



## Community Cohesion – Case Studies

### **Case Study**

The 'belonging to Blackburn with Darwen' Local Strategic Partnership (LSP) campaign aims to build more cohesive communities by strengthening citizenship and forging pride of place. The 'Belonging...' campaign uses ordinary – and some extraordinary – citizens to get its message across. A poster and outdoor media campaign under the heading: 'many lives...many faces...all belonging to Blackburn with Darwen', features local people saying why they are proud to belong to the borough and outlines some of their achievements. All these citizens have a stake in the borough and its future and all have signed up to a 'charter of belonging', which is clear and uncompromising in its rejection of racism, prejudice and intolerance. This formal charter was signed by the members of the LSP, and a shorter summary is being distributed across the borough so that the spirit of the charter is available to all.

### **Case Study**

#### **Strong leadership supporting communication in Stoke-on-Trent**

The elected mayor in Stoke on Trent has taken a very close interest in the pathfinder and the programme is characterised by this strong relationship. He recognises that leadership is about "thinking and then communicating on direction" and encourages others to follow. He identifies consistency, giving facts as key to fulfilling this responsibility together with a willingness to confront issues that may not be natural vote winners. He has been actively involved in several projects that have been effective in changing perceptions. These include fronting a 'myth busting' campaign which involved producing a factual document setting out the facts about asylum seekers and tackling misleading and inaccurate information circulating within the city.



**Case study: Better education and health for Gypsies and Travellers**

A project has been set up on the Corbriggs Traveller site in Winsick, Derbyshire aimed at providing better education and health services for parents and pre-school children in the Traveller community.

There are weekly visits by the Big Blue Bus whose top deck is a crèche where children are read stories, sing songs and enjoy play activities that prepare them for the local nursery.

A second learning bus, which visits Corbriggs twice weekly, allows parents and children to learn and play together. Its success can be gauged by the progression of children from the nursery to the local primary school. Participants say that it is the Travellers' own active involvement with the decision making that has made the project, now running for two years, so successful. It won the 'integrating care and early learning' category of the Sure Start Partners in Excellence award.

**Case study: The Windsor Fellowship**

Many young people from Black and minority ethnic communities thrive in education, and the Windsor Fellowship (WF) wants to ensure that they can be among our future leaders in different walks of life. The WF runs personal development and training programmes that mainly target talented Black and Asian minority ethnic students in the UK. It does this by partnering with leading organisations from the private and public sectors, such as the DCLG, and developing relationships with schools and universities throughout the UK. The WF's aim is to ensure that the brightest and best can become leaders, irrespective of colour or creed, and this is achieved by facilitating excellence in education, employment and citizenship.

**Windsor Fellows**

All students who take part in WF programmes become Windsor Fellows for life and contribute to the development of future Fellows and future organisations as leaders.

**Success speaks for itself**

"Young people from minority ethnic communities are too often 'a problem to be solved'. The WF is the first and only organisation I have seen that fundamentally associates us with success, talent and leadership both in life and work."



Sinit Zeru, Graduate Fellow, 2001, currently volunteering at the WF If you would like to find out more, visit: <http://www.windsor-fellowship.org/>

Sinit Zeru graduated from Oxford and the Leadership Programme in 2001. She currently volunteers with the WF.

### **Case study: Positive Action Training Highway**

The aim of the Positive Action Training Highway (PATH) is to address the under representation and inequalities of Black and minority ethnic groups in management and the professions through providing innovative training, good career opportunities, motivation and support to people and organisations wanting to create a workforce that reflects our diverse communities.

For example, working in partnership with the Government (DCLG) and the Planning Inspectorate, PATH is instrumental in delivering the Tomorrow's Planners initiative, a programme that assists Black and minority ethnic graduates in getting the training they need to enter the planning profession, which has a particularly low representation of Black and minority ethnic graduate workers. The initiative aims to help 500 people become fully fledged planners over 10 years. So far, 81 Black and minority ethnic trainees have taken part – many from the first intake in September 2003 are working with the organisations in which they were placed.

#### **Lovelace Poku**

Lovelace Poku was unsure what to do after graduating from the University of Lincoln. But his engineering degree, with its links to the built environment, meant that Lovelace was able to qualify for the Tomorrow's Planners initiative. He joined the London Borough of Hillingdon and carried out a wide range of tasks working on development control and forward planning. Lovelace helped draft policies for Hillingdon's local development framework, including the council's open space strategy. One of the authority's development control managers, who is also Black, has been acting as a mentor. Lovelace has now secured a full-time contract with his employer. "Future job prospects are bright," he says. "You can transfer skills and there are lots of opportunities."

PATH delegates on regeneration visit to Paddington Web:  
<http://www.pathuk.co.uk/>



**Case study: Angell Town Estate, Brixton**

The government target to ensure that all social housing meets the decent homes standard by 2010 will benefit one in 10 of Black and minority ethnic households.

Ujima, the largest black and minority ethnic registered social landlord, is working in partnership with the London Borough of Lambeth, the Presentation Housing Association, and the Family Housing Association on the Angell Town Estate, which is undergoing extensive redevelopment and investment. 38% of Lambeth's population are from ethnic minorities. Of all applicants authorised for housing, just below 70% are from Black and minority ethnic communities.

The multi-million-pound Angell Town regeneration project has an award-winning design, incorporating excellent space standards, while maintaining an ethos of continuous improvement through each phase. Existing residents and others with a stake in the local community were consulted throughout the scheme's development and were involved with all the decisions regarding design and specification. This has created a sense of ownership, confidence and a secure, attractive neighbourhood with no vandalism or graffiti.

**Case study: Reaching out with drug and alcohol education**

The Manchester Drugs and Race Unit – a project within Manchester's Black Health Agency – has been working since 2003 to address a range of drug and alcohol issues within Manchester's Black and minority ethnic communities. The unit has recently established a new initiative called Reaching Out which aims to provide drugs and alcohol education, awareness and information to Black and minority ethnic communities in community settings. A key element of this initiative is that all awareness raising is delivered by a team of workers who have been recruited from within the local minority ethnic communities.

The project has successfully recruited and trained a team of eight workers from the local Pakistani, Bangladeshi, Somali and Chinese communities, who are now delivering drugs and alcohol awareness raising sessions.



### **Case study: Community radio helps cervical smear take-up**

Eastern Leicester Primary Care Trust (PCT) found that the uptake of cervical smears was low compared with other trusts in the Strategic Health Authority, and particularly noted the low take-up of smears by Somali women.

The trust discussed this with a local community radio station. As a result: "During Ramadan, it broadcast a programme about the importance of cervical smears," explains Sandra Oliver from Eastern Leicester PCT. "At that time a lot of women are at home in the kitchen, preparing food and listening to the radio. The programme was translated into the Somali language." One GP practice has a particularly large Somali population. Only 60 per cent of women had been for a cervical smear in the previous five years. The practice offered them targeted information about the smears when they came into the surgery – they also have a Somali-speaking receptionist. "Thanks to this work, take-up has increased to 90 per cent and it's now the second highest-achieving practice in the trust," says Ms Oliver. "In the long run, this will save lives."

### **Case study: Slough bus helps track down diabetes cases**

When Slough Primary Care Trust wanted to raise awareness about diabetes among Black and minority ethnic communities, it made use of a unique marketing tool that can map the lifestyles of these groups. The computer programme, developed by Dr Foster, an independent medical research company, combines information about medical treatment and hospital admissions for particular conditions, with data on the socioeconomic background of a particular area's population.

This enabled the Action Diabetes team to map where there is an increased incidence of diabetes in the community and how that relates to ethnicity, age and other factors. The Action Diabetes team organised a three week tour of Slough on a special bus staffed with volunteer health counsellors from the Asian community – many with personal experience of the disease – and medical personnel. The bus stopped at community, leisure and shopping centres, hospitals and mosques and tested for the disease, distributed information and offered advice on diet and exercise.

**Case study: Stop and Search manual for the police**

The purpose of this manual, which was published online on 31 March 2005, is to set out for the benefit of police forces and police authorities:

- the powers of Stop and Search available to the police and how they should be used;
- the responsibility of police officers to record stops and to give a record to the person who is stopped;
- concerns surrounding the disproportionate use of Stop and Search powers against Black and minority ethnic communities and what can be done to address these concerns; and
- research and good practice findings.

If you would like to read the manual, visit:

<http://www.police.homeoffice.gov.uk/operationalpolicing/powers-pace-codes/stopsearch1.html/?version=1>

**Case study: Chief Inspector Parm Sandhu**

Chief Inspector Parm Sandhu (the highest ranking female Asian officer in the Metropolitan Police) currently works with Asian and Black communities, in a reassurance and intelligence-gathering role, on the prevention angle of the counterterrorism strategy.

Parm believes the High Potential Development (HPD) scheme has opened up a lot of opportunities. It has enabled her to learn more about different roles in policing and has given her access to a number of different courses, from a leadership course to one on diversity.

Parm also feels that schemes like HPD could help to improve the demographic profile in senior ranks through the direct targeting of talented individuals.



### **Case study: Black Self-Development at Brixton Prison**

London Action Trust's Black Self-Development Programme at Brixton Prison is a culmination of 15 years' work by Black probation officers looking to reduce the reconviction rate of Black offenders.

The current programme evolved from a pilot in seven inner and east London boroughs in 2000/02, from which 29 per cent of participants found a job and 22 per cent went into full-time education. The evidence suggested that a professionally designed course would enable selected Black offenders to examine their own behaviour and needs and to develop strategies for change. In this programme, participants:

- examine in detail their responsibility for offending, especially looking at the offence from the victim's perspective;
- work through the risk factors associated with offending;
- learn new skills and receive education, training and employment advice; and
- identify future goals.

Different parts of the programme are accredited through the Open College Network. Delivered by London Action Trust, the programme holds 16 sessions over eight weeks and is funded by Jobcentre Plus until December 2006. Further funding is currently being sought to extend the programme into six other prisons in London and the South East.

"I feel this course is vital for prisoners who want to change and are getting ready for release. I started to gain a lot of self-control and reclaim control of my life. This course has given me a lot of information, knowledge and skills that I now can apply to my daily life and use them in order to become a better person. This course has helped me identify my strengths and weaknesses and understand more about racism and prejudice. I also learned about the importance of equal opportunity and ways that I can implement it in life or in my ideal line of work."

A. Brown

"The Black Self-Development Programme is such a dynamic programme designed to empower, counsel and extend our growth. I have no doubts whatsoever that those who attend will gain abundantly from it."

A. Hayden



### **Case study: Operation Black Vote and Magistrates’**

#### Shadowing Scheme

The Magistrates’ Shadowing Scheme is a unique collaboration between Operation Black Vote, the Department for Constitutional Affairs, more than 20 local magistrates’ courts, the Magistrates’ Association and participants from the Black and minority ethnic communities. To date, over 150 ‘shadows’, 300 magistrates and 55 courts have taken part in the scheme.

Each participant:

- spends at least 10 days sitting with a mentor magistrate on a range of cases;
- attends two training days in London;
- acts as an ambassador for the magistrates’ service; and
- takes part in awareness-raising events.

The scheme has proved a great success with both participants and magistrates. So far, around half of participants have applied to become a magistrate. From the last two shadowing schemes, about 25 people have now become magistrates, and another 40 are waiting for first or second interviews.

### **Case study: Citizens’ Days**

Citizens’ Day in Stoke-on-Trent focused on younger people, helping to promote a better understanding of rights, responsibility and participation in order to make a difference and to build stronger local communities and neighbourhoods.

In Southwark, the day emphasised the important role that volunteering plays in local life, together with a look at the history of Southwark and the contributions that individual people have made in shaping their borough.

Hull launched Hull Together Now to build community cohesion to promote the varied work of voluntary organisations.

Strength in Diversity was the main theme in Birmingham. The day highlighted activities for Local Democracy Week and Black History Month, including the Sign up for Birmingham Campaign to encourage volunteering.



### **Case study: Together We Can**

#### Together We Can

The three essential ingredients of the Together We Can way of working:

1. Active citizens: people with the motivation, skills and confidence to speak up for their communities and say what improvements are needed.
2. Strengthened communities: community groups with the capability and resources to bring people together to work out shared solutions.
3. Partnership with public bodies: public bodies willing and able to work as partners with local people.

In the Together We Can plan, these three ingredients work together. It's more than individual citizens getting together to do good things in their communities; it's more than a public body trying to tackle a problem on its own; and it's more than a community organisation campaigning on a local issue. Together We Can brings the three together. Together they can go further, use their resources more effectively and find solutions that last.

### **Case study: Sonali Gardens, Tower Hamlets**

Tower Hamlets has been pioneering culturally sensitive services for ethnic minority communities with the highly successful Sonali Gardens scheme. The concept of receiving care from strangers is both unfamiliar and unacceptable to many older Bangladeshi people. As a result, Tower Hamlets found that the take-up of extra care schemes, along with residential and nursing home care, was not representative of the growing numbers of older Bangladeshi people living in the borough.

The Sonali Gardens scheme, made possible through a partnership between the council, the Government and Circle 33 Housing Association, set out to do something about caring for this sector of the community. In 2004, 40 self-contained adapted homes were built around an enclosed courtyard, which combined extra care with a day-centre. Sonali means 'warm heart' in Bengali. A Bangladeshi care team provides a sensitive environment that reflects the particular religious and cultural needs of this community. Care is provided round the clock by dedicated fully trained staff from the EPIC Trust, most of whom speak at least one of three languages – Urdu, Sylheti or Bengali. Care is designed in such a way as to fit in with family life, to encourage maximum contact with relatives, local clubs and the mosque.

The centre has been provided with a prayer room, separate lounges for men and women, bilingual signage and is decorated with Bengali art and furnishings. Likewise, the food prepared in the centre's restaurant reflects the



cultural needs and preferences of the residents. The Sonali Gardens scheme means that all communities in Tower Hamlets now have equal access to care provision.

### **Case study: Local Area Agreements in action**

#### Hammersmith and Fulham

Under the heading Enjoying and achieving by increasing educational achievement, targets have been set to reduce inequalities between the achievements of minority ethnic groups. These include improving:

- the percentage of pupils from each minority ethnic group achieving Level 4 or above in English and maths at KS2;
- the percentage of pupils from each minority ethnic group achieving Level 3 or above in English, maths and science; and
- the percentage of pupils from each minority ethnic group achieving five or more A\* to Cs (or equivalent) at GCSE.

#### Greenwich

Under the heading Improved health of the population: increased life expectancy and reduced health inequalities, a target has been set to:

- increase the numbers of smokers from Black and minority ethnic groups who access the stop smoking service by 20% year on year.

#### Coventry

Their LAA states that all indicators will be:

- measured on the dimensions of ethnic origin, asylum and refugee status, disability and age in order to address potential inequalities.

#### Wolverhampton

Under the heading Safer and stronger communities, there is a commitment to reduce the impact of crime and disorder on all vulnerable groups, especially:

- Black and minority ethnic communities;
- victims of domestic violence;
- the elderly; and
- children and young people.

In so doing, there is an increase in residents' reported feeling of safety and satisfaction in their community.

Source: [www.idea-knowledge.gov.uk](http://www.idea-knowledge.gov.uk)



**Case study: Bradford Youth Development Partnership**

The Bradford Youth Development Partnership (BYDP) held seminars with South Asian women to discuss their:

- role in society;
- impact on families; and
- life choices generally.

BYDP then brought together over 100 South Asian women in a lively, interactive conference where they heard inspirational real-life experiences from speakers including Nadira Mirza (Deputy Dean of the School of Lifelong Education and Development, Bradford University), Salima Hafjee (BYDP Director and magistrate); Shazia Mirza (writer, actress and stand-up comedian); and Preethi Nair (Publicist of the Year award winner, novelist and contributor to the Sunday Times and Radio 5 Live).

Follow-up mentoring and training for Bradford Asian women is planned, and BYDP intends to expand its network to regional and even national level.

**Case study: Rewind**

Rewind, an anti-racism organisation, delivered a Train the Trainers project, producing a DVD for secondary schoolchildren that breaks down the myths surrounding race in simple but powerful ways.

Rewind's approach uses fun, educational, interactive and innovative methods that help bring about change in the audience's attitudes and behaviour.

*The DVD will be available in August 2006. Information on how to obtain a copy will be posted on the Rewind website at: [www.rewind.org.uk](http://www.rewind.org.uk)*

**Case study: Looking after one another**

After the London bombings, the Inter Faith Network issued guidance called Looking After One Another: The Safety and Security of Our Faith Communities.

This was developed with the Commission for Racial Equality, the Association of Chief Police Officers and the Chief Fire Officers' Association, and with the advice from the Crown Prosecution Service. On 6 August 2005, the Calderdale Interfaith Council and Islamic Society of Britain held a joint vigil in respect of the bombings. It was a successful event and was reported positively in the local paper.



**Case study: This is Where I Live**

The Runnymede Trust embarked on a groundbreaking arts project designed to give young people a voice – This is Where I Live: The past, present and future of multi-ethnic Britain.

This is Where I Live (TIWIL) engaged a wide range of young people, through the arts, in a countrywide debate about heritage, identity, nation and citizenship. A partnership with Skillset, the Sector Skills Council for the Audio-Visual Industries, helped the Runnymede Trust to produce a virtual exhibition in the form of a CD-Rom and its associated website. The CD-Rom also proved to be a useful resource for the National Curriculum by offering web-based support materials and guidelines for teachers. TIWIL's aim was to identify groups of young people, aged from 11 to 25, who would be interested in using the arts to talk about citizenship and how this relates to where they live.

Twenty-seven groups expressed an interest and 14 groups, involving 150 young people, were selected to take part.

This is Where I Live reflects the diversity of young people in Britain. It offered participants the opportunity to be involved in a local project that increased their skills and interest in the arts, while supporting the development of their understanding of citizenship, self-identity, race and racism, and being able to contribute to a national policy debate.

Project members' skills are featured in the virtual exhibition section of the CD-Rom, which spotlights six of the participating groups:

- Fitzrovia Youth in Action (photography);
- Monkwearmouth School in Sunderland(video);
- Trash Fashion at Belfast Community Arts(fashion design);
- Merseyside Youth Association (poetry);
- Bristol Youth Music Action Zone (music and lyrics); and
- Shahck-Out Too! at RJC Dance in Leeds(dance).

In another special segment Professor Bhikhu Parekh FBA elaborates his thinking on the themes of identity and citizenship.

*You can get a copy of the CD-Rom (for postage cost only) from the Runnymede Trust at Suite 106, The London Fruit & Wool Exchange, Brushfield Street, London E1 6EP([info@runnymedetrust.org](mailto:info@runnymedetrust.org)).*

*Teacher Guidance Notes can be downloaded from: [www.runnymedetrust.org](http://www.runnymedetrust.org)*



**Case study: Strengthening Families, Strengthening Communities**

One strategic partner, the Race Equality Unit (soon to be known as the Race Equality Foundation), has used evidence on what works in supporting Black and minority ethnic communities to deploy the Strengthening Families, Strengthening Communities (SFSC) parenting programme across England. The programme is community-based and designed to promote the protective factors associated with better outcomes for children and to address the parenting factors associated with increased risks and poorer outcomes for children.

Importantly, the SFSC approach recognises that parenting is affected by the local environment (for example, the availability of good schools) and parents should, therefore, play an active role in shaping this environment. It also recognises that ethnic and cultural roots often provide the values that influence parenting and give children their sense of belonging.

Over 13 weeks, two trained facilitators use interactive methods to offer information and build parents' confidence. Facilitators also help parents explore different methods for developing problem-solving skills, self-esteem and self-discipline in children; and look at how parents and children can play an active part in the life of their communities. Parents who successfully complete the course are given a certificate and often attend a graduation ceremony with their families.

The Race Equality Unit has worked with voluntary and faith organisations as well as mainstream agencies to ensure that the programme is available to Caribbean, South Asian, African and Chinese communities across England. Its success has meant that many other communities have benefited; over 160 programmes were delivered to nearly 1,900 parents during the last year.

*For more information, visit: [www.raceequalityfoundation.org.uk](http://www.raceequalityfoundation.org.uk)*

**Case study: REACH – reaching out to young Black men**

Despite recent improvements in school results, too many young Black men are not reaching their full potential and are vulnerable to social exclusion. The reasons are many and complex. REACH plans to identify ways to overcome institutional barriers and raise the hopes and aspirations of the young men themselves, their parents and the community.



Clive Lewis, founder of The Men's Room Trust and Managing Director of Globis People Solutions, is Chair of REACH.

"It is possible for the country to put an infrastructure in place that helps Black boys and young Black men reach their potential. Such a structure will need to include the support of parents (particularly fathers), education establishments, faith communities, the media, and appropriate legislation."

"I am delighted to be partnering with community leaders and the Department for Communities and Local Government to tackle some of the issues affecting this group. We are optimistic that the work we are embarking on will make a positive difference to the lives of young black males, their families and society."

### **Case Study**

In Barking and Dagenham, the Local Authority is preparing, with its partners, to embark on a programme of community engagement in relation to the development of a new community cohesion strategy for the borough. Part of that exercise is designed to develop a shared understanding of what a cohesive borough might look like. The following draft definition has been developed for discussion as part of that process:

- a strong community who can expect equal and fair access to customer focussed services; and
- a place where people, who through mutual respect can together enjoy safe and peaceful lives and look forward to the future

As part of its 'We all belong to Blackburn with Darwen' campaign the council introduced an 'All Belonging' charter which uses champions and role models; Kirklees has facilitated the 'We all Belong to Dewsbury' civic pride programme; Chesterfield Borough Councils Equality strategy promotes 'Courteous Chesterfield' – which means that everyone using the boroughs services and working for the borough can expect to be treated respectfully and courteously.



### **Case Study**

“We want Scotland to be at ease with its diversity, a place of innovation and creativity to which people want to come and are welcome”.

The award winning ‘One Scotland Many Cultures’ campaign was launched by the Scottish Executive in 2002 to raise awareness about the damaging effects of racism on individuals and society, and the benefits of a diverse Scotland. Using TV, radio and cinema ads, outdoor billboards and a variety of PR and branding opportunities, the campaign has had high visibility and has made an impact in changing attitudes. Careful research prior to the launch established that Scots wished to see themselves as a welcoming nation and were slow to identify racism in themselves although they could recognise it in others. A softer line was therefore taken in the initial campaign materials, and this has moved to a more overt anti racism message as the campaign has evolved. The strapline is now ‘One Scotland. No place for racism’.

### **Case Study**

The **Local Intelligence Network Cornwall** is a multi-agency research partnership, hosted by Cornwall County Council, which aims to improve the way quantitative data on local communities and needs is collected, analysed and disseminated across the local public sector. This shared approach provides efficiencies and avoids duplication. In addition, Cornwall’s Local Area Agreement contains a detailed action plan that cuts across its priorities to ensure that cohesion issues related to migrant workers are strategically and operationally embedded in the partnership’s work.

### **Case Study**

**Luton Council** is developing a multi-agency emergency planning protocol that will require partners to collectively detect, map and monitor tensions and challenges to cohesion. The protocol requires partners to put in place comprehensive procedures to manage a cohesion related emergency should it arise, including identifying senior responsible officers with responsibility for managing particular situations.



### **Case Study**

**Hounslow** is developing a sophisticated delivery model at local and sub regional level for cohesion, extremism, tension monitoring, contingency planning and performance management. The model with its vision of a stronger and united community includes a way of working that mainstreams cohesion into all its policy and service delivery areas. This underpinned by a strategic communications plan to promote cohesion and rebut myths; and training and development on cohesion for elected members, senior manager and officers across the authority.

### **Case Study**

**MORI What Works:** MORI were commissioned to investigate “what works” in building integration and cohesion by exploring policy and practice through case study research in six areas. The study identifies best practice in relation to: how cohesion-related work is organised in a local authority area; and the types of initiatives that are most effective in supporting community cohesion. Initiatives included: supporting the socio-economic well being of individuals and communities; providing English language training; generating a sense of commonality and positive relationships; engaging and involving all sectors of the community; ‘myth-busting’ communications and responding to major events that present risks to cohesion.

### **Case Study**

During our outreach we saw evidence of partnerships of organisations from both the private and public sector that came together in the local area to effect change. In the Oakland Centre in Birmingham, for example, a group of local entrepreneurs had come together to make a significant impact on youth work. These consortiums can be self financing in respect of core costs and work with the local authority to provide services in a very localised and specialist manner. Where these consortiums develop they should be encouraged and contribute to the strategic planning of services over the medium to long term in partnership with Local Strategic Partnerships (LSP) where Local Area Agreements can provide the vehicle to deliver services.



### **Case Study**

**Neighbourhood Renewal Advisors** have drafted a Community Cohesion Impact Assessment (CCIA), developed with help from local areas, and currently being tested further. The assessment is aimed at LSPs, local authority officials, community or youth workers, councillors, and community groups. It helps them to test planned or current activities to see if will have a positive or negative impact on Community Cohesion. If the test indicates that the impact will not be positive, the CCIA helps to risk assess and plan further actions. It currently has two parts – a simple level 1 test and a more detailed level 2 test, carried out if the level 1 test suggest more thought is required. It is a series of simple questions linked to the current definition of community cohesion, which allows all the possible impacts of a policy or activity to be thought through. It requires the user to have current, detailed knowledge of:

- Local demography
  - Local identity groups
  - Local relationships between different groups and communities
  - Local perceptions about services and whether they are fairly distributed
- Kirklees and other authorities have developed similar tools, all of which contribute to “cohesion proofing” local delivery.

### **Case Study**

**Stoke-on-Trent Citizens Day** offered a range of workshops, performances and events in schools and community locations as part of its Citizenship Day. There was also Citizens’ Day Graffiti Art Project, a Citizenship themed Farmers’ Market in a shopping centre and a Citizen of the Year Award, and citizenship ceremonies are being tied in to citizenship education in schools.

**Southwark Citizens Day** activities included the Southwark Council Staff Challenge in which staff volunteered to refurbish a nature reserve in a city park for the benefit of residents. The event was organised through Volunteer Centre Southwark and run by the Trust for Urban Ecology. In addition, Operation Black Vote campaigned in the centre of Peckham, and 100 new BME voter registrations were obtained. A school governor campaign reaped rewards, as residents from different cultural groups chose to demonstrate active citizenship.



### **Case Study**

Brent Council's approach to Citizenship Ceremonies and its combination of solemnity, warmth, welcome, friendliness and celebration of diversity has been recognised widely as best practice. Brent also leads the way in innovative changes to the ceremony and was the first local authority to hold a ceremony in a school. The link between the Citizenship curriculum in schools and the acquisition of British nationality and what that means to new citizens is a very powerful and practical demonstration for the young people participating. We are also, in conjunction with ABNI, piloting the concept of business involvement in ceremonies. The idea is that Chief Executives and senior directors of large employers should play an active role in welcoming new citizens to the area in which they operate.

*Submission to the Commission from Brent Council*

### **Case Study**

In Canada, some areas have made community service a mandatory element for pupils as a prerequisite for their graduation. More than 40 hours of community service has to be completed during a four year study programme, with young people having the opportunity to take an active role in their local community. Evaluation suggests they are then more likely to become more civically-minded and socially active in the future.

### **Case Study**

The MORI What Works research found that fostering a sense of commonality between local people and between different sections of communities emerged as fundamental to many cohesion-related initiatives in the local areas studied. But in the main, local stakeholders – and practitioners in particular – placed most emphasis on developing a sense of commonality through focus on tangible aspects, rather than abstract values or a conceptual vision for a community or area.



### **Case Study**

The **North East Polish Community Organisation (NECPO)** was established in January 2007 by a group of young Polish people living, working and studying in Newcastle. They aim to support the integration of the Polish community, while also raising awareness of Polish arts and culture. They have produced a brochure that provides information about living in Newcastle and the North East, including information about accessing services and finding

employment, and are working with Newcastle City Council to provide training courses in how to apply for work in public institutions. They also organise social events and outings, with the aim of helping newly arrived Polish people to become familiar with life in the North-East.

### **Case Study**

**Migrant Workers North West** is a one-stop-shop providing support to migrant workers and their employers in the North West. As well as providing information to migrant workers, and providing information to employers and local services it has set up a voluntary charter to promote good practice amongst employers in employing migrant labour.

### **Case Study**

**East Lancashire** councils have worked in a sub-regional partnership to produce a convenient pocket sized welcome book to help new migrant workers to integrate into East Lancashire. The booklet contains useful information about life in East Lancashire, including information about housing, employment and expected behaviours. **Cornwall's strategic partnership** has also produced a comprehensive Welcome Pack for new arrivals in five main languages. The pack contains information about all aspects of local life, services and customs.

### **Case Study**

**Mobile Europeans Taking Action (META)** in Norfolk was set up in 2004 to provide a front-line drop-in service for migrant workers accessing the Thetford job market. This may be something as simple as helping people to read or write letters, fill in forms, make phone calls or find work. Or it could be helping them in their dealings with statutory and private service providers. The META model is all about migrant workers doing it for themselves, and working with migrant workers, to develop their skills. Integration and self help are at the heart of its approach. They run training courses in subjects such as first aid, food hygiene, health and safety, and offer pre-ESOL and ESOL classes. Elisa Pinto, who manages META, recognises that without an initial introduction to the English language many of the clients would not have the confidence to go



to ESOL classes in the area. She says: “Whatever the nationality or culture of migrant workers, if they don’t speak the language they will always need help sorting out their problems. We try to push English classes because we don’t want people to be dependent on us for the rest of their lives.”

### **Case Study**

**Cardiff Parade Centre** worked with **South Wales Police** to support an ESOL programme with a difference – as part of their the course, learners had tuition about the law of the land, an introduction to the police and its role, dealing with an emergency, and driving in the UK. The course was designed to raise students’ awareness of their rights and responsibilities as citizens. It was one of a number of themed courses developed by the Parade Centre, with others focused on employability, including in Hospitality and Catering industries.

### **Case Study**

RESTORE is a project of Churches Together in Birmingham. “Befrienders” or members of the local community are linked with an individual asylum seeker or refugee or family in the city. This project clearly meets a desperate need, and builds up integration in the city by challenging myths about asylum.

### **Case Study**

The **Beyond Midnight Bus** aims to get young people off of the streets at night and offer them guidance and support. Responding to a lack of positive opportunities for young people in Birmingham, it travels outside normal working hours to identified ‘hotspots’ to speak to them directly. Onboard staff offer advice on a range of issues including health care and careers advice – all geared to engaging with young people who may be at risk. The high-tech bus is a unique way to capture the attention of young people who are hard to reach.

### **Case Study**

**Ealing Council** has developed an innovative approach to implementing the Youth Matters Agenda and increasing young people’s participation:

- There is an elected Member with a clear lead as young people’s champion, a link between Ealing’s established Youth Forum – **Ealing Youth Action (EYA)** – and the Council. A highly successful conference “**Speak Out**” was held in January 2007 with over 120 young people and the Council Leader, plus other elected Members, the local Borough Commander and senior representatives from health and the voluntary sector.



- Young people are specifically targeted in Council consultations. (100 will take be consulted on the Council's cohesion strategy, for example). To ensure that results are fed back, Ealing has adopted the **National Youth Agency's "Hear by Right"** standards. Its '**What's Changed**' template is used to map the impact of consultation and youth participation on effecting change in the borough.
- Governance structures are designed to include Young People. Members of the Youth Forum attend the local Change for Children Board meeting quarterly. Young people are also co-opted onto the Education, Leisure and Children's Social Services Scrutiny Panel. **The Scrutiny Panel** also takes a role in monitoring action resulting from young people's engagement and where necessary challenge any lack of progress within the Council and partner agencies.
- There is a **Borough Apprentice Scheme** – 20 places have been identified on a 2 year apprentice scheme within the Council this year, across departments from Park Rangers to the Early Years service. In addition the Council is using its community leadership role, to act as broker for a further 80 places in the private sector. The project is enabling the authority to start to grow its own, younger workforce for the future.
- There are also specific projects for young people on key integration and cohesion themes:
- **Addressing community tensions** – the Youth and Connexions service use a youth work approach to bring young people from a range of communities together, using common interests as a vehicle. For example the service has successfully run sports events, arts events and talent showcases, which bring together young people, parents and members of the community.
- The Borough is working with **young people involved in gangs and violence** in partnership with Pupil Parent Partnership (a voluntary organisation). Young people recently made a video on crime and violence and on making life choices, for example. And they are currently working with community groups who work with Somali young people in Southall and Acton. This project is providing **increased access to youth centres** and is integrating marginalised groups of young people into mainstream provision.
- A **youth anti-social behaviour task** group has pulled together a range of preventative programmes and targeted support for young people to work with them on changing their behaviour and to divert them from crime and anti-social behaviour.



### **Case Study**

The **Southampton Junior Neighbourhood Wardens Scheme** actively engages children between the ages of 8-12 years old with Southampton's Neighbourhood Wardens and volunteers. The aim is to encourage children (particularly those on Anti-Social Behaviour Orders, Acceptable Behaviour Contracts and Young Offenders) to divert from risky behaviours by taking an active role in their local communities. Places are made available through direct

contact with children (e.g. at schools, youth clubs, drop-ins and on the streets) or by referrals from partners. The scheme fosters better relations between inter-generational groups, by enabling children to carry out tasks for those of a different age group, who may be disabled or socially disadvantaged, thus improving mutual understanding.

### **Case Study**

The **YWCA Doncaster Women's Centre** is a lively but safe and secure community resource for women right in the heart of the city. Based in an area which is particularly deprived both socially and economically, the centre works with women aged 11 to 30 from any background who may face homelessness, abuse, bullying, poor mental or physical health, poverty, unemployment, racism or sexism.

It offers a large number of programmes and offer counselling to help women overcome their challenges, improve self-esteem and learn new skills – including groups for young mums, lone parents, lesbian and bisexual women, a breastfeeding support group, and groups for asylum seeker and refugee women that include English language provision. The centre provides a lifeline to many of the young women who live in the area.

### **Case Study**

The **Churches Regional Commission in Yorkshire and Humber** has worked with the Yorkshire and Humber Assembly to promote a booklet and presentation entitled Religious Literacy which supports a training package called 'Faith matters'. The project, which was originally funded by the Regional Assembly and Yorkshire Forward, has already been well received by groups from agencies, companies, and churches.



### **Case Study**

The Commission visited **Walker in Newcastle** in April 2007, and were moved by the efforts of local residents to positively embrace the significant changes that had been taking place locally over the past decade – rebuilding a sense of community and belonging. Walker was a traditional White working class, patriarchal community based around the ship building industry. Industrial decline has since resulted in high levels of unemployment, people leaving the area and new communities arriving, which has been a challenging set of changes for long-term residents. In response to this, local community groups and projects have taken the lead in bringing new and established populations together to create opportunities for interaction.

For instance, the Images for Change project engaged local people in dialogue to reflect on their fears and concerns across a range of local issues in a creative way – it provided an excellent opportunity for raising awareness and encouraging the acceptance of diversity. It also promoted the role of the community in working together collectively for positive change. In addition, although initiated as a clothing store and drop in centre, the Asylum Seekers Support Group now serves the whole community. It is well supported and utilised by local residents and has organised awareness raising activities for the whole community around the issues faced by refugees and asylum seekers.

### **Case Study**

#### **Firm Foundations**

- The Home Office Firm Foundations report said that community capacity building “means investing in successful efforts to build the skills, abilities, knowledge and confidence of people and community groups, to enable them to take effective action and play leading roles in the development of their communities”. It also means expanding learning and development within public services, so that professionals, practitioners and policy-makers are better equipped to engage with citizens and communities.
- The Firm Foundations framework identified five elements of the support that is needed for capacity-building at the local level. These include:
  - A meeting space or place such as a community centre, village hall or – or possibly a virtual ‘hub’;
  - Access to seedcorn funding in the form of a small grants programme or something similar;
  - Access to support from workers with community development skills;
  - An inclusive, open, participative forum or network;
  - Access to appropriate learning opportunities to equip people for active citizenship and engagement.



### **Case Study**

In Newcastle, ARCH (Agencies against Racist Crime and Harassment) co-ordinates local problem solving work to address community tension. This multi-agency forum collects information from 40 incident reporting centres in the city. Cases can be automatically referred to support agencies immediately, and their responses are co-ordinated.

ARCH has also been working with Northumbria Police to develop a partnership model for the collection, analysis and response to community intelligence/tension monitoring information. This project (known as SNAPS) is being piloted as part of a Safe Neighbourhoods initiative, with the following objectives:

- Neighbourhoods will be cleaner, safer and greener Crime, anti-social behaviour and disorder will be reduced in individual neighbourhoods and people will feel safer and more able to participate in their communities
- Residents will be more involved in and better informed about the delivery of services in their area with new ways to pass on their local issues and concerns, as well as their concerns being actively sought by staff from partner agencies; currently this is done informally, or sometimes not at all.
- Community and voluntary sector groups will have greater involvement in local problem solving.

### **Case Study**

The **Building Good Relations** programme in Oldham and Burnley has been developed in partnership with Mediation Northern Ireland. The work has focussed on developing the awareness of and capacity to deliver meditative practice, as a tool for addressing issues of communal conflict. The project has worked at three levels:

- 'Civic Leadership'- work with senior people in local agencies and elected politicians to develop their awareness of mediation practice and how it can be used as a tool to address communal conflict. To create a supportive environment for the development and delivery of mediation.
- Practice Development – training & mentoring of mediation practitioners and development of supportive structures for this process.
- Work to address projects and cases – the use of mediative practice to work through communal conflict and build good relations.



In Oldham, the project has been delivered since 2003. Starting with workshops with communities, it then focused on civic leadership and work in particular neighbourhoods. More recently, the project has trained local mediation practitioners, and has fed in lessons learned to the Borough's tension monitoring systems. The ambition is now to provide conflict awareness and basic conflict resolution skills to a wide range of front-line staff and people in communities, as well as developing the existing practitioners as mediators capable of dealing with more difficult issues. In Burnley, the work began in 2005 and has been funded by Elevate (the Housing Market Renewal Pathfinder) and focused on four issues: Housing Market Renewal, Residential Segregation, Education and relationships between agencies and the communities they serve.

### **Case Study**

At the New Link centre in Peterborough, when settled communities report problems they may have with particular migrant communities (such as rubbish disposal, noise, and environmental factors), a facilitator who is a member of that migrant community is called upon to resolve the issue. So for example, working with Peterborough Mediation Services, a Polish facilitator might visit the English resident who has reported the issue, and then liaise with the Polish family who are causing it. This helps not only to resolve the issue, but to tackle stereotypes about communities that might be held, to build interaction between communities, and to put in place links within and across populations.

### **Case Study**

'Reaching Out: An Action Plan on Social Exclusion' (2006) highlights that since 1997, 800,000 children have been lifted out of poverty, much as a result of substantial tax and benefit reforms; nearly 2.5 million people have found work and the gap between the proportion of pupils in the 88 most deprived areas and the England average achieving five or more GCSE's at A\* to C narrowed from 10.2 to 8.1% between 1997/98 and 2002/03.

### **Case Study**

Discrimination against Gypsies and Travellers appears to be the last 'respectable' form of racism in Britain, that has been fuelled by the lack of suitable accommodation and a historic lack of recognition that Gypsies and Travellers are part of the local community. This has meant Gypsies and



Travellers have had difficulties in accessing services and forming positive relationships with the communities in which they live. The **Cheshire Partnership Development Unit** is dedicated to strengthening links in the community with local residents, minority groups and partner agencies and authorities. Their work has included community policing for Gypsies and Travellers, and liaising with landowners, the settled community and Gypsies and Travellers to manage unauthorised encampments and to find pragmatic, acceptable solutions.

### **Case Study**

The **Hope Not Hate Tour**, organised by Searchlight and supported by the Daily Mirror, visited dozens of towns and cities across Britain in celebration of diversity and promoting shared values of tolerance, freedom and equality. A traditional Routemaster bus journeyed from London to Glasgow, visiting over twenty local areas, where it acted as a hub for a celebration of local communities, traditions and cultures. The aim of the tour was to challenge racism and prejudice that undermine cohesion. Using music and culture to bring people together, the tour linked up with a steel band in the West Midlands, a brass band in Wakefield, a mothers and toddlers group in Keighley, and footballers in Newcastle, in its efforts to honour the different regional, ethnic and religious elements that make up modern Britain. The collaboration with Daily Mirror has ensured the tour received high profile media coverage in the national arena. A number of high profile celebrities and sporting stars supported the campaign, including Rio Ferdinand, patron of 'kick it out' who gave an interview about his experiences of racism.

### **Case Study**

The **Birmingham Mail**, flagship newspaper for Birmingham and the West Midlands region, has introduced a thematic focus on faith communities through its 'Faiths in our City' weekly series. The supplement alternates its reporting on all faiths across Birmingham, facilitating debates on shared values, the value of truth, inter faith celebrations, the abolition of slavery, and the important but changing nature of the family. The increased content on community and human interest has made the news more relevant to readers and added a positive tone that has increased readership.



### **Case Study**

The Leicester Mercury's relationship with the **Leicester Multi-Cultural Advisory Group (LMAG)** is a positive example of how media can work with local voluntary and statutory partners to promote the messages of integration and cohesion to a wide audience. The local newspaper editor chairs the Advisory Group's regular meetings. Trust is developed because the confidentiality of discussions and meetings is respected. The editor's presence is not to report on what is said at the meetings, but to provide an opportunity for dialogue to achieve a greater degree of understanding between the media and community groups. This contributes to more effective, sensitive and informed reporting, which promotes cohesion and overcomes the challenges of sensationalism and myths. The paper's approach is to challenge sensationalism and myths, and it has an effective rebuttal policy in place if far right and extremist messages are voiced in communities.

### **Case Study**

**Building Bridges in Burnley** is a project aimed at children aged 5-13 years old, offering them the opportunity to meet and mix with peers from different religions, backgrounds and cultures. It uses arts, craft, music and festivals across schools, community groups and holiday clubs to engage young people, and break down barriers and attitudes, for bonding and bridging across cross-cultural groups.

### **Case Study**

In Northern Ireland, the **Irish Congress of Trade Unions (ICTU)** has initiated an awareness raising initiative across Northern Ireland's forty Trade Unions and six District Trades Councils to promote Anti-Racist Workplace Week to partners and members. Members are given guidance on how to get involved, and how to develop anti-racist activities.

### **Case Study**

We visited **Lister Park** in March 2007 and were inspired by the inclusive community facilities it now offers. Previously dilapidated, and with a setting that provoked anti-social behaviour, following a £3.2m grant from the Heritage Lottery Fund it was transformed into a genuine space for interaction and reflection – and was recognised as such when it won Best Park in Britain in 2006. What inspired us most was the extensive community consultation that went into its planning – creating a real sense of ownership among different



groups in the local community – and how that translates into practice, with “pockets of culture” reflecting local communities. For instance, the beautiful Mughal Water Gardens, constructed using local materials and familiar plants, or the popular boating lake and pavilion. Lister Park is a real community hub that is used by a broad cross section of local communities.

### **Case Study**

**Cotton Lane Activity Centre:** Derby City Council’s Cohesion Strategy ‘The ‘Derby Way’ relies on three principles: Integration requires a degree of individual and group acceptance and co-operation; Cohesion requires a significant level of collective joint working to overcome factions and conflict; and ‘it’s about people sticking together’.

This strategy emphasises the importance of shared communal space to allow for interaction, and for people to meet. Cotton Lane Activity Centre is in an area where there is a lack of shared spaces, and now stands in the neighbourhood as a dedicated publicly owned, accessible-to-all building. Users having public meetings there contribute to the costs of the building and its upkeep, activities include children’s activity schemes and public meetings.

### **Case Study**

**The Princes Trust ShaRed Road** project is a partnership and mediation project designed to break down barriers, disperse myths, reduce anti-social behaviour and build common understanding between young people from the long-term established population and newer refugee and asylum seeker communities. It is focused on the Red Road area of North Glasgow, which has had high levels of refugee and asylum seeker dispersal. Using a partnership model, young people are engaged in planning and delivering a range of outreach art workshops, sports events and other group activities. The partnership also aims to eventually integrate groups and individuals into wider personal development programmes available locally from a range of local partner organisations.

### **Case Study**

The **CARE partnership** was set up in the mid 1990s following the death of Stephen Lawrence. The initial focus was to address racism, but over the years the work has expanded to embrace a wider equality and diversity agenda, with a particular focus on community cohesion. CARE aims to build positive community relations by tackling inequality and discrimination, and promoting social inclusion. Greenwich is a super-diverse borough, with a number of wards in Greenwich ranked in the 10% most deprived in the



country. The Partnership drives forward a range of projects by using sports and arts based programmes to promote cohesion, interaction and inclusion. The profile of Charlton Athletic Football Club is useful in attracting and motivating participants in the projects.

### **Case Study**

**Peterborough City Council** and **Peterborough Primary Care Trust** have an Interpreting and Translating Partnership, which is committed to ensuring that all users are communicated with effectively. They ensure that Interpretation and Translation services are used in all instances where it is not possible to establish effective communication and where not to do so would severely disadvantage the service user.

“Severely disadvantage” is described as being the following circumstances:

- Financial loss (e.g. housing benefit claim) and/or
- Health, no improvement or deterioration (e.g. misdiagnosis, unable to understand medical instructions) and/or
- Lead to legal disadvantage (e.g. Noise abatement notice – unable to read legal duty to comply) and/or
- Cause severe distress to the service user (e.g. missing child, fire in home etc)

To see how we can help you with Community Cohesion. Please contact your nearest Neighbourhood Alliance Centre, who will be happy to help.

**South West: 01793 464 001**  
[www.swresourcecentre.org.uk](http://www.swresourcecentre.org.uk)

**South East 0239 275 2002**  
[www.ntrcsoutheast.co.uk](http://www.ntrcsoutheast.co.uk)

**East & London: 0207 928 5897**  
[www.Londontrc.org.uk](http://www.Londontrc.org.uk)

**Central England: 0121 526 7070**  
[www.nrcce.org.uk](http://www.nrcce.org.uk)

**North West: 0845 180 0175**  
[www.neighbourhoods-nw.co.uk](http://www.neighbourhoods-nw.co.uk)

**Yorkshire and the Humber:**  
**01482 387 482**  
[www.neighbourhoodresource.org](http://www.neighbourhoodresource.org)