

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.

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Did you see ...?

CILIP Update

The April 2016 issue¹ has a couple of interesting items:

- “City literacy campaign to target reading blackspots”, which looks at a cross-Manchester literacy drive, run in partnership with the NLT² [p6]
- “Plan brings digital world to the homeless”, which looks at a project in London to help get homeless people online³ [p9]
- “OUP offers Arabic dictionary aid”, which outlines how OUP have worked with aid agencies to provide free login details for new arrivals⁴ [p19].

Museums Journal

The April 2016 issue includes:

- Rob Sharp “Portrait of poverty”, which considers how museums are portraying economic hardship [pp26-29]
- Jonathan Knott “Makaton”, which looks at the use of Makaton in museums, including Culture Coventry, Combe Martin Museum, and the Science Museum⁵ [p39].

Access: Journal of the Public and Mobile Libraries Group

The *Access Annual 2016*⁶ has just been published, and includes, amongst other articles:

¹ *CILIP Update*, April 2016, see: <http://www.cilip.org.uk/membership/benefits/monthly-magazine-journals-ebulletins/cilip-update-magazine>.

² For more information about “Read Manchester”, see: http://www.literacytrust.org.uk/news/7101_we_launch_exciting_literacy_campaign_with_manchester_city_council.

³ For more information, see: <http://www.thamesreach.org.uk/news-and-views/homeless-people-receive-refurbished-laptops-in-groundbreaking-initiative/>.

⁴ For more information, see: [http://global.oup.com/news-items/current/Oxford University Press offers free online access to Oxford Arabic Dictionary for refugees and migrants arriving in Europe?cc=gb](http://global.oup.com/news-items/current/Oxford_University_Press_offers_free_online_access_to_Oxford_Arabic_Dictionary_for_refugees_and_migrants_arriving_in_Europe?cc=gb), and <http://www.oxforddictionaries.com/arabic/>.

⁵ For more information about Makaton and the work of the Makaton Charity, see: <https://www.makaton.org/>.

⁶ For further information about the Group, see: <http://www.cilip.org.uk/about/special-interest-groups/public-mobile-libraries-group>.

- Julie Walker “Bibliotherapy – so, not Bibles, then?”, an introduction to Kirklees’s bibliotherapy service [pp19-22]
- Nick Poole “My Library by Right – campaigning for public libraries” [pp23-25]
- Mike Brook “PMLG Conference 2015 – a personal view” [pp26-29]
- Jacquie Widdowson “Celebrating excellence in public and mobile libraries: PMLG Awards 2015” [pp30-31]
- Victoria Hunter “World Book Night and public libraries: spreading the love of reading” [pp32-36]

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

“Access & Equity”

Since the publication of the two-part series on racial equity⁷, which was briefly assessed in a previous Newsletter⁸, WebJunction have produced a new topic area on their website, “Access & Equity”⁹, “[...] in order to explore the ways libraries are leading or can lead community discussion and respond to the needs of their communities in relation to race and equity issues.”

This includes the two racial equity posts, plus two new posts on attending a Citizen University¹⁰ conference¹¹, and its potential impact on librarians¹².

Tackling social and digital exclusion – Other Agencies

Close the gap: how London’s Mayor can extend opportunity

This new briefing document¹³ from the National Learning and Work Institute includes some useful background information.

⁷ “Racial Equity in the Library, Part One: Where to start?”,

<http://www.webjunction.org/news/webjunction/racial-equity-partone.html>.

“Racial Equity in the Library, Part Two: Diverse Collections, Programming, Resources”,

<http://www.webjunction.org/news/webjunction/racial-equity-parttwo.html>.

⁸ *The Network Newsletter*, 178, Feb 2016, pp2-3,

<http://www.seapn.org.uk/uploads/files/Newsletter-NS-178.pdf>.

⁹ See: <http://www.webjunction.org/explore-topics/access-equity.html>.

¹⁰ “Citizen University works with a national array of partners to help Americans cultivate the values, systems knowledge, and skills of effective citizenship”,

<http://www.citizenuniversity.us/>.

¹¹ See: <http://www.webjunction.org/news/webjunction/racial-justice-libraries-citizenun.html>.

¹² See: <http://www.webjunction.org/news/webjunction/citizen-catalysts-a-conference-reflection-for-libraries.html>.

¹³ *Close the gap: how London’s Mayor can extend opportunity*. National Learning and Work Institute, 2016. Available to download as a pdf (481.61 kb) from:

http://www.learningandwork.org.uk/sites/niace_en/files/document-downloads/2016%2004%2014%20Close%20The%20Gap.pdf?_cldee=am9obkBuYWRkZXlub3JnLnVr&urlid=2.

It lays out some of London's successes, then contrasts these with the reality of life for many Londoners:

- “London is an engine of opportunity, accounting for one quarter of the UK economy, and rivaling global cities like New York and Tokyo
- London creates large numbers of jobs, but too many Londoners miss out on these opportunities.
- 800,000 Londoners are paid below the London Living Wage, with many becoming stuck in low pay for years
- Groups such as young people and care leavers particularly miss out
- Equipping all Londoners to grasp the opportunities living in a global city creates should be the Mayor's priority” [p5]

The document also provides some very useful background information, for example:

- “Across London, there are 800,000 people paid below the London Living Wage, some one in five workers” [p8]
- “Almost 100,000 (10%) of 16-24 year old Londoners are Not in Employment, Education or Training (NEET), a slightly lower rate than the national average.” [p10]
- “However, some groups face more disadvantages than others. For example, in the last year around 1,700 young people left care. Nationally, care leavers are twice as likely as their peers of the same age to be unemployed, and far less likely to achieve good qualifications and progress to Higher Education.” [p10]
- “In addition, there are more than 50,000 Londoners aged 18-24 who have caring responsibilities for family members or others [...] Together they provide around £1 billion of unpaid care each year. Yet they too often miss out on learning and employment opportunities: nationally, young adult carers are three times more likely to not be in education, employment or training (NEET) as other young people and achieve on average nine GCSE grades lower than their peers.” [p10]

The paper then goes on to outline proposals that the Mayor needs to develop to tackle these issues.

Fairness for children ...

This is a new report¹⁴ from UNICEF:

“This *Report Card* presents an overview of inequalities in child well-being in 41 countries of the European Union (EU) and the Organisation for

¹⁴ John Hudson and Stefan Kühner. *Fairness for children: a league table of inequality in child well-being in rich countries*. UNICEF Office of Research – Innocenti (Innocenti Report Card 13,), 2016. Available to download as a pdf (1170 kb) from: https://www.unicef-irc.org/publications/pdf/RC13_eng.pdf.

Economic Co-operation and Development (OECD). It focuses on 'bottom-end inequality' – the gap between children at the bottom and those in the middle – and addresses the question '*how far behind are children being allowed to fall?*' in income, education, health and life satisfaction." [p2 – emphasis theirs]

There are some striking findings, for example in health and educational inequality, children in the UK are in the lower section of the middle range.

“Across the OECD, [t]he risks of poverty have been shifting from the elderly towards youth since the 1980s. These developments accentuate the need to monitor the well-being of the most disadvantaged children, but income inequality also has far-reaching consequences for society, harming educational attainment, key health outcomes and even economic growth.”¹⁵

In a recent blogpost¹⁶, JRF argues that a much more comprehensive plan is required for the UK to tackle these issues, to include:

- “Investing in family support services. Strong, stable families give children the best start in life; support services should focus on supporting couples’ relationships, parenting and both parents’ and children’s mental health.
- Investing in high quality early years education is also important. The effects of poverty can be seen when children are very young; high quality early education can improve children’s development and help them do better in school.
- Increasing the availability of genuinely affordable rented housing. More and more families in poverty live in private rented accommodation. This is often very expensive and can be unstable and poor quality. And unless action is taken, by 2040 we predict that private rents will rise by 90%, but wages will only rise by 40%. The Government, working with the housing sector, urgently needs to increase the supply of housing of all types, to help reduce the cost of renting.
- Refocusing the welfare to work and skills systems on reducing poverty. Currently neither welfare to work programmes or skills providers have to focus on helping families move into work which will lift them out of poverty. This should be the overarching goals of both sets of services.
- Reversing some of the cuts to Universal Credit which will greatly reduce some families’ incomes, and reorienting the system so that work genuinely pays for low-income families. As it stands, if they earn the National Living Wage only families with two parents in full time jobs will reach an acceptable standard of living. Couples with other working patterns and lone parents will find that cuts to in-work benefits outweigh gains from the NLW.”

¹⁵ Taken from: <https://www.unicef-irc.org/publications/830/>.

¹⁶ Helen Barnard. “How can we boost the life chances of children?”, *JRF Blog*, 18 Apr 2016, https://www.jrf.org.uk/blog/how-can-we-boost-life-chances-children?utm_medium=email&utm_campaign=JRF%20weekly%20round-up%20wc%2018th%20April%202016&utm_content=JRF%20weekly%20round-up%20wc%2018th%20April%202016+CID_67aa4e3b285e4f2a3cf9ab7a1c85b457&utm_source=Email%20marketing%20software&utm_term=Helen%20Barnard%20argues.

Danger zones and stepping stones ...

This is an important new report¹⁷ from the charity Depaul¹⁸, which looks at the experiences of young homeless people:

“This research investigates understanding of the term ‘sofa surfing’ among young people, practitioners and researchers in the field of homelessness. It also explores the complex nature of what we have termed ‘temporary living arrangements’ to increase understanding of young people’s experiences across the sector. Depaul hopes this will enable the provision of more suitable services to those in need and the development of more appropriate policy solutions.” [p5]

Firstly, in terms of the terminology, although young people did talk about ‘sofa surfing’:

“[...] evidence was gathered to suggest that ‘sofa surfing’ is a term used more by practitioners, academics and the media than by young people themselves.” [p10]

Also:

“Some felt that use of the term could lead to the **risks being underestimated**. This may be as a consequence of confusion regarding what the term means, or because of the actual phrase, which can sometimes appear light-hearted.

“I don’t think it’s a very good term because [sofa surfing] doesn’t always mean you have a sofa to sleep on... you could be on the floor or in someone’s cupboard but you say to people ‘sofa surfing’, they just assume that you’ve got a sofa to sleep on but sometimes that’s not the case...”

(Matthew, 22, South East)” [p12 – emphasis theirs]

¹⁷ Sarah McCoy and Becky Hug. *Danger zones and stepping stones: young people’s experiences of hidden homelessness*. Depaul, 2016. Available to download as a pdf (1130 kb) from: <https://uk.depaulcharity.org/sites/default/files/Depaul-UK-Report-Danger-Zones-and-Stepping-Stones-April-2016.pdf>.

¹⁸ “Depaul UK is part of Depaul International – parent of the Depaul Group worldwide family of charities that works with people who are homeless.

The Depaul Group is inspired by the values of Saint Vincent de Paul, a major social reformer in 17th Century France.

Depaul works to support people who are homeless and marginalised around the world. We currently operate in the UK, France, Ireland, Slovakia, Ukraine and USA.

Our approach is tailored to the people, communities and issues in each of these countries. Wherever we work, we do so with common values and the same respect for each person we meet.

Globally, Depaul’s work ranges from providing safe shelter, accommodation, food and health services to helping people affected by homelessness receive the education, employment and social services they need.

Our goal is to empower people who face homelessness, improving their quality of life and helping them stay off the streets for good.” [Taken from:

<https://uk.depaulcharity.org/>]

The report looks at key reasons why young people fall out of secure accommodation, including:

- Relationship breakdown
- Searching for freedom
- Difficulties maintaining tenancies in hostel accommodation
- Gradual transitions: “What is striking about many of the journeys into temporary living described by the young people interviewed is that the move away from stable accommodation was not always the result of a conscious decision or a specific, identifiable incident. Instead, transitions – particularly when they were from the family home – were gradual [...]” [p15]

It then looks at the different types of temporary accommodation being used (ranging from staying with family members – which may, instead, hasten health and other issues – to living in B&Bs or rough-sleeping); and what practical arrangements these stays may involve.

The report outlines some of the effects on the young people’s physical and mental health, and also the possible damage caused to current and future relationships:

“Feelings of burden and the stress of temporary living appear to have caused tensions in relationships for many of the young people interviewed. There were several examples of both family relationships and friendships suffering as a consequence of temporary living, some irretrievably.” [p32]

as well as damage to education and employment prospects.

The report then poses the question “how do young people move back into stable accommodation and what resources and support do they need to do so?”

“The evidence presented in this report suggests that terms such as ‘sofa surfing’ and phrases such as ‘staying with friends’ pigeonhole young people’s experiences and do not adequately reflect the complexities of their encounters with temporary living. This can lead to misplaced judgments regarding the level of risk that young people may be exposed to and how best to support them out of homelessness.” [p38]

In order to draw on the young people’s experiences in such a way as to offer them stronger and more meaningful support, the report proposes a new model for understanding and analysing young people’s experiences.

The model uses two measures for assessing the success of any accommodation:

- “the level of risk that the environment will lead to young people experiencing harm, such as those outlined in this report; and

- the capacity of the host to support young people out of temporary living and into secure accommodation.” [p38]

and suggests a new way to categorise temporary living arrangements, which includes four ‘states’ in which the young person may be living:

- **“Danger Zones:** Arrangements in this category pose a high degree of risk to young people’s safety and/or well-being and hosts have very little capacity (or willingness) to support young people out of homelessness.
- **Minefield:** While hosts of arrangements in this category have the skills, knowledge and willingness to support young people, the level of risk is so high that young people will usually experience harm and/or fail to escape temporary living through these routes.
- **Storm Shelters:** Young people staying in arrangements in this category are relatively safe from harm, but the capacity of their hosts to support them out of temporary living is limited.
- **Stepping Stones:** In temporary living arrangements in this category, young people are kept safe from harm, and are also supported out of temporary living and towards more stable accommodation.” [p42]

Finally, the report makes a number of recommendations for action and for future research. One strange omission – of all the reasons given for young people moving away from home, issues around their sexuality is not included in this report, yet other research has shown the huge impact of family breakdown caused by their not accepting the young person’s sexuality.

For us, as well as giving valuable background, this research highlights the need for up-to-date information (eg about temporary accommodation, night-shelters, etc) to be available.¹⁹

Health & Wellbeing issues – Other Agencies

Reminiscence work

Kath Reynolds writes:

“For many years reminiscence was reviled by health care workers as something not particularly beneficial, and sometimes even detrimental, encouraging older people, and dementia patients in particular, to ‘live in the past’.

Nowadays the tide has turned and the therapeutic impact of reminiscence activities is widely acknowledged as a positive tool in the care of older people. Reaffirming and validating life experiences, reminiscence serves to bring back positive memories of the past and give participants an opportunity to bond and enjoy recalling common experiences.

¹⁹ Source: Children & Young People Now *Daily*, 22 Apr 2016.

For many years, I have had the privilege of sharing in the stories and reminiscences of people in and around Staffordshire. Initially my interest in reminiscence was sparked when I led a 'pump-priming' bid from Staffordshire Libraries to develop 'Reminiscence Boxes' – that was in 1993. Establishing the boxes was comparatively easy but then people wanted to know how to use them ...

I put together one reminiscence session to demonstrate using the boxes and then I was hooked and lots more followed. I have enjoyed seeing the impact of reminiscences on many different communities - faith and cultural groups, care residents, WIs and U3As – even a couple of tractor societies and a golf club!

I've seen laughter and tears. I've seen silence turn in to poetry recitations and I've watched the scent of flowers and even the whiff of TCP bring back strong memories. Finding the key to unlock memories and stimulate individuals is hugely rewarding for me but more importantly for those participating.

Reminiscence is a powerful tool which, if used effectively, can help to restore self-worth and support individuals to positively re-evaluate their life experiences and achievements.

I have worked with reminiscence for more than twenty years now and in a variety of settings. I have engaged with major national initiatives such as the BBC People's War, delivered inter-generational work as well as creating my own local projects sharing skills and experiences.

I have delivered lots of informal reminiscence training as well as co-developing an Open College Network accredited course, Practical Reminiscence Skills which I delivered for several years. Nowadays I am working independently after a career managing and developing both library and adult learning services.

I am keen to share my knowledge and experiences as Libraries, Museums and cultural services generally seek to reach out and widen participation. Older people are a very receptive and appreciative audience as well as an under-utilised resource for archive and social history.

Please have a look at my website²⁰ and Facebook page²¹ and contact me if you have any ideas for projects or training initiatives which I might usefully support."

Loneliness

In January, Age UK published an important report²² on loneliness in England:

²⁰ See: www.kathreynolds.co.uk.

²¹ See: <https://www.facebook.com/kathreynoldsReminiscence/>.

“This paper presents a prediction of the prevalence of loneliness among people aged 65 or over across small geographical units in England. It uses data from the English Longitudinal Study on Ageing (ELSA) survey to obtain predictors of loneliness and to test for the presence of spatial neighbouring effects (i.e. spatial dependence). The results are applied to data from the Census 2011 to predict the prevalence of loneliness across England.” [p2]

From the data:

“The ONS then used these results to create data tables that applied the risk factors and weighting to the Census (2011) which is then used to identify the risk of loneliness at neighbourhood level. From this, Age UK have created maps of the local risk for loneliness for people aged 65+ in each local authority. The maps intend to highlight the ‘hotspots’ of highest risk of loneliness for older people. The darker the shading the higher the risk within the local authority shown. You can also see the loneliness risk ranking within England.

The neighbourhoods are divided in the Census into output areas, and the best measure to use are Lower Super Output Areas (LSOAs). For a description of these areas, see the ONS page [23].

Also shown is the ranking of each LSOA within England, where 1 is the highest risk and 32,843 is the lowest.”

The interactive maps²⁴ are very useful for checking on areas where there are likely to be higher (or lower) levels of loneliness, again helpful for preparing bids for service development and linking into other health-related work and partners.²⁵

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

“New research maps the extent of web filtering in public libraries”

²² José Iparraguirre. *Predicting the prevalence of loneliness at older ages*. Age UK, 2016. Available to download as a pdf (1140 kb) from: http://www.ageuk.org.uk/Documents/EN-GB/For-professionals/Research/Predicting_the_prevalence_of_loneliness_at_older_ages.pdf?dtrk=true. There is a summary version at: [http://www.ageuk.org.uk/Documents/EN-GB/For-professionals/Research/Age_UK_loneliness_risk_index_summary-\(July2015\).pdf?dtrk=true](http://www.ageuk.org.uk/Documents/EN-GB/For-professionals/Research/Age_UK_loneliness_risk_index_summary-(July2015).pdf?dtrk=true).

²³ See:

<http://webarchive.nationalarchives.gov.uk/20160105160709/http://www.ons.gov.uk/ons/guide-method/geography/beginner-s-guide/census/super-output-areas--soas-/index.html>.

²⁴ See: <http://data.ageuk.org.uk/loneliness-maps/england-2016/>.

²⁵ Source: Ageing Well update from Knowledge Hub, 19 Apr 2016.

A new post on the CILIP blog²⁶ highlights the findings of a recent survey²⁷ by the Radical Librarians Collective²⁸ of the extent of web-filtering.

As the blogpost states:

“The results are still being analysed in preparation for a journal article. Some of the initial findings are:

- At least 98% of public libraries filter categories.
- This list of categories differs between each council, and includes categories such as ‘Abortion’, ‘LGBT’, ‘alternative lifestyles’, ‘questionable’, ‘tasteless’, ‘payday loans’, ‘discrimination’, ‘self-help’ and ‘sex education’.
- 56% also block URLs in addition to categories.
- The privatisation of the IT services of some councils means they were under no obligation to provide this information since the FOI Act only applies to public authorities, and indeed, didn’t.”

However, the findings raise serious issues:

“As is so often the case, this research raises more questions than it answers. Significant work needs to be done to work out who makes these filtering decisions, and what they are based on. Who decides to block abortion websites, and why? Furthermore, work needs to be done measuring the impact these filtering decisions have on users of the network.

During the course of this research it was also revealed that many libraries have no way of anonymously reporting or requesting access to a blocked website. This means users may have to identify themselves as somebody who wishes to access a certain website, with no clear policy or guidance on how to do this. The imperfect nature of content filtering software against the dynamic and ephemeral web mean that such filters can only ever over-block or under-block. Anecdotally, LGBT and information websites about sexuality can be erroneously categorised as pornography, and therefore blocked. What does a user do in this situation?

Indeed, should anything be blocked at all? Beyond security-based categories such as malware and phishing, the author of this post questions whether the internet in a library should be controlled in this way. Whilst one can imagine many filtering decisions are made out of a desire to protect children, some of these decisions can also cause their own kind of harm. Rather than give a controlled and filtered world to the public, shouldn’t the world be given to them **as it is**, along with the

²⁶ Daniel Payne “New research maps the extent of web filtering in public libraries”, CILIP Blog, 11 Apr 2016, http://cilip.org.uk/blog/new-research-maps-extent-web-filtering-public-libraries?utm_source=Communicator_membership_list&utm_medium=Email&utm_content=Untitled34&utm_campaign=Weekly+News+from+CILIP%2c+13+April+2016.

²⁷ See: https://figshare.com/articles/Content_filtering_in_UK_public_libraries/2059998.

²⁸ See: <http://www.cilip.org.uk/blog/what-radical-librarians-collective>.

necessary skills to navigate and understand it? If there was ever an appropriate place for that to happen, it must surely be the library...”
[emphasis theirs]

The Network has also had problems in emailing Network members with content that includes either “LGBT” or words such as “gay”, “lesbian”, etc. In some cases, I have to email the IT department in the organisation to confirm that the email is work-related, and should be released, although in some organisations even this does not allow the content to be passed on to the intended recipient.

It’s timely – and urgent – that this whole issue is reconsidered ...²⁹

Broader issues – Other Agencies

“UK Civil Society Almanac 2016”

NCVO have just published the 2016 Almanac³⁰:

“The UK Civil Society Almanac is the definitive reference publication for anybody interested in the voluntary sector, and its role in civil society. It draws together trends, facts and information from our own research programme, plus the latest available data from government surveys, academic research, and research by voluntary organisations.

First published in 1996, the Almanac gives a compelling overview of the voluntary sector’s scope and characteristics (including their finances, workforce, and volunteering) and how they are changing over time. Widely cited by the media, it is used extensively by policy makers and sector leaders.

The analysis at the core of the Almanac is based on over 10 years’ worth of data and evidence collected jointly by NCVO and the Third Sector Research Centre (TSRC).”³¹

It includes a lot of useful background information about charities and the voluntary sector in the UK.³²

Culture and inclusive growth in world cities ...

“The World Cities Culture Forum (WCCF) was founded in 2012 by London, New York, Shanghai, Paris, Tokyo, Sydney, Johannesburg, and Istanbul. It provides a way for policy makers in 32 key cities to share research and intelligence, and explore the vital role of culture in their future prosperity.

²⁹ Source: *Weekly News from CILIP*, 13 April 2016.

³⁰ See: <https://data.ncvo.org.uk/category/almanac/voluntary-sector/introduction/>.

³¹ Taken from: <https://data.ncvo.org.uk/what-is-the-almanac/>.

³² Source: *NCVO member bulletin*, April 2016.

In November 2015, senior policymakers from member cities met in London over a three-day programme for the annual World Cities Culture Summit.” [p1]

This is the latest policy briefing³³ from the WCCF. It includes brief sections on:

- “The Next Big Challenge: Inclusive Growth”
- “New Approaches to Creating Cultural Districts”
- Taking Part: Cultural Opportunities for all Citizens”:

“The multicultural populations of world cities continue to grow rapidly. The need to build genuinely inclusive infrastructure and public spaces grows with them. Culture can provide a bridge between different groups, from day-to-day arts performances at local theatres to ongoing regeneration plans, up to big events like the 2016 Olympic Games in Rio.

Last year’s Transformational Cultural Projects Report described a series of schemes that used culture to engage different communities in a meaningful way. But debates at this year’s summit showed the overall challenge remains. If we want to avoid making culture only accessible to the elite, reproducing existing inequalities in the process, cultural policy leaders must nurture the cultural capability of their cities at every level.” [p4]

- “Culture + Technology: a Powerful Growth Cocktail?”
- “Dealing With the Down Sides of Urban Growth”:

“Rising property prices, infrastructure problems and increasing social and economic inequality are just some of the major challenges caused by rapid urban growth. Recent large-scale corporate investments in massive luxury housing and office projects have quickened the loss of small public spaces, streets and squares. All of these issues need solutions that include everyone – from government, the arts, business and the public. But they also directly threaten the long-term survival of the cultural sector in world cities. As production venues, artists and their audiences are increasingly priced out, world cities risk losing their rich cultural offer and their ability to innovate. Unsurprisingly, this issue is a key priority for cultural policy makers across our world cities and came up again and again at the summit.” [p6]

³³ *Culture and inclusive growth in world cities: seizing the opportunity*. World Cities Culture Forum (Policy Briefing 4: London Summit 2015), 2016. Available to download as a pdf (149.53 kb) from: http://www.worldcitiescultureforum.com/assets/others/WCCF_2015_London_Summit_Policy_Briefing_English.pdf?utm_source=WCCF+Newsletter&utm_campaign=be1191050c-April_2016_Newsletter4_19_2016&utm_medium=email&utm_term=0_eac2927804-be1191050c-154542293&mc_cid=be1191050c&mc_eid=01073acf54.

- “Making the Case for Culture: Actions Not Words”

“The World Cities Culture Report 2015 surveyed the views of 150+ opinion leaders in WCCF member cities. The results show that the importance of culture to overall city success is recognised beyond the cultural sphere. But there is still more to be done to make a better case to people working outside the artistic world. This is really important, given the fragility of public investment for culture in times of crisis. It is equally important in culture-led urban regeneration schemes; when dealing with displacement and gentrification, and when aiming for effective cross-departmental work on cultural issues. If culture is to become the golden thread binding inclusive urban growth plans together, the evidence needs to be strong. A repeated question at this year’s summit was: what is the best way to make the argument?” [p8]

There is more information about the WCCF online³⁴, as well as a link to their 2015 report^{35, 36}.

Abbreviations and acronyms

CILIP = Chartered Institute of Library and Information Professionals

JRF = Joseph Rowntree Foundation

NCVO = National Council for Voluntary Organisations

NLT = National Literacy Trust

ONS = Office for National Statistics

OUP = Oxford University Press

UNICEF = United Nations Children's Emergency Fund

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³⁴ See: <http://www.worldcitiescultureforum.com/>.

³⁵ BOP Consulting. *World Cities Culture report 2015*. World Cities Culture Forum, no date [2015]. Available to download as a pdf (10160 kb) from: http://www.worldcitiescultureforum.com/assets/others/WCCF_Report2015_FINAL.pdf.

³⁶ Source: *World Cities Culture Forum Newsletter*, April 2016.