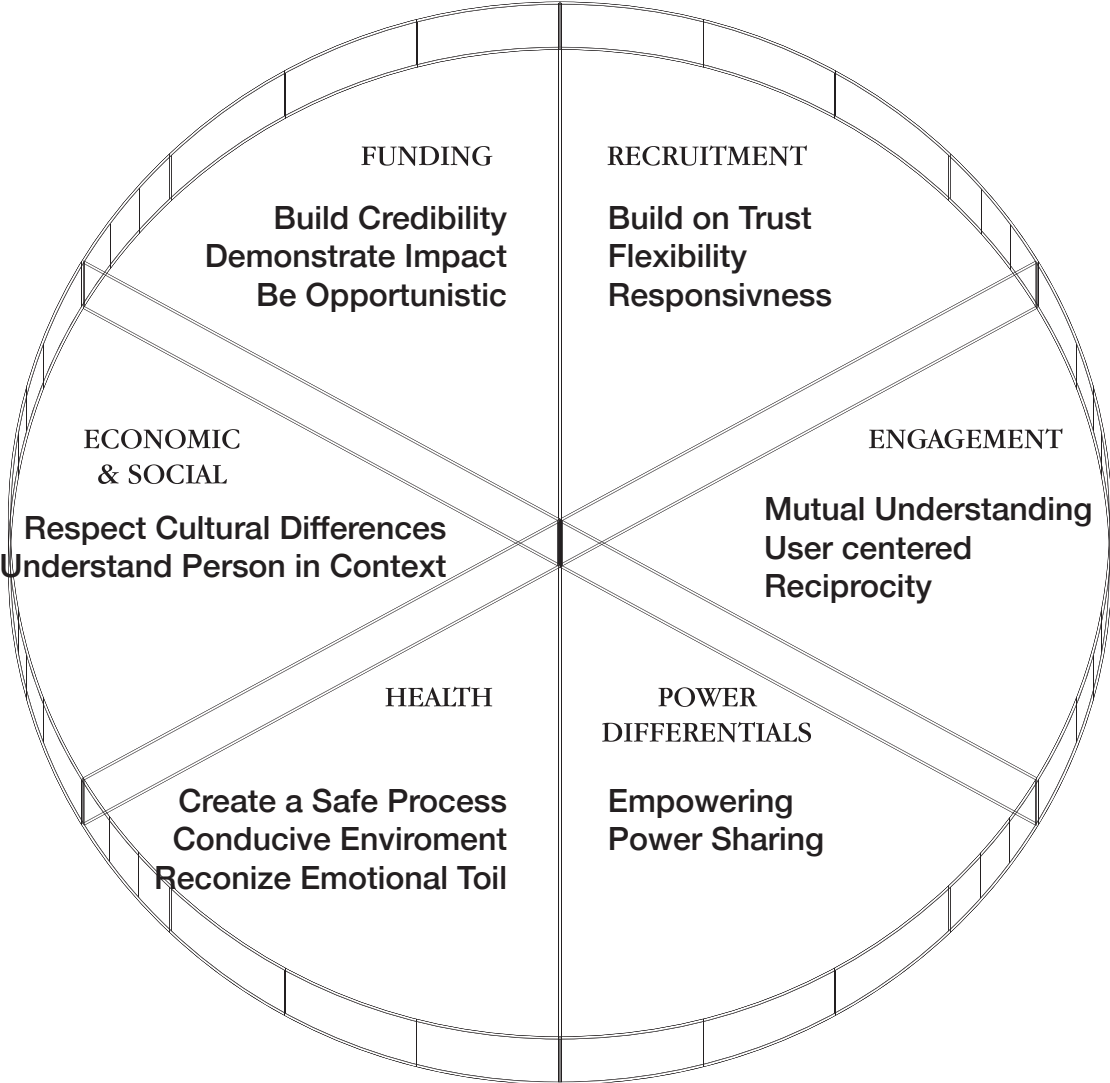
Southern et al (2014) state that the process of imagining and inventing futures are often not inclusive when it comes to vulnerable communities, nor taking into the equation the agency of whom is telling a story. That being said, benefits of including the marginalized communities in co-design (in the specific example - a co-design foresighting) not only allows a bigger diversity of the representation, but also contributes to a greater personal agency in working with futures (ibidem).

3.6.1 CASE STUDIES

In regards to the good practices of co-designing with vulnerable communities, we decided on investigating further specific examples of case studies that could illustrate on a more concrete level showcasing both academic and non-academic projects. We divided the categories into two: case studies regarding bottom-up initiatives specifically for homelessness and case studies showcasing directly vulnerable (e.g. homeless) in the design process.

3.6.1.1 TOPIC 1 BOTTOM-UP INITIATIVES FOR HOMELESSNESS

✴ CRAFTING BEAUTY (COSTRUIRE BELLEZZA) - TURIN
Costruire Bellezza (Porcellana et al, 2020) is an extraordinary example of social service that, throughout collaboration and inclusion, empowers homeless people in the city of Turin, Italy.
The participatory laboratory is conducted by means of design and anthropology and reflects on the contribution of creative and practical activities to the creation of collaborative communities of practice. The lab involves homeless people, researchers, university students, educators, and artists in the crafting of different artefacts.
The laboratory, which is part of the social services for homeless adults in the city of Turin, is a place where people experiment and create with their own hand's objects and wooden artefacts. The process is facilitated by design experts and anthropologists that enhance the collaboration between users and facilitate the creation of community and trust between the homeless and the social workers.

REFLECTIONS AND POINTS TAKEN:
This project has been really interesting from our perspective. It shows us in a different perspective, practices to empower the homeless and at the same time, foster the community-building aspect.

✴ PON INCLUSIONE FSE 2014-2020 - TURIN
This project is the redesign of the homeless shelter services in Turin (PON Inclusione

FUNDING
Build Credibility
Demonstrate Impact
Be Opportunistic

RECRUITMENT
Build on Trust
Flexibility
Responsivness

ENGAGEMENT
Mutual Understanding
User centered
Reciprocity

ECONOMIC & SOCIAL
Respect Cultural Differences
Understand Person in Context

HEALTH
Create a Safe Process
Conducive Enviroment
Reconize Emotional Toil

POWER DIFFERENTIALS
Empowering
Power Sharing

FIG. 10 | CO-DESIGNING WITH VULNERABILITY

FSE 2019). The project (that is still ongoing) is being conducted through a participative approach where all the stakeholders involved in the services are called to co-design together. The process is facilitated by an interdisciplinary group of anthropologists and designers.

The objective of the project is to orient the reception system towards approaches aimed at recognizing the characteristics - skills, competencies, needs - of individual users who turn to the service, through collaboration with other central services relating to work, health and services for a living.

The whole process is based on participatory activities, starting from an analysis of the users' needs and the current services and structures, aimed at developing new improvement visions and possible prototyping of the solution, in order to provide a new service system and identify possible implementation methods.

REFLECTIONS AND POINTS TAKEN:
It's really interesting to understand and elaborate on the process of this huge project and how they are applying co-design methodologies with different stakeholders in such a complex system.

3.6.1.2 TOPIC 2 INCLUDING VULNERABLE IN THE DESIGN PROCESS

✻ CASE STUDY1 GEHL TOOLKIT
A case study that is not in relation to the Copenhagen context, but directly related to the homelessness theme is a coexistence in the public space report by SPUR and Gehl (2020).
The toolkit is answering questions as "What behaviours and conditions make people feel unsafe, threatened or uncomfortable in public spaces? How might we design and program spaces to not only accommodate a variety of users but provide necessary resources and services to support those living in public spaces?"
Importantly the toolkit addresses the symptoms of homelessness, not causes.
A toolkit is based on the case studies from the USA Guadalupe River Park, wherein both passerbyers and homeless articulated existing urban, social problems. It focuses on the safety of the park, which seemed to be of the greatest threat to the users. Low light, visibility and symptoms of homeless (trash and encampments) were the biggest issues for the users of the park.
As a solution a four-pillar framework is presented addressing four core areas: 1) Spatial design and environment - The design and physical features that give shape to a place, 2) Operations and maintenance - The cleaning, oversight and upkeep of a place, 3) Program and activation - The uses and activities that draw people into space, 4) Right, rules and accountability - The standards that create a shared civic life. The framework is entirely dependent and based on the dialogue as a binder of the pillars.

REFLECTIONS & POINTS TAKEN:
It would be vital to see if the co-existence in public spaces in DK is even a problem. According to UDENFOR article's it is not a case, people feel comfortable and not threatened by the homeless in the common spaces, although there is a visible problem of nimby (Udenfor, 2020). Therefore there is more particular information of CPH context needed at this point of the research.

✻ CASE STUDY 2 CO-CREATION IN FAVELAS
The second case study focuses on the development complex social context of Brazilian favelas, where two designers and academic researchers have been co-designing with local communities. The paper very descriptively talks about the context of the research. It explains that the designers are not meant to build objects, but rather building bridges, between groups and competencies based on processes and dynamics already existing in the place (Viana & Santos, 2020). It concludes that it is a responsibility as designers to have a political statement and contribute to creating positive futures for all. In another article by the author Santos (2018), who reflects and recalls the philosopher and design theorist Tony Fry who considers design as a "world-shaping force", a political field, stressing its political role. According to him "in actuality, design is one of the main operative agents of the social, cultural and economic functioning and malfunction of humanity's made world" (Fry, 2009).

REFLECTIONS & POINTS TAKEN:
Although the case study does not imply specific tools or methods, it brings a very important lens of design as activism and political statement of questioning the status quo. In this sense, Design is inherently linked to political demands and issues of culture and society. The designer's role is to propose a reinterpretation of the concepts and processes related to territories and people's relations with places.
For the project dealing with a systemic problem of discrimination and lack of help for international homeless due to their nationality, the approach can be inspiring for an activist, designer role.

✻ CASE STUDY 3 PARTY PROJECT
With the 3rd case study, we thoroughly investigated a project that has been exploring co-designing methods with vulnerable, youth communities in Africa. Its aim was to endorse human development and assist in reducing youth unemployment by increasing the involvement and inclusion of young people in service development in South Africa and Namibia by using participatory and explorative service design tools.
Many different stakeholders and actors of this social innovation, service design project describe its processes, performance and learning (Kuure & Miettinen, 2017; Salvi, 2019;

Miettinen & Vuontisjärvi, 2016).
Once again design is viewed here as a "view about the world" (Manzini, 2011), and the social and moral responsibility of the designers towards the society is underlined (Papanek, 1971). Additionally, remarks to Bonsiepe (2006) are mentioned as encouragement "to focus on the excluded, the discriminated, and economically less-favoured groups" in their design activities. PARTY project is described as the overlap of service design and social innovation methodologies (Kuure & Miettinen, 2017).
In the case of PARTY, designers play a dual role, firstly as active members of the community that is being researched, and secondly as the ones that are storing and interpreting information. As the project is grounded in a development context, there is a big emphasis on making participants comfortable and building trust prior to co-designing together. Additionally, when working in the development context also a goal of empowering the community and leaving capacities behind is important, not only contributing to tangible outcomes (Kuure & Miettinen, 2017).

A more practical guidance in relation to the project was given by Valentina Salvi (2019) in a medium article Service Design for social innovation in vulnerable contexts: do's & don'ts. She mentioned some examples of tools and methods that she found particularly relevant and important in vulnerable context:
• Generative research techniques as a combination of participatory workshops and qualitative research methods such as interviews, card sorting and observations.
• The Big 4: This exercise aims at starting a conversation on a personal level by capturing and sharing life values, specifically the four things that matter to the user the most.
• Crazy 8's: ideation classic, this exercise is the easiest, quick and effective manner to let participants experience what ideating, creativity and "out of the box" mean.
• The Future CV: a perfect exercise for any challenge concerning self-perception, self-evaluation, skills development and career path.
• Card Sorting: Card sorting demonstrated to be a great technique to overcome cultural and language barriers.
• Observations & Shadowing: observing three end-users at their homes, surrounded by their family, everyday life objects and environment, in rural Uganda.

And lastly, the project was described in the context of marginalization (Miettinen & Vuontisjärvi, 2016). The article is asking how service design can be used for development and improving livelihoods in the margin? The margin here is not described in regards to a geographical location but also in marginalized communities and wicked problems. By bringing the example of the PARTY project, participatory and explorative service design tools (participatory action research) were taken. The main challenge while co-designing was equality (starts from creating a positive, equal atmosphere and building trust by understanding the environment and life of the young person). The role of the researcher or designer is to be an equal participant with the skills of facilitation and empathy.

Knowing culture, history and environment is helping e.g. on the selection of tools and methods. In the PARTY project natural ways of expression such as storytelling, singing and acting have been identified together by organizing workshops where tools have been tested and evaluated together with the youth. Ethical aspects, documentation has been developed together with the youth and research text has been transcribed in more understandable and concrete language for stakeholders and local actors working with the youth.

REFLECTIONS & POINTS TAKEN:
The project was a great case study to dig deeper into and understand both approaches and more practical aspects while designing with vulnerable communities. Also because of one of the articles we managed to establish a relationship with a designer engaged in the project that later on we interviewed.
In general, the project brought us a lot of relevant insights that we took with us into the process, such as establishing meaningful relationships based on trust, choosing relevant tools that fit the target group and lastly once again the importance of the designer-to contribute to the better world, especially to marginalized communities and groups.
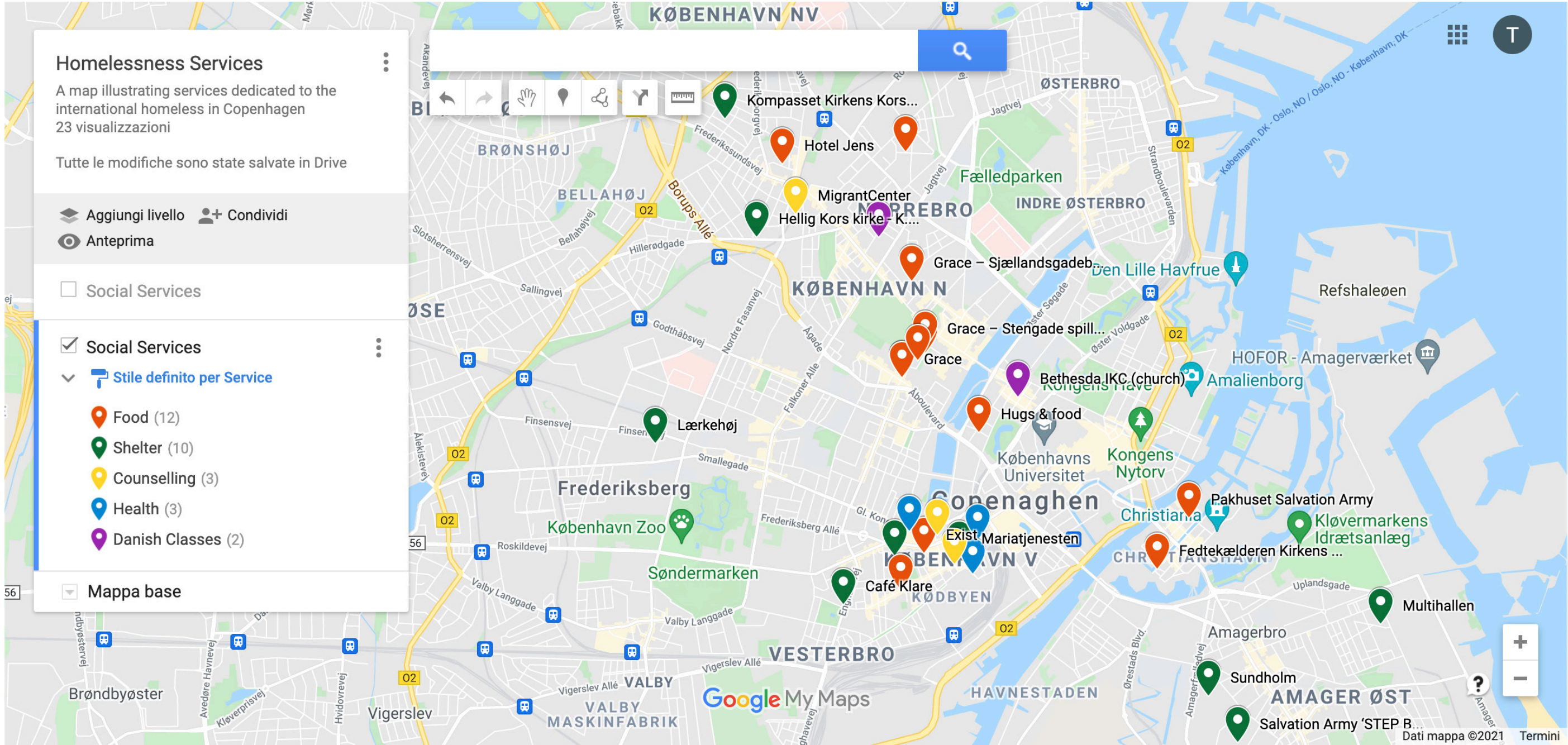
3.7 MAP OF SERVICES

Having done extensive desk research about the current state of the art within the topic of homelessness, as well as researched inspiring case studies regarding homeless and vulnerable communities, we decided on exploring further the system of services offered in Copenhagen, especially to international migrants. To do so, we mapped out the existing system of services that are offered for the international homeless variety of services within food, shelter, counselling and danish lessons.

As a map, we understand "a visual or physical representation of the main constituents of the system in which an organization, a service, or a digital/physical product is embedded. They can include a huge variety of constituents, such as people, stakeholders, processes, structures, services, physical products, digital products, channels, platforms, places, pathways, insights, causes, effects, KPIs, and more. System maps are usually visualized on paper, as physical models, or as constellations with real people." (Stickdorn et al, 2018).

As an additional feature, we decided on registering the opening hours and locations of all the services in order to understand which of the aforementioned services are accessible throughout a particular time of the day or/and the week.

FIG. 11 | MAP OF SERVICES

REFLECTIONS AND POINTS TAKEN:

The Map of services was useful for understanding the distribution of the different organizations operating in Copenhagen and the multitude of services offered to I.H. . Looking at the map, it's easy to notice how the services are distributed in the city: the areas with a larger concentration are Norrebro and Vesterbro, as in Frederiksberg we can find only 1 active service and other few in the Christianshavn and Amager.

From the map, it easily pops up the fact that most of the services are addressing the basic needs of the users, as there are 12 spots that are serving food and 10 shelters in comparison to 3 counselling and 3 health services.

This tool has also been useful for noticing the existing time gap between the operating hours of the different services. As we confronted the different time schedules of the services we noticed that there is a temporal gap-time between 14 and 19 where homeless are "forced" to stay outside, especially in this time of corona restrictions where none of the public and commercial activities is open to the public.

Overall the Map has been a useful tool but not as much as expected. Our initial plan was to validate the map with some of the users and understand their routine using the map as a boundary object. Unfortunately, due to the limitation of direct access to the users we had to put the idea on pause.

3.7.1 SHELTERS

CAFE KLARE

The purpose of Cafe Klare is to be able to offer emergency help and long-term support to a wide range of socially disadvantaged women. Cafe Klare is a night café for women with 20 beds. Café Klare offers peace and quiet during the night and advice and guidance during the day.It is located on Lyrskovgade in outer Vesterbro, close to Mændenes Hjem's located in inner Vesterbro. The offer is exclusively for women and men do not have access. The target group is homeless women who have an urgent need for shelter and accommodation. Cafe Klare, in collaboration with WeShelter, has received a two-year grant to test how previously homeless and/or crisis-stricken women can act as voluntary peer supporters for current users of Cafe Klare. (https://maendene-shjem.dk/, 2021).

HELLIG KORS KIRKE

The emergency hostel in Holy Cross Church. The hostel has 40 places available, which will be distributed by drawing lots outside in front of the church at 22:00. Season 2020/2021 is the 5th winter season, where the church doors are open for the street homeless. The Church's Crusaders, Copenhagen and the Church of the Holy Cross are working together to create night shelters for vulnerable citizens in Copenhagen during the winter. The church opens its doors to distressed homeless people who are trying to survive in the city's parks, schoolyards or unlocked stairwells (https://www.hellig-kors.dk/, 2021).

GRACE

Grace Kbh was founded in 2012, with the aim of providing shelter, support and love for people living in the streets of Copenhagen. Everyone is welcome at Grace and everyone is treated with care and respect. GraceKbh is part of Blå Kors Danmark.
Over the years, Grace has supported Copenhagen's homeless community through different projects. The services consist of a morning cafe, evening cafe, night shelter, grace hostel, outreach group, counselling and community support, which provide people with nutritious food and a safe place to relax and sleep and more (https://www.blaakors.dk/, 2021).

KOMPASSET

Kompasset is a danish organization helping homeless migrants in Copenhagen. Their main goal is to assist the international homeless in both their primary needs, such as sleeping, eating and showering and to be integrated into the danish society: register a CPR, find a job, access the public services and learn the language.
Kompasset is a project financed by Kirkenes Korshaer (as well as Hellig Kors Kirke), a church-based NGOs that helps vulnerable people in Denmark (https://kbh.kirkenskorshaer.dk/, 2021).

MULTIHALLEN

On 30th of December Copenhagen Kommune opened up an additional shelter located on Amager. It offers around 30 spots for homeless people. It's open from 9 pm to 8 am (https://www.kk.dk, 2021).

LÆRKEHØJ

Lærkehøj is temporary housing for the homeless with severe personal and social problems, including abuse and mental health problems. They offer a total of 32 places with 26 rooms in the hostel and six one-room apartments (emergency housing) in non-profit housing construction. The hostel Lærkehøj is part of the hostels in Frederiksberg (http://www.laerkehoej.dk/, 2021).

SUNDHOLM

The hostel centre consists of temporary accommodation for homeless adults and a nursing clinic at Sundholmsvej 16 and 20 on Amager.
The hostel centre is a temporary housing offer for adult homeless citizens who have problems with dependence on alcohol and/or drugs, social adjustment, mental health problems and more.

The hostel centre has 56 places, which are divided into 5 living sections/floors, each with its own living room, resident kitchen and a number of toilets/bathrooms. The rooms are furnished with a bed, bedside table, table, chair, wardrobe and chest of drawers. The hostel is open 24 hours a day, ie. There are staff present 24 hours a day all year round (https://www.kk.dk/, 2021).

MULTIHALLEN

On 30th of December Copenhagen Kommune opened up an additional shelter located on Amager. It offers around 30 spots for homeless people. It's open from 9 pm to 8 am (https://www.kk.dk, 2021).

VENDEPUNKTET

Vendepunkt is another night shelter, quite recently offering over 15 places for homeless at night.

SALVATION ARMY 'STEP BY STEP'

The project by Salvation Army covers both shelter, counselling and job help. More information under section Interview with experts.

3.7.2 FOOD SERVICES

BESPISNINGEN BLÅGÅRDS SOGN

The meal belongs to the Church of the Holy Cross and is part of Blågården Parish's Diakonia work. In Bespisningen, a hot and free meal is served to everyone who needs it. There is also the possibility of health care or haircuts if time allows. The dining requires no registration - you just show up at the windows in Stengade 40 (https://www.hellig-kors.dk/, 2021).

FEDTEKÆLDEREN KIRKENS KORSHÆR

Fedtekælderen is the Church's Crusaders' warming room in Christianshavn. Since 1960, Fedtekælderen has been located in Stanleys Gaard's basement, which are the churches at Christianshavn's parish house (https://kbh.kirkenskorshaer.dk/, 2021).

YOUPEOPLE KIRKENS KORSHÆR

YouPeople is a morning café for the homeless. Here everyone can come inside and have breakfast, a hot cup of coffee or tea and a little rest before the day really starts.
At the same time, YouPeople serves as a place where the city's vulnerable can come when the night shelters close. In this way, Morgencaféen ties together the various offers aimed at the homeless - something that has otherwise been lacking in the Copenhagen cityscape so far (https://kbh.kirkenskorshaer.dk/, 2021).

HOTEL JENS

Since 1942, Drejervej has carried out social work. The place can best be characterized as a refuge for the socially disadvantaged, where there is room for conversation, presence and care. With both child and family support work and a warm room, Drejervej focuses on considerate activities, social counselling and time to be a fellow human being (https://kbh.kirkenskorshaer.dk/, 2021).

HUGS & FOOD

Hugs & Food is the cathedral's dining and meeting place for the homeless in Copenhagen and is located in Turesensgade 21, 1366 Kbh K.
Hugs & Food is open every weekday at 11 - 14 for homeless people who can come by and get a free meal of healthy, nutritious food (https://www.domkirken.dk/, 2021).

MISSIONARIES OF CHARITY

Coffee, food and clothes. Open every day except Thursdays. Kl. 14.30-16.30. Free of charge lunch (https://www.kk.dk/, 2021).

PAKHUSET SALVATION ARMY

Heating room with free breakfast, coffee and cheap lunch. Opportunity for a conversation with a priest and weekly nurse (https://www.kk.dk/, 2021).

ISTEDGADE 100

Istedgade 100 offers for the socially isolated and the migrant homeless in the morning and morning hours on weekdays and weekends (including holidays). They can cover the most basic, practical needs and have social gatherings - also in several of the users' mother tongues (https://kbh.kirken-skorshaer.dk/, 2021).

3.7.3 HEALTH SERVICES

HEALTH CLINIC - DANISH RED CROSS

Provide health care to people without Danish registration (undocumented migrants). The Clinic (the only one in Denmark) is based on international human rights and convention – the right for all people to receive health care. The Doctors want to fulfil the Hippocratic Oath which commits to provide medical care to all people https://mva.org/, 2021).

SUNDHEDSRUMMET

The health room functions as medical professional practices that provide help refer to treatment and specialist services.
The health room works to:
• strengthen the citizens' health situation and quality of life
• increase the citizens' influence on their own lives
• make citizens aware of their own life situation, their own potentials and challenges (https://www.kk.dk/, 2021).

PSYKIATRISK GADEPLANSTEAM

The work consists of seeking out, tracing and investigating homeless people who have or where there is a suspicion that they have a mental illness. The team handles assessment and treatment in relation to the target group - including clarification of and initiation of municipal support functions, housing and relevant follow-up (https://www.kk.dk/, 2021).

3.7.4 DANISH CLASSES

BETHESDA IKC (CHURCH)

Offers language teaching in Danish and English, counselling, bath, lunch and help to book tickets. At IKC, people from all over the world can get Danish lessons right after arrival in Denmark, as enrollment and social security number are not required. People are welcome whether they are asylum seekers, immigrants in an unresolved family reunion or just want to improve their Danish or English skills (https://www.kk.dk/, 2021).

KALEJDOSKOP

Evening school. Danish and cultural education (DKK 380 for 1 month) (https://www.kk.dk/, 2021).

3.7.5 ADDITIONAL SERVICES

MARIATJENESTEN

The Mariatjenesten is an anonymous offer for all socially disadvantaged, homeless and lonely people who need peace, rest and a break from everyday life. Regardless of gender, cultural background or anything else - everyone is welcome. The Maria service is located in Mariakirken on Istedgade and it's also part of Kirkenes Korshaer. They offer call service, coffee and tea and the possibility of a bed to rest in - but only during the day (https://kbh.kirkenskorshaer.dk/. 2021).

CARITAS OPEN COUNSELLING

Counselling and assistant service. In Caritas Denmark Open Counselling anyone can get free and anonymous help and advice on everything from minor everyday problems for more comprehensive cases. They have a special focus on well-being among children, young people and families, knowledge of financial rights as well as support in the meeting with authorities (https://www.kk.dk/, 2021). No specific focus on homelessness.

STRADA

Stradă is published by the Minority Association, which works for dignified relations with the people of the street. All profits from the sale of Stradă go-to distribution, printing the next issue of Stradă and launching new initiatives and projects to create better and more dignified conditions for the street minorities.
Stradă is made by volunteers. All content in Stradă is created by volunteers - from texts to images and illustrations. A street vendor buys Stradă for DKK 15, and sells it for DKK 30 and thus earns DKK 15 per magazine (http://gademagasin.dk/, 2021).

UDENFOR

It is an organization that was initiated through the project called Posefolket (The Bag People) in 1996 by dr. med. Preben Brandt. Its' aim was to help the most vulnerable citizens. The organization is balanced by "two legs", one dedicated to street-based work and the other one to the collection of knowledge, communication, activities that contribute to debate and research. Through outreach, reaching for and calling attention to the group of homeless citizens, living an isolated life on the streets, project UDENFOR is constantly working actively on improving the conditions of the individual vulnerable person (udenfor.dk, 2021).
It is worth mentioning that Projekt Udenfor targets mainly danish homeless people, and does not offer many services for international ones, except the project "The journey home".

EXIST

Night Light Café in Eliaskirken at Vesterbro Torv in Copenhagen is a drop-in place for Nigerian women in prostitution. The night café is established and run by volunteers in an ecumenical collaboration between five church partners (https://exist-n-go.org/, 2021).

HUS FORBI

Hus Forbi was first published in August 1996. The occasion was the UN's International Year of Poverty, and that Copenhagen was a European city of culture '96.

Hus Forbi serves a dual purpose:
1) To help create debate and dialogue about and with homeless and socially excluded people who typically do not speak in the media. In other words, Hus Forbi is their mouthpiece and must put their attitudes, needs and wishes on the agenda to politicians, authorities and the rest of the Danes in general.
2) To give the homeless sellers the opportunity to make their own money and have something to stand up for. For many, selling Hus Forbi is a worthy alternative to begging or crime, because here they are making money legally by selling a product - the newspaper - that they can vouch for.
The content of Hus Forbi is produced by both socially disadvantaged and professional freelance journalists and photographers. The editorial line is determined by the editor, who is employed by the secretariat (husfrobi.dk, 2021)

BLISKO MÆNDENES HJEM

Advice and guidance regarding return journey, treatment, drug use, etc. They help in connection with hospitalization, contact other social services in Copenhagen and contact the home countries. Part of the City of Copenhagen's Transit Program and The migrant network in Copenhagen (https://www.kk.dk/, 2021).

MIGRANTCENTER

Advice and assistance. The target group is foreign employees, also those working under conditions that are both illegal and unacceptable (https://www.kk.dk/, 2021).

FIG. 12 | NØRREBRO SUPERKILEN - 2021

ACTION RESEARCH

As a simultaneous and a following part of the desk research, we have been exploring action research both in order to establish relationships with relevant stakeholders of the system and to get a more deep understanding of the phenomenon of homelessness in Copenhagen in a more qualitative manner, as well as a gain deeper understanding of how to include vulnerable homeless people in the design process.

4.1 DESIGN DIARIES

As part of our action research we decided on practising volunteering once a week in a morning cafe for the homeless, not only to establish relationships with stakeholders but also to get first-hand contact both with users and with the problem itself, to better understand motivations, problems and emotions behind the phenomenon.
After having a conversation with the owners of the place, we understood that interviewing the homeless or having some more elaborate research activities with them is out of the question, because of their vulnerability and safe space which the cafe represents for I.H. At the same time, it was possible for us to engage in everyday chit chats and conversations with the users.
To get hold of data we decided on using a form of design diary, a self-made variation of cultural probes.

The diaries according to service design tools are used to "collect deep insights by asking users or employees to track and observe their behaviours over time." (https://servicedesigntools.org/tools/diary-study, 2021); They are a research method inspired by cultural probes, in which participants are asked to monitor and write down particular data over a certain period of time (Baxter et al, 2015). The diary can vary in form from analogue or digital, request to simply log specific information or even take visual content (Godman et al, 2012).

Our version of diaries focused on 3 sections: general atmosphere and description of the shift, problems of the users we got familiar with, busyness and number of people.

In the first section, we wanted to illustrate the general course of the shift. Whether there were many conversations, users felt comfortable or there were arguments, conflicts and some problems that required help. It aimed at helping us to understand the dynamics of the group of users, their moods, and the needs.

The second section of problems was designed specially to get familiar with all the spectrum of problems of the homeless. From recurring ones to the ones that were mentioned rarely by some of the users.

The last section in regards to numbers and overall busyness of the place was made to illustrate whether the times of the year, month or the week are affecting the routines and patterns of behaviours of the users.
We decided not to include any visual material. First of all, it would feel very intrusive to take pictures of already vulnerable people. Second of all, we did not intend to be perceived as researchers there, but rather volunteers who are happy to help and serve breakfast.

REFLECTIONS & POINTS TAKEN:
Being part of the breakfast organizations and empathizing with the users first hand, had a strong influence over our process. Not only could we understand their problems and struggles of everyday life by talking with them, but also we established a strong connection with the organization, their founders, who got engaged in our project.
Being in the morning cafe on almost a weekly basis also helped us in understanding the problem on a deeper level, and gave us the motivation to act, as we understood that the people we met really deserve better treatment and more opportunities.

With design diaries, we also managed to write down and remember many nuanced encounters and problems that otherwise we could have missed on. On the negative side, of course, they did represent only one particular organization, so it might be that they were representing a smaller sample of homeless migrants.

All in all, we felt that both the exercise of writing each time after the volunteering shift, as well as being in touch on a weekly basis with the actual problem, helped us to immerse ourselves in the area of our thesis.

4.2 INTERVIEWS WITH DESIGN EXPERTS

While in the desk research, we found two valuable case studies that informed us about the design process addressing vulnerable communities (PARTY project and Crafting Beauty Project). As we understood that the process varies quite much from the regular one, therefore we addressed the need of talking to the experts of the aforementioned cases, and scheduled two expert interviews with designers that contributed to the development of those projects (Patton, 2002). The main aim of the talks was to gain a deeper understanding of the design process with and for vulnerable communities, as well as get to know about specific tools and timeframes that could be relevant for our own processes. Additionally, we wanted to understand the case studies better, from the insider

perspective engaged in the process directly.

4.2.1 CRISTIAN CAMPAGNARO

The first interview we conducted was with Cristian Campagnaro, Associate Professor in Design at the Department of Architecture and Design of the Polytechnic of Turin. We decided to contact him as we knew he had plenty of experience in co-design approaches with the homeless, as he is running an association aimed at experimenting with new models of contrasting homelessness, with a participatory approach (Costruire Bellezza). In this interview, we focused our attention on understanding what are the challenges of co-designing with vulnerable people and how we, as design practitioners, should approach a project with homeless people.
The professor gave us very useful insights and perspectives, as well as real-life examples of projects and methods to apply.

The key for a project like ours, as mentioned by Campagnaro, was to understand the system we are working on and, to do so, is crucial to involve in the process social workers, as they are the ones that have the most complete view of the system and are the ones that know the users better.

He discouraged us from involving the homeless directly in the design process as our thesis project was not lasting enough to create trust between us and the homeless.

Another point of reflection is about the outcome of our thesis. He suggested us not to address the basic needs of the homeless as the number of services focusing on those needs are always redundant. He also told us to keep in mind that in case we are coming up with any kind of service we should be aware that it should be self-sustainable or have the support of fundings, organizations or even the commune.

4.2.2 VALENTINA SALVI

While at our desk research and exploring case studies, we stumbled upon the PARTY project that was of great inspiration to us. One of the representatives of the project and service designer herself agreed to have an expert interview with us, as part of the exploration of how to design with and for vulnerable communities. Valentina Salvi is a service designer, user researcher and facilitator, currently based in Barcelona, Spain.

The key findings of the interview affected our design process and made us reflect on

quite a few approaches we initially intended to have.

What we understood from the interview with Valentina, is that one of the key aspects of working with vulnerable groups is building trust. In many cases the process can be very time-consuming, for example, the aforementioned PARTY project took around 3-4 year. That being said, it can be an obstacle for our project and approach (5 months of master thesis).

The other key aspect of designing with vulnerable groups according to Valentina is building relationships with relevant stakeholders in the ecosystem. Usually, in that way the feeling of trust is deepened, and additionally, the project has a solid ground to succeed.

As the project we discussed was based in Africa, she also mentioned that it is extremely relevant to prepare even more while designing with vulnerable people (before workshops/interviews, etc), knowing what is appropriate, what is not, and also knowing the cultural context well. It was also an important tip to us, even though we were based in Denmark for our final project, we already knew that migrant homeless represent very diverse cultures and nationalities.

As one very useful tool, she mentioned the big four, as it is unrestrained and gives the users space to fill up whatever they feel comfortable with. She also underlined that the processes should be as simple as possible, and build upon each other, so they do not confuse the users.

For us who have never worked with the vulnerable target before, she recommended having sharp and clear objectives and goals for each activity we're engaging with.

4.3 INTERVIEWS WITH CPH EXPERTS

As the next step in our action research, we created a list of stakeholders we would like to contact in order to establish a good understanding of the context of Copenhagen in regards to I.H. We managed to contact 10 different entities representing different kinds of service (shelter, food services, consulting services). In the end, we conducted 2 semi-structured interviews with 'Step by Step' Salvation Army, YouPeople Copenhagen and one structured interview with Udenfor. The aim of the interviews served quite a few purposes. First of all, we intended to establish relationships in Copenhagen that would benefit the projects in the future and could possibly contribute to further collaboration. Secondly, we wanted to get a thorough understanding of the system and whether it is designed to help I.H. to break out of homelessness, we aimed at getting personal success stories in terms of housing and employment that could work as an inspiration in

further processes. Additionally, the aspect of relationship dynamics between homeless and society was addressed in 2 interviews, to gain a more complex perspective rather than our own assumptions in that regard.

As an additional layer of one of the interviews, we prepared a tool that was used for one of the interviews (YouPeople). The tool in the form of a Maslow Pyramid served as a boundary and reflection object in regards to the needs of I.H. It aimed at facilitating the level of abstraction, having a multi-tasking approach as several activities were possible at once, as well as modularity: different parts of the object could be a basis for dialogue between different actors, in that particular case two participants (Trompette, P., Vinck, D., 2009).

4.3.1 UDENFOR

As part of the qualitative research, we conducted a structured interview with Kirsten Skovlund Asmussen. She represented the organization Udenfor that targets rough sleepers in the city of Copenhagen. Her role in the company is Communication Officer, which has affected the tone and knowledge conveyed through the interview.

Through the interview, we could better understand the organizational structure of Udenfor. The organization, as one of the few, is funded by the state, consisting of two teams - workers dedicated to providing help on the streets and an office team. They have been working within the field for more than 10 years, with an intervention-based approach.

Furthermore, Kirsten pointed out that the problems of international and Danish homeless are very much similar. Many rough sleepers have heavy social problems and are affected by addiction and lack of network that makes it impossible to function within the system. At the same time, there are two strong differentiation when it comes to those two groups. International homeless are left even further out of the system. In many cases, lack of CPR affects their ability to stay in the country (limited timeframe), and additionally, help is not offered on an extensive level, just in high-risk situations.

When it comes to the routine of the homeless people, Kirsten underlined that there aren't any clear patterns within their behaviour and there are plenty of differences among this group. Many of the users tend to bounce between free services offered in the city, while others have no clear structure of their day.

The most important point discussed during the interview was the Transit program, which was discovered by us earlier during the desk research. Kirsten as a communication advisor of Udenfor pinpointed the benefits of the controversial program financed by the commune of Copenhagen. She underlined that the program is offered specifically to

those in need, meaning that they can get better treatment and help in their home countries. The Transit Program, or in other words "The good home journey", consists of 4 phases that make sure that the users are being prepared and the home country is ready and open to help them with their problems.

Kirsten also noticed that the system as it is today in Copenhagen is not designed to help the international homeless in a specific way. There is not a designed path that could be duplicated. Instead, there are service offerings focusing on harm reduction in the system. Also, many barriers can be encountered by the homeless, such as a new law regarding camping within the city that prohibits more than 2 people from sleeping in the street. The law is visibly targeting the most vulnerable groups of society.

A very interesting point of the interview was the conversation around the relationship between homeless people and society. Kirsten's perspective pointed out that the interaction between the homeless and society is limited. An example brought, was that the infection rate among the homeless at the beginning of the pandemic was non-existent, as their contact with society was so limited. Another interesting point was the term NIMBY that Kirsten introduced us to. Not-in-my-backyard is a complex social problem that is often seen when windmill parks, roads or social institutions for vulnerable citizens are established. The majority of local people are not opposed to development and change as such, as long as it happens outside their own territories.

4.3.2 SALVATION ARMY

As part of the qualitative research, we also conducted a semi-structured interview with Arno Steen Andreasen. He represented a Christian organization under the name of Salvation Army and in particular, a Project called "Step by Step" that targets international homeless people capable of working in the city of Copenhagen. His role in the organization is managerial and operational position, which contributed to a broad scope of information.

The Salvation Army as an organization is present in more than 130 countries. In Copenhagen with a focus on social work with elderlies and the homeless. Arno described in detail different initiatives he's been running. First of all, he put emphasis on the integration aspect of the homeless community. He tries to make sure that representatives from different ethnic groups are able to communicate with others and the feeling of tolerance is present. He aims at creating engagement in the community and the feeling of inclusivity where everybody is welcome. As an example, he brought up the Christmas event where different groups were present, but because of the art form of expression (singing gospel), a form of unity was created.

While describing the project "Step by Step", Arno underlined that the agenda of the project is helping to get jobs for the international homeless capable of so. There are certain steps included, such as the ability to register a formal address in the shelter space, which makes the CPR registration a more efficient process. In "Step by Step" after preliminary screening, a user is guaranteed a room for a 2-3 months period. Throughout the project, there is a "day high school" offered to the users, wherein they can learn real-life skills, such as cleaning, introduction to the culture, personal development, etc. To take part the users have to sign an admission contract, wherein they commit to staying sober and following the rules. Additional service is offered within the organization, which is job consulting. The unit helps with registration, different paperwork, etc.

Arno has plenty of ideas about what more could be done to ease the path of international homeless in Copenhagen. The main struggle that makes the plans impossible, is relatively low funding that can be obtained. Additionally, there are quite some organizations in Copenhagen that are equally interested in the fundings.
Nevertheless, the ideas of Arno revolve around a network of businesses that support the homeless in getting a job, a therapeutic outreach team and skills certification for the homeless which would balance out the lack of proof of their previous work or education.

When it comes to the routines of the homeless, Arno has agreed with the previous interviewee that there is not clear information in that regard. Possible actions during their day are picking up bottles, sitting in the library (when they were open), visiting different drop-in services open throughout the day.

He also mentioned that the current system of services in Copenhagen is focusing on the same value propositions, covering the urgent needs of the homeless, without a long-term prevention plan. The situation is shaped mainly by the limited funds, which makes it impossible to run more elaborate organizations.

4.3.3 YOUPEOPLE

As a third organization, we conducted a semi-structured interview of the two founders of You People, Aicha Lind Ghabarou and Tine Pil Østberg. They are the only employees of the organization and their role is to manage the daily tasks of You People and coordinate the volunteers.

As we personally know them, the tone of the interview has been more informal than the others.

We started the conversation by asking about the current status of the service system and what are the ways to get out of homeless for I.H. They both agree that the most crucial factor in getting out of homeless is to get a job. As on paper, it looks like an easy solution, it is more complex than it seems. Getting a job in Denmark requires many different factors such as being registered to an address, which implies having a place to stay. As the system is working right now, Aicha underlined, the goal of municipalities, and more broadly of the whole country, is NOT to get migrants settled in Denmark but rather to get them out of the country (as the Transition Program demonstrates). As they mention, it is important to point out that all the organizations that are helping I.H. are not public or founded by the government or municipality: most of them are Christian NGOs. On the other hand, they emphasized that the roles of organizations are - putting out the fire (covering basic needs such as the night shelters during the winter period) and helping people to get out of homelessness (such as organizations like the Salvation Army).

As the conversation continued they also talked about what is the dream development of their organization: setting up an agency with a network of close collaborators that can help I.H. to get a job.

The second topic that we discussed was alternative initiatives that are tackling homelessness in Copenhagen. In that regard Aicha made us discover an interesting course of self-defence taught by a martial arts master for free open to I.H.

Talking about the origin of the organization and the mission of You People, they explained to us their will of creating a space for homeless people, that they could rely on every day. A place where to start the day in the best way possible, giving them some attention and good warm food, where to build personal relationships with the users and create trust through time.

4.3.3.1 MASLOW PYRAMID TOOL

As previously mentioned in the introduction to the interviews the Maslow Pyramid tool was introduced as a part of this particular interview in order to gain deeper insights in relation to the needs of I.H.

The tool used was based on Maslow's hierarchy of needs which comes from a motivational theory in psychology comprising a five-tier model of human needs, often presented as hierarchical levels within a pyramid. From the bottom of the hierarchy upwards, the needs are: physiological, safety, love and belonging needs, esteem, and self-actualization (https://www.simplypsychology.org/, 2021).

The tool has been used as a boundary object (Trompette, P., Vinck, D., 2009) to conduct

multiple activities through our thesis.

With this tool, we conducted activities that consisted of 3 different phases guided by 3 questions that enhanced the interaction with the tool.

The 3 questions were:
- *Which needs of I.H. you think are UNCOVERED at the moment (circle with red);*
- *Which needs of I.H. you think are COVERED (circle with yellow);*
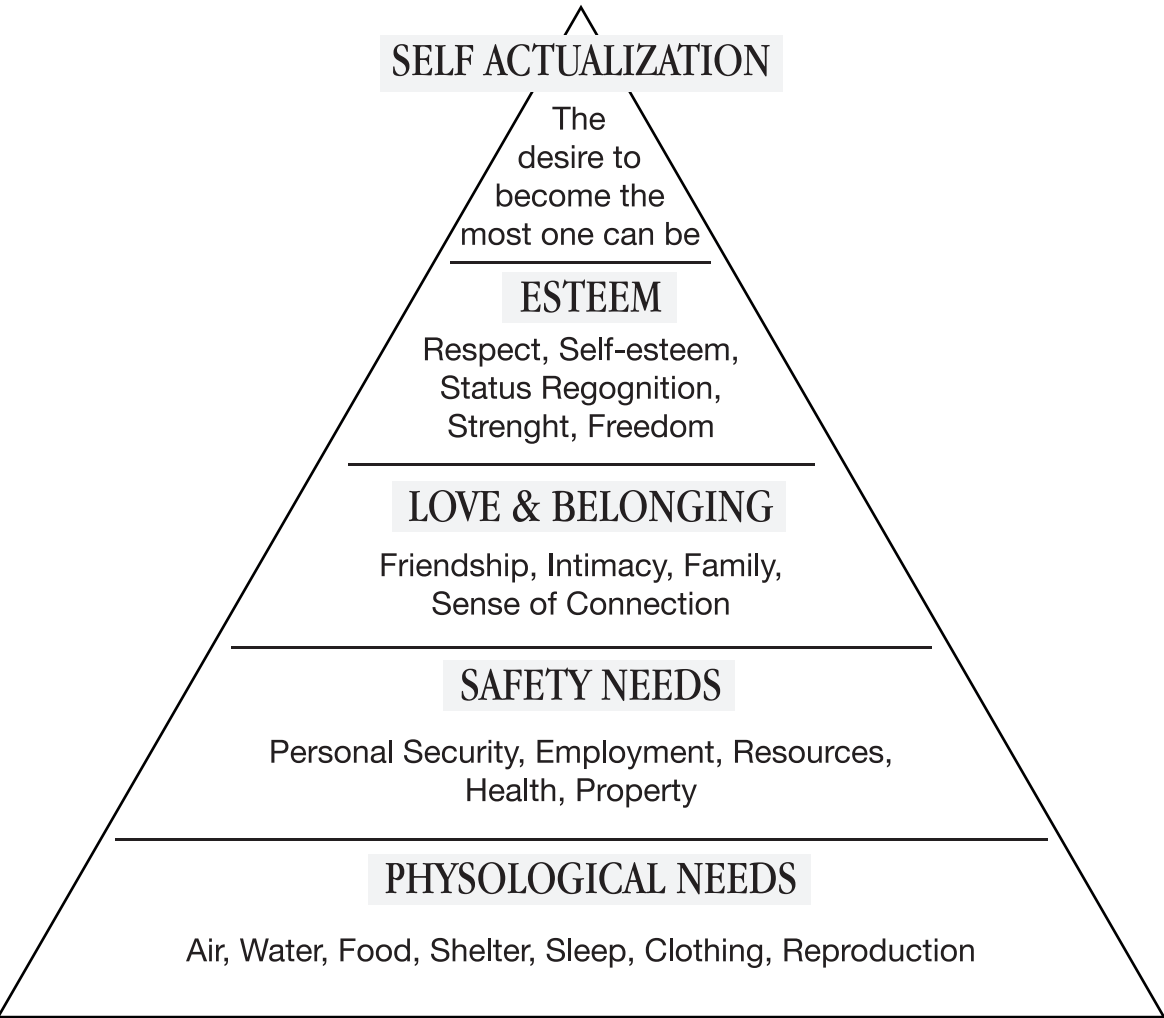- *Which needs do you think are crucial to EMPOWER homeless (circle with blue)*

■ Needs that you know are UNCOVERED

■ Needs that you know are COVERED

■ Needs that you think are crucial to EMPOWER I.H.

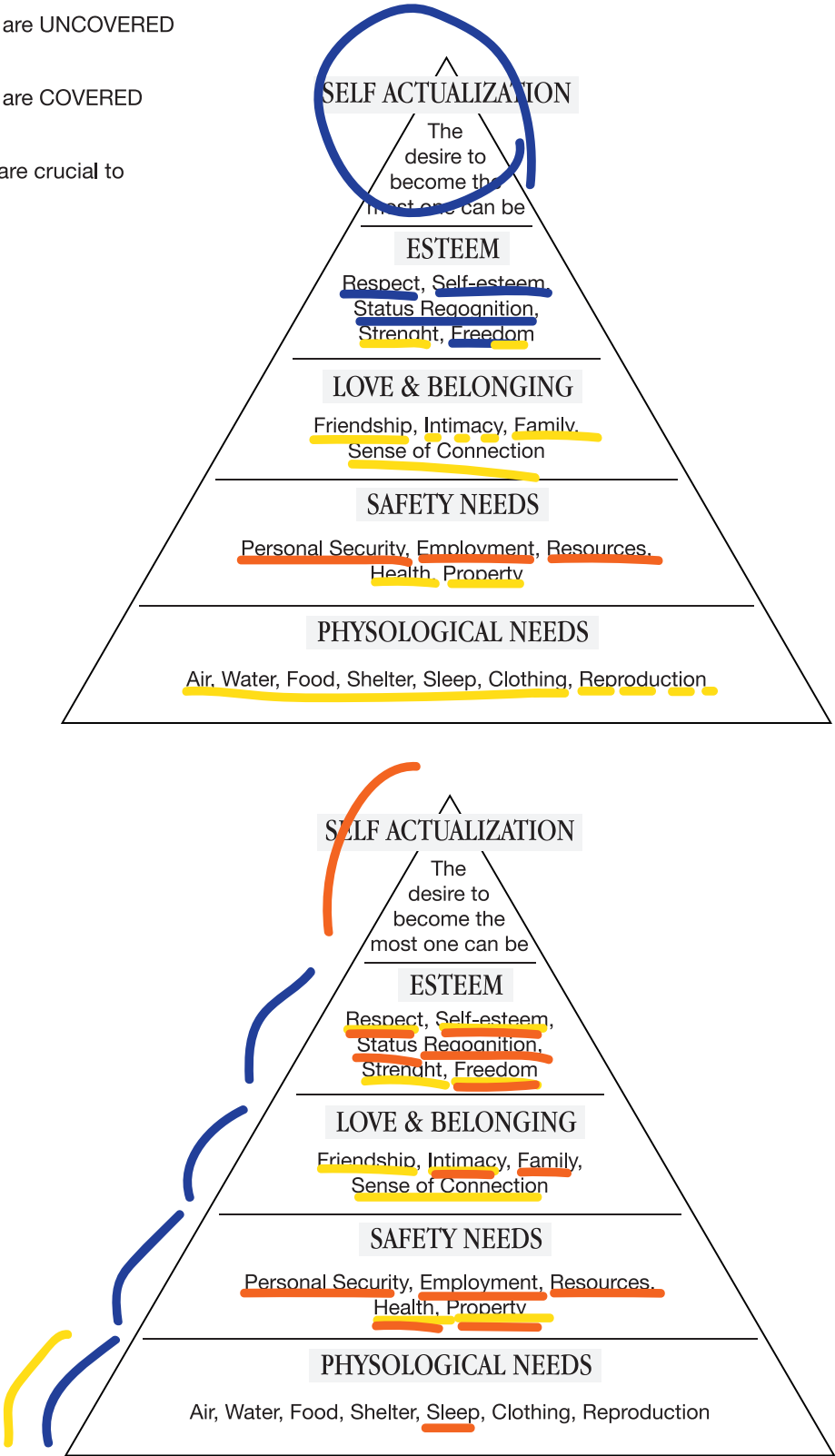The first time we used the tool was with Aicha and Tine. As we explained the activities we gave them the tool to be used separately. After they finished we engaged them in a conversation where we asked them to explain their choices and reflect upon them, fostering a conversation between them and us, and also just between the two of them (as their views were similar, yet still nuance different).

Discussing the outcomes of the exercise together it turned out that most of the physiological needs were, some of them more and some other less, covered.
The second step, "Safety Needs", has been the one with the most uncovered needs as the majority of I.H. do not have a job and a place to stay, those conditions are making their life extremely insecure and unsafe.
The Love and Belonging needs have been, surprisingly for us, marked as covered (with the exception of intimacy). Aicha and Tine explained to us that most of these people have families and close ones in their home countries and most of the time the reason they come to Denmark is to work and send money back home to guarantee a better life to their families.
The "Esteem" needs have been marked by both of them as crucial to empower I.H. and as the last one, the Self-Actualization need has been marked as uncovered and not crucial to empower I.H.

REFLECTIONS & POINTS TAKEN:
The activity has been very useful to engage a conversation with the participants and discuss the users using different frames and approaching the discussion with different angles. While the Pyramid has been useful for discussing in-depth the needs, it has constructed a conversation that was focusing on how those needs of I.H. are reflected in the Danish society and their life experiences in Denmark. Furthermore, it was a great tool for sharing more detailed and real stories of people, both participants often would use illustrative examples in order to make an argument for what they were saying.
All in all, the tool was successful enough to be utilized again during the validation workshop, this time with Social Workers (and Migration Studies Master Thesis students) from another organization in CPH to compare their view on the matter.

4.4 CLUSTERING WORKSHOP

In order to navigate throughout the extended research we have conducted during the first period of the project, we decided on an internal workshop day to make sense of and cluster all the information we have gathered (Stickdorn and Schneider, 2011). Therefore the aim of the day was to make sure we have a synthesized output of all the research that was done so far that further on could be validated and shared with relevant stakeholders.

METHOD: To pursue the workshop, we have chosen an iterative sorting and colour coding method for the clustering activity (Kumar, 2015). As a starting point of the workshop was an energizer in order to get into a more productive mood prior to activities. As a first activity, we prepared 6 different coloured papers where we wrote down key findings of each typology of the research (desk research, design diaries, case studies, interviews with CPH experts, interviews with design experts and system map). It took around 1,5 hours to write down all the relevant findings. The colour-coding of the papers was used to make sure that when we are clustering the insights, the information "is represented by a variety of sources, rather than coming from the same origin.

After the preparation of the colour-coded cards, we took time to read the statement and proceed with an iterative clustering process. The discussion followed to make sure that we were aligned with the understanding of each of the created clusters. When all the insights were placed, we went over each cluster to see how they differed from the rest and if the statement cards included different sources and information. Lastly, we gave different clusters titles and wrote the key characteristics of each in a bullet point format. In total, we ended up with 8 clusters.

OUTCOMES:
8 clusters were created with a thorough synthesizing of the entire research process:

FIG. 15 | CLUSTERS
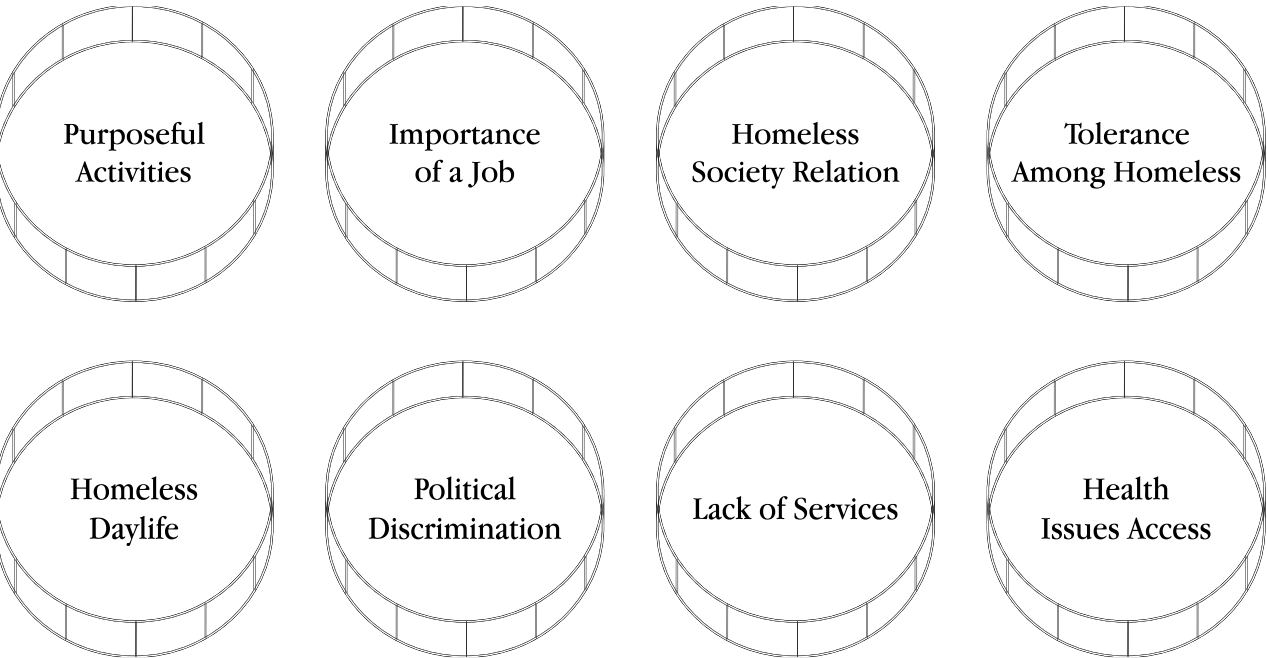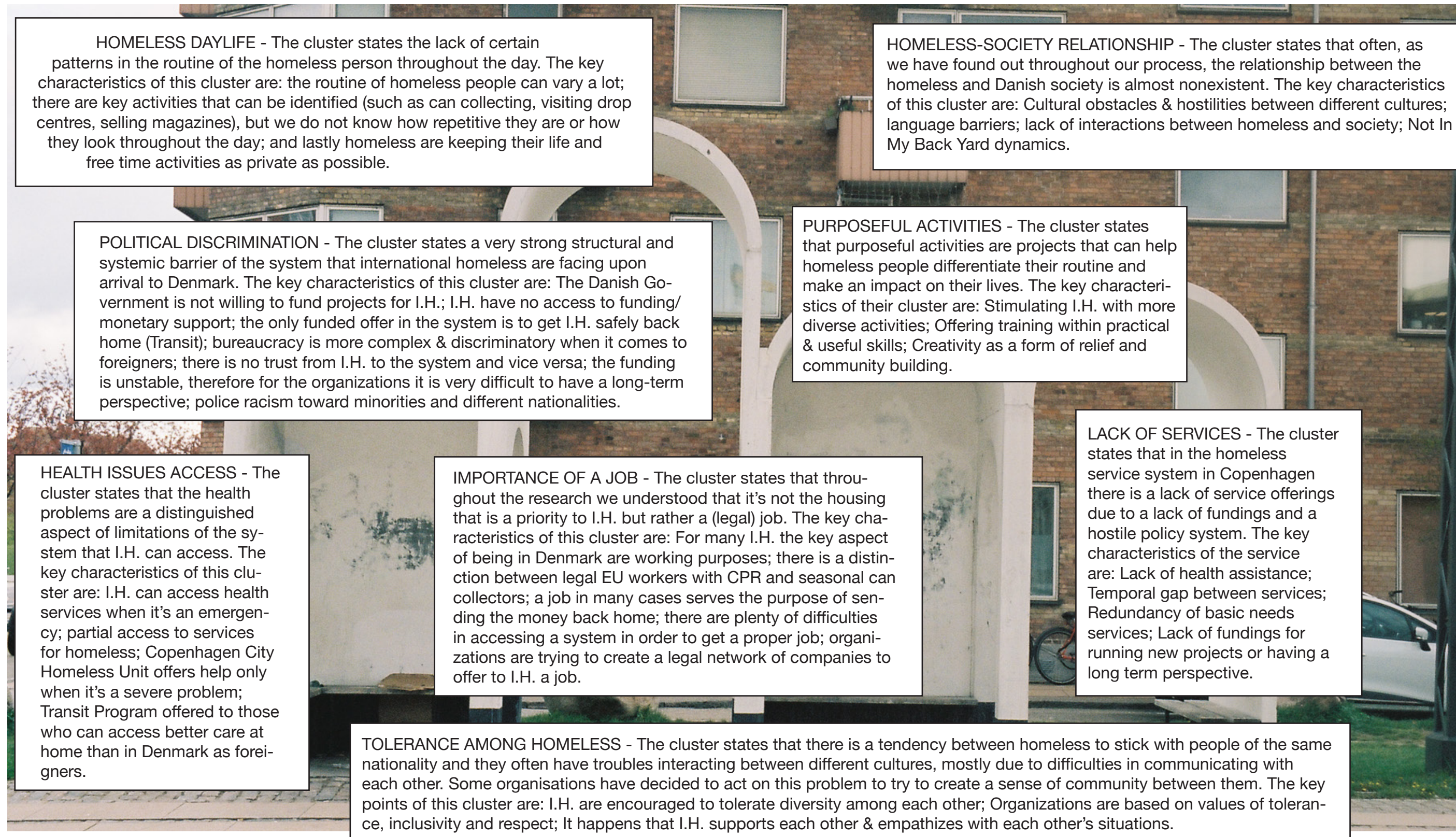
HOMELESS DAYLIFE - The cluster states the lack of certain patterns in the routine of the homeless person throughout the day. The key characteristics of this cluster are: the routine of homeless people can vary a lot; there are key activities that can be identified (such as can collecting, visiting drop centres, selling magazines), but we do not know how repetitive they are or how they look throughout the day; and lastly homeless are keeping their life and free time activities as private as possible.

HOMELESS-SOCIETY RELATIONSHIP - The cluster states that often, as we have found out throughout our process, the relationship between the homeless and Danish society is almost nonexistent. The key characteristics of this cluster are: Cultural obstacles & hostilities between different cultures; language barriers; lack of interactions between homeless and society; Not In My Back Yard dynamics.

POLITICAL DISCRIMINATION - The cluster states a very strong structural and systemic barrier of the system that international homeless are facing upon arrival to Denmark. The key characteristics of this cluster are: The Danish Government is not willing to fund projects for I.H.; I.H. have no access to funding/monetary support; the only funded offer in the system is to get I.H. safely back home (Transit); bureaucracy is more complex & discriminatory when it comes to foreigners; there is no trust from I.H. to the system and vice versa; the funding is unstable, therefore for the organizations it is very difficult to have a long-term perspective; police racism toward minorities and different nationalities.

PURPOSEFUL ACTIVITIES - The cluster states that purposeful activities are projects that can help homeless people differentiate their routine and make an impact on their lives. The key characteristics of their cluster are: Stimulating I.H. with more diverse activities; Offering training within practical & useful skills; Creativity as a form of relief and community building.

LACK OF SERVICES - The cluster states that in the homeless service system in Copenhagen there is a lack of service offerings due to a lack of fundings and a hostile policy system. The key characteristics of the service are: Lack of health assistance; Temporal gap between services; Redundancy of basic needs services; Lack of fundings for running new projects or having a long term perspective.
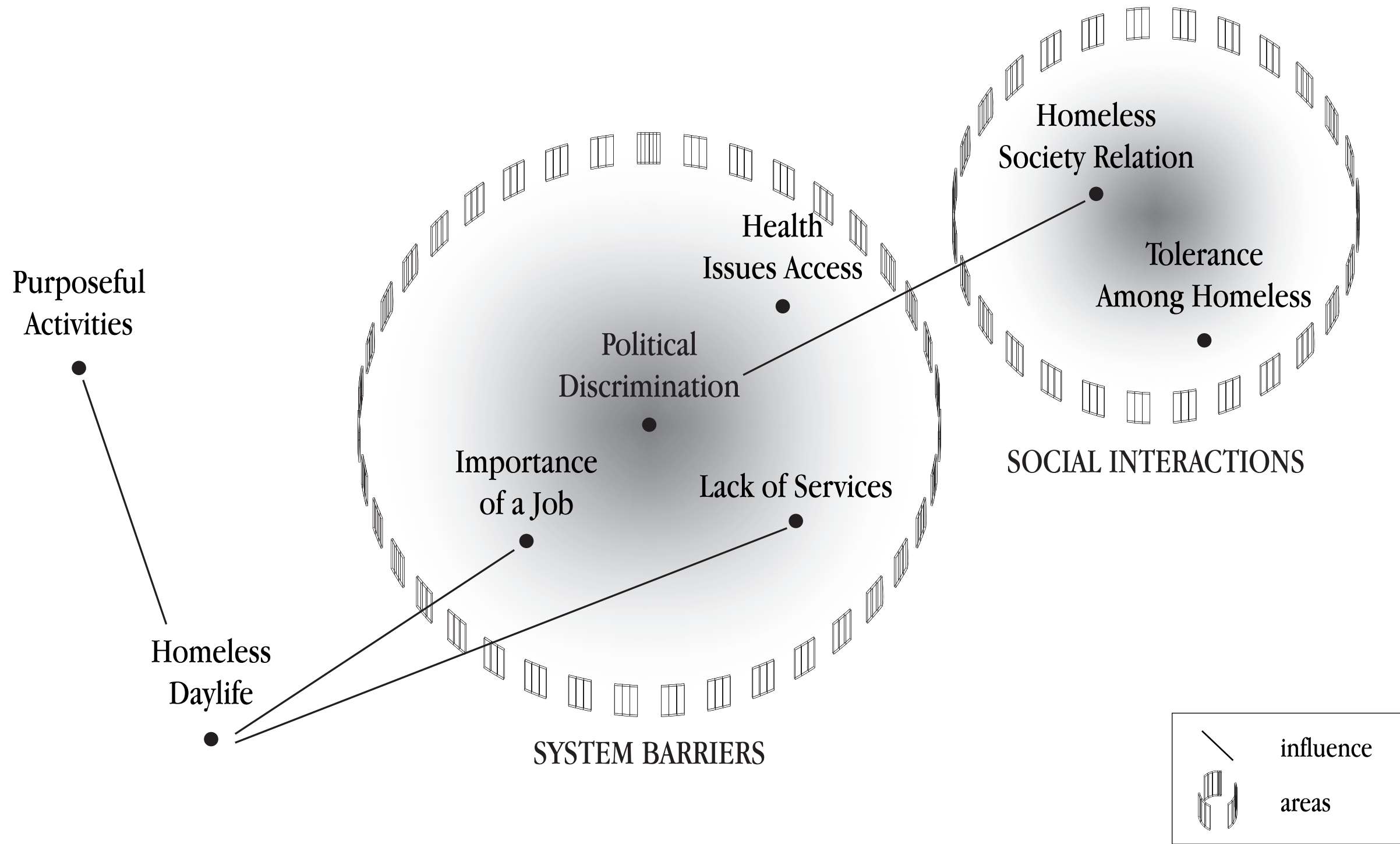
HEALTH ISSUES ACCESS - The cluster states that the health problems are a distinguished aspect of limitations of the system that I.H. can access. The key characteristics of this cluster are: I.H. can access health services when it's an emergency; partial access to services for homeless; Copenhagen City Homeless Unit offers help only when it's a severe problem; Transit Program offered to those who can access better care at home than in Denmark as foreigners.

IMPORTANCE OF A JOB - The cluster states that throughout the research we understood that it's not the housing that is a priority to I.H. but rather a (legal) job. The key characteristics of this cluster are: For many I.H. the key aspect of being in Denmark are working purposes; there is a distinction between legal EU workers with CPR and seasonal can collectors; a job in many cases serves the purpose of sending the money back home; there are plenty of difficulties in accessing a system in order to get a proper job; organizations are trying to create a legal network of companies to offer to I.H. a job.

TOLERANCE AMONG HOMELESS - The cluster states that there is a tendency between homeless to stick with people of the same nationality and they often have troubles interacting between different cultures, mostly due to difficulties in communicating with each other. Some organisations have decided to act on this problem to try to create a sense of community between them. The key points of this cluster are: I.H. are encouraged to tolerate diversity among each other; Organizations are based on values of tolerance, inclusivity and respect; It happens that I.H. supports each other & empathizes with each other's situations.

Purposeful
Activities

Health
Issues Access

Homeless
Society Relation

Tolerance
Among Homeless

Political
Discrimination

SOCIAL INTERACTIONS

Importance
of a Job

Lack of Services

Homeless
Daylife

SYSTEM BARRIERS

influence

areas

In order to better organize the different clusters and understand their relationship, we decided to create a Mindmap.

The representation is organized into 3 different graphical elements:
The Clusters
The Areas (consisting of multiple clusters)
The line of influence

The Areas are a set of clusters with shared characteristics or common patterns. Inside the Areas, the clusters placed closer to the centre are the ones with more relevance in Area, and vice versa, once placed further from the centre, the relevance is decreasing.

From the 8 clusters we identified two major areas:
• SYSTEM BARRIERS: refers to the clusters that are directly related to the danish system for international homeless
• SOCIAL INTERACTIONS: refers to the clusters that cover interactions with the homeless.

REFLECTIONS & POINTS TAKEN:
The Mindmap has been a useful tool to understand and have a visual and more direct representation of the clusters we have identified, their relationship, interconnectedness and relevance. Especially later on, during ideation, it will help us once again to reflect how interconnected the problem areas are, and how by answering one of them, it's impossible not to address some of the others.

4.5 VALIDATION WORKSHOP

INTRO & METHOD:
To make sure that the research was complete and representable we organized a validation workshop (Steen et al, 2011) with two Master Thesis Students who are also social workers from one of Copenhagen institutions handling the international homeless. The workshop consisted of 1,5 hours of activities. Firstly, we presented the research and format of our thesis, to make sure we are aligned on the terminology and scope and aim of our project. We followed the Maslow pyramid exercise that we have used before with the YouPeople organization. The main activity was shaped around validation cards with clusters of our research to determine whether they are relevant and concrete enough. As the last activity, we asked the participants to mark which clusters (on a scale from 1-8, as the number of clusters) were the most actionable and urgent to address in Copenhagen according to their knowledge and expertise.

REFLECTIONS & POINTS TAKEN:
The workshop was a helpful tool to make sure that the research we were conducting made sense for the external stakeholders of the system. We learnt that the social workers, even though intensively engaged in the existence and designing of the system, might not have a broad and structured picture of the situation. At the same time, the participants validated our research in a straightforward manner, there were not many additional comments or changes they would add to the validation cards we prepared. The main adjustments revolved around the titles of the clusters, which we found out while presenting were in some particular examples confusing to grasp.

Design tools played a great role in the workshop process. We understood that they can convey knowledge in a more interactive, fun way and social workers were optimistic about using them. When it comes to the design of activities, we once again understood that the Maslow pyramid tool was a very helpful boundary object to engage the participants in the reflection and conversation around their knowledge. Especially the conversational aspect of the pyramid is worth mentioning, as the participants were able to compare their own perceptions of the situation after finalising the activity by themselves and build arguments why they circled the specific aspect in the way they did.
At the same time, the validation card exercise did not live up to the expectations. The structure was confusing to the participants, as the relevant and comment section did not offer concrete enough questions to guide their process. Luckily the last prioritizing activity has been a great success and made it possible for us to follow the design process of the project better. By comparing the output with our own knowledge we could narrow down the problem area of the research to three particular themes: the importance of a job for the international homeless, the purposeful activities and the relationship between society and homeless people.

4.6 NARROWING DOWN THE SCOPE OF PROJECT

Following the validation workshop, our next steps revolve around understanding which problem areas could possibly be addressed by our project taking into consideration remaining timeframes, as well as our internal goals. Our discussion covered issues such as actionability, the biggest relevancy for the users and process structure from the design process perspective. By doing so, we tried to understand the scope of our intervention, meaning are we embarking on a journey of a complex and tangled change of the system barriers (cluster of Importance of a job) or rather we would like to have a more soft intervention in form of design activism and challenging social status quo of the relationship between society and homeless? Lastly, we discussed the cluster of Purposeful Activities, and even though at first during the research we imagined that this

particular direction could have been one of the most interesting ones, through the findings we understood that even though actionable from the design process perspective, this direction does not contribute extensively enough to the quality of life of the users, rather adds a more entertaining layer to their existence, which is not of highest priority to the group in need.

As an activity, we came up with keywords that represented the most relevant findings of our research and helped us in preparation for the ideation processes.

KEYWORDS: *WORKING PURPOSES, SEASONAL CAN COLLECTOR, SYSTEM BARRIERS, A NETWORK OF COMPANIES, CULTURAL OBSTACLES, LANGUAGE BARRIERS, LACK OF INTERACTION*

Additionally to structure further design process, we rephrased our research question based on the findings accordingly:

"How can we create an impact on international homeless lives by designing interventions in selected clusters?"
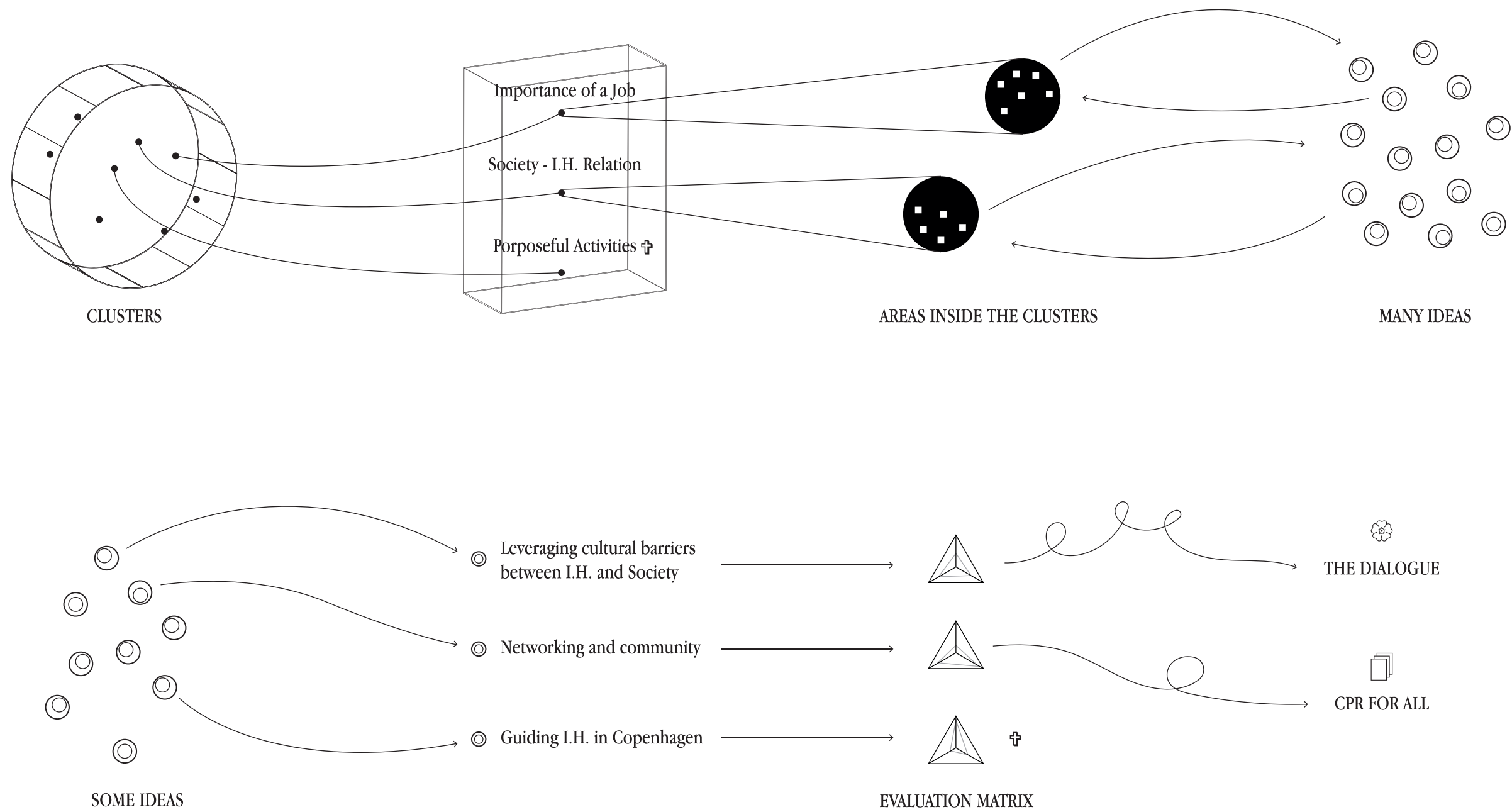
We understood very clearly through synthesizing the research that the empowerment (that was referred to in the initial research question) of international homeless was not crucial, nor beneficial, as in the majority of cases they were already empowered to perform and be in charge of their own lives. That being said, we challenged the direction of the research question in a direction of "creating an impact" - meaning contributing to a better standard and possibilities that I.H. could be faced in everyday life, in line with a broader definition of an impact 'as the measure of an action's benefit to society and the planet' (Cohen, 2019). Referring to interventions, we aimed at goal-oriented interfering in the course of the current events. Or to be more precise, designing interventions which enable new forms of experiences, dialogue and awareness about the problematics (Halse and Boffi, 2014).

FRAMING THE SOLUTION

The following scheme represnts the itterative ideation process we went through. It facili-
tates the reading of the chapter.

CLUSTERS

Importance of a Job

Society - I.H. Relation

Porposeful Activities ✠

AREAS INSIDE THE CLUSTERS

MANY IDEAS

SOME IDEAS

Leveraging cultural barriers
between I.H. and Society

Networking and community

Guiding I.H. in Copenhagen

EVALUATION MATRIX

THE DIALOGUE

CPR FOR ALL

5.1 PREPARATION FOR IDEATION

In order to start a fruitful ideation process, we have decided on preparing the ground for it. To do so, we started with an energizer activity of association words (https://servicedesigntools.org/tools/mindmap, 2021) in regards to the two problem areas we have chosen (importance of a job and society - homeless relationship) to look for unexpected and unconstrained links that we could have possibly missed, as well as to make sure that we are prepared to dive deeper into a creative mood of finding solutions to the complex and systemic problems.

The very next step consisted of disassembling two clusters into more detailed information, based on a variation of the issue card method (https://servicedesigntools.org/tools/issue-cards, 2021). We did so to understand and underline the nuances of each cluster, rather than staying on a superficial level of each of them. Although we did not work with cards per se, the method acted as a prompt to suggest new interpretations and perspectives of the problem, as well as to facilitate a further conversation around two topics. Once we disassembled two clusters, we discussed which of the aspects are the priority to address in the 1st loop of the ideation process based on urgency, as well as possible to act. When the process was completed for both of the clusters, we felt that we were ready to start the ideation process.

5.2 WALT DISNEY METHOD

METHOD:
The Walt Disney Method is a complex ideation method in which a group uses three specific thinking styles in turn. It contributes to analysing a problem, generates ideas, evaluates ideas, and lastly constructs and critiques a plan of action (https://unalab.enoll.org/walt-disney-method/, 2021).
The activity was structured in 3 parts: the dreamer, where the group members individually had to think about ideal ideas without constraints, the realist: wherein we had to reflect on all the ideas and try to understand how they might be implemented in the real world, and lastly the critic, where the ideas from the previous phase were criticized in order to identify weaknesses, obstacles or risks.

REFLECTIONS & POINTS TAKEN:
Starting ideation, although based on the narrowed scope of the research and a new rephrased research question, was quite of a struggle. The majority of the ideas, especially from the dreamer activity, concerned the systemic barriers of the ecosystem that I.H. are faced with, therefore there was not much room for feasibly addressing them. We had to take into consideration the ideas in order to be actionable, have to face those limitations, or rather intervene with them on a softer level.

5.3 CLUSTERING MAIN DIRECTIONS OF IDEAS

Followed by the brainstorming techniques, we tried to cluster the ideas into possible categories that they represented, by discussing the possible connections and goals of each of them. At the end of the session, 3 directions, each of them consisting of a few ideas, were selected as viable, but in need of further development.
By giving them titles - Guiding I.H. in CPH; Leveraging cultural barriers between society and I.H.; Network & Community Initiatives; we were more aware of what connections and problems we are addressing with 3 created directions.
To gain a deeper understanding of them, we gave each of them brief descriptions:
Guiding I.H. in CPH direction - providing information and knowledge otherwise difficult to access by I.H.;
Leveraging cultural barriers between society and I.H - through (designed interactions) trying to build connectivity between two groups;
Network & Community Initiatives - creating a support network between citizens and organizations for the homeless.
That being done, we were aware that the directions can still be merged or built upon each other, as none of the ideas was developed at this point, therefore we kept all of them as possible directions to move forward with later in the process.

5.4 EVALUATION MATRIX

After coming up with 3 very different directions that we could possibly move further with, we decided on comparing them with the use of a matrix tool (https://servicedesigntools.org/tools/evaluation-matrix, 2021). By doing so, we aimed at choosing possibly 1-2 directions that we could be both satisfied with on a personal level and know that it contributes to the system and problems I.H. are facing on a satisfying level.

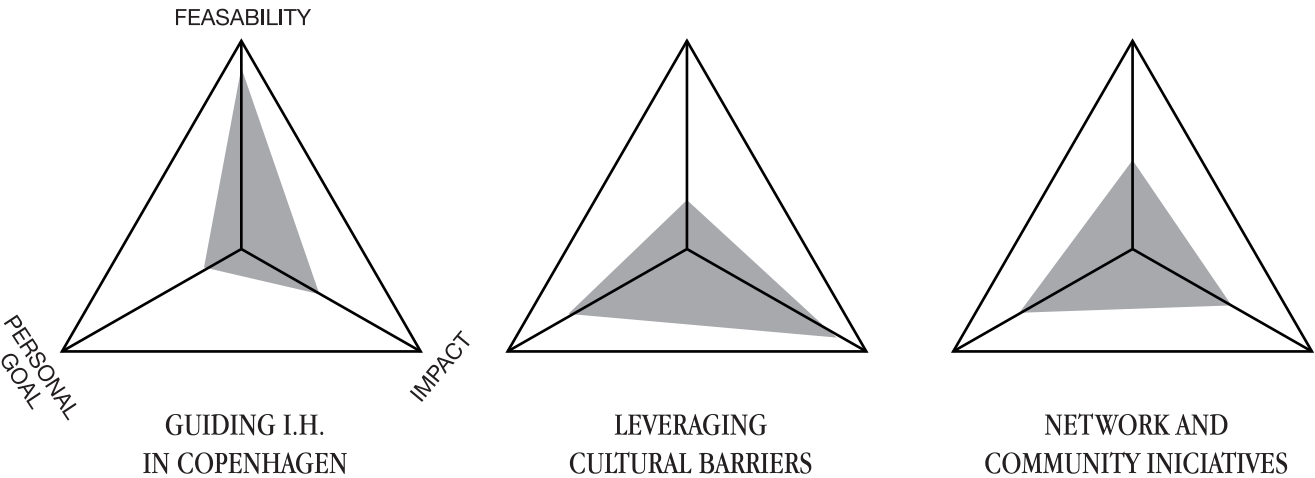The parameters chosen for the comparison matrix were:
IMPACT - with the impact we meant the influence it will have directly on the users, as from the beginning of the project, we were determined to contribute to the system with a possible solution that will improve the current situation, as well as improve the quality of life for the users.

FEASIBILITY - feasibility is talking about the possibility to act upon the idea. Here we would ask ourselves: "Do we need stakeholders involved?", "Is there a big amount of funding included?", or "Are we capable alone to develop the idea further?". Those questions made us understand whether the directions we are moving forward with is a realistic enough idea in this complex system of barriers.

PERSONAL GOAL FOR THE THESIS - similarly to the impact parameter, from the beginning of the thesis development we aimed at making sure that our process did not end up too difficult to act upon. At the same time, our personal aim was to both create an impact, as well as engage with the community of investigation, and additionally make sure that the communities and actors involved can both contribute and use the possible solution.

Based on the matrix we decided on discarding one of the directions of the ideas, that is Guiding I.H. in CPH. Through the matrix, we understood that even though the feasibility of the direction is the highest of all of them, it does not contribute to creating a greater impact in the system, or satisfying our personal goals of the thesis.

Two other directions, Leveraging Cultural Barriers and Network and Community Initiatives were both more difficult to implement (feasibility parameter), but at the same time they had greater score when it comes to the impact and personal goal for thesis development, therefore we kept them as guiding paths for the further development of possible ideas.

FEASABILITY

PERSONAL GOAL   IMPACT

GUIDING I.H.
IN COPENHAGEN

LEVERAGING
CULTURAL BARRIERS

NETWORK AND
COMMUNITY INICIATIVES

REFLECTIONS AND POINTS TAKEN:
Based on the matrix we decided on discarding one of the directions of the ideas, that is Guiding I.H. in CPH. Through the matrix, we understood that even though the feasibility of the direction is the highest of all of them, it does not contribute to creating a greater impact in the system, or satisfying our personal goals of the thesis.

Two other directions, Leveraging Cultural Barriers and Network and Community Initiatives were both more difficult to implement (feasibility parameter), but at the same time they had greater score when it comes to the impact and personal goal for thesis development, therefore we kept them as guiding paths for the further development of possible ideas.

5.5 DEVELOPMENT OF TWO FINAL IDEAS

PROCESS: In order to start the development of the ideas in a more detailed manner, we went through a number of steps and iterations to come to the point where we had two semi-final ideas that could be taken further into validation with experts in the field. Coming from the 2 directions discussed and chosen through the matrix, we went back to the initial ideas that constituted the directions and went through them again to look for new connections and possibilities for the development of more ideas than from the 1st ideation exercise. During this phase, we went much back and forth with initial ideas to finally arrive at 3 more concrete and predefined ideas. Those three at first were called *Map-Can, Cpr Network, and Social Encounter/Community Service*. What we did to understand the key offerings, pros, cons, missing information and possible partnerships of the aforementioned ideas was to map them out for each of the ideas. The exercise resulted in a more in-depth understanding of the ideas, but as we could still observe many aspects could be developed further or possibly flipped into more accurate or positive aspects. That's why we have decided on developing 3 ideas separately through a scenario technique, wherein each of us would think of specific encounters with the idea. Finally, we came up with improvements for the 3 chosen ideas, so we were able to summarize them with key offering sentences, key activities through bullet points and further information needed to be researched. At this point, the ideas changed the name slightly to: MAP-CAN, CPR for ALL, and THE DIALOGUE.

At this point the ideas looked accordingly:

✳ MAP-CAN - enabling access to bigger events for cancollecting
In a format of "updated platform" with upcoming events;
Core - partnership between events & I.H.;
I.H. - getting access to bigger amount of cans, possibly temporary contracts;
Events - cleaned space;

TO RESEARCH FURTHER:
Types of contract possibilities;
How is the situation atm with festivals & can collecting?

✺ CPR for ALL - creating a network of private organizations and citizens offering CPR registration
Led by organizations helping I.H.;
The network consists of citizens, companies and organizations willing to help I.H.;
Possibility of exchange of value between I.H. & actors

TO RESEARCH FURTHER:
CPR bureaucracy constraints;
Case studies from different countries;
Understanding which values could be exchanged;
Whom is targeted from I.H. and how is it filtered?

✺ DIALOGUE - creating a space that fosters conversations between citizens and I.H.
Openness and inclusivity - one stumbles upon it in the urban space;
Citizens - understand the value that I.H. are bringing; I.H. - understanding citizens perspectives & culture better;
Contributing to a community feeling

TO RESEARCH FURTHER:
What could it be more specifically?
Case studies of interesting projects;
What could be the role of existing organizations?

After a thorough discussion we decided on not developing the first idea further, based on the fact that the scope and the area of the idea were not covered well enough through the research, as well as we believed that instead of having a positive impact on the homeless, it could possibly contribute to more challenges and bureaucracy in comparison to as it is right now. That brought us to the place, where we managed to have two semi-final ideas, that we started investigating further, both through the desk research of missing information, as well as case studies that could work as inspiration in further development of the ideas.

Lastly, we once again used scenario techniques (https://servicedesigntools.org/tools/user-scenarios, 2021) for those two ideas, to give them more of a narrative that could be easier to follow, and in that way define them even further.

In the next pages the refined ideas are presented.

THE DIALOGUE

One of our final ideas was Dialogue - a series of interventions that foster conversation between citizens and the international homeless. The idea is based on values of openness and inclusivity, as we imagined that it should be a space that is accessible for all and easy to approach in the city. Additionally, the biggest strength of the idea is raising awareness, from both sides, for international homeless about danish culture and what it entails, while for citizens about strength and positivity that international homeless can bring in their life. Lastly, we could understand that in the long term perspective, the idea contributes to a greater community feeling within those two very different groups, which in the long term can bring more tolerance and integration. To understand better what forms the interaction could take, we mapped out possible examples such as: Living Room - a cosy space in the middle of the city, where homeless can rest, where citizens are also invited to have a tea or coffee and small chat; Wish Tree - an installation where both citizens and homeless can share their thoughts about each other, without a need of face-to-face, often more intimidating interaction; Chess Tournament - a place where homeless can teach citizens their great chess skills and exchange natural conversations; Poster Activity - showcasing real stories of international homeless and their relevance to the city in an illustrative manner; Community Dinner - an open and inclusive dinner for both citizens and I.H.

Two particular case studies served us as inspiration in the development of this idea:

WISH TREE GARDEN (http://danishdesignreview.com/, 2021)- an art installation by Yoko Ono inviting pedestrians to write down small wishes about their lives by reflecting and pausing. This idea was the main inspiration in terms of urban, social experiments and simplicity of the concept.

THE CONVERSATION HUB (http://happymuseumproject.org/, 2021) - a partnership between local museum and the homeless, where the vulnerable group can participate in the social activities as volunteers and in that way creating a more integrated local community. The main value taken from the idea was a reappearing, designed social encounter between two groups.
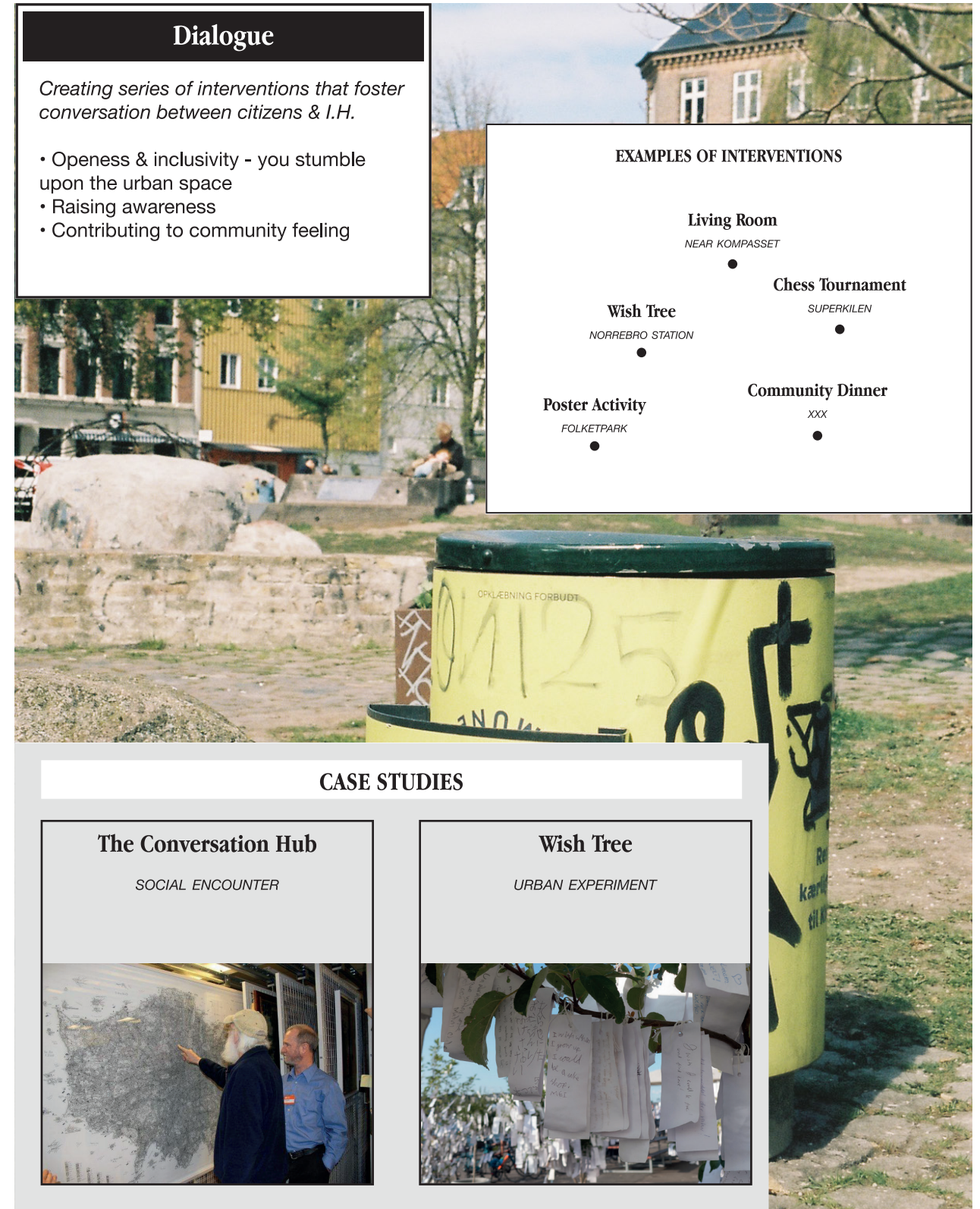

FIG. 21 | THE DIALOGUE

CPR for ALL

The second idea revolved around the network of address providers (where to register CPR) moderated by homeless organizations. CPR for All would consist of citizens and organizations (e.g. hostels) willing to help the international homeless. For the citizens engaged in the network, an additional value exchange would be added. To illustrate more in-depth how the solution potentially could work, we created a storyboard explaining a series of events while using the service.

Two particular case studies served us as inspiration in the development of this idea:

ABITARE SOLIDALE (http://www.abitaresolidaleauser.it/, 2021) - is a project born from the idea of transforming the "housing problem" into new opportunities for the construction of a more cohesive and supportive community. The project exploits the idea of cohabitation paths between the elderly and not only, residing in houses with more than one bedroom, and those who need accommodation and live in a situation of momentary difficulty. This project was inspiring in regards to solutions based entirely on trust, as well as the exchange of values among two engaged groups.

PROXY ADDRESS (https://www.proxyaddress.co.uk/, 2021) - The project uses duplicated addresses to connect those facing homelessness with support. Using existing data, Proxy Address creates and provides a consistent 'proxy' address that can be used to access services regardless of location or how often one moves. That project was an inspiration especially in regards to making use of empty spaces in the city.

CPR for All

Creating a network of address providers (where to register CPR) moderated by homeless organiziations.

• The network can consist of citizens & organizations (e.g. hostels) willing to help I.H.
• Possibility of exchange of value (e.g. small tasks) between I.H. & citizens.
• Led by organizations helping I.H.

STORYBOARD

1. Rudy arrives to DK in search for a job!

2. He gets rejected by any company he applies because of lack of CPR.

3. He asks around what are the possibilities to get a CPR as a homeless.

4. He is directed into an organization that is willing to help him.

5. At the organization he's. assigned to a social worker that guides him through the process.

6. He is asked to fill up a form on a platform as a CPR seeker asking him his background and competences.

7. The social worker sees that there is a family offering a CPR in exchange of small tasks in the garden every 2 weeks.

8. The social worker sets up an appointment and works as a facilitator in the conversation between family and Rudy.

9. The meeting goes well! The social worker guides Rudy in the process of registration of CPR with a family support.

CASE STUDIES

Proxy Address
EMPTY HOUSES

Abitare Solidale
EXCHAGE OF VALUE / TRUST BASED

FIG. 23 | NORREBRO - 2021

5.6 AN EXPERT INTERVIEW FOR IDEAS VALIDATION

METHOD:
For the purposes of validating the two final ideas with an external expert, we have prepared a semi-structured interview with one of the stakeholders of the system (Salvation Army program "Step by Step"), that we had a chance of interviewing already before during the research phase - Arno Steen Andreasen. To do so, we prepared a small presentation of the ideas we have developed to be given the feedback, as well as questions to ask Arno in order to clarify a few of the missing information.

KEY FINDINGS:
The feedback given by Arno was of great help. Not only could he grasp the ideas straight away, but also we had been given comments and additional projects that we could look into for the inspiration for the development of each of the ideas.

Feedback for the **DIALOGUE**:
He mentioned having a focus in mind on a real connection between the homeless and citizens, instead of rather making the homeless be in the middle of attention and observed by the citizens. Therefore he directed us into the aspect of "humanizing" those people and making sure that the two groups could be brought together either through a common interest (an interesting gardening project done by Sundeholm in Copenhagen, where the Danish homeless were invited for the outdoor activities with citizens) or on the other hand through more inspiring activities that could bring more empathy and understanding from both sides (for example a photography exhibition that was showcased in London back in the days, to raise awareness among passerbyers around the topic of war). Another interesting project that he recommended us to look into was The Human Library project from Aarhus where you can book a day with a homeless person to understand their life and perspectives from a real and credible source (person itself), rather than from existing societal prejudices.

Feedback for the **CPR for ALL**:
When it comes to the 2nd idea, Arno had straight forward stated that the idea in a form as it is right now, is de facto illegal. His point was that developing a solution that even in the slightest way questions the legality or is on a verge of being legal, could actually have a negative impact on the homeless, by reinforcing the racist attitudes and prejudices from the society ("Any sort of "maybe" will have a negative impact on the situation as it is at the moment). That being said, he also mentioned interesting projects that could be used in order to improve the idea, or rather change its direction. One of them was Crash Pad (UK), a project targeting young people at risk and in crisis that are offered a safe, friendly and family orientated place that they could come and "crash" in order to regain more stability and structure into their lives. What could be an interesting

aspect of the project to understand more about is the idea of allowing a stranger into one's home and what does it take to open the doors to somebody? Or even more importantly, again how to humanize the connection between vulnerable groups of homeless and those who are willing to offer them help?
One more project presented by Arno as feedback to the idea was Habitat for Humanity - an NGO that encourages and gives tools to build their own homes. The project gives possibilities to future homeowners to work alongside volunteers and pay an affordable mortgage afterwards.

REFLECTIONS AND POINTS TAKEN:
Facing a real expert within homelessness made us realize once again how complex and systemic the problem we would like to address through our solution is. That brought us to a necessary and important reflection, that to actually be more successful in that regard, there is a need for a deeper level of collaboration among us and different stakeholders representing the system, holding a big amount of knowledge and nuances that are more crucial than ever at this stage of the thesis project.

In terms of the ideas, the feedback gave us a lot to think about, as it showcased the weak spots of both of the ideas. When it comes to CPR for All, we finally realized that the only way to continue to work with the idea is to work on making sure that the legality aspect is 100% addressed. That being said, it would require quite some changes in the direction in which the idea should be developed further. The idea of the Dialogue seemed to have more potential, but there was still plenty of room for improvement, especially in terms of addressing what are the relevant tools and methods of bringing so different two groups together and creating a real, humane interaction.

5.7 CHOOSING THE CONCEPT & FURTHER STEPS

Being given feedback from the expert in the field, we have decided on developing just one idea further - the Dialogue. Not only we saw a greater potential of this direction, but also we were aware of the fact that keeping the idea of CPR for ALL will require big transition, as in a form as it was at the moment, it was illegal. All in all, we both agreed that the Dialogue represents greatly our design approaches of design activism and action research, as well as it has direct influence on the relationship of I.H. with the surrounding society, therefore contributing to levaring cultural and political barriers contributing to a greater social inclusion in the chosen context. Additionally, our motifs revolved around the fact that with the Dialogue as an idea had a more multi-layered approach that in the long term could contribute to a change by community building aspect. That being said, we also believed that the idea could be relatively easier to implement and experiment with in forms of real life designed interventions that could have both long and immediate outcomes.

That being said, we were also aware based on the feedback from Arno, as well as learnings from the entire design process, that the best way of addressing the idea further would be co-designing it with relevant stakeholders from the system (Steen et al, 2011; Sanders and Stappers, 2007). By doing so we wanted to address the complexity of the situation of I.H. on a higher level that we would be capable of when we worked alone. Therefore as a very last action step of the thesis we have decided on conducting a co-design workshop with 3 different stakeholders representing the system: Aicha and Tine from YouPeople, Arno from Salvation Army and Giuseppe - a student from Migration Studies and social worker from one of the social organizations; in order to comprehend what constitutes a meaningful intervention that fosters interaction between I.H. and society.

5.8 FINAL RESEARCH QUESTION

As an improved research question guiding the process further we came up with a following question, as we decided on addressing just the particular aspect of I.H - society relationship:

How do we foster meaningful interventions between society and international homeless in order to improve social inclusion?

To elaborate on the transition, once again we challenged the direction of the research question by narrowing it down even further. After the expert interview and the feedback of the expert, we came up with a term 'meaningful intervention' referring to interventions, we aimed at goal-oriented interfering in the course of the current events (Halse and Boffi, 2014), and by choosing a word meaningful we were aiming at making sure

that they address both the level of complexity, as well as have a purposeful and profound outcome. These designed interventions would enable new forms of experiences, dialogue and awareness about the existing problematics, as well as contribute to solving them. The social inclusion aspect was added to underline the long-term goal of aforementioned interventions of "the process of improving the terms on which individuals and groups take part in society—improving the ability, opportunity, and dignity of those disadvantaged on the basis of their identity." (https://www.worldbank.org/, 2021).

5.9 PILOT TESTING THE WORKSHOP DESIGN

In order to make sure that the final workshop design lives up to expectations of it's goal and the structure enables great dynamics and conversation, we decided on pilot testing (Stickdorn et al, 2018) the workshop structure with peers of service systems design Master, considering them as experts within workshop design and facilitation techniques. The pilot test took the shape of a focus group (Stickdorn et al, 2018) wherein the students had the chance to express their opinion on the overall goal of the workshop, as well as the structure of each of the activities. It was an open conversation followed by suggestions for minor changes and improvements to the workshop.

REFLECTIONS AND POINTS TAKEN:
It was deeply beneficial to confront the workshop design with peers who are experienced within the field, but also could look at the process with more fresh eyes. In that way the final workshop design took more precise and finished shape that was ready to be conducted with the stakeholders.

5.10 THE WORKSHOP DESIGN

The workshop design was carefully built and improved after the pilot testing session with the fellow service design students. Unfortunately, due to a busy schedule of the stakeholders we had to shift the plans of conducting a one big co-design session, to three smaller sessions, in which each stakeholder did interact with us. Although it took away the conversational aspect of engaging different actors of the system, we were still positive that with enough effort and facilitation techniques, we were still able to achieve our goal of understanding what constitutes a meaningful intervention that fosters interaction between I.H and society. As a final version, the workshop design looked accordingly:

INTRODUCTION TO THE WORKSHOP:
• Where we are at, explaining the process in the nutshell:
Here we briefly explained the process we went through with the thesis and why the participants' input is valuable for this last phase of the project to define a framework to organize social intervention in the compex panorama of I.H. in CPH. As an overview of our process: we have clustered our research (interviews, desk research observations, case studies,...) in 8 different areas (such as: importance of a job, Sytem barriers, Political Discrimination, lack of services,...). From those clusters we decided to focus on 2 specific ones and ideate upon them (importance of a job and homeless society relationship).
Lastly, we have decided to narrow down only to one specific cluster that is I.H society relationship and define a framework on how to design interventions in this specific area in Copenhagen context.

• Presenting vocabulary dictionary to make sure that during the activities performed the common language is performed

VOCABULARY:
Intervention: with this term we mean an organized activity that implies the participation of different people. This activity can be either an event, an urban experiment, a workshop, or take a different form according to the participants.
Interaction: Connection/encounter between society and I.H. that foster a dialogue & an exchange of information & ideas

• Presenting the goal of the session: The goal of this workshop was to create scenarios of interventions for interaction between I.H. and citizens. These activities could be either an event, an urban experiment, a workshop, or take a different form according to the participants.
The overall goals of these interventions in a long term perspective are:
• Leverage cultural barriers;
• Working toward minimizing prejudice;
• Contributing to a better and open society/ Social inclusion;
• Connect local communities through creating a space for an open dialogue;
• Or even in the long run contributing to a more open job market.

ACTIVITIES OF THE WORKSHOP:

❋ ICEBREAKER: What is the best activity with I.H. that you have ever participated in (outside the social services)?

Reflecting on what the participants have just said and thinking about all the dynamics that he or she lived in their job, we encouraged them to pass it forward to the 1st activity.

✦ ACTIVITY 1: Reflection of good intervention: "What are the characteristics of an intervention that meaningfully foster the interaction between I.H. and society?"

INSTRUCTION: Write on post-it 1-2 words, use as many postits you want and try to write at least one for each category.
With this question in mind we wanted to guide the participants to the process. By giving them some guidelines we wanted to help them to shape their ideas better:

Guiding Areas:
• Context (What is the context of the intervention and what does it imply?)
• Physical space (Where does it take place and why?)
• Timeframe (How long would it take? How often should it happen? Does time influence the interaction?)
• Atmosphere (What is the atmosphere during the intervention? How does it help?)
• Limitation (Are there any limitations while designing those interventions? Something to be aware of?)

✦ ACTIVITY 2: Building up Stories: "How do you imagine an ideal intervention that fosters an interaction between I.H. and people?"

Taking in consideration the things that participants said in the first activity, we aimed at discussing possible interventions that could ideally take place in Copenhagen context. These ideas were not supposed to be developed in depth but rather sketch suggestions of possible interventions. We encouraged the participants to think of around 1-2 interventions that possibly could take place.

GUIDING QUESTIONS:
- Who is participating? - Where is it? - What is the outcome? - How long does it take? - What are the emotions involved?

The activity was concluded with the presentation of all the stories and discussion that followed.

5.10.1 RESULTS FROM THE WORKSHOP WITH TINE - YOUPEOPLE

✤ ICEBREAKER

As a reply to the icebreaker exercise, Tine told us about a community dinner, hosted by Folkethus in collaboration with OneBowl. The event was donation based and open to everyone. She remarked how sharing the same meal together has the power of "breaking down barriers" and creating a sort of community feeling between the participants. From this story the participant came up with an interesting reflection upon how having common activities and a purpose together helps to create the right environment for socializing and break down social construct.

✦ ACTIVITY 1:

CONTEXT - In Tines' perspective, the context of these interventions should be an event where people have something to do together. The main purpose of the intervention would be to create a space where people can be occupied doing something together. She also remarked that this activity doesn't have to be anything purposeful but just something to do together.

PHYSICAL SPACE - In regards to the physical space the participant suggested that it should be a place where people can meet up. In regards to homeless migrants Tine said that the place should be familiar to them and that they could feel safe.

TIME FRAME - In regards to the timeframe Tine suggest to have a relatively short intervention (max a couple of hours) but to have it repeated through time (something like a reoccurring event)

LIMITATIONS - No limitations were mentioned.

✦ ACTIVITY 2:

As an ideal encounter Tine imagines a summer picnic at Folketspark, where people eat together and interact within each other. Ideally she imagined that the local neighbourhood would be participating. In order to create an equality, people would participate on the same terms and the lunch would be free of charge.
The ideal outcome would be to have one united group where people don't feel the difference between the two groups. As Tine said "it won't cancel the differences between the two group but it would be more like a time capsule where people can feel equal and understand more about each other".

5.10.2 RESULTS FROM THE WORKSHOP WITH GIUSEPPE - SOCIAL WORKER

✤ ICEBREAKER

Giuseppe mentioned two activities that he participated in or he knew of. First one was a vacation week organized for the I.H. by Kompasset in which on average 20 people participate and around 5 members of the staff. The aspect that he underlined is that the freedom given to the homeless, they can rest in their own rooms (a luxury to one that does not have it daily), but also are able to take a break from can-collecting jobs or any other struggles and responsibilities with which they are faced daily. That being said, the atmosphere encourages connectivity and space for dialogue.
An additional example that Giuseppe mentioned for the icebreaker was his night shift in the shelter services (so despite the question, it was not outside of the social services context) once when he had a chance to give a haircut to some of the users. This simple activity opened an entirely different level of a dialogue between him and the homeless. He underlined the humanising aspect of the activity, as the users who usually are treated differently because of their label of being homeless, in this particular situation felt equal and just normal (as Giuseppe stated it "It was so normal activity, that it was not normal for them"). Additionally, the feeling of being taken care of and having a direct human contact and touch with others is not a reality for many of the homeless, therefore the gesture gained a great value both for Giuseppe, who could notice the effect it had on them, and directly for I.H. involved in the activity.

✦ ACTIVITY 1:

With help of the guiding questions Giuseppe came up with characteristics within different parameters:

CONTEXT - In that regards Giuseppe came up with a phrase as relaxed & easy, meaning that the participants involved in the interventions do not have to aim to do big things; just by showing up the barriers are melting, and according to Giuseppe 50% of work is done, as the interaction is established. Additionally, by doing those simple tasks, the participants can realize that the differences among I.H. and other citizens are actually less than imagined.

ATMOSPHERE - To describe the atmosphere Giuseppe mentioned to adjectives as informed and prepared, meaning that while designing the intervention both parties involved should be aware of the amount of people participating and the agenda of activities that will be performed.

PHYSICAL SPACE - In that regards two possibilities are mentioned, firstly a public

space (e.g. street) wherein citizens with different angle, can actually understand first hand how difficult it is to live and interact on the street; another example mentioned by Giuseppe was an organization within the system, as it could be considered a safe space by the homeless, and additionally it offers a reliable and experienced staff that is able to help with the activities.

TIMEFRAME - Based on his experience in the social services, Giuseppe mentioned that the timeframe should not require too big an amount of time to dedicate. He could understand that some of the volunteers that had an experience in the place he worked, were not coming back to help, as their first experience was too time-consuming and demanding, therefore their motivation was melting. Additionally he mentioned that the activities should rather be shorter, and have a continuous lifecycle.

LIMITATIONS - As the main limitations he mentioned the awareness among who is participating, meaning that if the sample of I.H. is represented fully, it would also imply users with mental health problems, which would affect the overall interaction during the activity. On the other hand, once those would not be included, it would represent the community in a distorted manner. As an additional limitation he mentioned rules and regulations that different organizations might require, in case the intervention should take place in those.

✦ ACTIVITY 2:
STORY 1 - SOCIAL DINNER
As the first story, Giuseppe recalled the idea of social dinner. In his story the homeless and citizens are meeting together in a shared space to prepare the meal together and then enjoy it in their company. He imagined it taking around 2-3 hours. The reason for choosing this activity was the fact that by those simple activities of preparing the meal, the conversation is at ease, making both groups more comfortable with each other's presence. Food in that sense plays a role of connection and a dialogue. An additional layer of different national cuisines could be addressed instead of a general question "Where are you from?" that could be perceived badly by the I.H. Furthermore, by performing those small tasks together, both groups of participants could realize how little differences they have and understand each other better.

STORY 2 - ART & CRAFT WORKSHOP
The other story that Giuseppe created revolved around the idea of creating useful objects that would unify two groups addressed. In the activities of crafting, painting or building objects, they would yet again have a safe space for a conversation, as well as they could exchange ideas about their skills, especially as many homeless actually have background in those hands-on competences. Additionally, it could bring an extra layer of escaping from a harsh reality, by being able to perform tasks different from the daily

routine. Furthermore, the crafted objects have a potential of becoming a statement of collaboration between society and I.H., therefore working as a great tool of communicating the activity.

5.10.3 RESULTS FROM THE WORKSHOP WITH ARNO - SALVATION ARMY

⚘ ICEBREAKER - due to the lack of time of the last workshop, the activity was left out to make sure that the following two were addressed in depth.

✦ ACTIVITY 1:
CONTEXT - by the context in which the interventions have to operate Arno described the incredibly political context within which we have to operate. He also underlined that the 2 communities that are being addressed are so seperate that it makes the task even more difficult.

PHYSICAL SPACE - according to Arno performing the intervention outdoors is always a good idea, as the space is less threatening and it allows the participants to have more freedom and also to leave whenever they feel they would like to. Once the intervention is moved inside, there is a growing need for a truly designed activity that will foster interaction (sport, music, arts).

ATMOSPHERE - the main adjectives to describe the atmosphere implied is fun & friendly. There must be a spirit of good time, otherwise the moment of connection between I.H. and citizens is not possible to happen.

TIMEFRAME - on the practical terms, the event should not take too long, meaning that it is better to organize little interventions every 2-3 weeks instead of a big event with a splash once. There should be a continuity of the process that slowly builds up the momentum and feeling of a community.

LIMITATIONS - a big limitation of organizing those interventions is the obvious aspect of time and money constraints. At the same time, time refers also to the society's overstretched schedules wherein it is difficult to dedicate more time and effort than needed.

✦ ACTIVITY 2
Arno brought examples of possible activities to be taken into account, although the adjective "ideal" from the activity instruction was difficult to address for him. An instant suggestion from him was a food meeting or a sport event, as he has experience in organizing those. But even when pointing them out, he mentioned that from his experience it

is a struggle to ensure that all the different target groups feel welcome and that they are interacting among each other. As a final version of a story Arno described a food event at the harbour that a local NGO is helping in organizing, together with some local associations. Different activities could be present such as artwork presented (even created by the homeless), music involved, drawing exercises. As the main goal of the intervention would be establishing a common ground between those two seperate groups, that could bring a feeling of humanity for a moment. The outcomes possible could be a more knowledge about each other, contributing to a more positive image about each other.

5.11 GUIDELINES FOR MEANINGFUL INTERVENTIONS

As a result of the last thesis activities in the form of workshops with 3 different stakeholders of the system, we came up with guidelines for meaningful interventions.

The interventions aim at fostering interaction between society and international homeless. In a long term perspective overall goals of these interventions are:
• Leverage cultural barriers;
• Working toward minimizing prejudice;
• Contributing to a better and open society (Social Inclusion);
• Connect local communities through creating a space for an open dialogue;
• Or even in the long run contributing to a more open job market.

For whom are those guidelines?
We believe that those guidelines can serve different actors involved in the context of homelessness in Copenhagen. Being more specific they can be applied by both organizations, designers, and activists, with potential for bottom-up initiatives, as everybody who has a stake in the system could potentially access them, making them a replicable tool to use.

How are the guidelines conveying a value?
Throughout our co-design process, one of the reflections upon the system and its functioning was that there is not enough synthetized knowledge to be accessed within. Many stakeholders work on their own, without communicating and exchanging ideas with each other. At the same time the value of interventions is recognized by all organizations, but there are strong limitations to dedicate time on forming them, therefore those guidelines can bring extra value in facilitating this activity.

As a final output 4 elaborate criterias are being addressed in the guidelines, in order to design meaningful intervention that aims at increasing social inclusion:
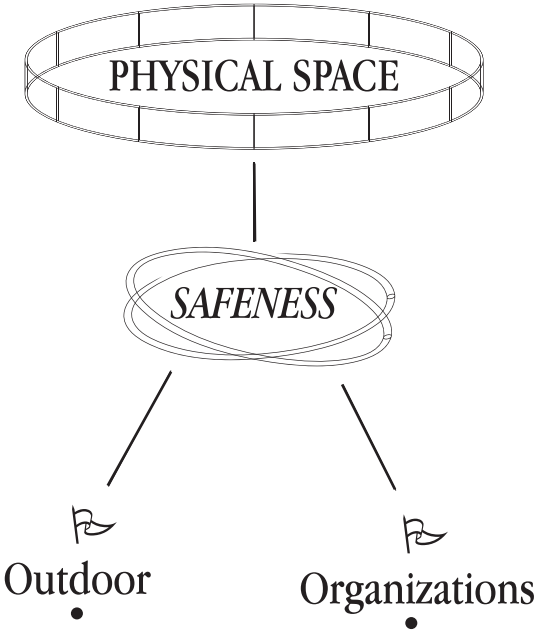
✦ PHYSICAL SPACE - while addressing the physical space of the aforementioned interventions, the aspect of safety within the space should have a priority. Two examples of possible safe spaces are brought. Outdoors, as spaces in which safeness is defined as not threatening to leave at any time, any occasion, while participating in the intervention, making parties engaged more comfortable and able to take decisions according to the flow of actions. A second example are the organizations that are already engaged in the system. By organizing the interventions there, there is an already established trust and familiarity for international homeless, making them more eager and comfortable in participating.

TIMEFRAME

SHORT — CONTINUOUS
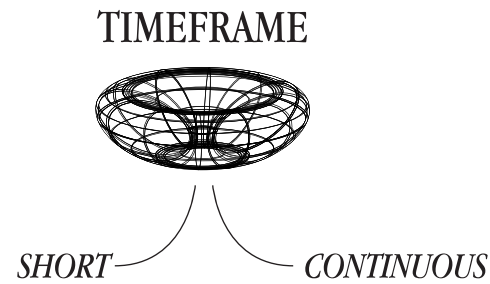
☉ TIMEFRAME - two specific aspects have to be taken into account when it comes to criterion of timeframe. The importance of interventions of being short is one of them. As for both groups (society and international homeless) it is an extra activity, the length should not hinder the participation, therefore the amount of 1-2 hours at once is the most optimal solution. That being said, another aspect to be addressed is the continuity of the practice. The interventions will only have a lasting impact, while they are happening on a regular basis. In that way the trust is deepened, as well as community feeling is established.

LIMITATIONS

TIME & MONEY — BALANCING ENGAGEMENT
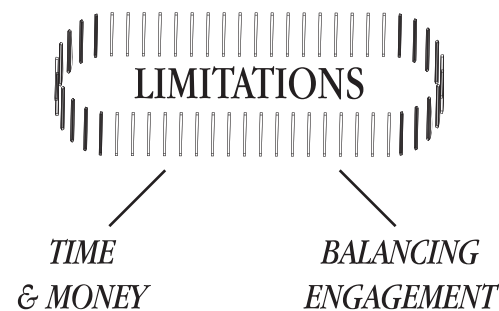
▣ LIMITATIONS - there are two specific aspects while addressing limitations. First of all, the limitation of time and money. It is crucial to think of resources and planning while designing aforementioned interventions. Some of the preparation can be covered by volunteer based work, but to do so, prior planning has to be in place. Additionally, a crucial aspect of limitations is balancing engagement between entertainment and job purposes for international homeless. It is a possibility that if the intervention takes too playful approach (concert or entertainment event), the homeless will focus mainly on can-collecting activities instead of participating.

ENVIROMENT

TRUST — RELAXED & EASY — PURPOSE TOGETHER — EQUALITY
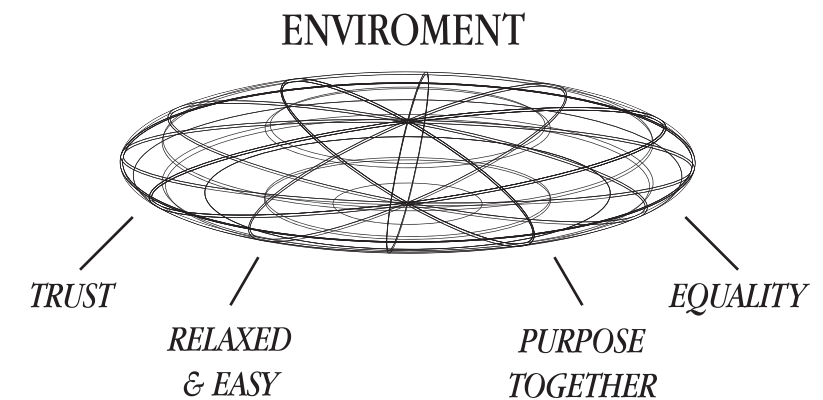
✿ ENVIRONMENT - there are 4 key aspects to take into consideration while discussing the environment. First of all, trust is the most important one, as the interventions are meant for a vulnerable target group, meaning the interaction can only be established while the atmosphere inclines the parties involved to be trusted and to trust. Another important aspect to address is equality. Because international homeless in many cases are treated as unequal to the rest of society, during the interventions they should be able to feel humane and on equal rights with the others. The situation can be achieved for example through a free of charge event, creating a state of equality and evenness among participants. Additionally a more relaxed and easy approach should be present, making sure that participants feel comfortable with each other, there are no certain expectations to be fulfilled, or stress involved. As a last important aspect to take into account, there is a purpose together. The interventions will only achieve its goal while the participants will connect and find a meaning in doing the activity together, otherwise there is a threat of growing division and lack of interaction.

REFLECTIONS AND POINTS TAKEN:
Even though the guidelines were not completed, we could see a possibility of turning them into a useful framework that could bring even more value to the system. Due to the lack of time, further steps were not possible, but at the same time the status quo of the guidelines already could contribute to a positive change. Additionally, looking back on our design process, we understood that although we discarded "purposeful activities" cluster early on during ideation iteration, we came back to it. It had relevance in the end as a means of addressing the relationship between homeless and society.

FIG. 25 | TIMEFRAME

REFLECTION

6.1 REFLECTION FROM THE DESIGN PROCESS

The design process of the thesis has varied a lot from a typical design process, especially as it was addressing people from lower socio-economic groups who are ones to be under-represented in many forms of research (Mullins et al, 2021).
We had to gain understanding of the designing processes that takes into account vulnerability and vulnerable target groups was essential in order to succeed in the design process, and served as a great learning and growing experience from a designer perspective. We have been faced with some of the most common barriers when it comes to the inclusion of vulnerable groups, such as issues with initial engagement or power differentials (Mulvale et al, 2019).

In our case the access to the users was extremely limited, as the timeframe for establishing trust was too short (project in total lasted only 4 months), and additional lack of relevance of the project in the eyes of the stakeholders was experienced at first.

Throughout the way we have experienced difficulties in co-designing with multiple stakeholders at once. We understood that accessing stakeholders from a student project perspective unfortunately affects both the level of involvement as well as the perception of the value in which it contributes to the organizations.

When it comes to the process of designing the solution itself, we encountered multiple challenges in contributing to the system, as the barriers were pronounced in all possible forms. Having an ambition to actually contribute with a meaningful and sustainable solution that can support transformation for the key stakeholders (Yang & Sung, 2016) has put an extra pressure on our performance and resulted in many iterations in ideation phase, which in the end heavily affected the timeframe of our design process. It was also very apparent that addressed social innovation solutions need long-term stakeholder involvement and continuous improvement to achieve the purpose of adoption and diffusion (ibidem).

Lastly, in regards to the design process, we believed that we managed to contribute to creating design knowledge that can be explicit, discussable, and transferable that is crucial in order to design (Manzini, 2015). Not prescriptive per se as a solution but a knowledge that everybody can apply with a dose of flexibility, using the guidelines to create their own interventions. When it comes to scalability and replicability of the guidelines it is in the future to determine how to properly plan in order to ensure a full scalability of those guidelines, as the specific context of those impose a new mechanism of expansion (Morelli, 2015). Designers in those terms play a role of orchestrator of the ecosystem, rather than prescribing exact steps and resources in order to design. They

have to be able to define a structure wherein roles and competencies of each actor are stated, as well as the attention is catalysed in order to create motivation and support for users in defining their own solutions (ibidem).

6.2 REFLECTION UPON THE CONTEXT

Designing and basing the thesis in the complex social context of homelessness in Copenhagen has brought quite some challenges as well. Firstly, navigating in the complexity of many system barriers in the form of no fundings, as well as political and cultural discrimation have underlined the importance of competencies of service designers enabling addressing and operating within those (Service design, design thinking, systems thinking and complexity, 2021).

An additional layer that was important in addressing the complexity of the context was a high level of sensitivity, making sure that each research activity or act were in line with standards of the system, as well as ethics (Lindberg, 2018).

Furthermore, it was apparent that the social field is not used to collaborate with the designers and our process at first raised questions and was misunderstood. Only with time and creating a common language and goal, there was a possibility of building the outcomes together. In line with the statement of Mattelmäki & Lee (2013) "To recognize the actual roles of designers in the co-design process also requires experience and time."

All in all, we would like to underline that despite multiple challenges derived from context, it was a great learning experience that reinforced and deepened our knowledge of the designer competencies and skills needed in contributing to a positive social change.

6.3 REFLECTION UPON LEARNING GOALS

The thesis contributed greatly to fulfilling the majority of personally set learning goals. Although one of our learning objectives stated to apply the co-design approach throughout the entire design process, we reflected that co-designing with vulnerable target groups constituted a slightly different process (Moll et al, 2020). We had to exclude the users from the co-design practices, but still managed to engage a variety of stakeholders on different levels throughout the entire design process.

A small criticism to ourseve is the fact that if we decided to volunteer in more social organizations at once throughout the process of the thesis, we could have established

more relationships within the system, as well as deepen and nuance our understanding of different perspectives represented by different organizations contributing to a more representable picture.

What is more, we gained a deepened understanding of how to work as service designers and convey the value in the outer world context, especially in the context of complex systems and vulnerable target groups. Thanks to the dialogue with the different stakeholders we have understood the value of our work and how our professional figure can contribute in this particular context (it was especially clear during a continuous dialogue with Giuseppe - migration studies Master student and social worker). At the same time, our reflection revolved around the fact that designers tend not to be involved much in social context, wherein its impact is of a great value by contributing to connecting stakeholders, presenting a broader picture, using facilitation techniques, and creating a common language (Manzini, 2015, p.48) .

Furthermore, reflecting on the level of our social innovation intervention, we understood that we did not manage to fulfill our expectations fully, as the scale and development of meaningful interventions guidelines have not been completed. At the same time, we understood that it laid a great foundation and a starting point to create a bigger value in the future. We also believe that the created solution could serve useful and our research is going to bring value for designers, activists and in general individuals willing to engage in the field in the future.

Lastly, throughout the thesis process we managed to find an area that we're deeply passionate about, which is of great value personally to us, as we can see positioning ourselves more in the context of social innovation and service design for social purposes also in the future.

7.

CONCLUSION

7.1 CONCLUSIONS OF RESEARCH QUESTION

To conclude this thesis a small recap of the process is presented together with conclusions regarding answering the final research question of the design process.

This thesis has started with an aim of creating bottom-up social innovation empowering the international homeless in Copenhagen. To kick start the process a thorough literature review was conducted regarding homelessness in Copenhagen, designing with and for vulnerability and social inclusion, followed by an action research approach wherein qualitative data has been gathered in form of design diaries and interviews with design and cph context experts. The obtained data have been synthetized and analyzed in order to build clusters of research that later on has been validated by social workers of the field. That being done has narrowed down the design process to address two particular areas: society-homeless relationship and importance of a job for I.H. An iterative ideation process has been addressed in order to come up with possible interventions that could contribute to an impact for I.H.
Furthermore, an expert interview was conducted in order to validate two preliminary ideas addressing the aforementioned challenges, to yet again narrow down the scope of the project solely to the relationship between society and the international homeless.

That being done has resulted in the last steps of the thesis, co-creation workshops with stakeholders of the system in order to design guidelines for meaningful interventions that could foster interaction between society and the international homeless. Those guidelines are with an intention of replicability among the stakeholders of the system, as well as designers and activists that would like to contribute to improving the current situation.

It is relevant to address that despite efforts, the guidelines do not present a complete picture of the framework that is entirely developed. Additional steps are needed in order to test the solution and add supplementary layers, if needed, through the engagement of a bigger representation of the stakeholders within the system. That being said, we strongly believe that the tool has the potential to guide organizations in designing meaningful interventions for homeless.

What is more, it is worth underlining that the service design field has a great potential in contributing to a social field by translating complex problems and facilitating co-creative processes within the system. A mindset that is experiential, human-scale, and iterative might still be foreign to most people working in the public and third sector (Mattelmäki & Lee, 2013), making it even more urgent to address more vividly.

Lastly, by answering the research question it is of obvious significance that designers have a greater and greater responsibility towards society, having in mind that to design is to question the status quo, raise awareness, and promote social change (Markussen, 2013) as social responsibility is at the core of service design (Young, 2012). And encouraged by Bonsiepe (2006), by addressing vulnerability and less privileged groups in the design process, we believe that at least in a slight manner, we managed to contribute to promoting social inclusion and social cohesion in the context of Copenhagen.

7.2 FURTHER STEPS

Due to time constraints in the last phase of the project, the additional steps would be highly beneficial in order to create an extra value within the presented solution.

Firstly, we believe that it would be of great help for improving the guidelines to engage a higher number of stakeholders in shaping them further. That being done, the guidelines could take a more complete shape of a framework that ideally would reflect the system fully.

Secondly, we are certain that the very next step should imply testing the aforementioned guidelines in a real-life context, in order to prove its feasibility and replicability with actors engaged in the system.

And lastly we belive that homeless participation in improving the guidelines could be possible and beneficial in the future, as the initial trust was estabilished and the time frame could allow for it.

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APPENDIX 1 DESIGN DIARIES

Date: 4.02.2020
Name: Kamila
Place: Morning Cafe

1- Brief summary & atmosphere
The first shift was a very positive experience. I got to know the founders of the place Aisha and Tine, as well as many Polish homeless who were open to discuss and talk with me.
The only negative incident was an act of rather violent language from one of the homeless that resulted in him leaving the space.
Otherwise I observed the people being very polite, friendly and open.

#positive #friendly #openness

2- Main problems of people
Based on the conversations with quite a few Polish homeless I could find out about the problems as:
Registering CPR
Very slow paperwork process due to covid-19
Not able to find a job because lack of CPR (vicious circle)
Struggle to learn the language
Coldness outside (one homeless volunteers to clean the youpeople space in order to have warm space during the day)
Lack of warm clothes
Alcoholism

3- Numbers & busyness
The day was rather slow. There came around 20-30 homeless international people, some of them stayed throughout the whole period of opening hours (7.15-9.45), while others just popped by to say hi, talk and get a warm drink.
The situation is most likely affected by closed borders and ongoing pandemic, as the number of homeless is not increasing at the moment.

Date: 2/02/21
Name: T
Place: Morning Cafe

1- Brief summary & atmosphere
First shift as a volunteer. Impressed by the people coming: I'd never say that (most of them) are homeless if I meet them anywhere else.
Really nice atmosphere: talked with a lot of people, played chess with a user and met very nice volunteers.
Some of the people were very talkative and up to have conversations, others just enjoying their breakfast, sleeping, charging their phones, others in groups talking between each-others.

2- Main problems of people
To the users I talked with: Difficulties to make documents and find a job.
From the volunteers: problems with corona regulations, homeless can't enter the country.

3- Numbers & busyness
Very chilled, around 30 people max in all shift.

Date: 16/02/21
Name: T
Place: Morning Cafe

1- Brief summary & atmosphere
Way less crowded than the last time. As the girls were telling us (volunteers) we had a peak right in the beginning when we opened and then little by little the users started to go away, not so many others joined us during the rest of the morning.
Today I told the girls that are running the organization that we are doing the thesis about homeless and they said that they are open to collaborate with us (but not so much).

2- Main problems of people
Today I didn't have the chance to talk to any of the users

3- Numbers & busyness
I'd say 20 in total

Date: 23/02/21
Name: T
Place: Morning Cafe

1- Brief summary & atmosphere

Today was a quiet morning, the temperature are rising in Copenhagen and as we opened the place we noticed that there were not so many people. Little by little, the place reached full capacity and I had the chance to sit and talk to some of the users.
For the first time (in my exp) one of the users has been sent away because he was screaming and talking about some conspiratorial theory without any sense.
I'm starting to recognize some guys and being recognized by the users.

2- Main problems of people
As I was talking to the two founders and hearing around the issue of the closed border is still one of the hot topic of the day

3- Numbers & busyness
I'd say between 25 and 30 in total.

Date: 04/03/21
Name: K
Place: Morning Cafe

1- Brief summary & atmosphere
Today the day was quite calm. It seems that everybody was quite sleepy. Most of the users were from Romania, I haven't met that many Polish people as last time. There were a few conflicts among users, as they sat on each other's chairs or were reminding one another to wear a mask. There was also an interesting incident when one of the users asked for a piece of paper and then was asking others to help him write some important information (everything in Romanian though, I couldn't understand what it was about, although it seemed as seeking some help in particular subject). It was also nice to observe that 2 of the users came together and they were very supportive of each other, sharing food and conversation.
Also, it's the first time I noticed how many different belongings homeless people had on them, while coming for breakfast (it might be that this time they didn't leave it in the locker).

Languages seem to be very important and useful. Both some Spanish users and the majority of Romanion users speak only their mother tongue.

I managed to test the Maslow pyramid tool with Aicha and Tine - went very well, they are open to discuss and tell us more! Supportive for the project!

2- Main problems of people
Did not manage to talk with users that much. It seemed though that they didn't need

much clothes, as there were many different pieces today to take, and just two people took a warm jacket with them (the weather yet again is quite cold).

3- Numbers & busyness
Around 20 - 25 people

Date: 14.03.2020
Name: Kamila
Place: Morning Cafe

1- Brief summary & atmosphere
As the cafe just recently opened on Sundays, it's still not very popular and crowded. There weren't that many people today, also the ones that came, basically stayed all the 3 hours inside.
The atmosphere was really cosy, I managed to have a longer talk with one of the users from Poland, who was telling me almost his whole life story.
Otherwise the morning was quiet and calm, everybody seemed to be enjoying themselves, there were quite some talks among the group.

2- Main problems of people
The main problem I got to understand today was the unequal treatment of one of the users because of his sexual orientation. It was a rather sad story as the user is not aggressive or bothering anybody, and he got a just to be enrolled in the program of step by step by salvation army, but because he was treated badly and harassed by other Polish guys, he decided to leave the program (even though it gave him such a benefits as room for himself, storage and most likely possibility of registration). It seemed that was the exact reason why the user left his home country in the first place, so it was very sad to hear the recent story.

3- Numbers & busyness
The day was rather slow. There came around 15-20 mac homeless international people, some of them stayed throughout the whole period of opening hours (7.15-9.45), while others just popped by to say hi, talk and get a warm drink.

Date: 25.03.2020
Name: Kamila
Place: Morning Cafe

1- Brief summary & atmosphere

Today's day was very sunny, therefore also very quiet inside the cafe. Only a few people showed up and most of them stayed throughout the whole morning.
The atmosphere was very relaxed and chilled, many guys slept, watched some videos or just drank some warm drinks.

2- Main problems of people
Today I talked with a very friendly user who was describing his big struggle of finding a job and integrating into society. He mentioned that without Danish it's almost impossible to find a job at the moment. He's thinking of moving to another country where he thinks it might be easier.

3- Numbers & busyness
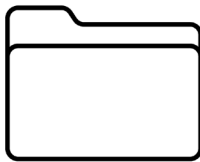In total maybe 10-15 people, not more today. Very quiet morning.
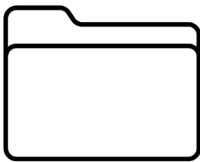
APPENDIX 2 WORKSHOPS MATERIAL
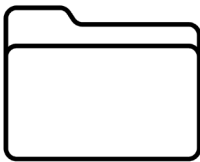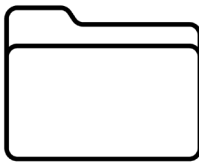
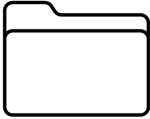| Tolerance Among Homeless | Homeless Non-homeless Relation | Importance of a Job | No Routine |
| Purposeful Activities | Political Discrimination | Health Issues Access | Lack of Services |

Health Issues Access

- *I.H. can only access health services when it's an emergency*
- *A partial access to services for homeless*
- *Copenhagen City Homeless Unit offers help only when it's a severe problem*
- *Transit Program offered to those who can access better care at home than (...)*

RELEVANCE	COMMENT

Political Discrimination

- *The danish Governement is not willing to fund projects for I.H.*
- *NGO's are the one offering help*
- *I.H. have no access to funding/monetary support*
- *The only funded offers in the system is to get I.H. safety back home (Transit)*
- *Beaurocracy is more complex & discriminatory when it comes to foreigners*
- *There is no trust from I.H. to the system and vice versa*
- *The funding are unstable, therefore for the organizations is very difficult to have a long-term prospective*

RELEVANCE	COMMENT

Tolerance Among Homeless

- *I.H. are encouraged to tolerate diversity among each other*
- *Organizations are based on values of tolerance, inclusivity and respect*
- *It happens that I.H. support each other & empathize with each other situations*

RELEVANCE	COMMENT

Lack of Services

- *Lack of health assistence*
- *Temporal gap between services*
- *redundancy of basic needs services (in winter)*
- *Lack of foundings for running new projects or having a long term prospective*

RELEVANCE	COMMENT

Importance of a Job

- *For many I.H. the key aspect of being here is for working porpouses*
- *There is a distinction between legal EU workers with CPR & seasonal can collectors*
- *A job serves a purpose of sending money back home*
- *Difficulties to access a system to get a proper job*
- *Organizations are trying to create a legal network of companies to offer them a job*

RELEVANCE	COMMENT

No Routine

- *Their routine can vary a lot*
- *There are key activities that can be identified but we don't know how repetitive they are or how they look throughout the day*
- *Homeless are keeping their life & activities as private as possible*

RELEVANCE	COMMENT

	• Cultural obstacles & hostilities between different cultures • Language barriers • Lack of interactions between homeless and society • NIMB
Homeless Non-homeless Relation	

RELEVANCE	COMMENT

	• Stimulating I.H. with more diverse activities • Offering trainings within practical & useful skills • Creativity as a form of relief & community-building
Purposeful Activities	

RELEVANCE	COMMENT

ICEBREAKER

What is the best activity with I.H. that you have ever participated in (outside the social services)?

1ST ACTIVITY: REFLECTION OF GOOD INTERVENTION

What are the characteristics of an intervention that meaningfully foster the interaction?

What are the characteristics of an intervention that meaningfully foster the interaction?

Context   Physical space   Timeframe   Atmosphere   Limitation

How do you imagine an ideal activity that fosters an encounter between I.H. and people?

Who is participating?   Where is it?   What is the outcome?

What are the emotions involved?   How long does it take?

How do you imagine an ideal activity that fosters an encounter between I.H. and people?

APPENDIX 3 CONSENT FORM FOR THE INTERVIEWS

Interview Consent Form:

I... voluntarily agree to participate in this research study.
I understand that even if I agree to participate now, I can withdraw at any time or refuse to answer any question without any consequences of any kind.
I understand that I can withdraw permission to use data from my interview within two weeks after the interview, in which case the material will be deleted.
I have had the purpose and nature of the study explained to me in writing and I have had the opportunity to ask questions about the study.
I understand that I will not benefit directly from participating in this research.
I agree with my interview being audio/video-recorded.
I understand that all information I provide for this study will be treated confidentially.
I understand that disguised extracts from my interview may be quoted in a written report and research presentation.
I understand that if I inform the researcher that you or someone else is at risk of harm they may have to report this to the relevant authorities - they will discuss this with me first but may be required to report with or without my permission.
I understand that signed consent forms and original audio recordings will be retained on a device that can only be accessed by the researcher until the exam board confirms the results of the dissertation.
I understand that a transcript of my interview will be retained for two years from the date of the final presentation.
I understand that under freedom of information legalisation I am entitled to access the information I have provided at any time while it is in storage as specified above.
I understand that I am free to contact any of the people involved in the research to seek further clarification and information.

Researcher:
Tommaso Daverio tdaver19@student.aau.dk
Kamila Dzierzak kdzier19@student.aau.dk

Signature of the research participant

Signature of participant:_____ Date:_____

Signature of researcher

I believe the participant is giving informed consent to participate in this study

Signature of researcher:_____ Date:_____

APPENDIX 4 MAP OF SERVICES

LINK TO EXCEL SHEET OF SOCIAL SERVICES https://docs.google.com/spreadsheets/d/18T2FfsZXfHVIb-1DalEskBYE7N0vQlraTA7HkGeopds/edit#gid=0

LINK TO THE GOOGLE MAP REPRESENTING SOCIAL SERVICES
https://www.google.com/maps/d/u/0/edit?mid=1WwCKfUZnEUvjwegUrWsMXzLY0K-duBsA5

FIG. 28 | FOLKETS PARK - 2021