



Inclusive Cities Action Plan

GLASGOW CITY COUNCIL

Autumn 2022



Glasgow Inclusive Cities Action Plan

Migration is in the DNA of Glasgow and international migration has added a rich dimension to the city's profile, making a mark on Glasgow's businesses, politics, and communities. We recognise the need to take a more strategic approach to how we become an inclusive, welcoming city in which all residents are engaged, heard, and included in how decisions are made that affect their daily lives.

Glasgow's approach has been to celebrate our international communities, promote migration and reinforce our welcoming narrative in the wake of Brexit. But now we are hoping to work more closely in neighbourhoods and with residents, using Inclusive Cities as an opportunity to look at how we build our new communities into the processes and mechanics of how we work as a city and tackle some of our biggest challenges.

We have made significant progress in our inclusive work, which gives us a good platform to build upon.

A Socially Innovative and Person-Centred City

Glasgow's second phase of Inclusive Cities will be embedded in the city's strategic ambition to become a city in which residents are the problem solvers and solutions are local and sustainable.

Over the next 3 years, Glasgow will focus on civic participation, using storytelling for inclusion and ensuring our new communities and migrant residents benefit from our ambitions to create neighbourhoods that are built on collaboration, are people-centred and participatory.

We plan to unleash a person-centred ecosystem where residents are the heart of how their spaces, places and services are designed. This ambitious goal will have at the

very centre, plans to embed those who are often overlooked in participatory mechanisms. This crucially includes new Glaswegians and our migrant community and acknowledges the legacies of the past by including them in our future.

We intend to build capacity of residents to help design their neighbourhoods, use storytelling to celebrate our communities and demonstrate impact, and work with migrant organisations and residents to support collaboration.

We have deliberately embedded Inclusive Cities into this plan. We want to ensure that as we transform Glasgow into a more participatory and democratic city, our new Glaswegian community, as well as many other migrants who have come before them, are central to tackling the complex city challenges that directly affect them.

Glasgow Inclusive Cities Action Plan



Socially Innovative approaches to the inclusion of migrants.

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CENTRE
FOR
CIVIC
INNOVATION



Find out more

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SUPPORTING AND DRIVING INCLUSIVE ECONOMIC GROWTH

Actions to achieve this priority	Progress to date	How this supports the strategic priorities of the city	Lead responsible for delivery	Resources needed to accomplish the priority and action	Timescale	Success Criteria
Create links with new Community Wealth Building (CWB) strategy development to embed the needs of migrant community.	New CWB strategy being researched with support from PHD student to explore well-being economy further.	New Economic Strategy 2022-2030 Economic Strategy – A Fairer Glasgow	Economic Development.	Staff time Financial resources to be quantified.	March–December 2022	Development of a robust CWB strategy that takes cognizance of migrant community and is inclusive of their needs.
Partnership between the Centre for Civic Innovation and Economic Development to redesign the employability offer to the BME community to ensure more lived experience and person-centered approach.	Initial discussion taking place				September 2022 and April 2023	A redesigned employability offer for BME community with positive employment destinations.
We will further develop tailored interventions to increase essential and foundational digital skills in specific target groups such as disability groups and the Black, Asian and Minority Ethnic community.	New strategy just launched				End 2023	Increases in employability and skill rates.

LEADING IN THE DEVELOPMENT OF A SHARED LOCAL STORY OF INCLUSION

Actions to achieve this priority	Progress to date	How this supports the strategic priorities of the city	Lead responsible for delivery	Resources needed to accomplish the priority and action	Timescale	Success Criteria
<p>Establishment of community conversation program on completion of report in Glasgow's role in Atlantic Slavery</p> <p>Development of a shared understanding of how Glasgow's history has shaped its present and bringing different communities together.</p>	Coalition for Racial Equality has been commissioned to carry out 3 community conversations targeted at the migrant community: African Caribbean and wider BME community. This is the initial process before a wider consultation with all citizens of Glasgow. Questions will also be included in the mainstream Glasgow Resident's Survey.	A Fairer Glasgow	Community Empowerment Services CRER	<p>Staff time</p> <p>Budget of 5k, including support costs to CRER and participation vouchers for those attending workshops.</p>	Ongoing*	A wide range of citizens engaged in a community conversation, but a particular focus on migrants and BME communities.

CONNECTING COMMUNITIES

Actions to achieve this priority	Progress to date	How this supports the strategic priorities of the city	Lead responsible for delivery	Resources needed to accomplish the priority and action	Timescale	Success Criteria
Funding to Integration Networks via Glasgow Community Fund programme – organisations that support migrant and refugee communities and provide opportunities for communities to come together and learn, socialize and break down barriers.	Provision of funding over 3 year grant programmes	<p>Support GCC Equality Outcome 3:</p> <p>Service users are provided with information accessible to them on services provided by the Council Family particularly, those who face barriers through disability, language and digital exclusion.</p>	Community Empowerment Services and Third Sector	Staff time across both public and third sector.	Ongoing three-year programme – applications being assessed Autumn 2022	Organisations that provide integration services continue to be funded by GCC and other public sector partners.

* Report on Atlantic Slavery Complete. Further updates will be found here in due course: <https://www.glasgow.gov.uk/index.aspx?articleid=29117>

ENCOURAGING CIVIC PARTICIPATION AND REPRESENTATION

Actions to achieve this priority	Progress to date	How this supports the strategic priorities of the city	Lead responsible for delivery	Resources needed to accomplish the priority and action	Timescale	Success Criteria
Develop and deliver an engagement strategy with newcomers and migrant community to embed their needs and wants into city policies and practice through new Citizen Panels.	Initial scoping and research of Citizen panel model being undertaken in first half of 2022. Workshops with stakeholder organisations taking place September and October 2022.	Supports Equality Outcome 2: Disabled people, black and minority ethnic people and older people have an improved experience in accessing services that meet their needs through more regular and systematic involvement in design of service delivery across the Council Family.	Centre for Civic Innovation and Community Empowerment Services	Staff time from CCI to deliver research phase and plan	June 2023	Established citizen panels with accurate representation of communities in 3 wards of the city.
Development and support of a citywide community engagement and development working group, with a strong focus on equalities and engaging with marginalized communities, including refugees and migrants.	Working group began in Autumn 2021 and is continuing to meet quarterly. A recent meeting focused on anti-racist perspectives.		Community Empowerment Services and key public and Third Sector partners.	Staff time across both public and third sector. The group is currently looking at how it can use small budgets to increase participation of small Third Sector orgs and marginalized communities.	Ongoing	Improved community engagement practice across the public sector. Increased involvement of marginalized communities in planning structures and civic life.
Development and support of the BME Task group – key purpose: Actively promoting civic participation of BME communities and developing services which are inclusive by default, working to provide equitable access to services for all newcomers, wherever this is within the capacity of the local authority	Group meets quarterly and has recently developed separate briefing sessions focused on themes: BME children & young people's mental health; impact of COVID on BME communities and employability issues for BME communities.			Staff time across both public and third sector.		GCC service delivery is informed by consultation and co-production with BME and migrant communities.

Case Study: Increasing Civic Participation

Engaging all Communities in Naming of New Pedestrian Bridge

Glasgow is changing the way it has been working for decades. We are working to put citizens at the heart of how our services, spaces and places are designed – and that means all citizens.

The Sighthill Transformational Regeneration Areas (TRA) is the biggest community regeneration project outside London. When complete, the £250,000,000 project will have created a new neighbourhood on the north side of the city, just 15 minutes' walk from the City Centre. As part of the project, over 1000 new houses will be built. With almost 200 already in place, this is changing the local area significantly with many new residents.

The TRA approached the Centre for Civic Innovation (CCI) to find innovative ways to engage the community to name a new pedestrian bridge that is part of the wider regeneration. The CCI is a pioneering citizen-centred design team within Glasgow City Council, responsible for establishing a design-led approach to the understanding of societal shifts and civic experiences within the city.

The CCI were mindful that the community had changed recently. It was more diverse and traditional consultative practice would not be appropriate. There needed to be deeper and more engaging ways to work with the community.

Utilising initial links Council officers had with community organisations on the ground, the CCI worked to identify local groups and places that could be used to encourage participation from local people. They visited the local school,

church, community centre, arts and music community organisation and the pharmacy. They spoke at length with these stakeholders to come up with an engagement plan that would use the assets and facilities already existing in the community.

However, it was evident that the biggest barrier to fully participatory engagement was language. Sighthill has a large population of people who do not speak English or have it as a second language – there are 32 languages spoken in the local primary. It has historically been an area of settlement for asylum seekers and refugees and has also changed significantly as a result of the major transformation agenda.

Diving deeper with many organisations, it emerged that there were 3 key language needs; Kurdish (Sorani), Arabic and Somali.

To ensure appropriate and community based translation was used, the CCI engaged the services of the Govan Community project who operate VoiceOver, a community based, not for profit translation and interpretation service. They assisted with translation of materials provided face-to-face interpretation at all the community engagement events.

Using the VoiceOver translators was incredibly valuable to the process. The translators were not only able to translate the material, but also worked with the team around the wording that was being used in the written materials. The planned engagement event was initially called a community lunch, however the team were made aware that that many speakers of the languages selected would be observing Ramadan. Based on this, the wording was changed to make it more

inclusive, ensuring food was not the main focus.

Symbols were used as much as possible in written material, particularly when it came to instructions like "take a sticker to vote for your favourite". The school also use a piece of software which converts text into small pictures and symbols for all the children who can't read English yet and for those with additional support needs. This was also deployed to make all communication and engagement accessible to all.

Over the course of 6 weeks, the CCI worked with the community intensively to gather as many views and suggestions as possible which have now been filtered down to 4 names.

The consultation concluded in June and a name was chosen. On the 6th October 2022, the CCI will be working with the community to make a short video that will be used for the name announcement later this year, ensuring all have access to the process from start to finish.

What did we learn?

It was a good learning experience for the CCI, who are leaders in design-led engagement, and are working to transform how to create more inclusive and meaningful civic participation. Ensuring all citizens could engage, not just via access language but also by making the words more appropriate and clearer, was incredibly important.

Using visual aids attracted people. They were drawn to the photo walls and interactive tools used which meant there was little facilitation needed and people felt truly part of the process.

INCLUSIVE CITIES

Inclusive Cities is a knowledge exchange initiative supporting UK cities and their local partners to achieve a step-change in their approach towards the inclusion of newcomers.

Drawing on innovative ideas and practices from Europe and the United States, Inclusive Cities aims to support the development of an approach to inclusion which is strategic across the city administration. This approach consistently uses positive messaging to develop an inclusive narrative for the city which informs and drives practice and is local authority led, working in close partnership with business, public and voluntary sector organisations to achieve shared goals.

Inclusive Cities is supported by the Paul Hamlyn Foundation.

www.compas.ox.ac.uk/inclusive-cities

THE GLOBAL EXCHANGE ON MIGRATION AND DIVERSITY

The Global Exchange on Migration and Diversity is an ambitious initiative at the Centre on Migration, Policy and Society (COMPAS), University of Oxford, opening up opportunities for knowledge exchange and longer term collaboration between those working in the migration field.

www.compas.ox.ac.uk/global-exchange