



**Global  
Exchange**  
on Migration & Diversity  
at COMPAS



# Inclusive Cities

INTEGRATION POLICY AND PRACTICE DURING COVID-19

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Glasgow City Council briefing

March 2021

# About this briefing

Glasgow is a participant in the Inclusive Cities programme – a city-led knowledge exchange programme, facilitated by the Global Exchange on Migration and Diversity at the University of Oxford.

The programme aims to support local authorities to create a step change in their approach to the inclusion of newcomers at the local level. In response to the COVID-19 pandemic, local authorities and their partners have had to adapt their inclusion programmes, often at speed, to support their newcomer and longer standing communities. These briefings capture the learning from these adaptations, as well as ongoing work to promote inclusion and integration undertaken between March 2020 and October 2020 (unless otherwise stated), against the five thematic areas set out in the Inclusive Cities Framework.

- Briefings from the other Inclusive Cities are available [here](#)
- The Inclusive Cities Framework is available [here](#)
- A series of policy and research briefings on COVID-19 and inclusion, arising from the programme is available [here](#).

## 1. Leading in the development of a shared local story of inclusion

Celebrating local multi-cultural communities is a key theme in the development of a new international strategy for Glasgow. Its aim is to help Glasgow position itself as a thriving, global, outward-looking city with fair and inclusive growth. The strategy is being developed through a 'people' themed workshop and has included participation from migrant organisations. Resources to support the project financially have been secured from the Global Glasgow fund.

The objectives of the international strategy reinforce [Scotland's Cultural Strategy](#) (February 2020), which aims to work with and empower local authorities and communities to develop their own cultural activities. It aims, among other things, to:

- Continue to celebrate Scotland's extraordinary cultural contributions
- Enlarge the view of culture to include the everyday and emerging, alongside the established and more formal
- Extend opportunities that enable people to take part in culture throughout their lives

- Recognise each community's own local cultures in generating a distinct sense of place, identity and confidence

Glasgow is also developing community-led approaches to tackling racist hate crime. These activities will be directed by the Glasgow Hate Crime Working Group, which is made up of a range of different actors and departments from within and outside the Council. Initiatives undertaken will support the [Glasgow Hate Crime Strategy](#), which states that "Glasgow is rightly proud of its reputation as a welcoming city that values people regardless of their background." Planned activities include communications materials, events and community activities that increase integration and lead to reduced levels of racist hate crime.

Glasgow's Social Innovation District Pilot, which invites local residents to participate in the design and delivery of service provision, includes aspects of storytelling both to help chart the course of the pilot and communicate its value externally. (More on this activity below, in the section on encouraging civic participation.)

The [PeopleMakeGlasgow](#) campaign was able to interweave its inclusive identity-building narrative work with responsible

public health messaging. Promotion of the city's inclusive identity and cultural activities were reconfigured to be enjoyed safely online in order to adhere to the government's stay at home advice.

## 2. Supporting and driving inclusive economic growth

Inclusive economic growth – particularly in light of Brexit and now COVID-19 – is a high priority for Glasgow, which is reflected in the city's efforts to develop [a new economic and social renewal plan](#).

The link between English language proficiency and more positive socio-economic outcomes is well known. During the pandemic, the switch to online English for Speakers of Other Languages (ESOL) provision was a challenge, because it meant that the social-interactive aspects of the programme had to be reimagined, and issues of digital exclusion had to be taken into account. However, Glasgow City Council and others viewed the continuation of these programmes as a high priority for ensuring long-term integration outcomes for learners. ESOL course providers were able to locate additional sources of funding to provide Wi-Fi access and tablets to people who needed them.

### 3. Connecting communities

Just as many of the socialising aspects of ESOL provision were challenged by the COVID-19 pandemic, community connection initiatives also faced the task of reconceptualising their approaches.

The Council's English as an Additional Language Service was able to pivot from face-to-face engagement to connecting with and facilitating connections amongst families from various communities through remote learning in creative ways (more on this in the below section Case Study).

### 4. Mainstreaming and building inclusive public services

The [Coalition for Racial Equality and Rights](#) (CRER) established a [live blog](#) to highlight in real time the concerns of vulnerable and marginalised groups during lockdown. This blog was used by the Council to tailor its services to ensure they were inclusive.

A [social recovery taskforce](#) was established by the Council to assess the impact of COVID-19 on vulnerable sections of the population. The creation of the taskforce is being used as an opportunity to review equality-related outcomes across the city, including the representativeness of the Council as an employer.

The taskforce's assessment found a notable improvement in the educational outcomes of people of Black, Asian and Minority Ethnic (BAME) background, as well as an increase in the proportion of organisations working with BAME communities that received funding from the Council. It also highlighted greater levels of trust towards Council authorities amongst people of BAME background and higher chances of hate crime being reported.

### 5. Encouraging civic participation and representation

Glasgow City Council is currently developing a pilot project to put citizens at the heart of how services are designed and delivered. Led by the [Centre for Civic Innovation](#), the Social Innovation District Pilot will use design-led thinking to change the way communities participate in services with a focus on co-creation rather than consultation. During this pilot phase, the Centre is working with officers from Inclusive Cities to ensure that there are specific mechanisms built into the pilot to identify entry points that can assist in reaching out to migrant communities in the city and find innovative ways to involve them in the design of services. This will create a network of problem solvers across the city with representation from migrant communities. The Inclusive Cities lead officer is on the core management team of the pilot and the city is working with organisations who have access to the local migrant communities to ensure their views are represented.

The key elements for building the pilot are deep data gathering, in-depth analysis and the utilisation of these insights to build a map of the challenge.

#### Case Study

##### Creative programming in crisis

Glasgow City Council and partners experimented with several novel solutions to plug gaps and emerging inequalities in education and well-being brought about by the social distancing measures. Some of the notable projects are listed below:

- The English as an Additional Language Service within the Education Department used targeted learning methodologies during lockdown for migrant families and individuals. In partnership with the Glasgow Times, they produced articles focussing on home learning activities that could be done without internet access, some of which [targeted EAL families](#).
- Developed an [index of resources](#) to help children with learning disabilities and those learning English as an additional language to develop English language skills at home, including ideas for offline activities.
- Provided asylum-seeker families, some of whom were newly arrived and had not yet enrolled their children in school, with resources and stationery. These initiatives were carried out in partnership with [Mears](#) and with the help of community-raised funds. The Council and Mears also worked together to produce a short guide to wellbeing during lockdown and translate it into a number of languages.
- Identified and started meeting with isolated families in safe, shared, socially-distanced spaces, such as school playgrounds, to conduct play activities with children and pass on information and food parcels.



## INCLUSIVE CITIES

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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/project/inclusive-cities](http://www.compas.ox.ac.uk/project/inclusive-cities)

## THE GLOBAL EXCHANGE ON MIGRATION AND DIVERSITY

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

[www.compas.ox.ac.uk/global-exchange](http://www.compas.ox.ac.uk/global-exchange)

## ABOUT

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