Civil Society Strategy

Consultation Response

Summary

In February 2018 the Department for Digital, Culture, Media and Sport launched an engagement exercise to inform the development of the government's Civil Society Strategy. This paper presents our written response to the consultation. It identifies two pressing tasks for civil society over the coming years:

- offering an alternative to individual consumption and competition as the means by which identity is constructed, by creating and sustaining spaces in which individuals are treated as intrinsically and equally valuable and significant, regardless of their economic participation and performance.
- countering a lack of social integration by promoting interaction in ways
 that strengthen our ability to 'live together well' in a society and in local
 communities characterized by both commonalities and differences in
 backgrounds, circumstances, beliefs, values and culture.

We highlight the substantial contribution that faith groups make to civil society, noting that this is often characterised and strengthened by their long-term presence in communities.

Further, we argue that service provision must not crowd out engagement in other crucial civil society functions such as such as advocacy, innovation, expression of values, and community-building, since these too are vital for healthy communities and a healthy democracy.

Our recommendations about how government can best support civil society include:

- work with the complexity of civil society
- celebrate and nurture the diversity of civil society
- develop reciprocal, equal relationships with civil society partners
- match responsibilities with capacity and resources
- recognize the value of long-term, relational engagement in communities.



Introduction

At Church Urban Fund, much of our work is oriented towards strengthening civil society and specifically associational life in local communities. We welcome the Department for Digital, Culture, Media and Sport's consultation and in this paper seek to share some of the learning we have derived from our engagement in communities across England. In addition, we report on insights from practitioners, academics, faith leaders, and think tanks active in this field, based on a roundtable discussion we convened about the strategy.¹ Our response is structured around the consultation's key themes: 'Our Civil Society', 'People', 'Partnership', and 'Place'. It concludes by addressing two questions: how government can best support civil society, and how civil society can best support businesses and government, in building a society in which all can flourish.

About Church Urban Fund

Our vision is to see people and communities across England flourish and enjoy life in all its fullness. We believe that communities flourish when people have:

- **Agency** the ability to make and follow through on choices about the direction of their own lives, and that of the communities and society in which they live.
- **Relationships of equality** within households, communities and society more widely, in which they feel safe to belong, interdependence is acknowledged, and all have opportunities to give and receive.
- **Just access to resources** sufficient to provide for their wellbeing in a sustainable and dignified way and to participate fully socially, politically and economically.

We work relationally, inclusively, and effectively to bring about change through three programmes:

- **Together Network:** growing the capacity of churches and community groups to collaborate, build community, and respond to social issues. In 2017 we supported more than 680 community and social action projects, including work with refuges and asylum seekers, people experiencing homelessness, loneliness, and food poverty.
- **Near Neighbours:** bringing people together across faith and ethnic groups to build a cohesive civil society that reflects and celebrates our diversity. Over 90,000 people got involved in their communities through Near Neighbours in 2017, including through local social action, community events and leadership training.
- Just Finance Foundation: increasing the supply of fair and affordable finance and
 financial services, particularly for low-income households; building people's motivation,
 expertise, and access to financial services; and equipping future generations to manage
 money wisely.



Our Civil Society: What is it, and what does it do?

Civil society represents an intermediate – and therefore a connecting – space between the state and the people that make up society, and, in most contemporary writing at least, between the people and the market.² What happens in that space can have a substantial influence on which voices are heard in public debate; who feels that they 'belong'; who shapes decision making; and, in turn, whether individuals and communities perceive themselves to be of value to wider society.

Some of the purposes of civil society are well-rehearsed and include:

- Fostering cohesive communities in which people can belong, connect and contribute.
- Building citizenship skills, and the motivation and confidence to use them.
- Maintaining a healthy democracy by giving expression and representation to diverse views, beliefs, and experiences, including through political participation.
- Bringing events, activities and projects into being in communities, for community benefit.
- Providing a foundation of trust upon which markets and the state can function.

The power of civil society to effect social change has arguably diminished in line with the pervasiveness of market- and consumption-based ideologies across spheres such as the media, entertainment, and public services. Neither markets nor consumption are inherently bad, but the principles they hinge upon are - we suggest - inadequate as primary organizing principles for society. This is manifested, for example, in the fact that some 14 million people in the UK are living in poverty, more than half of whom are part of households where at least one person is in work.³

In this context the strengthening and renewal of civil society is particularly important. We anticipate that some of its most pressing tasks or opportunities over the coming years will be:

- offering an alternative to individual consumption and competition as the means by which identity is constructed, by creating and sustaining spaces in which individuals are treated as intrinsically and equally valuable and significant, regardless of their economic participation and performance.
- countering a lack of social integration by promoting interaction in ways that strengthen our ability to 'live together well' in a society and in local communities characterized by both commonalities and differences in backgrounds, circumstances, beliefs, values and culture.⁴



Civil society needs to be a space in which freedom and equality are championed, practiced, upheld and protected. Importantly though, we should not claim a monopoly on being 'values-based' or seek to create a 'safe' space that is isolated from the market, state and informal sectors, but rather one which affords the possibility to influence – as well as learn from – each of these.

For this reason, the proposal to include the private sector within the government's definition of civil society on the basis that it is increasingly seeking to 'do good' seems highly problematic. Firstly, we cannot afford to uncritically assume that all civil society activity 'does good', and secondly, on this basis it seems illogical to exclude large swathes of the public sector which 'do good'. Furthermore, many of the social needs that civil society organisations respond to are a consequence, at least in part, of the uneven distribution of wealth and resources that our present economic systems have accentuated, and indeed depend upon in their current form. Finally, the non-profit distributing nature of charities and other non-profit organisations is a very important factor when it comes to establishing trust within communities, and in particular amongst vulnerable social groups who may not be strongly positioned to advocate for their own interests.⁵ Rather, we suggest that all sectors can find ways to work for the common good, and that civil society has an important and distinctive role to play in encouraging, innovating, advocating, and informing this.

Insights from the roundtable disucssion

These are some of the ways in which participants responded to the question, 'what are the **key strengths** of civil society, and in particular of the faith-based groups within it?'

- the **resilience** and **endurance** of their engagement and **presence** at a local level in communities over time.
- the **values** and **motivation** that can drive **commitment**, sustaining activities through gaps in funding, where others may withdraw.
- the development of **trust** through familiarity and **relationships**.
- the ability to bring together **diverse** groups of people across age, social class and ethnicity.
- the provision of alternative narratives to help us understand and talk about the way things
 are in our communities and our society, and the capacity to have a 'humanising' influence on
 both the state and the markets.
- responding **creatively** and **flexibly**, having the agility to respond to change rapidly.



People: Finding a part to play?

Here, we discuss a number of factors that affect people's participation in civil society and that give us pointers as to how we might best support people to play a part.

Agency and Creativity

Our work in communities is underpinned by a belief in the dignity, agency, strengths and potential of each individual, and by a recognition that regardless of background, profession or life experience, everyone has something valuable to contribute within their community and to wider society. This applies as much to people's potential to care for, encourage and support one another within communities in practical or relational ways, as it does to their potential to bring their insights and experience to bear on public policy and political decisions. People are most likely to get involved in civil society where this feels like a free choice, where it is enjoyable and sociable, and where they feel they are making a difference in a way that matters to them.

Economic pressures

In a very practical sense, economic pressures on households can reduce the time, resources and even emotional capacity for participation in civil society by their members. Working hours, working conditions, housing costs, wage levels and, for many, the financial imperative to be a dual-income household, all have a bearing on people's availability to get actively involved in civil society, particularly amongst younger adults. These conditions require civil society to simultaneously build people's resilience in challenging circumstances, whilst also responding to the structural injustices and cultural norms that have given rise to them. Effecting substantial and sustainable change in these matters requires widespread and cross-sectoral collaboration.

Socio-economic divergence

Recent political events in the UK and elsewhere have demonstrated the way in which diversity and disagreement are very readily rendered dualistic and divisive, both in mainstream and social media. Whilst technology has a part to play in the creation of the so-called 'echo-chambers' that facilitate this, so too does the increasing divergence between those who are doing well out of the economic status quo, and those who it has left behind. Earlier this year the Social Mobility Commission reported that new divides have opened up geographically, across income groups, and inter-generationally, and that these are likely to widen. Here again, there is a role for civil society, not only in seeking to narrow gaps in prosperity and opportunities, but also in facilitating encounters and greater understanding of lived experiences within and between different social groups.



Heterogeneity of beliefs and culture

Our society is increasingly characterized by a heterogeneity of beliefs, ideologies and ontologies, but limited literacy and understanding of these is brought to bear in public or political life. We believe diversity is to be celebrated. It brings a richness and creativity to our workplaces, communities and national life that can benefit us all. However, where the lives of individuals or groups are shaped by divergent traditions, beliefs or life experiences, it can take considerable time, effort and commitment for a sense of safety, mutual understanding and partnership to be built. Experiences of prejudice, discrimination, abuse, misunderstanding, or harm – or fear that these may happen in future – can prevent participation in wider civil society, particularly for religious, ethnic or other minority groups.

Secularity has an important part to play in holding the public sphere open for all to participate, but a lack of genuine engagement with alternative meta-narratives, such as those of Christianity, Islam and other faiths, can compound segregation and close down opportunities for greater mutual understanding and inclusion.9 Faiths are widely acknowledged to be a major contributor to civil society in terms of prompting charitable giving, volunteering and provision of services, but they also offer valuable conceptual resources that can be drawn upon in seeking to understand and articulate what constitutes human wellbeing, both at an individual and societal level.¹⁰ Benefiting fully from this will require us to enter into more nuanced conversations about the role of religion in public life, in ways that get beyond stereotypes and dualisms (such as 'tradition' versus 'progress', and 'conservative' versus 'liberal') and enable people to relate the basis of their views from personal experience and other sources important to them. Demographic change, coupled with the changing landscape of religion in the UK, mean that civil society will need to play a part in ensuring that people of faith feel included in public life, and that informed and accessible conversations about the varying influences of religion within public and personal life can take place both within communities and in national level conversations.

Insights from the roundtable disucssion

We discussed various aspects of people's motivation for and involvement in action to improve things for themselves and their communities. Some of the key points were:

- people tend to get involved because they care about something, or because they see a need locally and want to respond.
- involvement in civil society cannot be imposed 'from above'
- in many cases, getting people involved in their communities is a long journey and involves a considerable investment of time in accompanying and encouraging someone as the figure out how they can use their skills and where they can fit in and make a difference.
- **patterns of involvement** seem to be changing, with younger people tending to opt for more intensive shorter-term involvement. This may pose challenges for activities and organisations that depend on longer term sustained volunteering.



Partnership: Best buddies or critical friends?

There is great potential for cross-sectoral partnership for the common good. Many of our Together Network partners across England work collaboratively with local authorities, either to provide services, or ensure that support is joined up and coordinated. Some also collaborate with private sector partners, for example in responding to food poverty. At a national level, we work with government on both our Near Neighbours and LifeSavers programmes, both of which represent constructive partnerships, coupling the value of our local networks and experience of working at the grassroots in local communities with the resources required to make a difference at scale.

Partnership needs to be built upon recognition of the different strengths and weaknesses of the parties involved. These may include relational networks, trust, financial resources, expertise, and political power. When considering how groups within civil society can partner with statutory or private sector bodies, it is important to identify where goals and ways of operating converge and diverge. What characteristics does civil society have that might be compromised by close partnership with the state or private sector? Are there things that civil society can only do because of its different accountability structures to the state and markets? Can a faith-based ethos be readily expressed in a partnership involving secular or other faith parties? If so, how? The answers to these questions will differ depending on the nature of the activity, and the kind of relationship being offered.

There can be a tendency for civil society to be conceived of as a cheap vehicle for meeting social needs. Civil society groups can bring comparative advantages to certain kinds of service provision, but it is important that service provision does not become its dominant purpose. An important characteristic of civil society is its multi-functionality: if civil society becomes over-burdened with service delivery, other important functions, such as advocacy, innovation, expression, and community-building are likely to suffer. These other functions are vital for healthy communities and a healthy democracy. Partnership can be a force for tremendous good, but to be sustainable it must reflect the genuine interests of the parties involved. A healthy civil society needs ample room for dissent and disagreement, as well as cooperation.



Insights from the roundtable disucssion

Various kinds of partnerships were discussed, some between organisations within civil society, and others between statutory bodies and civil society organisations. Key messages emerging included:

- Civil society organisations do not always work in partnership there are many groups that are quite inward focused and don't connect with others at all.
- Often, **seeking the common good** within a particular area is what brings people and groups into contact and can get them working together.
- An example was given of how in Birmingham, churches have welcomed 'Visit My Mosque Day', which has provided an opportunity to build new relationships.
- **Encounters and relationships** are often how partnerships develop. A story was told of a Christian lady in Leicester who began a conversation with a Hindu lady, who then worked together to put on a festival together, for example.
- Power relations matter when it comes to partnership, particularly where funding is involved. A goal should be to establish mature cross-sectoral partnerships, which involves mutual exchange of ideas as well as funding and outcomes.
- Civil society can have a niche role in brokering trust and understanding. An example
 was given of a refugee family being moved into an estate where they faced intense
 racial abuse. The council worker was unable to intervene but the vicar opened up a
 conversation, in which it became apparent that the individual perpetrating the abuse
 was fearful of the newcomers because of experiences they had had whilst serving
 in the armed forces. This enabled a more constructive and harmonious way forward
 to be found.
- It is important to recognize that civil society groups recognize their **limitations** as well as their strengths when entering into partnerships.



Place: Brilliant or resilient?

Mobilizing people in communities to get involved in volunteering or developing projects that benefit their own communities is one way of helping people realize something of their own agency, building their confidence, and opening up other avenues for civic participation. In addition to practical work in local communities, an important means by which civil society can contribute to stronger, more resilient communities at this particular point in time is by articulating an alternative vision of human flourishing, one which is not based narrowly on the accumulation of wealth, but which emphasizes the importance of relationships, equality and freedom, whilst not ignoring the impact of disparities in material resources on wellbeing, both personal and societal.

Over the past ten years, there has been something of an unveiling of the varied and significant ways in which faith groups are responding to social issues in communities. Food banks are the most prominent tip of a much larger 'iceberg' of faith-based social engagement at a local level. Indeed, if the number of faith-based charities is taken as an indicator of such activity, there seems to have been considerable growth, with this figure having increased from 23,832 in 2006 to 49,881 (a quarter of all charities registered in Britain) in 2016.¹²

One of the things that often marks out the engagement of faith communities is their long-term presence in local communities. This is particularly significant in localities where third sector organisations or statutory agencies have withdrawn due to lack of funding. The 2017 Church in Action Survey found that of over 1000 Anglican churches surveyed, 70% run three or more organised activities for the benefit of their local communities, such as parent/carer and toddler groups, community cafes, lunch clubs for older people, holiday clubs and youth work. Further, when informal help and active signposting are included, 83% of churches are involved in supporting people with mental health problems and 94% are supporting people experiencing loneliness, for example. 14

Insights from the roundtable disucssion

Key themes that emerged as examples of working together for the good of a particular place were discussed included:

- the importance of being willing to live with 'messiness': we sometimes use language that makes civil society sound 'tidy', but it is often some of the most challenging and complex situations that allow for the most transformative opportunities to emerge.
- the significance of faith communities' long-term presence in local communities, including in term of their **relational networks** and buildings.
- **local issues** such as protecting a green space from development can often get people involved in their communities who previously may not have done so.



Our work across the country provides many examples of individuals whose lives have been turned around, for example by getting free of debt, by getting to know and trust neighbours from another country for the first time, or through being supported to access education and then employment. However, many of the communities we work in are amongst the most deprived in England: keeping a family fed and housed is often a much more urgent priority than creating a brilliant place to live, and a brilliant place to work might only be found at some distance from home, with limited public transport making this difficult to access. Cross-sectoral collaboration is certainly essential if such circumstances are to be turned around. Yet many of these communities feel left behind by the state and are substantially disadvantaged when it comes to participating in the market. There is a great work of re-building trust to be done.

Civil society can help broker such trust, for example, facilitating meetings between community members and statutory authorities, and helping cultivate a positive attitude towards police and local authorities. Whilst this can and does occur at the local level, for it to succeed and be sustainable, there needs to be clear alignment with national level funding decisions, social policy, and to some degree the actions or large business and financial institutions, if communities are to be persuaded that an authentic cross-sectoral movement for the 'common good' is in motion. Civil society can play a vital part as a space in which connection, communication, and collaboration are possible, but initiative and resources will need to be taken across all sectors if substantial, long term change is to be achieved within our communities.



What can government do to support a flourishing civil society?

Our experience, together with that of the participants in our roundtable discussion, suggests that some of the key ways in which government can support a flourishing civil society are:

- Work with the complexity: Civil society is hugely diverse and cannot be 'tamed' towards an agreed overarching goal. Rather, opportunities to collaborate for the common good will likely be emergent, with partners and priorities continually shifting in response to changing circumstances, motivations, resources, and relationships. This is to be expected, and can perhaps be best seen as a wave to be ridden, rather than as a stream to channel.
- Ensure the 'building blocks' are in place: A key task for government is to ensure that people have sufficient access to services and opportunities that meet their basic needs: healthcare, employment, education, and housing, for example. If people are struggling to meet the material needs of their families, they are less likely to have the time, energy, or opportunity to get involved in activities to benefit their communities.
- Acknowledge and celebrate diversity: Not only is civil society diverse in terms of the level of formality of groups and activities, it is also diverse in terms of the beliefs and values that underpin and motivate people's engagement in it. Research has shown that faith plays a major part, so when engaging with civil society it is important that secularism is not set up as a 'neutral' position, but as one among a range of worldviews, which include religious faiths.
- Match responsibilities with capacity: It is important that government's expectations of different organisations and groups within civil society are appropriate to their size, nature and capacity.
- **Develop reciprocal relationships:** There is greater potential for positive social outcomes and innovation where relationships between government and civil society organisations are treated as equal partnerships, even where the former are funding the later. This means exchanging ideas and seeking opportunities to learn from one another's different approaches and practices when it comes to addressing social issues.
- Recognise the value of relational and long-term engagement: Not everything that makes an important difference within communities is readily measurable, nor are people's responses to civil society groups' activity entirely predictable or consistent. Sometimes there will be a case for valuing the means the processes through which civil society organisations work, as much as the end results they produce. This needs to be reflected in the way that outcomes and activities are specified for government-funded civil society activity.



What can civil society do to support government and businesses in building a flourishing society?

Finally, as well as valuing the support of government, we believe that civil society has much to contribute to the state and private sector when it comes to building a flourishing society together.

- **Democratic participation:** Civil society plays a vital part in sustaining a healthy democracy, not only through direct advocacy and campaigning activity, but also by helping people realise their own agency. Experiences of volunteering and local social action can increase people's sense of belonging to society, and can overcome apathy, giving them a taster of what it feels like to make a difference, and encouraging them to get involved in other ways too.
- Expertise: Many civil society groups are able to offer valuable insights into both the nature of the social issues that government is seeking to tackle, and the way in which policy decisions have or are likely to play out in local communities, based on first hand engagement over the long term. This can include an embedded understanding of religious and cultural diversity, its influence within communities, and its influence on the way that global, national and local media and political discourses are received and responded to locally.
- Access: The strong relational networks that characterize much civil society activity can be valuable routes through which policy makers can directly access local communities, in order to better understand the issues they face, as well as the ways in which people within them are working together for the common good.
- Innovative solutions: A great strength of civil society groups is their ability to respond flexibly and quickly to new challenges. As such, they can develop and trial innovative responses, which can inform how statutory agencies might approach the same problem.
- Advocacy: Civil society organisations can in some circumstances be valuable advocates for the statutory sector, particularly in contexts where trust in government agencies is very low. For example, inviting police, local authority staff, and elected representatives to community activities and events can be an important way of brokering relationships and enabling a sense of shared humanity to be recognized across institutional and cultural boundaries.
- Alternative narratives: An important function of civil society is to serve as a space within which alternative narratives and perspectives about how we can live together well emerge, are formulated, and are shared and diffused within society. Civic engagement can help ensure that these alternative narratives are communicated in ways that reach into and shape political discourse, policy, and private sector activity, ensuring that it is informed by a range of life experiences, beliefs, and understandings of the world that is reflective of the diverse society in which we live.



Appendix 1: Participants in Roundtable Discussion

Ana Franca-Ferreira	Centre for Theology and Community/Near Neighbours
Andrew Barnett	Church Urban Fund
Cassius Francis	Just Finance Foundation
Chris Baker	William Temple Foundation
Clive Chapman	Caritas Social Action Network
Debbie James	Church Mission Society
Dilwar Hussain	New Horizons in British Islam
Elizabeth Carnelley	Near Neighbours
Gill Bedford	Salvation Army
Hannah Rich	Theos Think Tank
Harriet Ackunson	Ministry of Housing, Communities and Local Government
Heather Buckingham	Church Urban Fund
James Laing	Allchurches Trust
Jessamin Birdsall	Church Urban Fund
John Mohan	Third Sector Research Centre, University of Birmingham
Laura Miller	Humanistic Judaism UK
Lucy de Las Casas	New Philanthropy Capital
Miqdaad Versi	Muslim Council of Britain
Paul Bickley	Theos Think Tank
Paul Hackwood	Church Urban Fund
Rabiyah K Latif	Thrive Together Birmingham
Tony Daniels	Salvation Army
Val Barron	Together Durham

We are very grateful to all participants for contributing their knowledge, insight and experience as part of our roundtable discussion. Views presented in this document are not necessarily those of all participants.



Appendix 2: Case studies

Case study: Fresh Start Coventry

In Coventry, Together for Change's Fresh Start initiative is providing valuable support to refugees and asylum seekers through friendship, football, and English conversation cafés.

Yonas (not his real name), a young asylum seeker, has been significantly impacted by Fresh Start. Formerly a mechanic in his home country, Yonas had to flee his country because of government repression and arrived in the UK in September 2017. Shortly after being resettled in Coventry by the Home Office, Yonas started attending the Fresh Start Conversation Café and enthusiastically joined the Saturday football club.

He has received over 60 hours of free English support, accelerating his progress and boosting his confidence. He has built meaningful friendships with Fresh Start's British volunteers as well as young men from different countries.

In March 2018, Yonas had an interview at a local college for a mechanics course. Very few recently arrived refugees or asylum seekers are able to access these courses as they require a high level of English proficiency. Yonas, however, passed the English test with flying colours and was accepted onto the course. Through his determination and the ongoing support he has enjoyed through Fresh Start, Yonas has made extraordinary progress in starting his new life in the UK.

Case study: Catch Volunteer Development Programme

Founded by a local Police Officer of British Pakistani heritage, CATCH is a youth and community

development charity that engages young people from a variety of ethnic and religious backgrounds in Harehills, an area in which social exclusion is widespread. A Near Neighbours Small Grant enabled CATCH to develop their volunteer training programme, helping young people acquire the skills and knowledge to take ownership of community projects.

One participant in the training programme, Sameera (not her real name), had been struggling with low confidence and social isolation. Sameera has developed a sense of responsibility and agency through volunteering in the CATCH café and helping to supervise the younger children. Developing leadership skills at CATCH has given Sameera fresh confidence inspeaking up at school, where her grades have since improved and she is enjoying her classes.

Sameera has also established close friendships with peers from other ethnic backgrounds, including members of the local Roma, Czech, and Polish communities against whom she previously held negative stereotypes. Sameera has started educating her friends and family about the diverse people she has met through her volunteer experience at CATCH, saying 'I tell my friends, "you haven't seen the real world! Well, I haven't either, but I've seen half of it at CATCH!"'15



Case study: Faithfully Ageing Better

Faithfully Ageing Better is a partnership between Together Middlesbrough and Cleveland and Ageing Better Middlesbrough, a six-year Big Lottery funded programme that aims to reduce loneliness and isolation for people aged 50 and over in Middlesbrough. The Faithfully Ageing Better project was created in recognition of the great work churches do in providing support and care to older people who are isolated, particularly in times of loss, bereavement, and ill-health. The project aims to identify, celebrate, and help to develop this work to continue to serve the spiritual and practical needs of the older community.

By raising awareness and providing encouragement and practical support to churches, Faithfully Ageing Better is helping connect more people with the companionship, community, and conversation that is so important for their wellbeing. Commenting on the impact of Welcome Break, a weekly drop-in for older people hosted by St Barnabas Church, Linthorpe, for example, Development Worker Kate Wells said:

"What seems to make the real difference to people is the regularity and reliability of the group, and the strong friendships that have been formed. There is also a sense of having a 'place' – some of the people who have come for a long time have started to help out, either formally by serving refreshments, or informally by being there and talking to and welcoming newer attendees."

A creative collaboration between Faithfully Ageing Better and Together Middlesbrough and Cleveland's 'Feast of Fun' holiday programme for families has seen them support a series of events and trips that bring together different generations. This has been an exciting development, helping build meaningful and mutually supportive networks of relationships within local communities.



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