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

Number 177, January 2016

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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.

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Did you see …?

Museums Journal

The January 2016 issue includes a number of interesting articles, eg:

- Jonathan Knott "Change for the better" ("Funding News" column), which announces the launch of ACE's 'Change Makers'[1], "a £2.6m fund designed to develop a cohort of black and minority ethnic and disabled leaders …" [p7]
- Eleanor Mills "Firm foundation", a profile of Moira Sinclair, the new Chief Executive of the Paul Hamlyn Foundation, which also looks at PHF's 'Our Museum' programme[2] (and funding sources) [pp32-35]
- Tim Redfern reviews John Vincent's book, *LGBT people and the UK cultural sector* [p56]

Race Equality Teaching

The latest issue[3] contains lots of important and interesting articles, including:

- Kevin Flint <u>and</u> Sheine Peart "Is there any justice in being other than 'white' in Britain?", which argues that our understanding of law, justice and education needs to be deconstructed and reconfigured to tackle the everyday racism in the UK [pp5-9]
- Gill Richards "What is known is limited: intersectional experiences of minority ethnic young people who receive special education", which looks at the complexities of working with families with a range of attributes and needs. Drawing on Sally Tomlinson's work[4], Gill Richards argues that

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[1] *Change Makers Fund: guidance for applicants*, available to download as a pdf (580.3kb) from:
http://www.artscouncil.org.uk/media/uploads/Change_Makers_guidance_for_applicants_Jan_2016.pdf. Expressions of interest by **28 April 2016**. Deadline for applications: **23 June 2016**.

[2] See: http://ourmuseum.org.uk/?welcome=1.

[3] *Race Equality Teaching*, 33 (2) 2015. The full list of contents is at:
http://ingentaconnect.com/content/ioep/ret/2015/00000033/00000002;jsessionid=12w0avzpmhgvz.alice; and details of how to subscribe are at:
http://ioepress.co.uk/journals/race-equality-teaching/.

[4] Sally Tomlinson "Special education and minority ethnic young people in England: continuing issues", *Discourse: Studies in the Cultural Politics of Education*, published online 14 Aug 2015. Abstract at:
http://www.tandfonline.com/doi/abs/10.1080/01596306.2015.1073013?journalCode=cdis20.

> "[…] what happens in special education is usually seen as separate from other areas of education, and as more young people are included in mainstream schools their experiences are unidentifiable within generic data." [pp10-16]

- Alex Kosogorin and Linda Barker "Global learning in primary education: moving beyond charity", which outlines a small-scale piece of school-based research, the aim of which was "[…] to raise awareness of, and promote informed action to address global inequality and poverty." [pp27-32]
- Gillian Willis and Vini Lander "Why do the mirrors lie?", which looks at racism and stereotyping [pp33-42]
- Boyko Boev "Bulgarian kids in London", which outlines a project at the Vasil Levski Shkolo[5], a Bulgarian supplementary school in Barking, which is collecting stories about the experiences of Bulgarian migrants in London[6] [pp49-50].

MC Magazine

The Spring 2014 NHS Trust Mersey Care magazine[7] includes a number of interesting short articles, eg:

- "Art of recovery"[8], which outlines the Enigma project[9] from 2014 – part of the Sudley Project that has been ongoing for almost 10 years as a partnership between Mersey Care NHS Trust, The Artists Group, and National Museums Liverpool, Sudley House [pp4-7]
- "Hitting the right note", which looks at the work being done by Mersey Care's musicians in residence from the Liverpool Philharmonic Orchestra [pp12-13]
- "Prison community mental health", [p20].

Tackling social and digital exclusion – Libraries, Museums, Archives and Cultural and Heritage Organisations

"ACE announces £2.1m fund to tackle lack of diversity"

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[5] See:
https://translate.google.co.uk/translate?hl=en&sl=bg&u=https://bgshkolo.co.uk/&prev=search.

[6] See: http://bulgariankidsinlondon.com/.

[7] *MC Magazine*, Spring 2014. Available to download as a pdf (2560 kb) from: http://www.merseycare.nhs.uk/media/1031/publication-spring-2014.pdf. Source: email from Pauline Rowe to museumsandwellbeingalliance@jiscmail.ac.uk, 25 Jan 2016.

[8] "Working with community artists Sue Williams and Steve Rooney, 12 service users created 52 assemblages – a collection of items or images housed in a simple box or frame. The group were also encouraged by poet Pauline Rowe to create collective poetry and writing which built on sharing their ideas that informed their artwork." [p4]

[9] See:
http://www.liverpoolmuseums.org.uk/sudley/events/displayevent.aspx?EventID=18376.

Following the piece[10] in the December issue of *Museums Journal*, the MA has just reported[11] the announcement by ACE of the launch of "Change Makers":

> "[…] a £2.6m fund designed to develop a cohort of black and minority ethnic (BAME) and disabled leaders through a programme of targeted leadership training hosted by a National Portfolio Organisation (NPO) or Major Partner Museum (MPM).
>
> Awards of between £100,000 and £150,000 are available for applications that include match-funding of 20% of the total project budget from other sources. Interested MPMs should write expressing interest in conjunction with a named BAME or disabled leader before the deadline of 28 April."

Tackling social and digital exclusion – Government, Government Agencies and Local Government

Social inclusion of young people

This new report[12] from the European Foundation for the Improvement of Living and Working Conditions (Eurofound) investigates the social inclusion of young people in Europe.

After some useful recaps of definitions and current thinking around social inclusion/exclusion, the report concentrates on tackling exclusion via employment and broader initiatives.

The key findings include:

- Exclusion is harmful for young people

    > "While young people can deal relatively well with short spells of unemployment, lasting unemployment or disengagement has a strong negative impact on their future labour market outcomes and their well-being generally. Evidence shows that the more protracted the disengagement is, the more serious are its consequences. In particular, long-term disengagement from the labour market results in financial strain and a lower level of psychological and social well-being for young people that can be long-lasting." [p1]

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[10] Patrick Steel "Sector galvanised to tackle lack of diversity", *Museums Journal*, Dec 2015, p7.
[11] Patrick Steel "ACE announces £2.1m fund to tackle lack of diversity", see: http://www.museumsassociation.org/museums-journal/news/07122015-diversity-figures-change-makers?dm_i=2VBX,4JG1,27LU0M,D8HW,1.
[12] *Social inclusion of young people*. Publications Office of the European Union, 2015. Available to download as a pdf (2860 kb) from: http://www.eurofound.europa.eu/sites/default/files/ef_publication/field_ef_document/ef1533_v3.pdf.

- The importance of creating social inclusion via employment

- In addition, there is a need for broader social inclusion initiatives which go beyond employment:

   > "Furthermore, rather than taking a narrow, employment-centred approach to their national Youth Guarantee implementation, Member States should follow the example of Sweden and Finland and adopt a broader, holistic approach. Such an approach would aim to reach those young people who are not job-ready and are more difficult to reintegrate and reactivate. In this context, promising approaches are being rolled out that promote the broader social inclusion of young people; these developments deserve more support in terms of public investment." [p126]

Useful background reading.[13]

Tackling social and digital exclusion – Other Agencies

The homelessness monitor: England 2016

This[14] is the latest "annual state-of-the-nation report looking at the impact of economic and policy developments on homelessness." [p vi]

Key points include[15]:

- "An ongoing rise in officially estimated rough sleeper numbers remained evident in 2014, with the national total up by 55 per cent since 2010 […] Most notably, the 2014 London estimated total was up by 37 per cent over the previous year."

- "Including informal 'homelessness prevention' and 'homelessness relief' activity, as well as statutory homelessness acceptances, there were some 275,000 'local authority homelessness case actions' in 2014/15, a rise of 34% since 2009/10. While this represents a slight (2%) decrease in this indicator of the gross volume of homelessness demand over the past year, two-thirds of all local authorities in England reported that overall service demand 'footfall' had actually increased in their area in 2014/15.
- A recent assessment by the UK Statistics Authority concluded that the official Homelessness Prevention and Relief and Rough Sleeping

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[13] Source: NFER *On the web*, November 2015.
[14] Suzanne Fitzpatrick *et al. The homelessness monitor: England 2016*. Crisis, 2016. Available to download as a pdf (2130 kb) from: http://www.crisis.org.uk/data/files/publications/Homelessness_Monitor_England_2016_FINAL_(V12).pdf. Executive summary report available (165.9 kb) from: http://www.crisis.org.uk/data/files/publications/Homelessness_Monitor_England_2016_ExecSummary_v1.pdf.
[15] Points taken from pp vii and viii of the report.

statistics do not currently meet the required standards of trustworthiness, quality and value to be designated as 'National Statistics' [...]"

- "The vast bulk of the recorded increase in statutory homelessness over the past five years is attributable to the sharply rising numbers made homeless from the private rented sector, with relevant cases almost quadrupling from 4,600 to 16,000. As a proportion of all statutory homelessness acceptances, loss of a private tenancy therefore increased from 11 per cent in 2009/10 to 29 per cent in 2014/15. In London, the upward trend was even starker, homelessness consequent on the ending of a private tenancy accounting for 39 per cent of all acceptances by 2014/15."

- "Two thirds of local authorities in England reported that the 2010-2015 welfare reforms had increased homelessness in their area. Negative effects of welfare reform on homelessness levels were much more widely reported by local authorities in London (93%) than in the North of England (49%)."

This is an important report with valuable background information about homelessness trends.

Health & Wellbeing issues – Libraries, Museums, Archives and Cultural and Heritage Organisations

Museums on call: how museums are addressing health issues

This new report[16] highlights, with US examples, work by museums in relation to health:

> "This report provides an introduction to 10 aspects of the health care field in which museums are making significant contributions:
>
> - Alzheimer's
> - autism
> - disease prevention
> - health literacy
> - hospital outreach
> - medical training
> - mental health
> - military and veterans health
> - nutrition and wellness
> - visual impairment." [p1]

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[16] *Museums on call: how museums are addressing health issues*. American Alliance of Museums, 2015. Available to download as a pdf (427.68 kb) from: http://www.aam-us.org/docs/default-source/advocacy/museums-on-call.pdf?sfvrsn=8.

For each topic, the report gives brief background information, then illustrates the work with some examples, eg:

Hospital outreach:

> "*ZooTV*, a partnership between the Great Plains Zoo in Sioux Falls, South Dakota, and the Sanford Children's Hospital, offers comfort and a welcome diversion to patients whose days may include blood tests, injections and painful treatments. The program utilizes 14 weather-proof cameras to shoot live video in several areas of the zoo and offers participants a feeling of stability and constancy when many aspects of their lives are restricted and dictated by illness and treatment.
>
> The Tucson Museum of Art brings art-making projects to critically ill children at the University of Arizona Medical Center. While dealing with their illness or disability in an unfamiliar environment, children explore and express their feelings, discover ways of working in the visual arts and engage in therapeutic social interaction." [p6]

Mental health:

> "[…] the Otter Tail County Museum in Fergus Falls, Minnesota, has an exhibit on the history of the Fergus Falls State Hospital, which offers a non-judgmental and welcoming environment for discussion of issues such as depression, alcoholism, epilepsy and addiction.
>
> Public programs such as *Stigmas, Stereotypes and Solutions* at the Harriet Beecher Stowe Center in Hartford, Connecticut, help the community explore the prevalence of, treatment and support for those struggling with mental health issues." [p8]

Visual impairment:

> "The Art Beyond Sight Collaborative recognizes that art can address many of the daily living issues faced by people who are blind. Museums have embraced this concept by designing tactile exhibits and specialized touch tours with multi-sensory verbal descriptions for the blind and persons with low vision.
>
> The Walters Art Museum has a long-term partnership with the Maryland State Library for the Blind and Physically Handicapped, providing touch tours of sculptures combined with verbal description tours.
>
> Many botanic gardens have developed specialty tours for groups with low vision and other special needs, including hands-on activities, specially designed multi-sensory tours and even specialized self-guided experiences.
>
> The National Database of Accessible Cultural Institutions lists museums that are committed to implementing practical solutions allowing all audiences to enjoy our nation's museums, science and technology

centers, zoos, aquariums, historic sites, botanical gardens, national parks and performing arts centers.

Art Beyond Sight has also been working to involve the next generation of museum professionals through its Disability and Inclusion Curricula. Museum studies programs at a number of universities—including Arizona State University, Cooperstown Graduate Program, Indiana University, University of the Arts (Philadelphia), University of Washington and the George Washington University—are collaborating to develop methodologies and content related to inclusion and accessibility for future staff and decision-makers at cultural institutions." [pp10-11]

The report concludes:

"Museums have long been considered one of the most trustworthy sources of objective information. With approximately 850 million visits each year, American museums are poised to continue reinforcing their public value as key community partners through their work in health care." [p12]

Finally, there is a listing of museum programmes arranged by state, with a brief description of each initiative.

This is a timely and useful source of ideas and inspiration – recommended.[17]

Broader issues – Libraries, Museums, Archives and Cultural and Heritage Organisations

Action guide for re-envisioning your public library

In 2014, The Aspen Institute[18] published their report on public libraries, *Rising to the challenge …*[19], which explored:

"[…] the essential role of public libraries in a networked world and begin to re-envision the 21st century library in a hyper-connected environment and dramatically changing world." [p v]

This report was assessed in an earlier *Network Newsletter*[20].

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[17] Source: email from Sally Fort, 6 Jan 2016, to museumsandwellbeingalliance@jiscmail.ac.uk.

[18] "The Aspen Institute is an educational and policy studies organization based in Washington, DC. Its mission is to foster leadership based on enduring values and to provide a nonpartisan venue for dealing with critical issues", http://www.aspeninstitute.org/about/mission.

[19] Amy K Garmer. *Rising to the challenge – re-envisioning public libraries: a report of the Aspen Institute Dialogue on Public Libraries*. The Aspen Institute, 2014. Available to download as a pdf (1150 kb) from:
http://csreports.aspeninstitute.org/documents//AspenLibrariesReport.pdf.

[20] *The Network Newsletter* 161, Sept 2014, pp9-11. Available to download as a pdf (359.1 kb) from: http://www.seapn.org.uk/uploads/files/Newsletter-NS-161.pdf.

The Institute have now produced an 'action guide'[21]:

> "This compendium of resources has been designed as an action guide with the hope that library and community leaders across the country will use it to bring to life a bold new vision for public libraries. It is also expected that the web site, *LibraryVision.org*, will become a platform through which individuals can share additional resources they have created along with stories of their experiences. This will enable the development of a national and, perhaps, a global network of individuals, communities and organizations to emerge for the purpose of ensuring the long-term sustainability of public libraries.
>
> This action guide contains worksheets to be used:
>
> - for evaluating the current level of activity and support for the library and to determine goals and action steps
> - as a guide for planning and convening a community dialogue
> - for talking points to use in community outreach
> - for links to other resources" [p5]

The guide is actually designed as a structured set of worksheets:

> "Each section of the action guide is designed to be completed sequentially, culminating in the convening of a community dialogue." [p6]

The guide works through the following topics:

- People
- Place
- Platform
- Jobs and Economic Development
- The Library as Civic Resource
- The Library as Literacy Champion
- SOAR Assessment [SWOT analysis]
- Strategies for Success
- Action Steps for Library Leaders
- Engaging Community Leaders
- Convening Your Public Dialogue
- Taking Action: Next Steps

For each, it includes background information (eg for 'People', "The library as people reflects the shift away from building collections to building human capital, relationships and knowledge networks in the community." [p8]); worksheets (which include spaces to draw maps of audiences, note key issues, etc); suggested readings; and hints and tips (eg "'Sample Talking Points').

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[21] *Action guide for re-envisioning your public library*. The Aspen Institute, 2016. Available to download as a pdf (2730 kb) from: http://d3n8a8pro7vhmx.cloudfront.net/themes/5660b272ebad645c44000001/attachments/original/1452213108/Action_Guide_v1_Final.pdf?1452213108. NB you need to register on the website before downloading.

Finally, it suggests ways of taking all this work forwards:

> "Here are some recommendations for initial action steps to help you chart your path forward.
>
> - **Consider formation of an advisory group or steering committee** to continue working on development of action items, implementation and future dialogue events.
> - **Bring the summary of the event to regional or statewide library meetings** or meetings of municipal leagues and associations to share experiences and encourage other communities to hold their own events. Use this opportunity to nurture a community of practice around these conversations and the promise of libraries engaging with civic leaders to transform communities.
> - **Consider outreach to key stakeholders** like community foundations or other philanthropic partners to share the outcomes of the meeting and invite their participation in next steps.
> - **Publish a report**, share and market it widely.
> - **Share your report and experience**, including resources you have created, with the community at www. LibraryVision.org." [p67]

As noted above, The Aspen Institute has also set up a website[22] to support this guide and to continue the Dialogue on Public Libraries programme.

This guide could well offer useful hints and tips, as well as a structured method for developing community links, but this does need to be fitted into whatever the local needs are and whatever contacts have already been made – there are dangers in 'one-size-fits-all' approaches.[23]

Broader issues – Government, Government Agencies and Local Government

Towards outside-in: engagement and innovation in strategic planning and commissioning

This new report[24] by Activist Group[25] for Solace[26] challenges the "vertical change debate" (ie the top-down or bottom-up approaches, and also the

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[22] See: http://www.libraryvision.org/.

[23] Source: *LJXpress – Library Journal*, 19 Jan 2016.

[24] Eric Bohl <u>and</u> Mike Wynn. *Towards outside-in: engagement and innovation in strategic planning and commissioning*. Solace, 2015. Available to download as a pdf (582.74 kb) from: http://www.solace.org.uk/policy/2015-solace-paper---towards-outside-in---web-version---vf-7-oct-15.pdf.

[25] See: http://activistgroup.co.uk/, "Strategy, commissioning and sourcing advice for the public sector: transformational change and making the complex possible."

dependency on managerial and/or professional solutions) in favour of "outside-in change" which is:

> "[…] about breaking free of the vertical debate and bringing something new to the party. It seeks to question established practices: its starting point is not the services we provide, but the outcomes citizens want, working back from that point to re-design what we do and harness other activity as well." [p5]

The aim of this is:

> "Working with communities, citizens, partners and the widest range of contributors to reimagine how to deliver the outcomes our society requires." [p11]

This 'new thinking' therefore demands four principles of working:

> "**1. Demand disruption:** it is not enough to talk about the need for innovation and new ideas – it will need to be an imperative that leaders actively and visibly champion and defend.
>
> **2. Remodel our organisation:** so that it can use disruption to change, the whole organisation will need to learn a new language and culture – and reshape itself.
>
> **3. Use the right tools:** organisations will need to develop new skills and new techniques if they are serious about encouraging divergent thinking.
>
> **4. Set it up so you can't stop:** engagement and radical rethinking need continuous commitment and attention: once you start, you have to keep going." [p11 – emphases theirs]

The report explores these four principles in more depth, and via a case-study for each principle:

> **Case Study 1: West Sussex**
>
> "Parents for Parents is a new parent-led initiative designed to offer early help through peer-to-peer support for parents whose children are at risk of entering the care system. The idea for Parents for Parents emerged after a co-design review by the Council and its service users to ensure families get direct access to the right resource first time […]
>
> The Council used the results of the review's consultation process to encourage new thinking about how to prevent families being drawn into the care system. Workshops were designed to explore parents' and young people's lives and to encourage new ideas. What emerged was a strong motivation on the part of parents to support others facing similar challenges. The idea for peer-to-peer support was turned into reality

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[26] "Solace is the representative body for Chief Executives and senior managers working in the public sector in the UK." [inside front cover].

through prototyping, testing and refinement, with parents working alongside other parents to determine what would work best." [p16]

Case Study 2: Sutton

"Building a community that takes part and takes pride is the council's overarching ethos and is core to everything it does as an organisation. In a number of ongoing conversations with residents, the council consults and seeks feedback on its ideas. Already over 8,000 residents have been directly engaged through Sutton's Future, a comprehensive engagement programme, on a range of issues, including savings, libraries, children centres, theatres and green garden waste. This is done using a diverse blend of face to face and digital platforms, including the Sutton Future website, resident workshops, partner engagement, a CommuniSpace online discussion forum and Twitter "Question Time" sessions with the council's Leader [...]

Sutton's wholesale commitment to resident engagement is engrained absolutely in its organisational culture and ethos. In partnership with community groups and others the Council has developed a unique system of community assets which services that are to be commissioned are assessed against, enabling an outcome and community-focused approach to commissioning. A group of Young Commissioners have taken an active part in commenting on and helping to assess planned services, and this has now been expanded to a wider group of Resident Commissioners. Resident voices are represented across a range of different platforms that suit how they prefer to best express themselves." [p22]

Case Study 3: Sunderland

"Sunderland have prioritised taking their authority closer to residents, the development of a shared intelligence network across the city, and the creation of a refreshed collaborative multi-agency partnership focused on meeting residents' needs. This acts as a whole systems check for the entire city, not just one single public sector organisation." [p28]

Case Study 4: Nottinghamshire

"A 'Families Statement of Expectations' was a product of the proactive engagement and participation of parents and young people in phase 1. This was used as the guiding principle for the development of the service specification and a draft outcomes framework in phase 2. The service specification was co-produced by families, clinicians, providers and commissioners starting with a 'sample' initial specification outlining the scope of the integrated service. Professionals were enabled to co-produce the specification through families-facilitated market participation events. Parents and young people's co-production was enabled in a variety of ways including a "thought cloud" on a Wiki website (see link below). Through the development of the specification there were opportunities to reflect via 'you said, we did' discussions." [p34]

As the authors state in their Summary:

> "14. If local authorities are going to take the lead in driving this process of rethinking the nature and role of public service, we will need to learn how. New techniques will be needed, not least the courage to turn up with a blank sheet of paper and show some restraint: not rushing to provide 'the answer'. If we are serious about co-creation, we will need to be clear about the real difference between that and consultation or market research.
>
> 15. We will need to create and use new networks to tap into thinking from other sectors and from people more likely to offer new perspectives and new ideas. We will need to get better at converting new ideas into practical models and prototypes to test and refine.
>
> 16. We will also need to be in for the long haul: engagement will need to be continuous: throughout the cycle of analysis, planning, implementation and review. It will also need to continue when it gets sticky - and it will. We will be bringing ideological debate about the role of the state and the impact of austerity directly into the policy-making process.
>
> 17. Outside-in thinking is not an abrogation of political responsibility: it is the embodiment of the new, assertive and engaging leadership role that local government must learn to play in a networked world. A world in which *influence* can be more important than *delivery*. A world in which a local authority facilitates and shares in the creation of a new narrative and discourse, rather than being the victim of one imposed from above."
> [p10 – emphases theirs]

There is a couple of references to libraries – one already noted above, and one terrific, if it was developed further and really taken up:

> "Already over 8,000 residents have been directly engaged through Sutton's Future, a comprehensive engagement programme, on a range of issues, including savings, libraries, children centres, theatres and green garden waste." [p22]
>
> "Co-creation requires more open questioning, more blank sheets of paper, building repositories of information and ideas, and the ability to listen. In Haringey, a workshop with Friends Groups that explored why the Friends were passionate about the libraries, led to the idea that the library service should become a campaigning organisation for culture and literacy throughout the borough, rather than just acting as a physical repository." [p26]

There is one passing reference to museums, noting that, in Sunderland:

> "[…] a further 800 residents attending an improved community resilience event at the Winter Gardens Museum." [p29]

To be honest, this seems a rather late arrival at the co-creation 'party', and much more could have been discovered and made of the role that archives,

museums and libraries already play in this area of work; if local authorities really want to achieve radical change, they could well use museums, archives and libraries to help them achieve this.

This is the first in a proposed series of Solace papers on innovation and commissioning – maybe future papers will look more closely at what is already happening![27]

Abbreviations and acronyms

ACE = Arts Council England
MA = Museums Association

This Newsletter was compiled by John Vincent, and all items are written by him, unless otherwise stated. Please send any comments or items for the next issue to:

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[27] Source: email from Carl Clayton, ACE, 24 Nov 2015.