

The Network Newsletter: tackling social exclusion in libraries, museums, archives and galleries

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The Network's Website is at www.seapn.org.uk and includes information on courses, good practice, specific socially excluded groups, as well as the newsletter archive.

Did you see ...?

“Immigrants from eastern Europe ‘are scapegoats’” – and other stories

I'm sure that you've seen the flood of stories concerning immigration – but, amidst the gloom are some very positive pieces, for example in *The Independent* which has shown the reality behind some of the 'scare' headlines¹, the contribution to the UK's economic growth made by immigrants², and an introduction to the history of immigration to the UK³.

Focus

The latest issue of *Focus*⁴ has a couple of useful background articles:

- Humeyra Ceylan⁵ “Turkey as an information society on its way to the European Union”, which gives valuable background to the provision of libraries and information in Turkey [pp57-61]

¹ Jonathan Brown and Andy McSmith “Immigrants from eastern Europe ‘are scapegoats’”, *The Independent* 22 August 2006, p2

² Andrew Grice and Jonathan Brown “How immigrants sustain Britain's economic growth”, *The Independent* 23 August 2006, p2 (and supporting articles on pp3-5).

³ Michael McCarthy and Sam Henderson “This island's story”, *The Independent* 23 August 2006, p7.

⁴ *Focus on International Library and Information Work*, 37 (2) 2006. *Focus* is published three times a year (May, September and December) by the International Library and Information Group (ILIG) of CILIP. Further information from: <http://www.cilip.org.uk/specialinterestgroups/bysubject/international>.

⁵ Thanks to Humeyra Ceylan for alerting me to this (Humeyra is the Librarian at the Islamic Foundation Library, Markfield, Leics, where John Vincent gave a talk recently).

- Ruth Creamer “Some libraries in South East Asia”, which again gives some background information about provision in countries from where we may have visitors/settlers [pp44-50]

CILIP Update

Just in case you haven't seen the latest issue⁶, it has a number of interesting articles, including:

- Jenny Salisbury “People of Essex speak up” – an outline of Essex library service’s major consultation programme, with “Top tips for getting consultation right” [pp28-30]
- Mary Keane “The art of community consultation” – a summary of Bolton Libraries’ art-based consultation process, with tips on marketing and community profiling, and links to key websites [pp31-33]
- Linsey Heald “Been to Manchester lately?” – a brief outline of how Manchester Library Service has turned round a service rated “fair” four years ago [pp42-43]

YoungMinds

The latest issue⁷ has a huge range of interesting articles, including a focus on Special Needs Education [pp14-19] and whether this should take place within mainstream schools or in special schools, with pros and cons from a number of parents and other experts.

Volunteering opportunities for socially excluded people

The Government has just announced⁸ the launch of a new fund which “will go towards tackling the barriers that prevent volunteering among black and minority ethnic groups, people without qualifications, and those who are disabled or suffer with long-term illness.” The funding has been allocated to:

| | |
|------------------------|---|
| Mencap | Will encourage people with learning disabilities to volunteer |
| Scope | Will encourage people with physical disabilities to volunteer |
| Timebanks UK | Will encourage local communities to set up reciprocal volunteering opportunities, which will allow members of local communities to volunteer for each other and bank volunteer credits that may be redeemed later |
| Timebank | Will encourage young Pakistani and Bangladeshi volunteers in London and the North West |
| Volunteer Reading Help | Will encourage volunteers to help primary schools through structured reading classes |

⁶ Update 5 (9), September 2006.

⁷ *YoungMinds Magazine* 84, September/October 2006. Further information on the work of YoungMinds at: www.youngminds.org.uk.

⁸ See:

http://www.cabinetoffice.gov.uk/newsroom/news_releases/2006/060918_volunteer.asp.

Britain's 5000 women prisoners

There has been considerable press coverage⁹ of the recent bulletin¹⁰ from the Howard League for Penal Reform, which draws attention to the number of women in the UK's prisons and their situation (eg 202 young women under the age of 18 are in custody).

Children's palliative care services review

Just in case you haven't seen this, an independent review of children's palliative care services, including how children's hospices will be funded in the future, has just been launched¹¹.

"Open the Door"

You may have seen coverage of the launch of the Shape¹² campaign for disability equality in the arts¹³, which is focusing, as a starting point, on opening up access in London.

Images of Disability

IOD is a cross-Government initiative, led by DWP, to mainstream images of disabled people into Government advertising and publicity, and their new website¹⁴ has recently been launched.

The new website includes an extensive Media Gallery – containing examples of positive portrayals of disabled people across a range of media channels, 'How to...' guides and templates, sample briefs, tips and techniques about effectively applying a disability message to a campaign and case studies and articles about disability.¹⁵

⁹ Nigel Morris "Suicidal, sexually abused, scarred: report shows the plight of Britain's 5,000 women prisoners", *The Independent* 2 August 2006, p12.

¹⁰ *Prison Information Bulletin*. The first in a series of new prison information bulletins, this analyses the prison population and explains why it has reached record levels and what can be done to reduce it. (2006) £5.00 (ISBN 090368387-3). Details at: <http://www.howardleague.org/index.php?id=prisons>.

¹¹ See press release at:

<http://www.gnn.gov.uk/environment/fullDetail.asp?ReleaseID=228838&NewsAreaID=2&NavigatedFromDepartment=False>.

¹² Shape is the largest arts development organisation working with disabled and deaf people in the UK and one of the largest in Europe; see: <http://www.shapearts.org.uk/>.

¹³ Further information from: Mark Atterbury, Communications Manager, Mark@shapearts.org.uk.

¹⁴ See: <http://www.imagesofdisability.gov.uk/>.

¹⁵ Thanks to MLA North East *News eBulletin* 132, 14 August 2006 for alerting me to this.

Tackling social exclusion – Libraries, Museums and Archives

Research in the North East

MLA North East have just published a summary¹⁶ of the research they have carried out during the period 2001-2006.

“MLA North East has focussed on key issues related to museums, libraries and archives:

- **User and Non-User** studies – knowing what our users want – knowing what prevents nonusers from using.
- Museums, Libraries Archives **Impact** studies – how our services affect life and the community in the North East.
- **Economic Value** of Museums, Libraries and Archives –how we demonstrate the economic value of our museums, libraries and archives services to the region.
- **Meaningful Evidence** in relation to museum, libraries and archives and the services they provide.
- Assessing the purpose and value of **Baseline Audits** – to see how we can improve and measure when we move forward.” [p3]

The Hall-Carpenter Archives

The Hall-Carpenter Archives¹⁷ – a national lesbian, gay and bisexual archive for the UK – has three different archives, each on a separate site in London:

1. The Hall-Carpenter Archives main collection is located in the Archives Division of the London School of Economics Library (papers of campaign organisations, periodicals and printed ephemera)¹⁸
2. The Lesbian and Gay Newsmedia Archive¹⁹ is on Cat Hill campus, Middlesex University, Barnet (cuttings from national, local and foreign newspapers, badges and banners)
3. The Hall-Carpenter Archives Oral History collection²⁰ is a component of the National Sound Archive²¹ at the British Library, Euston Road, London (oral history tapes and transcripts).

The Hall-Carpenter Archives maintains online:

¹⁶ *Museum, library & archive research in the North East 2001-2006*. MLA North East, 2006. Available to download as a pdf from:
http://www.nemlac.co.uk/documents/FINALMLANESectorResearchReportApril2001toApril2006_000.pdf.

¹⁷ See: <http://hallcarpenter.tripod.com/>.

¹⁸ See: http://www.lse.ac.uk/library/archive/gutoho/hall_carpenter_archives.htm.

¹⁹ See: <http://hallcarpenter.tripod.com/lagna/>.

²⁰ See:

<http://cadensa.bl.uk/uhtbin/cgisirsi/x/0/5?searchdata1=C456%7B087%7D+AND+A257%7B001%7D&library=ALL>.

²¹ See: <http://www.bl.uk/collections/sound-archive/holdings.html>.

- A Directory of Lesbian and Gay Research in UK Universities and Colleges²²
- A list of other UK and European LGBT archives²³.

The Hall-Carpenter Archives is named after the authors, Marguerite Radclyffe Hall and Edward Carpenter, and was founded in 1980.²⁴

Lesbian and Gay Booklist

Hertfordshire Libraries have recently published an introductory booklist²⁵ to introduce their range of stock, including:

- Newspapers and magazines
- List of lesbian fiction authors
- List of gay fiction authors
- Some recent information books
- Useful websites
- Contact details for Hertfordshire Libraries

“Revisiting collections: revealing significance - Discovering new meanings for a diverse audience”

In August, MLA London published an outline²⁶ of this programme. As the report on the website states:

“In 2005 MLA London ran a project called 'Revisiting Collections' to develop a methodology that would support museums to research and document their collections from diverse perspectives and to open up collections to new interpretations and new understanding.

The project's premise was that there is a richness of information in London's collections that reflects centuries of diversity in our city's population as well as the capital's long history at the heart of a worldwide network of exploration, imperialism and trade, including the trade in human beings. The pilot project approached museum objects with a view to unravelling the information inherent in their materials, design and manufacture that demonstrates a world wide context. The outcome is a methodology for recording this information and for recording each object's history of associations and usage. Beyond that, the method allows for the capture of 'other voices', revealing the layers of meaning and significance that objects hold for viewers from different

²² See: <http://hallcarpenter.tripod.com/hca/univ.html>.

²³ See: <http://hallcarpenter.tripod.com/hca/links.html>.

²⁴ Thanks to Oliver Merrington for alerting me to this.

²⁵ *Lesbian and gay booklist: services for the lesbian, gay, bisexual and transgender community*. Hertfordshire Libraries, 2006. Further information from Kathy Warden, Equalities Development Librarian, kathy.warden@hertscc.gov.uk.

²⁶ See: <http://www.mlalondon.org.uk/priorities/index.cfm?ArticleID=1159&NavigationID=205>.

ethnic, social and cultural backgrounds.

The methodology has been developed initially for use in museums and MLA London is now working in partnership with the MDA (formerly Museums Documentation Association) to roll 'Revisiting Collections' out nationally, developing training modules and building the 'Revisiting Collections' methodology into SPECTRUM, the national industry standard for museum collection documentation. During 2006-07, MLA London is looking to adapt the methodology for use in London's special collections libraries and archives.”

The website also includes links to the papers from the 2005 launch event, and to the report²⁷ of the project.²⁸

“Goodbye Social Services – Hello Adult and Community Services”

Blair McPherson, recently appointed Director of Community Services in Lancashire, has written a brief article²⁹ setting out the impact of this change of responsibility, and he has kindly given permission for extracts to be published here:

“In getting to know the services I am now responsible for, I have found something I didn't realise I have lost. Joy and passion and a different way of seeing the world. My new Senior Management team was keen for me to understand that Adult Learning wasn't about pottery and learning holiday French, but about tackling Social Exclusion. This is being achieved by running skills for life courses for people with a learning disability, literacy and numerous skills for ex offenders and long term unemployed, English for polish immigrants, and courses to give people who have experienced mental health problems the confidence and skills to re-enter employment.

The Arts and Museum Service stressed their role in using the areas industrial past to create a sense of place and of pride essential to the regeneration of the East of the county.

The managers wanted me to appreciate that the student service was not about administering loans but about encouraging and supporting young people from low social/economic backgrounds to go into further and higher education as part of the economic development and regeneration of the area. The Library service – 84 libraries and 20 information centres – took me to their branches in deprived housing estates to show me how they were engaging with the local communities. In one such location the library was part of a parade of

²⁷ *Revisiting collections: revealing significance – an ALM London project*. ALM London, 2005. Available to download as a pdf from:

http://www.mlalondon.org.uk/uploads/documents/revisiting_collections.pdf.

²⁸ Thanks to the MLA London email update for alerting me to this.

²⁹ Thanks to David Owen (Share the Vision) for drawing this to my attention.

shops, it was the only building not covered by iron grilles. The single mothers and toddlers group had just left the homework class was busy on the computers, two elderly gentleman were reading newspapers in the corner, a middle aged couple were using a computer to trace their family tree. It was the world cup and the place was decorated in the colours of the teams linked to displays about the countries represented. Lots of pictures of black footballers ...

The striking thing about these visits to the libraries was the enthusiasm of the staff and there unfettered creativity. They saw the task as making the library the community's library and clearly had considerable freedom on how they achieve this. This reminded me of how social services used to be before the creativity and passion was squeezed out by year on year budget cuts, increased targeting on those most at risk of entering care, tighter and tighter eligibility criteria and a preoccupation with performance indicators and easy to measure targets ...”

More such champions would be very welcome!

Tackling social exclusion – Government, Government Agencies and Local Government

Moving on up?...

The EOC have just published their report³⁰, *Moving on up?*, which “is a statutory investigation under the Sex Discrimination Act 1975. The legislation gives the Equal Opportunities Commission the power to undertake general formal investigations into deep-seated issues of gender inequality or discrimination, and to make recommendations to those in a position to make changes, including Government. “ [p1]

The report highlights a number of key issues, including:

“Young Pakistani, Bangladeshi and Black Caribbean women have similar expectations to white women. Yet the reality they are likely to face in relation to work is, sadly, very different, with a higher risk of unemployment, lower pay and fewer prospects of promotion. As their numbers in the workforce grow, the danger is that they will become increasingly segregated in certain sectors and with certain employers – more so even than white women who are also concentrated in a narrow range of jobs. Although a high proportion of older Pakistani and Bangladeshi women remain outside the labour market, partly related to low levels of qualifications, younger Pakistani and Bangladeshi women are doing well at school and want to have a successful career. If

³⁰ *Moving on up? Bangladeshi, Pakistani and Black Caribbean women and work. Early findings from the EOC's investigation in England.* EOC, 2006.

nothing is done to open up more job opportunities for these younger women, they and their families will continue to miss out economically, employers will lose out on their talents and skills, and communities run a greater risk of segregation across race and faith communities. 90% of Pakistani and Bangladeshi women are Muslim.” [p4]

Renewal.net – guidance on education

Renewal.net³¹ have recently updated their documents³² which give guidance on dealing with some of the main problems for education in areas of deprivation. These include:

- An overview document – very useful, with an outline of the causes of the problems, and the policy context, plus a valuable list of reference (with web-links)
- Case studies
- Policy guidance
- Research
- FAQs
- Links.

Incidentally, they have a similar set of guidance available on community cohesion³³, which includes:

- Two overview documents, one on community cohesion generally, and one on Asylum-seekers in New Deal for Communities areas
- Solving the problem: papers on community advocacy; the police role; housing; and mediation
- A large number of case studies
- A link to the GOSW's community cohesion toolkit
- Policy guidance
- Research
- FAQs
- Links.

Migrant Workers

South Holland District Council and Boston Borough Council recently launched their migrant worker website³⁴ (which, amongst a range of important

³¹ Renewal.net is the on-line guide to what works in neighbourhood renewal – see: <http://www.renewal.net/>.

³² See: <http://www.renewal.net/Nav.asp?Category=:education>.

³³ See: <http://www.renewal.net/Nav.asp?Category=:neighbourhood%20renewal:guiding%20principles:community%20cohesion>.

³⁴ <http://www.migrantworker.co.uk/>.

background information, also has a link to their report³⁵ on migrant workers in South Lincolnshire).

“The website aims to provide a resource and information exchange for agencies dealing with migrant workers. Interviews were conducted with local community members, labour users, gangmasters and the migrant workforce in the agriculture, horticulture and food processing sectors in order to provide a significant addition to knowledge on migrant workers.”³⁶

Teenage pregnancy ...

DfES have just published guidance³⁷ on how to speed up progress in tackling teenage pregnancy – this document is also a valuable summary of the key risk factors and methods for giving greater support to young people.

Tackling social exclusion – Other Agencies

Monitoring housing and neighbourhoods trends 2006

JRF have just published a report³⁸ looking at recent housing/neighbourhood trends. Amongst a range of important findings, of particular interest to us are:

- “At around half a million households, non-take-up rates of Housing Benefit have doubled since 1997.
- The use of temporary, rather than permanent, accommodation for homeless people in England has more than doubled since 1997.
- The broad picture on various measures of the quality of homes is one of steady, substantial improvement since the mid-1990s.”

In relation to neighbourhoods, the research covered both neighbourhoods as a place to live and the local picture in terms of concentrations of disadvantage in small areas.

³⁵ Drasute Zaronaitė and Alona Tirzite. *The dynamics of migrant labour in South Lincolnshire*. South Holland District Council, 2006. Available to download as a pdf from:

[http://www.migrantworker.co.uk/docs/The%20Dynamics%20of%20Migrant%20Labour%20in%20South%20Lincolnshire%20\(2\).pdf](http://www.migrantworker.co.uk/docs/The%20Dynamics%20of%20Migrant%20Labour%20in%20South%20Lincolnshire%20(2).pdf).

³⁶ *Local Government Analysis and Research Bulletin*, June/July 2006, p4. (Further information about this Bulletin from www.lga.gov.uk.)

³⁷ *Teenage pregnancy: accelerating the strategy to 2010*. DfES, 2006. Available to download as a pdf (792.35 Kb) from:

<http://www.everychildmatters.gov.uk/files/94C1FA2E9D4C9717E5D0AF1413A329A4.pdf>.

³⁸ Guy Palmer, Peter Kenway and Steve Wilcox. *Housing and neighbourhoods monitor*. JRF, 2006 (ISBN-10: 1-85935-512-9; ISBN-13: 978-1-85935-512-1).

Available to download as a pdf from: <http://www.jrf.org.uk/bookshop/eBooks/1800-housing-neighbourhoods-demand.pdf>.

- “Most people have positive views about their neighbourhood. Perceptions that there are serious problems are more prevalent in deprived than non-deprived areas, with traffic a notable exception.
- Whilst most people believe that crime is rising, both crime rates themselves and levels of worry about being the victim of crime have been falling.
- For both owner-occupiers and social renters, reported rates of participation in social, political, cultural or community organisations have fallen over the last decade.
- Among low income people of working-age, those who are disabled are more geographically spread-out than those who are not disabled, with low-income pensioners still more geographically spread out. “
[taken from website³⁹]

Broader issues – Government, Government Agencies and Local Government

Community Engagement

There are some useful resources available on the Scottish Centre for Regeneration website⁴⁰, including the “Community Engagement How to ... Guide” which links to:

- National Standards for Community Engagement⁴¹
- “What is Community Engagement?”⁴²
- “Good Practice Guidance Consultation with Equalities Groups”⁴³
- Publications about community engagement⁴⁴
- Case studies⁴⁵.

³⁹ See: <http://www.jrf.org.uk/knowledge/findings/housing/1933.asp>.

⁴⁰ See: http://www.communitiesscotland.gov.uk/stellent/groups/public/documents/webpages/scrcs_006637.hcsp.

⁴¹ See: http://www.communitiesscotland.gov.uk/stellent/groups/public/documents/webpages/lccs_008411.pdf.

⁴² See: http://www.communitiesscotland.gov.uk/stellent/groups/public/documents/webpages/scrcs_006876.hcsp#TopOfPage.

⁴³ Reid-Howie Associates. *Good practice guidance consultation with equalities groups*. Scottish Executive (Central Research Unit and Equality Unit), 2002 (modified 2006). Available to download as a pdf (206.18 Kb) from: <http://www.scotland.gov.uk/Resource/Doc/46729/0025644.pdf>.

⁴⁴ See: http://www.communitiesscotland.gov.uk/stellent/groups/public/documents/webpages/cs_006709.hcsp#TopOfPage.

⁴⁵ See: http://www.communitiesscotland.gov.uk/stellent/groups/public/documents/webpages/cs_006710.hcsp#TopOfPage.

There are also tailored guides for:

- Community representatives – volunteers involved in community planning and other forms of partnerships, representing the views and interests of community organisations and individuals
- Community planning partners – those working in agencies responsible for delivering public services
- Community advisers – those who help communities and planning agencies to engage with each other providing advice, support and training.

Doing one's duty ...

The ESRC have recently published the findings⁴⁶ of research into why people volunteer in deprived communities.

“The researchers identified four main motivations for volunteering:

- **Mutual aid** – people volunteered to help those within their own community. They want to put something back;
- **Philanthropy** – people from outside the community volunteered out of a sense of altruism. They felt fortunate and wanted to make a difference;
- **'Getting by'** – people volunteered in reaction to a personal need or as a result of an individual life event like retirement or bereavement. This is volunteering as a form of self-help;
- **'Getting on'** – people who volunteer as a way of developing new skills and experiences that are valued in the labour market. This is volunteering to get a job or for career development.

In successive government policy initiatives like the New Deal and Sure Start New Labour have been steadily pushing volunteering as a way of 'getting on' in the labour market. The government believes that volunteering offers opportunities to develop skills and credentials, and to foster a work ethic.

However, this study found that this type of motivation was the least common amongst those they interviewed and worked with. Instead, most volunteers want to make a difference out of an ethic of care - expressed as mutual aid or philanthropy. Fewer people volunteer for career development than the government might expect.”

[taken from press release⁴⁷]

⁴⁶ Irene Hardill. *Doing one's duty: a case study of volunteering in a deprived community*. ESRC, 2006 – published as a range of outcomes, see: <http://www.esrcsocietytoday.ac.uk/ESRCInfoCentre/ViewAwardPage.aspx?AwardId=3183>.

⁴⁷ See: <http://www.esrcsocietytoday.ac.uk/ESRCInfoCentre/PO/releases/2006/august/volunteer.aspx>.

Help is at hand ...

Just in case you haven't seen details of this new publication, the NHS have produced this guide⁴⁸ aimed at people who are affected by suicide or other sudden, traumatic death.

Broader issues – Other Agencies

Community Engagement – Australia

An interesting report⁴⁹ has recently been published, of a seminar which took place in Preston, Victoria in 2005. It looks critically at progress in Australia, and questions some terms, such as “community engagement”, as well as exploring, for example, how far the needs of young people are considered in community capacity-building.

Useful background reading.

Abbreviations and acronyms

CILIP = Chartered Institute of Library and Information Professionals
DfES = Department for Education and Skills
DWP = Department for Work and Pensions
ESRC = Economic and Social Research Council
GOSW = Government Office, South West
JRF = Joseph Rowntree Foundation
MLA = Museums, Libraries and Archives
NHS = National Health Service

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⁴⁸ *Help is at hand: a resource for people bereaved by suicide and other sudden, traumatic death*. NHS, 2006. Available to download as a pdf (1233 Kb) from: <http://www.dh.gov.uk/assetRoot/04/13/90/07/04139007.pdf>.

⁴⁹ *Community engagement in a multicultural society: smokescreens and mirrors? Seminar proceedings – Darebin Arts and Entertainment Centre, Preston, Victoria, 14 April 2005*. City of Darebin, 2006. Available to download as a pdf (269 Kb) from: http://www.cmyi.net.au/uploads/downloads/cmyi/pdfs/homepage/CEMS_Seminar_14_April2005.pdf#search=%22darebin%20%2B%20Community%20engagement%22.