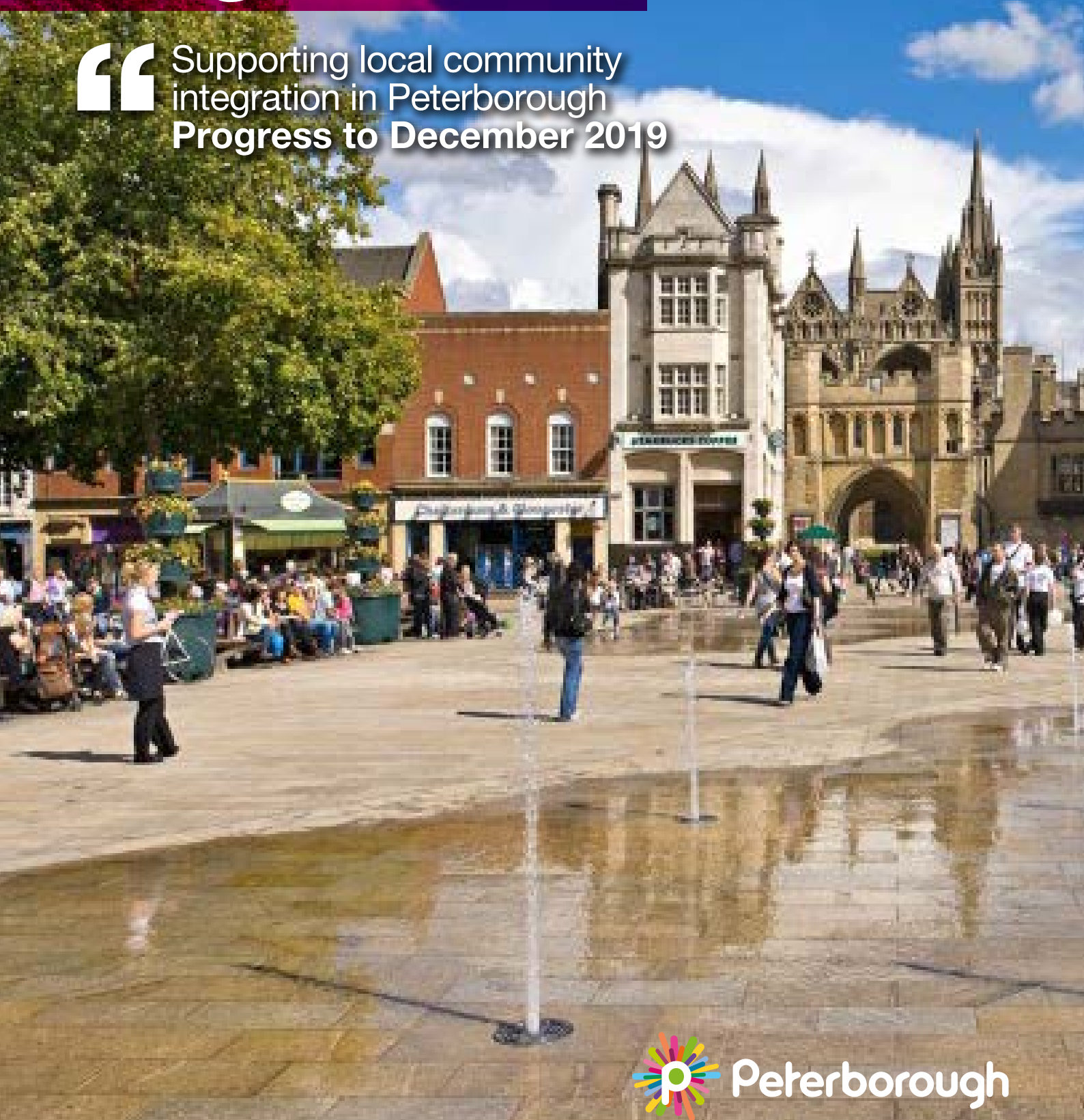


Belonging Together...

“ Supporting local community integration in Peterborough
Progress to December 2019





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Introduction...

In March 2018, the Government announced Peterborough as one of its five Local Integration Areas. Peterborough was chosen because we are a city that has a reputation for grasping new challenges and a desire to try new things. A city where there are lasting relationships and effective partnerships across our public, business, voluntary and faith sectors. Our integration strategy builds on a strong foundation spanning decades of community engagement, leadership and partnership working. We aim through our work as both an Inclusive City (A Knowledge Exchange initiative hosted by the Global Exchange on Migration and Diversity) and our work as a Local Integration Area to build a deeper understanding of the views, the values and the strengths in our local communities, and to build on these by piloting new ways of empowering our citizens to have a stronger voice and greater capacity to become involved in their local area.

This document details the progress that Peterborough City Council, its partners and its local people have made since then in developing plans and activity to support stronger more integrated local communities.

Why support integration?

Peterborough has a long and proud history as a city which welcomes all, from its original roots as a monastery for weary travellers, to becoming a New Town in the 1960s, to the present day. Since the Second World War, people arrived from around the world to make Peterborough their home - from Italy and from Poland in the 1950s to work in industry; from Pakistan and South Asia in the 1960s/70s and from Eastern Europe from 2002. Many families also arrived from East London following the War to make their homes here.

Today, our city is still growing. Our data tells us that **between 2001 - 2011 Peterborough's population grew by 17%¹** from 157,400 to 184,500. We were the second fastest growing city in the UK during this decade.

This growth has brought new jobs, skills, housing and opportunities. Peterborough has benefitted hugely from the rich, vibrant cultures that new and existing people living in the City have brought with them. But rapid growth and a changing population also brings challenges.

Almost 5% of our population do not speak English well or at all compared with a national rate of 1.3%², and at school 35% of pupils (13,182) do not have English as their first language³.

Demand for housing has increased and has changed the character of some local communities, with more adults of working age moving into areas that traditionally had provided homes for families. Longstanding communities migrated to other parts of the city. This can create a feeling of overcrowding and the loss of a sense of community. In response the council has invested significantly into the city centre and the public realm, but we recognise that just growing our infrastructure is not enough; we must also ensure that we invest in and grow our community assets.

Peterborough's cultural diversity is one of its greatest strengths, and as our city has grown, its success has depended upon people from different backgrounds getting on well with each other. Partnership working across our city is very strong – be it through the public sector, education, businesses or through the voluntary and community sector.

There is a robust well-supported voluntary, community and faith sector in Peterborough, and they have the strongest bonds with their neighbourhoods and communities. They are often best placed to help and support local people. Our integration strategy helps to ensure that we all work together to strengthen our communities.

1. https://www.nomisweb.co.uk/reports/lmp/la/1946157202/subreports/pop_time_series/report.aspx?

2. <https://www.nomisweb.co.uk/census/2011/dc2105ew> 3. <https://www.gov.uk/government/collections/statistics-school-and-pupil-numbers>



given the city a springboard from which we can move forward at pace with building stronger more integrated communities.

In becoming a Local Integration Area, Peterborough was invited to submit a proposal for delivery of activity to support integration. Cross-sector “select committees” were established to examine local and national evidence and to propose evidence-based activity geared to local strengths and local needs.

The Select Committees made proposals across four key delivery themes, drawn from the Government’s Green Paper on Integration:

- Increasing Economic Opportunity
- Bringing Communities Together
- Young People
- English Language

The proposals represented an ecosystem of activity, combining immediate practical delivery of key projects, the development of system-wide strategies to build upon over the coming years, and additional evidence gathering and research to better understand the strengths and the issues for local people on both a geographical and demographic basis. The proposed activity was detailed in Peterborough’s Local Integration Delivery Plan published in September 2018. The Ministry of Housing, Communities and Local Government (MHCLG) provided funding of £1.9m in 2018-19 to support the delivery of our Local Integration Area proposals.

Being a Local Integration Area and a Global Exchange Inclusive City provides us with a unique opportunity to design, test and review new ways of working. Our integration programme has provided a catalyst for current positive action alongside long-term change across the wider system to benefit all our communities.

What do we want our Integration Strategy to achieve?

The aims of our strategy are as follows:

1. To facilitate local community-led projects and activity to foster integration
2. To enable and empower citizens to have a strong, impactful voice with decision makers
3. To contribute to a structure for the development of a policy framework to drive integration, supporting **People, Places and Systems** that help communities to be strong, connected and responsive.

Peterborough as a Local Integration Area

In 2018, the Government published its Green Paper on the national Integrated Communities Strategy. Peterborough was chosen to be one of its five Local Integration Areas. The other Areas are Bradford, Blackburn with Darwen, Waltham Forest and Walsall.

Being a Local Integration Area has brought many opportunities. It has enabled us to learn from best practice nationally, to be informed by and to influence national policy, and has brought with it some additional funding for us to trial new ways of working. This has



Conversations with Peterborough's communities

The Local Integration Area funding and support has helped us to develop our understanding of the views, feelings and ideas from local people in Peterborough.

We have spent the last six months talking with our citizens about integration and finding out what people feel about belonging together in Peterborough. In May 2019 we published a document - "Belonging Together.... A conversation about our communities and future".

This document gave an overview of the work we are taking forward to support integration, and asked questions of our communities:

"What makes you feel part of your neighbourhood?"

"How do you help young people to get involved?"

"What could you do on your street to make Peterborough a better place?"

With the help of some young people in Peterborough schools, staff and students at the University Centre Peterborough's Social Science Department, and Peterborough City Council staff, we have taken these questions to local people.

Their views and ideas are detailed below within each theme, and we want to build on these as we develop our integration work over the coming months and years.



Fay's story

One conversation leads to another...

Like many people Fay moved to Peterborough in 1989 for work. The city was expanding and there were many job opportunities. She moved from Kent to the Ortons, and it was a big change. In those days she was working full time so finding time to get out and meet people was impossible. It's hard to put down roots in a new town.

The crunch point came when Fay had children in 2008 and was diagnosed with ME. She realised that, with an even more demanding family life and with less time spent with work colleagues, she felt isolated and alone. This got her thinking about what she could do to make a change. And she started to think differently about what she could do in her community.

At the time there wasn't much going on. The local residents' group had disbanded, and there didn't seem to be many local activities for families with young children. But undeterred she eventually joined a family singing group at the Goldhay Centre in 2010.

She started to make new friends, and this was the catalyst Fay needed.

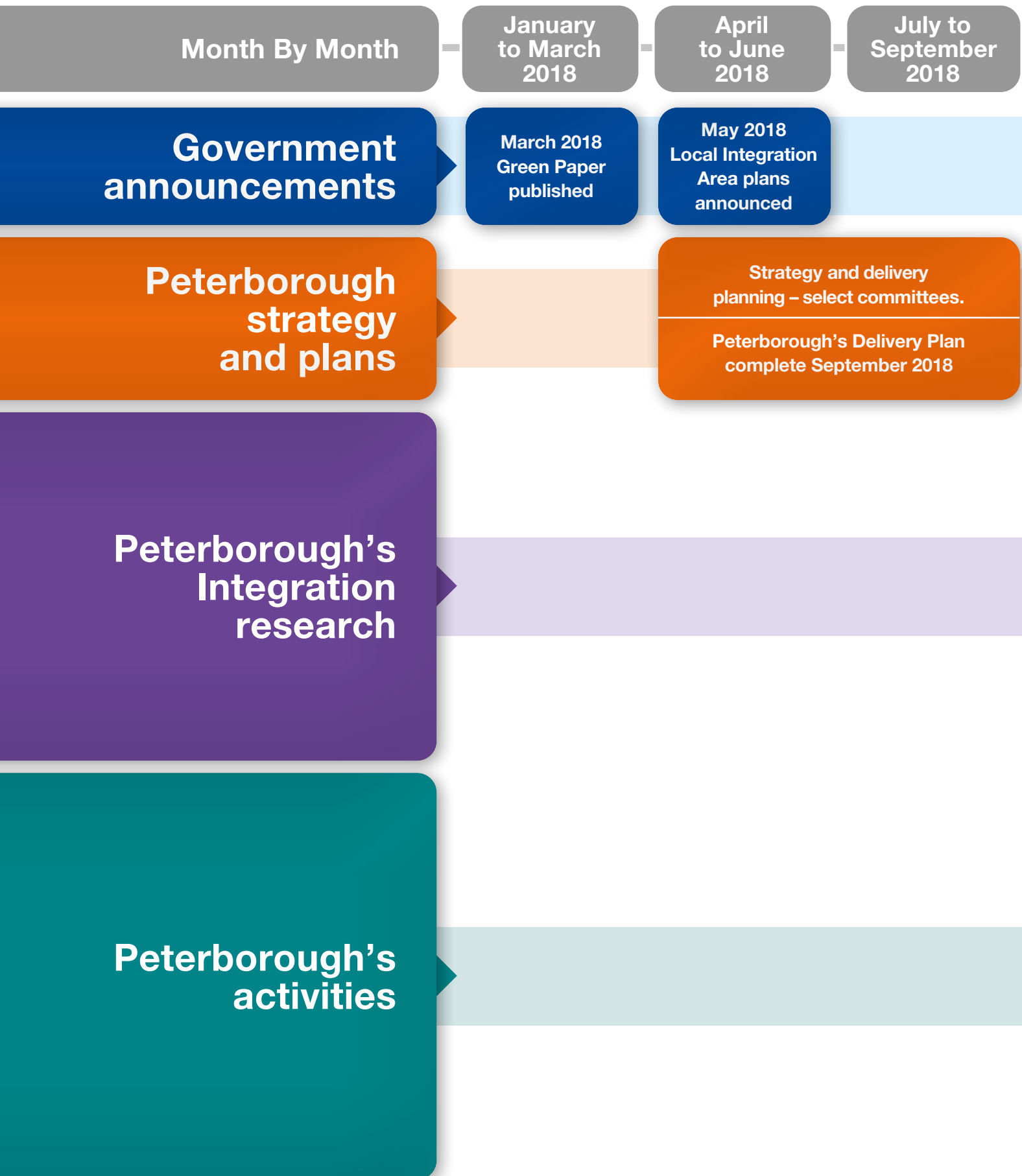
Over time the singing group helped inspire her to get things going herself. In 2012 she started small - hosting a 'Big Lunch' on her street. This helped her build friendships with her neighbours. Even though it took time and effort, Fay thinks it was worthwhile. "When you have ME, it can make you tired doing extra stuff, but you also get back from it, it gives you a different sort of energy".

Then in 2015 Fay got involved in a local litter picking group in Orton Waterville, which led to her signing up for the Great British Spring Clean with her sons. In 2018 she attended the Pride in the Ortons litter picking group. It's a well organised group of about twenty people who know how important it is to take pride in their area. As well as picking litter they report fly tipping and take part in national campaigns. Most importantly they always have lunch together afterwards. It's a chance to have a proper natter. Fay's now a Litter Heroes ambassador for Keep Britain Tidy and says, "It's not just about litter, it's about people being visible in their community, so people know someone cares".

Fay thinks one conversation always leads to another. She's recently set up a new Neighbourhood Watch scheme and become the administrator of a local online community, putting people in touch with each other which is particularly useful for those who are housebound. She came along to one of our Belonging Together focus groups and shared her views, experience and ideas for how to build community integration locally.

Fay says: "I love Peterborough and the wide-open spaces, it's a great place to bring up a family. It's also got great community spirit. We can all feel isolated sometimes - just like I did, so it's up to us to look out for our neighbours. At the end of the day, you reap what you sow, if you're friendly, people will be friendly back."

Timeline of events



October to December 2018

January to March 2019

April to June 2019

July to September 2019

October to December 2019

Peterborough's Year One funding agreed

Year 2 funding agreed

Draft strategy for supporting new communities and growth sites tabled

Community Conversations

Young People's Research begun

Research underway looking at Access and progression for English for Speakers of Other Languages (ESOL)

Young People's Research completed

Data Collection for Article 4 feasibility study underway (HMOs)

Data collection underway for research looking at barriers to employment

Communities Fund launched

Mindset Courses launched

Increasing Economic Opportunities Volunteer co-ordinator begins

Disability Confident promotion commences

ESOL for work courses begin

Domestic Abuse Community Ambassador Programme Launched

ABCD programme launched

Time credits launched

Communities Fund closed

Peterborough's Citizens Assembly launched

Young Commissioners and Youth Leaders identified and trained and first draft of the Youth Curriculum complete

Increasing Economic Opportunity

Supporting opportunities for all our citizens to feel included, to strengthen their lives and to progress in their work.

We want to ensure that everyone living in Peterborough can benefit from the city's growth, for example by making it easier for people to develop skills relevant to today's job market or for working parents to access childcare.

We aim to enable more people to get into work or take steps towards employment, expanding our work with employers and providing stronger skills provision targeted at young people, migrant workers and those who are furthest from the workplace to help them to progress.

Activity within this theme commenced in September 2018, with delivery being led mainly by Department of Work and Pensions (DWP) specialist staff in Peterborough. We have:

- 1. Supported people furthest from the workplace with bespoke support, by:**
 - Delivering expanded Job Smart services, with Mindset courses for communities with the greatest integration challenges, including developing referral pathways with partner organisations who work closely with isolated communities – including DWP Job Coaches, the Troubled Families programme, YMCA, housing associations, social workers and community and faith organisations.
 - Delivering Jobs and Careers Fairs within harder to reach communities
 - Improving take up of the Disability Confident scheme with employers
 - Helping more people with low confidence or skills to start volunteering
 - Improving our ESOL for Work provision to build in work experience and terminology for the workplace.

As of the end of
December 2019...

45 have started the
**ESOL for work
course**

279 people have
received 121 support
from the **volunteer
coordinator**

79 people have joined
a **mindset course**, with
10 progressing
in to further education,
employment or volunteering!

28 employers
are signed
up as **Disability
Confident**

- 2. Begun to improve the take up and availability of early years and childcare provision amongst our most isolated communities, by:**
 - Examining our data to identify where uptake is low
 - Creating the new role of Childcare Access Officer to work within communities
- 3. Commissioned research to:**
 - Gain a better understanding of the barriers to employment in Peterborough, in particular for women, and for those people who have a health condition which affects the work they can undertake.
 - Understand what workplace integration looks and feels like in Peterborough

Over the next three years, we want to build on the successes in our current work and take forward the learning from our Community Conversations. Our communities told us about:

- The importance of financial independence, particularly for women from some ethnic backgrounds
- In some areas people are feeling increased community tensions
- Travel can be difficult, particularly for rural communities, limiting opportunities to be part of the wider city
- The challenges of busy lives

These conversations provide the following points for our future activity:

- **Incentivise and encourage more people to volunteer, and overcome cultural barriers to volunteering;** for example, we will develop the Time Credits scheme, and improve coordination for DWP clients seeking volunteering opportunities. This will help people not yet in work to become closer to employment, and build opportunities for people to become more involved in their local areas.
- **Engage better with employers, recognising their role in communities;** for example, bringing voluntary sector and businesses together around common aims and common values

Over the next three years, we will build on the activity that DWP and other Partners have been doing, and explore new activity arising from the messages we have heard from our Community Conversations:

People

- DWP will continue to lead on **building opportunities for those furthest from employment through their Mindset courses and through supporting improved volunteering opportunities.**
- Peterborough Women's Association will **provide support for women of Pakistani and Bangladeshi origin who are inactive in the labour market.**

Systems

- Peterborough City Council's Early Years Service will **provide improved support to access childcare**

Places

- We will **promote closer partnerships with businesses,** helping large and small businesses to become more involved with their local communities

Work will also take place with business forums across the business sector to share the findings from our research, including effective practice and strategies to strengthen integration in the workplace.





Keith's story

“My confidence is through the roof...!”

Keith had been a dedicated carer for several years and felt disengaged from his local community.

He found social interaction difficult and had high levels of anxiety. Keith knew that he needed support and wanted to find something that would encourage him to venture outside of his comfort zone. He took a big step by self-referring to this new programme called Mindset at Peterborough Regional College.

Keith felt apprehensive and nervous as he embarked on this new journey. Prior to joining Mindset, he found leaving his home incredibly challenging as home was the only place he felt safe. Despite this, Keith confronted his fears during the Induction session by sitting amongst other new Mindset students who would soon form a support network of close friends. He grappled with his nerves, and he began to attend a wide variety of Mindset activities. These included sessions in Wellbeing & Self Care, Exploring Technology, Mindfulness, Creative Craft, Coffee Mornings & Games, the Mindset Movie Club, Social Activities, Fundraising and the Employability Job Searching Support session. He discovered a newfound interest in crafts, and gradually built his confidence with ICT and the new Universal Credit online system. This basic skill development was underpinned with positive conversations surrounding wellbeing, resilience and self-esteem.

Keith's tutor and his Mindset peers saw a rapid change in his mood and confidence. His positivity radiated in the classroom and on the Mindset local trips out. He made friends with others on his course, most notably with Joyce, who turned out to be one of Keith's neighbours. Their friendship on the Mindset programme grew beyond the Mindset setting and they began to support



each other within their local community. As Keith's confidence continued to grow, he began to branch out more – pursuing other opportunities in Peterborough, with the reassurance that he was always welcome to touch base with the Mindset Programme. He was able to play a greater part in his local community, pursuing voluntary opportunities with Community Corner, finding comfort in attending Kingsgate church services and attending recreational activities with U3A (University of the Third Age).

After graduating from the Mindset Programme in August 2019, Keith was positive about maintaining his new-found confidence, saying that he had 'never felt like this before'. He was enthusiastic about enhancing his employment prospects and Jobsmart supported him to complete a four-week course to gain accredited Security Industry Authority qualifications.

Holly Manton, course tutor, says “The outcome for Keith encapsulates brilliantly what Mindset aims to achieve, supporting each individual involved to realise their unique value and abilities with tailored support and understanding. The programme aims to continue spreading positivity in the Peterborough community and we wish Keith all the best with his bright future!”

Bringing Communities Together

Developing closer partnerships in local areas across the public sector, voluntary and community sector and local people, and helping people who want to play a greater part in their local neighbourhood to do so.

We want to encourage and help to build connections between people in local communities where rapid population change has impacted on their sense of community, supporting resilient local communities that become stronger as they grow. Communities where everyone feels they have a part to play, where local people support and look out for each other and know where to turn to for local help, and where all residents feel a sense of belonging to their local area. We want to encourage mixed, diverse neighbourhoods with good opportunities for people to get together, ensuring that when meeting new housing needs we place communities at the heart of our planning.

Our Think Communities approach will build wider community participation in a place-based approach involving all service providers and other community stakeholders working together to meet local needs and build on the specific strengths of the local area.

We aim to provide better support and stability for those who are very vulnerable so that they can begin to play a fuller part in their community. This includes people who are homeless and people who are victims of domestic abuse. We also aim to make sure that communities feel safer for everyone, by working together to tackle hate crime.

Since September 2018 we have:

- Established Peterborough's Communities Fund and provided over £300,000 through this Fund to 24 local community groups aiming to deliver action to support integration and cohesion, and provided support to unsuccessful bidders to help them to identify alternative sources of funding.
- Begun to explore new planning mechanisms to maintain mixed and sustainable communities in neighbourhoods around Peterborough, by outlining a New Communities Strategy for Peterborough, and by commissioning a feasibility study to examine the extent and impact of the growth of houses of multiple occupation (HMOs) in some areas.
- Begun to establish a Citizens Assembly for Peterborough. The first workshops have taken place, 32 community leaders attended and 20 have attended leadership training.
- Begun to undertake asset-based community development (ABCD) work in the Ortons and Hamptons, bringing local people together, building connections and identifying the strengths and assets in the areas.
- Commenced a Time Credits programme in the Ortons and Hamptons, a scheme recognising the invaluable work volunteers do in their communities.
- Trained 43 community champions to support victims of Domestic Abuse and Sexual Violence (DASV).
- Improved access to Citizens Advice services for our newly-arrived residents through Citizens Advice Peterborough.
- Begun to develop a suite of information advice and guidance videos to improve the resident and migrant communities' understanding of local services, and rights and responsibilities.
- Led work to reduce alcohol-related crime, improving health outcomes and achieving greater social cohesion.
- Provided outreach support to Eastern European nationals who are rough sleeping, thus reducing the impacts of rough sleeping on our communities.



Bringing Communities Together CONTINUED

Within this theme, our communities told us:

- Our residents really value their sense of community and feel the loss of it when it is not there. In general, our residents do feel they belong within their local neighbourhood.
- The changes to services in Peterborough in response to public sector funding reductions has impacted on residents' capacity to interact, and we need to find new ways of enabling this. Alongside this, we have also heard that where there are events and activities happening, whether locally or across the city, it can be hard to find out about them. This again reduces the capacity of people to meet and to mix outside of their usual social group.
- There are different needs and different issues in different areas, and in some places it is difficult to find affordable places to meet.
- Young people say that often their schools are better integrated than their local neighbourhoods. Most felt that their school promoted integration well. But less than 1/5 mix with people from different backgrounds in clubs and activities outside of school. So we know that schools have a key role to play in building integration and embedding a sense of belonging together locally.
- Collaboration across schools and across community groups is really important in creating bonds within and across neighbourhoods.
- There is a need for sustainable tenancies so that people can find a home, settle and build a sense of belonging locally.

These conversations provide the following points for our future activity:

- **Co-production of community events, activities and initiatives** - creating more opportunities to bring people together; for example through our Communities Fund projects, and working to make sure that integration is central to the delivery of leisure opportunities.
- **Focus on community spaces to work more effectively to foster community relations;** for example, through enabling communities to take



ownership of community spaces (our Community Asset Transfer programme), and supporting them to be more accessible for all community groups.

- **Deliver activity that brings young people together;** for example, by building community capacity and supporting volunteers to deliver their ideas for affordable and accessible opportunities for young people to come together
- **Explore ways to tell local people about what is going on locally;** for example, looking at how we might use technology (e.g. Apps) or an online directory.
- **Engage better with employers;** for example, by bringing voluntary sector and businesses together around common aims and common values.
- **Promote intergenerational collaboration;** for example, schools encouraging activity between their students and local older people, and local voluntary sector providers working with older people. The Time Credits project will also promote volunteering across different generations.

Over the next three years, we will support more opportunities for people to play a greater role in their local community:

People

- Train a network of community and faith champions - domestic abuse community ambassadors - engaging with different communities such as the Lithuanian community and armed forces, to be supported by the National Women’s Aid Federation.
- Train new trainers to deliver the Ask Me training to support victims of domestic abuse.
- Strengthen peer support and volunteer capacity in helping communities to address alcohol misuse.



- Develop local community advisory groups where agencies can engage with faith groups and communities to review hate crime issues and inform how together we can tackle this.
- Develop the ‘Eyes and Ears’ initiative which seeks to inform communities on a variety of safety issues including hate crime, advising how to report issues and seek assistance. This includes identifying and

training community champions to help support victims of hate crime and offer guidance on how to report to services.

Places

- Develop and expand our Time Credits project, improving opportunities through volunteering and enabling better access to leisure and cultural activities.
- Continue to deliver asset-based community development in two areas of Peterborough, identifying and supporting people who want to play a greater part in the life of their community.
- The projects we have funded through our Communities Fund will continue, and the ability to sustain the work beyond the end of the funding is built into the plans.

Systems

- Place-based public sector teams will work in new ways that are tailored to local areas.
- Develop a New Communities Strategy for Peterborough, putting designing for communities, neighbourliness and interaction at the heart of our local planning framework.
- Trial new approaches to manage the number of HMOs in local areas.
- We will work with Cambridgeshire and Peterborough Community Foundation to bring funders and charities together, and identify other funding streams that are available to Peterborough.
- Build collaboration across the voluntary sector through Peterborough’s Council for Voluntary Service and Peterborough Plus.

Time Credits in Peterborough

Time Credits are a great way of recognising the amazing things that people do in their communities. Tempo and Peterborough City Council have launched Time Credits in the Ortons and Hamptons, where volunteers can now earn a Time Credit for an hour of volunteering. There are hundreds of opportunities to spend these Time Credits nationwide. People in the Ortons have been earning Time Credits in a variety of ways – admin support, litter picking and much more.

19th December - 25 members of the Time Credits group attended the New Theatre to watch the Wizard of Oz. It was the first time that some of our volunteers had visited the theatre and families attending were very excited about their Christmas treat. A great time was had by all!



Young People

Strengthening the voice of young people and developing community leaders to help them to become more effective:

Rapid growth has brought big changes to our schools too. We aim to increase our understanding of how this has impacted young people, and of how they think their communities can support integration. We aim to focus on the voice of young people so that local leaders can better understand the challenges they face and the solutions they can see, and to help young people to play a greater part in Peterborough. Investing in young people, developing their skills and helping them to feel part of their community is crucial to developing a strong city.

Through 2018-19, we have focussed on supporting significant research with and by young people to determine their views and ideas on integration in Peterborough. We supported young people from schools across Peterborough to undertake their own research. They reached 1,700 young people, who told us:

55% felt their school was well integrated, though **20%** did not

43% felt their neighbourhood was well integrated, though **30%** did not

35% felt that they interact more with people from different backgrounds than their parents do

20% of young people say their parents seldom get the opportunity to mix with people from different backgrounds

25% say that their parents take part in community events

Over **60%** thought that their school promoted integration moderately well or better

Only **1/3** overall of young people thought that Peterborough is an integrated city

Over **50%** say that their friends in school are diverse. But **30%** say that their friendship group outside of school is not very diverse. And less than **20%** mix with people from different backgrounds in clubs and activities outside school

“ There are many people from different cultures and races who are friends and even if they aren't friends they are usually respectful ”

“ There are obvious divides between the ethnicities in housing, with those from similar ethnic backgrounds staying together ”

“ Many people are from countries, religions, backgrounds from all over the world and I see them every day even if I don't know them ”

“ I think it could be improved if people were less closed minded... ”

“ Parts of Peterborough are very segregated ”

“ I think there is a generational divide that contributes to the city not being particularly integrated. Young people of different ethnicities are more integrated than their parents and older generations ”



We want our future actions to be grounded in the messages we have heard.

We have supported these young people to take the messages from this research to local schools and begun to explore what actions schools can take to develop better integration within their schools and their wider communities.

Schools are critical to building integration locally, and our young people are rolling this message out to more and more schools. We will continue to support them to be heard. The help that each school can provide will be different depending upon the needs locally, but already, commitments from schools include:

- Raising awareness about integration and the local community through parenting programmes
- Replicating what is taught to pupils about integration in parents forum meetings and newsletters
- Working closely with local businesses to develop a strategy for transition from school to work
- Building better links with neighbourhood groups and residents - enhancing community links and networks
- Promoting intergenerational understanding through student volunteering opportunities with older people
- Improving understanding and knowledge of support networks available to students

- Making better links with the community to deliver Protect and Respect programmes.

Alongside this, we have:

- Strengthened the role of the current Youth Council and the Children in Care Council to enable young people to influence relevant policy which impacts on inclusion and integration issues.
- Delivered a Youth Leadership Programme and we are training and supporting new Youth Commissioners.
- Begun to co-produce a “Prepare for Life” curriculum with young people.
- Brought together young champions from across different faith and no faith organisations to form a Youth Interfaith Network.



Young People CONTINUED

Our Community Conversations provide the following points for our future activity:

- There is a **key role for schools** in learning about other cultures and in tackling homophobia and racism.
- **Gain greater insight into what communities want** through ongoing research and conversations, including exploring a long-term research partnership between Peterborough City Council and the University of Peterborough to build local community research into the student curriculum.
- **Improve the understanding of integration as conferring rights and responsibilities on minority and majority culture**, through improved communication and marketing campaigns across Peterborough and through our work with young people.

Over the next three years, we will:

Systems

- **Develop and embed the “Curriculum for Life”** - building on the National Citizen Scheme to support young people in navigating the challenges they face as they leave home, and to expand their views of themselves as citizens of Peterborough. In the future the curriculum will evolve through the feedback obtained through our annual “big conversation” with young people.
- **Continue to strengthen the role of the current Youth Council and the Children in Care Council** to enable young people to influence relevant policy which impacts on inclusion and integration issues.
- **Help young people to take the messages from their own research to key decision makers**, including schools and local public sector services.
- **Embed the annual youth survey the “Big Youth Shout Out” within the Peterborough youth landscape.**



The reach of the survey will be across all schools and youth organisations. Feedback will inform the development of services for young people which will help their preparation for life in modern Britain as well secure additional external funding for youth work in the City.

- **Establish a sustainable group of Peterborough Young Leaders who will work in equal partnership with adult decision makers.** This group will be drawn from a wide range of organisations including our Interfaith Council, Youth Council and NCS graduates. They will work to create natural pathways for youth social action within our communities.

People

- **Develop the Youth Interfaith Network**, bringing together young champions from across different faith and no faith organisations to organise joint activities.

At the beginning of December Peterborough City Council held a very successful youth voice training weekend. The new young leaders of Peterborough were nominated by their schools to come together to share ideas, make friends and develop their leadership skills. We are really happy to say that students from 16 secondary schools and colleges attended the weekend and as well as learning skills, this event really brought young people together from all over the city.

Over the weekend, the young leaders learned how to campaign, public speaking skills, communication and team building and also how to negotiate and influence. The feedback was very positive from the students and they all seemed to really enjoy themselves. The positive attitude and commitment to represent their peers was considerable and all the students contributed wholeheartedly and had a go at everything! We had a good representation of minority groups and young people said they enjoyed “...making friends and having fun whilst learning important skills”.

Moving forward, our new young leaders are going to be involved in the Peterborough Youth Council, the Young Commissioners and the Interfaith Forum, which will be groups in which they can represent the voices of young people across the city.

English Language

Helping people who do not speak English as their first language to improve their language skills.

We hope to help more people to learn English more quickly when they arrive in Peterborough. We want to make sure that our English for Speakers of Other Languages (ESOL) courses meet the needs of our learners - delivered at the right times, in the right places, in the right ways.

We want all learners to know how they can access the right learning opportunities for them, and to provide better help for people who find their English language skills are barriers to accessing work or getting on in their career. We want to develop collaborative partnerships, sharing information from providers, developing together a new system for the access and delivery of ESOL in the city.

We recognise that in order for communities to be truly integrated, the ability to communicate easily with one another in a shared language is vital. Approximately 5% of Peterborough's population cannot speak English well or at all.

We intend to develop a strategic and effective approach to managing the demand and supply of English language



training. To begin our improvement work, and to deepen our local approach to delivering English Language classes we have commissioned research to better understand the needs of existing and potential learners.

The research evaluates the experiences of local community organisations who support people with ESOL needs, and ESOL providers in the formal and informal sector, to better understand their experiences of ESOL provision in Peterborough. This will give Peterborough City Council a fuller understanding of ESOL learner needs in Peterborough and will inform the future structure and system of ESOL support here.

We will use the findings of this research to develop and seek funding for interventions which improve both access to ESOL and help to progress with learning for people with English Language needs in the city. This research was completed in January 2020.

Within this theme, our communities told us:

- It is very important that people who don't speak English well can get access to a range of formal and informal opportunities to learn English
- There is a **critical period to engage** with new arrivals

Over the next three years, we will:

Systems

- Support more volunteer-led ESOL provision - a mix of formal and informal sessions alongside other community partners, with sessions themed around key issues such as housing, employment, health or education.
- Co-produce schemes of work, lesson plans and other resources with Peterborough City College and statutory services such as Public Health, Housing, Education and Employment, providing information on key public services presented in an accessible way for people who have low levels of English.
- Develop a suite of resources and materials translated and designed to offer health interventions in different languages.
- Pilot a support and signposting scheme to sustain links between volunteers and learners so that learners can continue to access information about public services, involving drop-in sessions, online and telephone information.



Now the research is complete we will develop collaborative partnerships with the capacity to work together, sharing the information from providers, leading

to an improved system for the access and delivery of ESOL in the city.



Astrid's story

“Peterborough is my city and I have found friends who are like family to me!”

Astrid arrived in Peterborough last year, after fleeing dreadful violence in her home country. She didn't know anyone in Peterborough, and was very traumatised from the terrible things happening in her home country. Coming to a new country and a new city is very difficult when you don't know anyone and you don't speak the language.

Astrid had been a nurse in her home country, and she wants to work as a nurse again here in Peterborough. She knew she would need to learn good English before she could work – but she didn't speak one word of English when she arrived here. The first place she tried for English lessons was full, but the manager of her accommodation told her about PARCA (Peterborough's Asylum and Refugee Community Association) and they were able to offer her lessons straight away.

Learning English at PARCA has helped Astrid to make friends and to feel that she belongs in Peterborough. She likes the city; it is not too big nor too small and the people are very friendly. The friends she has made here are now like family to her. Learning English has also helped Astrid to be more independent, for example, she can go the GP alone and she is now volunteering with a womens group. She hopes to be able to work as a nurse here once she has permission to be able to work. Astrid says “I like it here. Peterborough is my city and I have found friends who are like family to me. There are people from so many different cultures here. Learning English has helped me to feel at home here.”



How our work on integration informs our public sector strategy for the future – system-wide change

Inclusive Cities

Cohesion and integration has long been a priority for Peterborough. There is a wealth of on-the-ground activity taking place on a daily basis to support and develop our communities, from locally-led community groups, to strong and effective community forums such as the Cohesion and Diversity Forum, to the Council's

community-focussed strategies such as the Community Asset Transfer programme or the work to tackle loneliness and isolation amongst older people.

Alongside our Local Integration Area work, we have also been fortunate to be able to participate in the Inclusive Cities Programme led by

Compas (Oxford University's Centre on Migration, Policy and Society). Drawing on international and UK research and best practice, the Inclusive Cities programme has taught us that integration is a two-way, shared responsibility:

"Integration happens across a number of domains, many of which are not the sole domain of the public sector and the interplay between these domains (for example between structural concerns such as access to employment and social relationships) is complex and interconnected and can move forward and backward over time. Importantly, the model finds that much of integration takes place at the local level and so it is local government that can play a significant part in providing leadership, drawing together partners and facilitating change".

Inclusive Cities: A framework to support Local Authorities and communities to build Inclusive Cities

Inclusive Cities provides us five core principles to work from in order to develop integration:

1. Providing local leadership to create change
2. Inclusion is a shared responsibility, delivered in partnership
3. Work with newcomers and longer standing residents
4. Use of available data and evidence to understand the local context in order to identify core priorities, set goals, monitor impact and update strategies as needed
5. Take action at the local level, provide advocacy at the national level, learn from best practice internationally



Think Communities

Think Communities is an approach to public sector working which is driving system-wide change across public and voluntary sector services in Cambridgeshire and Peterborough with an ambition to evolve the relationship between communities and the public sector. The approach recognises the importance of building on the successful partnerships across the system, for example working on integration and learning from existing work including the Local Integration Area and Inclusive Cities work, as well as other successful pilots including Neighbourhood Cares in Cambridgeshire. Think Communities works to further develop place based working which better enables a sharper focus on what matters most within communities.

The Think Communities principles provides a future framework which will support and/ or drive a number of different strands of activity across the public sector, both nationally mandated and local. The approach will:

People

- Help communities to support themselves, encouraging community-led solutions and interventions.

Places

- Work with communities to harness and develop their skills, experience, knowledge and passion targeted

towards those in the community requiring the most help.

- Support active, healthy communities to play a clear and evidenced role in improving people’s lives, thereby preventing, reducing or delaying the need for more intrusive and costly public services.

Systems

- Arrange resources to create multi-agency support which can flexibly meet the changing needs of our communities.
- Be willing to be experimental in our approach, in order to deliver individual local solutions and support ideas that can be replicated.

Think Communities will help to make sure that our public services are best placed to support the right people, in the right place, building on the strengths and assets in the community.

The future of our Integrated Communities strategy will become embedded within **Think Communities** across Peterborough and its partners. It will be one of a number of connected strands which together shape the way in which we deliver public sector services, working with partners to listen, engage and align with communities and each other to maximise community-led independence and well-being opportunities.

Principles, challenges and our approach

At the centre of this approach are the grand challenges that, as a public sector system, have been identified as a common agenda and shared vision.

It is recognised that through embedding the Think Communities principles across the system and by learning, connecting & delivering we can collectively improve the outcomes of our residents.



Grand Challenge 1

“...Giving people a good start”



Grand Challenge 3

“...Creating a place where people want to live”



Grand Challenge 2

“...Ensuring that people have good work”



Grand Challenge 4

“...Ensuring that people are healthy throughout their lives”



Good Neighbours in Castor

“Help for new arrivals, and vulnerable people within the community ”

A scheme of volunteers who offer practical help providing short-term assistance to elderly and vulnerable residents.



A new, local approach in the parish of Castor in Peterborough is providing, direct, short-term help for new arrivals, and vulnerable people within the community and connecting them to support networks.

Neil Boyce chair of the local Parish Council also works with the council on a scrutiny committee, and this gave him a real insight into the difficulties faced by the City Council around community cohesion, real local engagement and budget pressures. This led him to think about what parish councils could do to help.

He came up with the Good Neighbours scheme. Good Neighbours is a scheme of volunteers who offer practical help providing short-term assistance to elderly and vulnerable residents and signposts where further help is available.

For example, if somebody has come out of hospital with a broken arm and can't manage the gardening, a volunteer Good Neighbours can help with that.

They can also support with running errands or basic tasks like filling in a form – often online these days. They don't claim to be professionals but for those with more complex needs or requiring additional support Good Neighbours refer them to the right place. The volunteers are well informed about local support, and well connected with the local council and other organisations like Age UK and the Dementia Trust.

Recently they extended the scheme to support new people moving into the area, this built on previous work done by local churches. They now welcome new arrivals, giving them information on local community groups, and are a single point of contact should they have any questions. This has helped people settle in quickly to the community – and to get them involved in local activities.

Peterborough City Council, along with its partners, such as the Police and NHS are actively encouraging local activities like this through a Cambridgeshire wide 'think communities' approach.



A lasting legacy

We want our work as a Local Integration Area to leave a lasting legacy for Peterborough. Our work in the Ortons, where we have established Time Credits and are delivering an evidence-based community development programme, will be a pilot for Think Communities across Peterborough and Cambridgeshire. We have aligned all of our activity and plans with the People, Places and Systems themes within Think Communities, and have indicated this through the use of the People Places and Systems symbols throughout this document.

For example:

People

Our work with young people will enable them to have a greater influence over policy which impacts on inclusion and integration over the long term.

Our work to strengthen volunteer and peer support for those who experience domestic abuse, or to combat alcohol misuse, will have a more sustainable longer-term impact on people's lives.

Places

Our use of new planning systems to address the concentration of HMOs in some areas aims to improve the sense of belonging in these communities for the future.

The support we are giving to young people to take their messages on integration to their schools will strengthen the role of schools in supporting integration in their wider communities going forward.

The research we have commissioned on integration in the workplace will enable businesses to develop a greater sense of integration and wellbeing in their workplace and this will have an impact in the wider community too.

Systems

The development of a Citizens Assembly in Peterborough will strengthen the skills of community leaders and enable them to have a greater impact on wider policy and decision-making in Peterborough.

Comprehensive research on ESOL needs and provision in Peterborough will enable long-term changes to the system to make sure that the whole ESOL system is best placed to meet learner needs.

How will we know if we are becoming more integrated?

Integration, as we have explored, revolves around the sense of belonging to an area, and the ability to access things that help - ESOL training, activities that help different people to mix, or help to build skills to get into work and progress. Integration itself is therefore difficult to measure.

MHCLG has commissioned IFF Research who are and will continue to conduct an evaluation of how integrated Peterborough is, and we are making use of this research to support our own work and conduct secondary analysis of their findings.

The Home Office document "**Indicators for Integration**" provides us with a range of measures to use to measure our success. A list of project-specific outcome indicators were also identified for our Delivery Plan for MHCLG. These indicators are available via an interactive dashboard. It is intended that we amalgamate the data relating to activity across the programme and combine it with anecdotal/subject expertise/qualitative information, for example through the surveys outlined above, or through future community conversations and research.

We hope that our work on integration will continue to be informed by what our communities tell us, and our success will be evident from this feedback.

We will use the Inclusive Cities Framework to quality assure our work, making sure that we are utilising the five principles throughout our work.

Our Partnership Board - Peterborough Together - will continue to provide oversight, challenge and additional insight from the communities that they represent.

Get Involved!

We want to continue our conversations across the sector - with community organisations and with citizens. Follow our activity on social media to find out how to be involved.

Integration is everybody's business. We all have a part to play. Say hello to your neighbours, join a community activity, help an elderly person on your street. If you have an idea for a community group or activity and would like help to set up a charity, open a bank account or raise funds, talk to PCVS who are there to support.



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