Your Manchester

Manchester Partnership's
Guide to Working with Communities
March 2011

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Section 1
Purpose

"Writing impressive sounding strategy papers is relatively easy, but translating that into action, to make it a reality is the tricky bit."
Feedback from Review of Community Engagement Strategy
December 2010

1. Introduction

This guide supports the Manchester Partnership Community Engagement Strategy by offering practical advice on community engagement. By using this guide and recording your activities on the Manchester Partnership Community Engagement Website, you can help communities to feel informed, involved and empowered. We would like to thank everyone involved for their support and contribution.
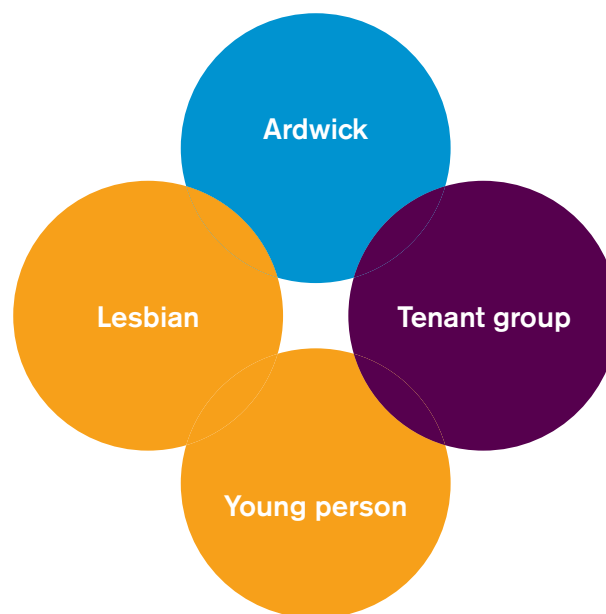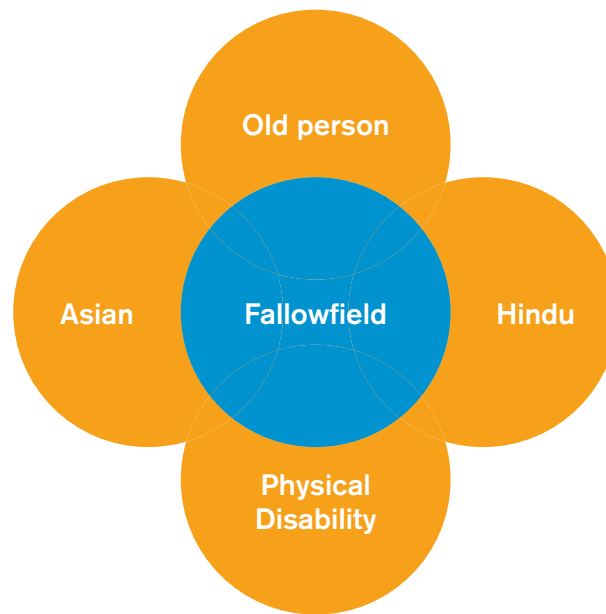
What is community engagement and empowerment?

"Developing and sustaining a working relationship between public sector bodies and community groups so that both understand and act on the needs or issues that the community experiences."
Community Development Foundation

Communities can be:

Place

Identity

Interest

People often belong to more than one community and communities are often very diverse, as shown in these examples below.

> **"Community empowerment is the outcome of engagement and other activities. Power, influence and responsibility are shifted away from existing centres of power, into the hands of communities and individual citizens."**
> The Network of Empowering Authorities and I&DEA

Community empowerment is about enabling people to play a vital role in improving services. Our challenge is to show communities that they can make a difference and that it is worthwhile to be involved.

2. Benefits of engaging

"Services designed and delivered without community input risk wasting public money because they will be unused or underused if they are not what people need."
National Audit Office, 2004

If done well, community engagement can bring wide-ranging benefits for everyone involved.

It can help Manchester Partnership staff to:

• Find out what really matters to communities

• Show people that they can influence decisions and make a difference in their local area

• Improve social cohesion

• Focus on better targeted and cost effective projects and services

• Encourage communities to take ownership of projects.

There are also many benefits for the communities involved:

• Increased confidence when involved in decision-making

• More influence over priorities for public spending and transparency over budgets

• Creating a sense of place where people feel they belong to a community

• Communities take ownership of projects

• Building resilience as communities identify problems and solutions

• Developing new skills, for example managing budgets, presenting ideas.

Section 2
How to engage communities

"The focus should be more on involving communities rather than consulting and informing."
Feedback from Review of Community Engagement Strategy December 2010

"I don't think I've been in one meeting… that talked about devolving decision-making. That's the bit that I think actually can change something."
Feedback from Review of Community Engagement Strategy 2007

Types of engagement

The Manchester Partnership Community Engagement Strategy defines six types of community engagement:

Communicating

Researching

Involving

Consulting

Devolving decisions

Supporting community action

Each of these is important but to empower communities we need to do more to involve, devolve decisions and support community action.

Communicating

Definition
Telling people something

Outcome
Communities know what's happening across the city and how to get involved

Methods
Newsletters, posters, leaflets, websites, social media

Things to think about

- Who is your target audience?

- What is your key message?

- Information should be:
  - Short and to the point

  - Eye catching and easy to read. For further information see www.plainenglish.co.uk

Researching

Definition
Finding something out

Outcome
Better understanding of community needs

Methods
Questionnaires, surveys, citizens' panels, participatory approach

Things to think about

- What do you want to find out?

- Which method will be best (quantitative or qualitative?) www.socialresearchmethods.net

- How will you identify a sample of people?

- People need to understand the purpose of the research and how the results will be used

Involving

Definition
Making decisions together

Outcome
Communities feel involved in service delivery

Methods
Participatory Appraisal

Appreciative Inquiry

Co-production

Things to think about

- Needs to be a two-way process

- Needs support from the decision maker

- Be clear on what people can and can not influence.

Consulting

Definition
Asking what people think

Outcome
Communities needs are listened to and taken on board

Methods
Focus groups, questionnaires, surveys, events

Things to think about

- What is the decision-making process and can people influence the decision?

- Who is most likely to be affected?

- How will you summarise what has been said?

- How will you feed back the outcome?

- Make sure consultation is in line with Manchester Compact: a formal consultation should allow three months for people to respond.
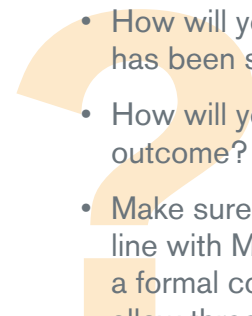
Devolving decisions

Definition
Letting communities make decisions (within certain guidelines)

Outcome
Communities influence decision making

Methods
Editing a newsletter, participatory budgeting
www.participatorybudgeting.org.uk

Things to think about

• Can communities make the final decision?

• What are the parameters for the decision?

• Are there any safeguards that need to be in place?
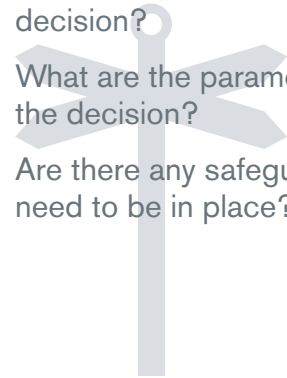
Supporting community action

Definition
Enabling communities to develop their own solutions (within certain guidelines)

Outcome
Communities develop solutions to local problems

Methods
Improvements to local areas or services, grants to support communities to lead on action, communities taking over services, training and developing volunteers.

Things to think about

• Issues should be identified by communities

• Do communities need support to agree a shared vision and develop actions?

• What skills and resources will communities need?

• What personal development / support will they require?
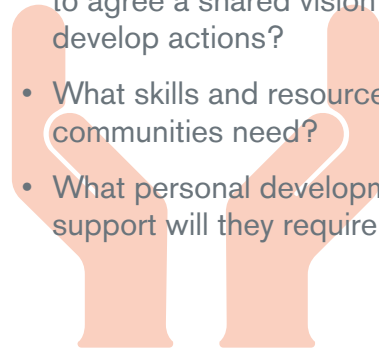
Tools to engage communities

There are a range of tools to engage with communities that enable them to participate. Here are some examples:

Tool 1: Community conversations

Community conversation is a tool to bring people together, examine views and attitudes and understanding within communities. The model is based on appreciative inquiry and asks four key questions which can be tailored to suit the purpose of the conversation:

What do you like about…?

What do we need for the future?

What skills / resources are needed?

What can I do?
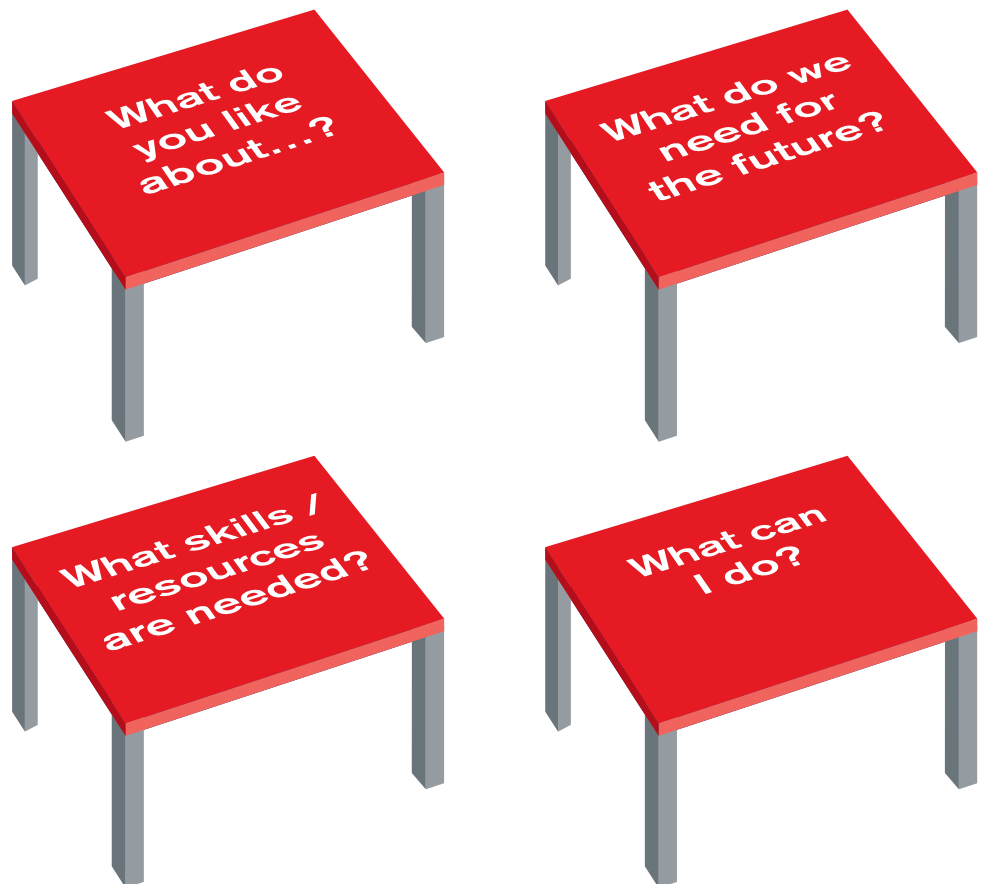
- Cover four tables with a paper tablecloth and write one of the questions above on each of the four tables.

- Split attendees into four groups and encourage them to have a conversation about the question whilst writing down their thoughts on a tablecloth.

- After about 20 minutes ask them to move to the next table to begin the process again until everyone has had the opportunity to contribute to each of the questions.

- Following the event, information should be written up and given to people who attended the conversation.

- The results can be used to inform priorities for an area, service or organisation. An action plan can be developed to take forward these priorities.

- The last question, 'What can I do?', will help people to identify what they can do to achieve these priorities.

Tool 2: Dotmocracy

Dotmocracy can be used to prioritise the most important issues for communities. Attendees are given a number of stickers and asked to put them against their priorities; the more stickers, the higher the priority.

Dotmocracy

Improvements to park	🔵 🔵 🟣 🟠
Hanging baskets	🟢 🟣 🟡
Activities for young people	🔴 🔵 🟠 🟠
Improvements to community centre	🔴 🟠 🟢 🟣 🟡 🟣 🔵
Healthy living events	🔵 🟢 🟠
Greater police presence	🟣 🔵 🔴
Improved transport links	🟠 🟡 🟣

Tool 3: Participatory Appraisal - Thermometer

A thermometer can be used to find out how people feel about a certain issue. Identify the question or topic you want to find out about and set parameters to the answer. You can either do this as a paper exercise by drawing a single line and asking people to identify where they feel on the scale. Or you can ask people to physically group themselves according to how strongly they feel about an issue.

Question Do you feel that you can influence decisions in your local area?

I can influence decisions   I can't influence decisions

Question Do you feel that crime is a significant issue in your area?

Crime is not really an issue   Crime is a significant issue

Statement I eat five portions of fruit and vegetables every day.

Agree   Disagree

Tool 4: U Decide Events

U Decide events are one form of participatory budgeting (PB) using small scale grants. The purpose of a U Decide event is to enable people to influence decision making on a specific public budget.

STEP 1
Identify a specific budget that can be devolved to communities

STEP 2
Set up a steering group made up of key partners to oversee the process

STEP 3
Plan U Decide event where local residents are invited to vote on spending priorities

STEP 4
Invite project ideas from voluntary and community groups or identify projects that residents can decide on

STEP 5
U Decide event: two-minute presentation from each bidder, residents invited to rank projects in order of preference, scores totaled and winners announced at the event

STEP 6
Ask groups to sign funding agreement, issue funding and monitoring and evaluation form

STEP 7
Follow up to ensure project completed and monitoring and evaluation form submitted

For information on these methods please see
www.peopleandparticipation.net

When to engage

There are specific times when you should engage with communities (this is not an exhaustive list):

It is important to remember that communities should be involved from the beginning of the process.

When to engage checklist

- When communities raise concerns ✓
- Making changes to services, events, activities ✓
- Developing policy or strategy ✓
- Identifying resident/service/ neighbourhood priorities ✓
- Budget setting ✓
- Problem solving ✓

Barriers to engagement

There are a number of barriers to successful engagement for both staff and communities. It is important to be aware of these barriers and identify ways to address them.

Barriers for staff

Decisions have already been made

Not a priority – don't understand benefits

Fearful of feedback or complaints

Resources

Finding time to engage

Knowing how and who to engage

Barriers for communities

Too many activities to attend

Not able to see benefits

Previous negative experience

Over-consultation and nothing changes

Lack of time or timescales of activity

Lack of confidence / self esteem

Unaware of opportunities

Lack of interest

Language, literacy or physical barriers

Different needs of different communities
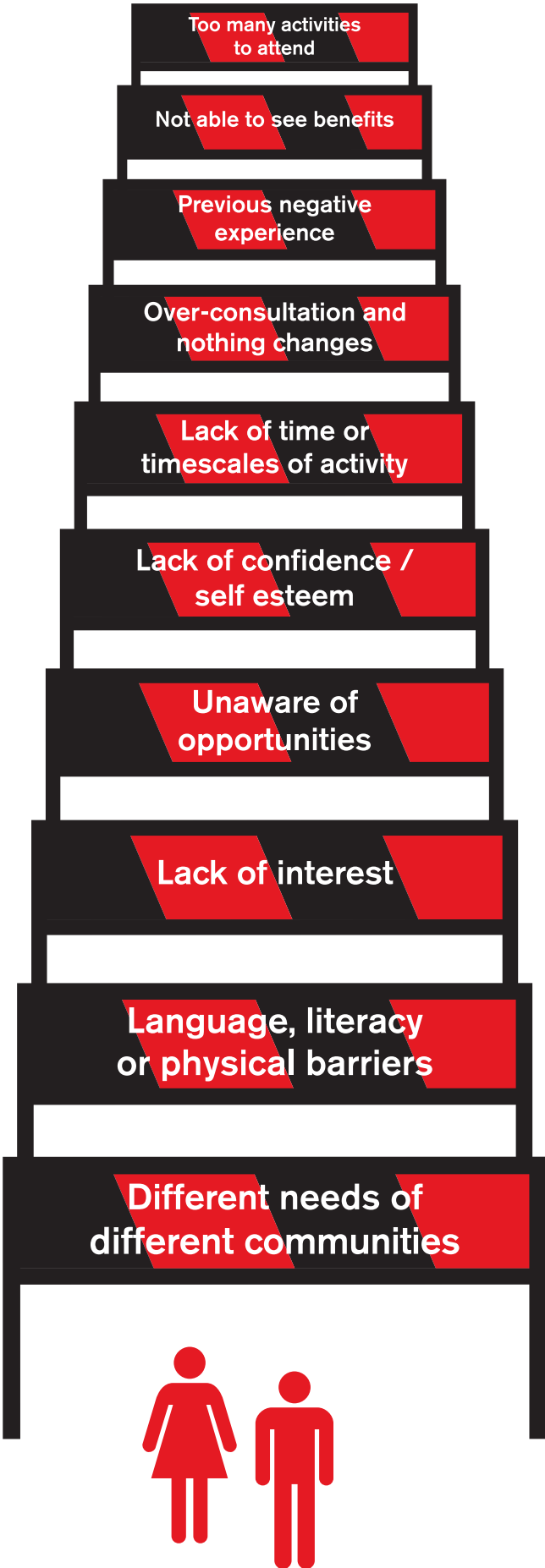
Twelve steps to planning engagement:

STEP 1 - What is the purpose?

- Why are you engaging?
- What are you hoping to achieve?
- What are the proposed outcomes / outputs?

STEP 2 - Type & Method

- What type(s) and methods of engagement will you use? (See page 8 Types of Engagement)
- Why?

STEP 3 - Previous Activity

- Has there been any previous activity?
- Do you really need to engage or can you use previous findings? (For example research or consultations)
- Have the types / methods been used before – if so what has been learnt from the process?

STEP 4 - Key Stakeholders

- Who are they, for example other services or partners?
- Can you work together or do joint activity?
- Can you add value to other planned activity rather than doing it separately?

STEP 5 - Who & How?

- Who do you want to reach?
- Does the type of engagement and methods enable you to do this?
- What else might you have to do to reach specific groups?

STEP 6 - Resources

- What will it cost?
- What equipment will you need?
- What support might you require and from whom?
- How long will it take?
- Will it be value for money?

STEP 7 - Sustainability

- Location and venue – is it accessible for users and by public transport
- Are there cycle facilities? Have you offered community transport?
- Waste – use normal or recycleable cups and plates, have recycle bins.
- Information – limiting written material, is it double sided?
- Food – is it locally sourced, fair trade coffee and tea, healthy options?

STEP 8 - Equality & Diversity

- Will it allow everyone to participate?
- Is information accessible?
- Publicity – do you need to target a specific audience?
- If an event, does it clash with religious festivals or worship?
- Is the venue accessible?
- Food – are there any dietary requirements?

STEP 9 - Acting on Feedback

- How will you prioritise feedback?
- What are the key messages?
- How will feed back impact on the decisions being made?

STEP 10 - Feeding Back

- How will you feed back (You said, we did)?
- What will you feed back?
- How will you continue to build on this?

STEP 11 - Evaluating impact and process?

- What are the intended aims and expected outcomes?

- How will you evidence if the aims/outcomes have been met? For example evaluation forms, feedback from staff.

- Were there any unintended benefits?

- Conclusions and recommendations

- Allow time for reflection

- How will you act on the learning?

STEP 12 - Hindsight – acting on learning

- What worked well and what would you do differently?

- Ask participants to evaluate the process

- How will you ensure what you have learned is built into the process next time?

What happens when engagement doesn't work

"There needs to be a way of communities drawing attention to a lack of community engagement… this is essential."
Community Engagement Strategy, Dec 2010

This toolkit provides practical advice on engaging with communities. If engagement is not carried out successfully the following may occur:

• Services, policies or strategies do not meet the requirement of communities and community concerns not addressed

• Services will not be used by communities due to lack of ownership

• Communities feel alienated and not listened to

• Communities are unhappy with services provided and may complain

• Services provided may need to be reviewed and cost more money

• Communities become more reliant on services instead of feeling empowered to develop their own solutions

• Statutory requirement will not be met.

The Duty to Involve Act, April 2009, places a statutory responsibility on local authorities and other statutory services to inform, consult and involve local people or representatives of local people on issues that they are affected by or interested in.

If communities feel that engagement has not been carried out in line with the Community Engagement Strategy, they can take action through the following routes:

Complaints procedure
All statutory services in the Manchester Partnership have a complaints policy which can be used where engagement has not been carried out satisfactorily.

NHS

Police

Fire Service

Manchester City Council

The Manchester Compact sets out how statutory, voluntary and community organisations should work together. It requires that:

- Decisions should take into account views from voluntary/community groups

- Formal consultations are three months long to allow a considered response

- Communities will be advised on stages of decision-making and will be told the final outcome.

Section 3
Engaging with communities of identity

"When I first came here everything seemed strange; the people the food the weather. Now it's home."
Manchester Residents

General considerations when engaging with all communities

Manchester has a diverse population that is constantly changing. Services that we provide need to meet the needs of all communities. To ensure this, we need to increase the opportunities for all communities to engage. This section of the toolkit provides you with information for engaging with specific groups. However it is worth noting that there are some basic principles that should apply to all engagement activity.

- Communities are made up of individuals. Ensure community representatives reflect the needs of communities.

- Engage with groups or networks that represent communities and build genuine partnerships through ongoing dialogue.

- If communities are suspicious of motive try to work with voluntary and community sector groups who already engage with these communities.

- Empower communities so that they are a valuable resource to both their own communities and external groups.

- Support community development (support, enable, empower, capacity building).

- Engage people at all levels for example board level, forum level, local groups.

- Engage people from the beginning of the process.

- Involve communities in producing information so that it is tailored to their needs – make use of reading groups to check information is appropriate.

- Be mindful that communities are diverse and not all people within communities will have the same opinion.

- Similar communities can be different in different wards/areas.

- Consider gender and intergenerational differences.

A guide to creating more inclusive communications can be found at The Office for Disability.

Accessibility

Always ask people what adjustments will be required for them to participate. This may include:

- Ensure information is accessible:
  - Easy to read
  - Use Arial or Tahoma font (14/16 point)
  - Use yellow paper and black text

- Don't use jargon or abbreviations:
  - Plain English
  - Use symbols/images
  - Use the right pictures with words

- All audiences would benefit from easy read

- Produce summaries of reports and information material so they can be understood

- Use a range of methods and adapt engagement to suit the audience.

Population facts

- **In 2008 the estimated population of Manchester was 473,200**

- **Just over half (50.9%) of Manchester residents are male; 49.1% are female**

- **Manchester has a lower proportion of residents aged over 65 (10.8%) than the average in England and Wales (16.2%)**

- **37% of the population is under 25 (students make up 15%)**

- **In 2007, the BME population was 111,200 (24%)**

- **In recent years, there has been a particular increase in the number of residents from EU accession states, Black African, Asian, Indian and Chinese groups**

- **The largest populations of people from non-white ethnic backgrounds live in Longsight (59%), Moss Side (51%), Cheetham (51%) and Whalley Range (46%).**

  State of the City, Communities of Interest report

Black and Minority Ethnic Communities (BME)

When engaging with BME communities you should consider:

- The diversity of BME communities
- Cultural differences
- Language issues (for example interpreters)
- Will groups be able to read materials you translate?

Key contacts

Organisation	Service provided / to whom	Contact details
Manchester Council for Community Relations (MCCR)	For people working in and involved with the BME voluntary and community sector in Manchester. It focuses on key issues impacting on BME communities and their service delivery organisations.	www.mccr.org.uk
BME Network	An umbrella organisation for BME community and voluntary groups.	www.mccr.org.uk
Black Health Agency	Promoting the good health and well-being of marginalised communities through engagement.	www.manchesterbmenetwork.org.uk
Faith Network for Manchester (FN4M)	Interfaith forum in Manchester and part of the Community Network 4 Manchester (CN4M). It aims to bring together people of different faith groups across the city.	www.fn4m.org
WAI Yin	Registered charity made up of and working with Chinese women.	www.waiyin.org.uk
CEMVO	Providing a voice for and capacity building Britain's minority ethnic voluntary and community sector.	www.cemvo.org.uk

Key contacts (continued)

Organisation	Service provided / to whom	Contact details
Europia	Community organisation for European migrants in Greater Manchester.	Tel: 0161 237 5908

Disabled People

Definition

The Disability Discrimination Act (DDA) defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. There are four main groups:

- those with a current, limiting long-standing illness or disability
- those with a long-standing illness or disability that would be limiting without medication or treatment
- those who have had a limiting long-standing illness or disability in the past
- those diagnosed with some type of progressive illness.

When engaging with disabled people you should consider:

- There are over ten million people in Britain who have a disability.

- Always ask people what disability adjustments will be required for them to participate.

- Involve disabled people in producing information so that it is tailored to their needs. Make use of reading groups to check information is appropriate. Try to involve disabled people with a wide range of impairments.

- For some deaf/hard-of-hearing customers British Sign Language (BSL) may be their first language. They may not always understand written letters.

- Summarise information and have the detail available on request rather than give lots of information in the beginning.

- Use images of disabled people (government organisations can access free images of disabled people through www.odigallery.co.uk).

- Make sure people have enough time to read, understand information and be involved. People require information at least two weeks in advance.

- Think about where you promote engagement activity – try doctors' surgeries, libraries.

- Consider using other channels for example audio, MP3, podcast, DVD (People First Centres [Cheetham Hill and Sharston] can put links on PCs).

- Meetings and events may need to be at a slower pace to help disabled people to take part.

- Let the individual have support in consultation events from someone of their choosing.

- Websites are not accessible for some disabled people.

- Large events can be overwhelming for some people; smaller groups or one-to-one sessions may be more suitable

- When holding events think about specific requirements for example BSL interpreters, microphones and induction loop systems.

For further information on engaging with people with disabilities please see link to Office for Disabilities Toolkit

Key contacts

Organisation	Service provided / to whom	Contact details
Office for Disability Issues	The Office for Disability Issues leads the government's vision of achieving equality for disabled people.	odi.dwp.gov.uk
People First	Run by and for people with learning difficulties to raise awareness of and campaign for the rights of people with learning difficulties.	www.manpf.org
Manchester MENCAP	Represents the rights and interests of people with learning disabilities.	www.manchestermencap.cswebsites.org
MLDP	People with learning disabilities, family and friends.	www.mldp.org.uk
Directorate of Adults	To find the right social care service. Directory of support services for disabled people.	www.manchester.gov.uk www.mymanchesterservices.manchester.gov.uk
The Royal National Institute for the Blind	National charity offering information, support and advice to people with sight loss.	www.rnib.org.uk
Manchester Deaf Centre	Provides support to a wide range of people with sensory impairment.	www.manchesterdeafcentre.com

Organisation	Service provided / to whom	Contact details
Manchester Mental Health and Social Care Trust	Offers a wide spectrum of services to best meet the needs of adults with mental health issues.	www.mhsc.nhs.uk
NHS Manchester Talking Health website	Engaging disabled people on health services.	www.manchester.nhs.uk
Manchester Alliance for Community Care	Campaigning organisation that aims to improve the health and social welfare of the people of Manchester.	www.macc.org.uk
Equality and Human Rights Commission	Advice on the Disability Discrimination Act. Their helpline is open Monday, Tuesday, Thursday and Friday 9am-5pm; Wednesday 8am-8pm.	www.equalityhumanrights.com Tel: 08457 622 633 Email: info@equalityhumanrights.com
CHANGE	How to make information accessible for people with learning disabilities.	www.changepeople.co.uk
AbilityNet	Helping disabled people to use computers.	www.abilitynet.org.uk
SignVideo Interpreting Service	Provides instant and high-quality sign language interpreting via videophone.	www.signvideo.me.uk
British Dyslexia Association	Voice of dyslexic people that encourages dyslexic people to reach their potential.	www.bdadyslexia.org.uk
SENSE	Campaigning for deaf/blind people.	www.sense.org.uk

Faith Groups

When engaging with faith groups it is important to consider:

- Religious dates/special dates especially when arranging an engagement event (see BBC Interfaith calendar).

- Faith communities are often heavily involved in engaging with communities already and delivering projects and where possible make use of this.

- Background research in order to understand the most appropriate forms of approach or interaction (for example how to behave in a mosque).

- Cultural and religious dynamics (for example contrasts between Pakistani and Bangladeshi Muslims).

- Each faith group will have different groups within them that require a different approach, for example different denominations or gender.

- Engagement with community based leaders not just key faith leaders.

- The differences between secular and faith based language (the latter may be more appealing).

- What the faith groups represent, for example respecting their role in the community.

- The different levels of belief or faith within a group (i.e. some may be more orthodox than others).

- Engagement with a multi-faith focus.

Key contacts

Organisation	Service provided / to whom	Contact details
Manchester Council of Mosques	Represents diverse Muslim communities of Manchester as well as raising awareness of Islam. Can signpost to other organisations.	
Faith Network for Manchester (FN4M)	Interfaith forum in Manchester and part of the Community Network 4 Manchester (CN4M). It aims to bring together people of different faith groups across the city.	www.fn4m.org

Key contacts (continued)

Organisation	Service provided / to whom	Contact details
Churches Together	Churches come together around common concerns.	www.churches-together.net Tel: 020 7529 8131
Muslim Jewish Forum	To develop close cultural and social ties between the Muslim and Jewish Communities of Greater Manchester.	www.muslimjewish.org.uk
Christian Muslim Forum	Bi-lateral organisation.	www.christianmuslimforum.org
Hindu Muslim Association	Bi-lateral organisation.	
Network	Evangelical Churches including Christian Action Network.	www.network-ea.org.uk
Diocese of Manchester	The Church of England Diocese of Manchester.	www.manchester.anglican.org
Manchester Jewish Federation	To improve the lives of Jewish people living in Greater Manchester. Enabling access to social and welfare services.	www.themjf.co.uk
Message Trust	Christian charity working to improve the lives of young people in Manchester. (Eden projects, youth projects).	www.message.org.uk
Salaam Community Association	Support for Somali Communities.	Tel: 0161 226 8876
Changemakers	Changemakers are young people who lead positive change in their world.	www.changemakers.org.uk
Mosques in Britain	Contains database of all mosques.	www.mosques.co.uk
Faith Works	A movement of thousands of individuals, churches and organisations motivated by their Christian faith to serve the needs of their local communities.	www.faithworks.info

Key contacts (continued)

Organisation	Service provided / to whom	Contact details
Manchester Central Mosques	Information on mosques in Manchester.	www.manchestermosque.org
Jewish Museum	The primary aim to is to educate and inform, and the museum has a wealth of information to share.	www.mjm.org.uk
Street Pastors	Street Pastors is an inter-denominational church response to urban problems, engaging with people on the streets to care, listen and encourage dialogue.	www.streetpastors.org.uk

Lesbian, Gay, Bisexual and Transgender (LGBT)

Definitions

Lesbian / gay woman
A woman who is sexually and emotionally attracted to other women.

Gay man
A man who is sexually and emotionally attracted to other men.

Bisexual
A man or a woman who is sexually and emotionally attracted to the same and opposite gender.

Transgender / Trans
This is an umbrella term that includes transsexual men and transsexual women, transvestites and many other gender variant people including androgyne (none), gender-queer, gender questioning people, cross-dressing and amp; inter-sex people.

NB: it is important to remember the difference between sexual orientation and gender identity.

When engaging with LGBT communities you should consider:

- Understand the diversity within these communities.

- Many people are 'hidden' so confidentiality is vital.

- Many individuals are isolated and will be hard to reach.

- Many refuse to engage and do not see themselves as part of a community.

- Many people will belong to more than one equality strand.

- Often larger community or voluntary groups are not fully representative, for example women and trans are often under represented.

- Not all trans are part of the LGBT community.

- Let the individual have support in consultation events from someone of their choosing.

- Large events can be overwhelming for some people; smaller groups or one-to-one sessions may be more suitable.

Key contacts

Organisation	Service provided / to whom	Contact details
Government Equalities Office	Responsibility within government for equality strategy and legislation.	www.equalities.gov.uk
Equality of Human Rights Commission	To promote and monitor human rights.	www.equalityhumanrights.com
Lesbian and Gay Foundation (LGF)	Region wide service providing a range of services (including research) to LGBT community.	www.lgf.org.uk Tel: 0845 330 3030
George House Trust (GHT)	Trans and HIV perspective (gay men still make up largest local proportion of HIV+).	www.ght.org.uk Tel: 0161 274 4499
Albert Kennedy Trust (AKT)	National service as well as local focus – supporting lesbian, gay, bisexual and trans homeless young people.	www.akt.org.uk
Pankhurst Centre	Friendly and supportive environment for women.	www.thepankhurstcentre.org.uk
Lesbian and Gay Youth Manchester (LGYM)	Young LGBT lobbying, activities and involving parents.	www.lgym.org.uk
Queer Youth Network	Service for LGBT young people.	www.queeryouth.org.uk
Trans Youth Network	Service run by and for trans young people aged 11-26.	www.transyouth.org
FLAG	Parents, Families and Friends of Lesbians and Gays (PFLAG).	www.community.pflag.org
Trans Resource and Empowerment Centre (TREC)	Whole LGBT community activities.	www.transcentre.org.uk
Transforum	Discussion group and mutual peer support forum for all transgendered people providing support and lifeskills.	www.transforum.org.uk

Key contacts (continued)

Organisation	Service provided / to whom	Contact details
Concord	Social group for cross-dressers, transvestites, transsexuals and their wives or partners.	www.northernconcord.org.uk
Marlin	Trans swimming group.	www.marlin.org.uk
Morf	Trans group.	www.morf.org.uk
Inner Inigma	Charity supporting intersexed and transsexual people. Offers support to Trans offenders.	www.innerinigma.org.uk Tel: 0845 838 1264
Gaydio	Radio station.	www.gaydio.co.uk
Press for Change	Legal advice for trans people.	www.pfc.org.uk

New and Emerging Communities

Definition

A definition of new and emerging communities could include people who:

- Have arrived in the UK in significant numbers over the last five years.

- May not have English language skills.

- May have limited experience of accessing services to meet their basic needs.

- May have experienced civil unrest.

When engaging with new and emerging communities you should consider:

- Community cohesion: while considering one community what might the impact be on neighbouring communities?

- Language barriers: consider whether it is appropriate to translate information and what languages – see CLG guide.

- Cultural awareness: being sensitive to different cultures.

- Communities are sometimes fractured.

- Understanding dynamics of different migrant groups.

- Identifying best way to access different communities for example for Polish communities – shops, internet.

- Be aware of cross-boundary issues for example large Jewish community in Crumpsall and Bury.

For further information on engaging with new and emerging communities see National Policy Improvement Agency

Key contacts

Organisation	Service provided / to whom	Contact details
Cheetham Hill and Crumpsall Welcome Centre	Drop-in service.	Tel: 0161 795 7139
Rainbow Drop-in Centre	Community drop-in centre open to all local residents and used by a large number of refugees and asylum seekers.	Tel: 0161 220 8619
Europia	Community organisation for European migrants in Greater Manchester.	Tel: 0161 237 5908
I&DEA	Information on migration.	www.idea.gov.uk

Older People and Young People

Definition

Older people – people over 50 years old
Young people – people under 25 years old.

Older People

When engaging with older people you should consider:

- Older people who may not be associated with groups rely on information through the door (for example Valuing Older People newsletter)

- Older people are not homogeneous, and groups can be very diverse

- Timing of meetings to coincide with being able to use free transport (for example not early morning or late afternoon or evening), and also with the wishes of older people (many people do not like to be out after dark)

- Please see information on barriers to engaging with older people

Key contacts

Organisation	Service provided / to whom	Contact details
Manchester Alliance for Community Care	An alliance of voluntary and community sector organisations seeking to challenge inequalities in health and social care.	www.macc.org.uk
Manchester Older People's Network	The Manchester Older People's Network seeks to provide an effective voice for older residents of the city. It is a partnership between older people (55+) and voluntary and community groups.	www.macc.org.uk Email: mary@macc.org.uk
Manchester Local Involvement Network (LINk)	Health and social care umbrella network.	www.manchesterlink.org.uk

Organisation	Service provided / to whom	Contact details
Valuing Older People Team (VOP)	All older Manchester residents, groups, organisations and departments.	Email: r.bromley@manchester.gov.uk
Age UK	Information and advice for older people including benefits, care, age discrimination and IT.	www.ageuk.org.uk Tel: 0800 169 6565
Manchester City Council	Services for older people.	www.manchester.gov.uk

Young People

When engaging with young people it is important to consider:

- Different ways to engage to make it relaxed and interesting; arts and music are good ways of engaging young people.

- Use knowledge and skills of people who are experienced in working with young people.

- Consultations should take place in open, young people friendly spaces, not official environments like schools. Use familiar places or services, for example young people's community and voluntary organisations can be very effective.

- Young people may have access needs especially at youth centres.

- They may also have cultural, health, language issues (especially if new arrivals).

- Cliques, territorialism, gang culture can affect engagement with some young people.

- There is sometimes a lack of mobility of young people across wards; some young people are isolated from activities.

- Young people are not always vocal about their needs, so must be encouraged to engage and provide ideas on what they want.

- Signposting young people to services only works if professionals take them to where the services are.

Key contacts

Organisation	Service provided / to whom	Contact details
Youth Offer – Manchester City Council	Co-ordinated services to all young people according to their needs in a variety of locations and at times which suit them.	www.manchester.gov.uk
Young People Support Foundation	Advice and support for young people experiencing homelessness.	www.ypsf.co.uk
Connexions	Advice on careers, training and employment for 13-19 year olds.	www.connexions-manchester.com

Intergenerational Practice

Intergenerational Practice (IP) is a style of working and an approach to service delivery, community engagement and cohesion work that contributes to making Manchester more age-friendly. The Manchester Intergenerational Practice Toolkit states that IP is based on the following set of principles:

• Older people and young people work together in an equal power relationship.

• Stereotypes of older and younger people are explored, discussed and addressed in the context of the initiative.

• Younger and older people work together for mutual benefit of participants, but also to influence positive change within their local community.

• Builds on the strengths of older and younger people, even if it is to address a negative issue.

• IP is not about romanticising the past or pushing a theory that it was always better in the past. IP principles avoid value assumptions.[1]

[1]*Manchester Intergenerational Practice (IP) Toolkit 2010, Patrick Hanfling*
 www.manchester.gov.uk/generationstogether

Definition

Refugee

The UN definition of a refugee is 'a person who is outside his/her country of nationality or habitual residence; has a well-founded fear of persecution because of his/her race, religion, nationality, membership in a particular social group or political opinion; and is unable or unwilling to avail himself/herself of the protection of that country, or to return there, for fear of persecution'.

Asylum Seeker

An asylum seeker is someone who is awaiting a decision about their refugee status as defined above.

NB: the National Assistance Act of 1948 states that the Council has a statutory responsibility to offer assistance to asylum seekers (for example accommodation, benefits) whilst they await the outcome of their case with the Home Office. The Immigration and Asylum Act (1999) means that asylum seekers no longer have a right to assistance and do not have to be provided for by the Council.

When engaging with refugee or asylum seekers you should consider:

- The success of engagement will depend on how confident communities feel with the organisation.
- Always pay fares for people to attend events as many don't have access to funds.
- Going out to services instead of using emails or phone, for example attending drop-ins.
- Paid interpreters may be needed for engagement activity.
- Directly engage with refugee led community organisations.
- Refugee organisations do not always use websites.
- Pay refugee organisation to carry out consultations.
- Refugee awareness training is available from many groups working with these communities.

Key contacts

Organisation	Service provided / to whom	Contact details
MARIM	To help agencies improve their services to refugees and asylum seekers.	www.manchester.gov.uk Tel: 0161 868 0857
MRSN	Grass-roots organisation directly managed by refugee communities, based in Ancoats.	www.mrsn.org.uk Tel: 0161 202 8910
Refugees and Migrants Forum (RMF)	Project within MRSN.	(See MRSN)
Refugee Action (drop-ins)	Community development services to support and promote positive integration and long-term settlement of refugees and displaced people.	www.refugee-action.org.uk
Rainbow Haven Drop-in	Community drop-in centre open to all local residents and used by a large number of refugees and asylum seekers. Provides advice, support in registering with services for example GP and dentist.	Tel: 0161 220 8619
Migrant and Refugee Communities Forum	Supports migrants and refugees to become active citizens through education, training, general advice, and engaging with communities.	www.mrcf.org.uk