





Kinder Communities: The power of everyday relationships

### About us





Since its creation by Andrew Carnegie in 1913, The Trust has worked with many partners in the UK and Ireland to help build our modern society – promoting policy change, creating new organisations and supporting innovative practice.

The 21st Century brings new technological, cultural, economic and social changes, but the underlying purpose of the Trust – to promote the wellbeing of the people of the UK and Ireland – continues to underpin all our work.

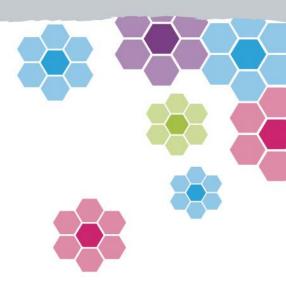


# Why is this important?









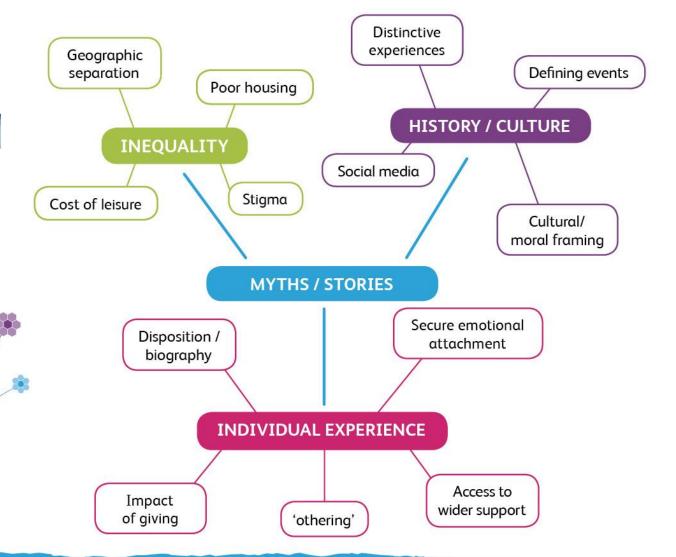








What do we know about enablers and barriers?



# What are we doing?





- Mismatch of relational experience with transactional evidence
- Jumping to institutional solutions
- Issues with organisational dependency:
  - Overlapping / conflicting groups with narrow silos
  - Non local leadership
  - Difficulty in handing over to volunteers
  - Expectation of provision

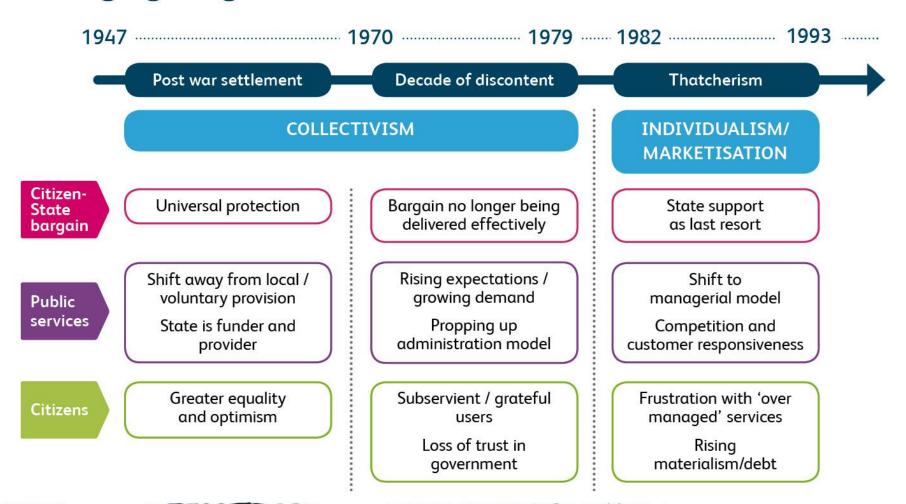








### Changing bargain between citizen and state







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..... 1997 ...... 2006 .... 2007 .....



#### **New Labour**

### **Emergence of Enabling State**

### COLLECTIVE INDIVIDUALISM

Welfare just needs to be run better

Performance management
– targets and regulation

Zero tolerance for failure

Greater employment and wealth

Over use of services by more affluent

### OUTCOMES BASED GOVERNMENT

Community empowerment Reducing public budgets

National Performance Framework

Integration

Increased interest in politics / public life

Continued dependence











Citizen-

bargain

Public

services

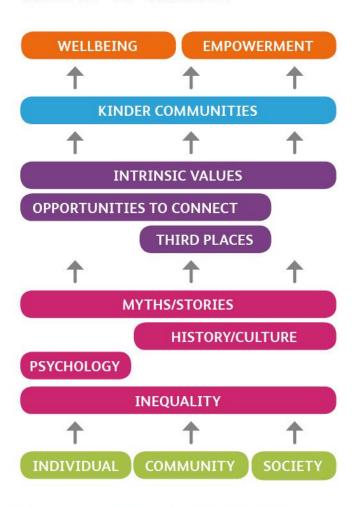
State

## Next Steps





#### THEORY OF CHANGE



### **PARTNERSHIPS**

U-Lab – Noticing 'not so random' acts of kindness

Food Train Friends -

Permission, shared values and boundaries

Link Up - Shaping stories

Glenavon Tenants Association - A space outdoors

Tesco - Valuing kindness in staff

Cyrenians - Someone to eat with

Lloyds TSB Foundation for Scotland -

From kinder communities to empowerment

#### Key:

- Outcomes
- Intermediate outcome
- Practical approaches
- Underpinning factors
- Levels





# Noticing 'not so random' acts of kindness





U-Lab

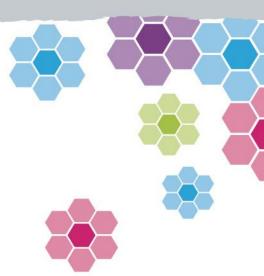






# Permission, shared values and boundaries







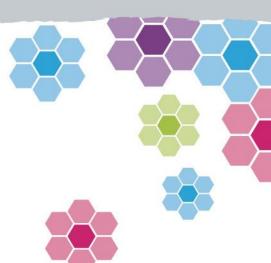






## Shaping stories





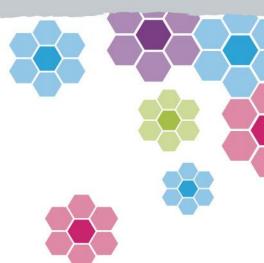






## A space outdoors





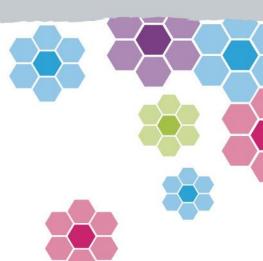
Glenavon Tenants Association (Maryhill)





## Valuing kindness in staff





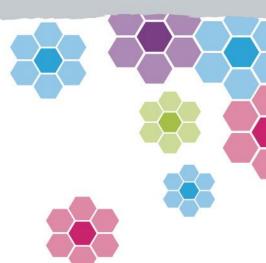






### Someone to eat with





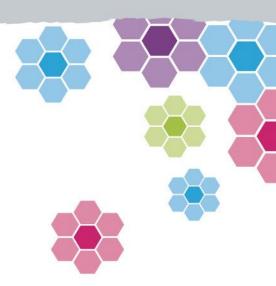






# From kinder communities to empowerment









### Contact





### Zoë Ferguson



### Rebekah Menzies

☑ Rebekah@Carnegieuk.org

f http://bit.ly/2bBiYtp

@kindercommunities

Carnegie UK Trust, Andrew Carnegie House, Pittencrieff Street, Dunfermline KY12 8AW

Tel: +44(0)1383721445

