



# People and Places:

Social Inclusion Policy for the Built and Historic Environment





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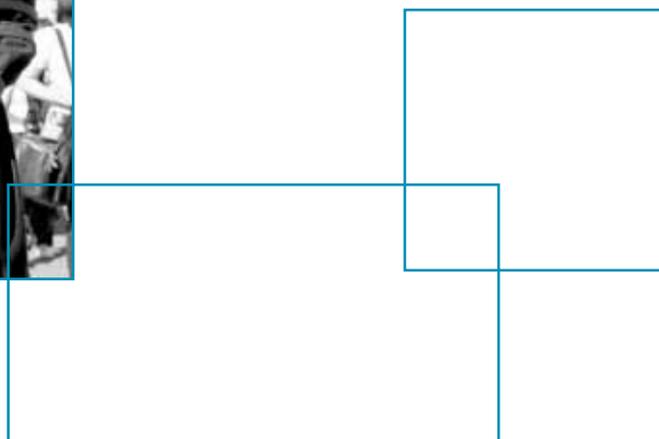
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*Photo: Courtesy of the Tower of London*





## Foreword by the Secretary of State for Culture, Media and Sport

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People belong to many different communities. These are often powerfully defined by the physical space they occupy: schools, universities, sports clubs, factories, offices, streets, villages, estates. These physical structures are vital in defining a community, with a high quality well managed built environment essential for community cohesion. But in many of our poorest neighbourhoods, poor quality buildings and public space have contributed to decline.

The built and historic environment is a vital part of everyone's cultural heritage. However, for many people, contemporary and historic architecture may seem to be something that has nothing to do with their lives. Being cut off from key aspects of our culture is part of what drives social exclusion.

This Government has gone a long way towards tackling social exclusion through improved public services and targeting resources at key problems, such as crime and poor housing, which increase levels of exclusion. We are working hard to ensure that the inclusion agenda spreads to all parts of society. DCMS has developed, in partnership with others, practical advice for libraries, archives, museums, galleries and sports organisations on how to achieve the cultural change necessary to deliver more inclusive services to the public. This work is now being extended to the built and historic environment.

There are already some wonderful schemes which involve architecture and historic places in tackling social exclusion – take the Superchannel website run by residents of the Liverpool Housing Action Trust; or the National Trust's "London Links" project – but there are also so many opportunities to do more. All those involved professionally in this sector need to think about how they can reach out to excluded individuals and communities. This is quite a challenge, but the benefits to society as a whole, to individual communities, and to the public, private and voluntary sector organisations involved, can be enormous.

This document is intended as a practical guide for all those involved with their built and historic environment. It has been prepared with the help of a group of experts and practitioners from within the sector and I would like to thank them for their engagement and commitment. This is a consultation document and I would welcome your comments on the scope of the policy.

I am asking English Heritage and the Commission for Architecture and the Built Environment (CABE) to provide leadership by promoting the social inclusion agenda across the sector. But I know that if we are to succeed in making more people feel at home in the physical environment, which is England's heritage it will be down to the inspiration and action of individuals and organisations right across the country.



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## Background: Introduction

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The built and historic environment encompasses not just modern and historic buildings, but transport infrastructure, historic landscapes, parks and open spaces. It is an aspect of our culture that is shared by everyone, and is the visible manifestation of society's inherited values.

This document sets out why the built environment, both contemporary and historical, is important when considering issues of social inclusion. A high quality, well-managed built environment improves the relationship between citizens and their environment and contributes significantly to social and economic regeneration. The Government's aim of overcoming social exclusion will only be fully realised when our cities, towns and villages offer high quality environments to everyone. This means bringing the best design into the most neglected places.

The built and historic environment can also help connect people to their culture, both past and present. This document shows how people can be more effectively engaged with the contemporary and historic built environment as a cultural and educational experience.

In order to achieve these goals, a shift in practices, aspirations and attitudes is required from many sectors. This policy is aimed at all organisations, businesses and agencies engaged in planning, producing and promoting the contemporary and historic environment. This includes:

- Local authorities and regeneration agencies
- Developers
- Design and planning practitioners
- Cultural and heritage organisations

The key policy objective of this document is to make social inclusion a priority for all these organisations and agencies, and to achieve the widest possible access to the contemporary and historic built environment as part of the cultural heritage.



Photo: Courtesy of The National Trust

## Background: Social Exclusion and the Built and Historic Environment

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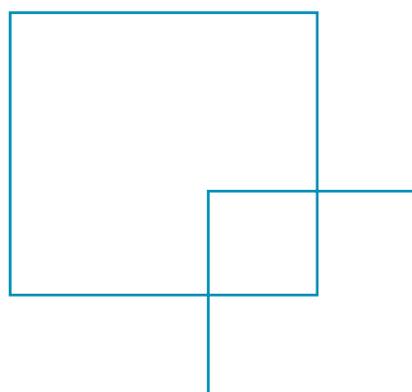
The Government's Social Exclusion Unit defines social exclusion, as 'a combination of linked problems such as unemployment, poor skills, low incomes, poor housing, high crime environments, bad health, poverty and family breakdown'. Work by the Social Exclusion Unit has shown that people from ethnic minority groups are disproportionately at risk of social exclusion.

Social exclusion is also intrinsically linked to certain places and their environments. Anne Power writes that

'Social exclusion is about the tendency to push vulnerable and difficult individuals into the least popular places, furthest away from our common aspirations ... the political debate on social exclusion constantly returns to conditions within the poorest areas because multiple problems are so highly concentrated within them'.

Low-income neighbourhoods in particular often suffer from poorly designed and maintained environments that are often underused or neglected. Poor design can have a serious effect on the safety, accessibility, adaptability and sustainability of neighbourhoods.

Social exclusion is therefore about being cut off from the opportunities which society offers. Overcoming social exclusion is about reconnecting people to society through tackling issues around unemployment, crime, poor education, health and a poor quality physical environment. Many Government departments therefore have a role to play in tackling social exclusion. In 1999 the DCMS chaired Policy Action Team (PAT) 10, on Arts and Sport. PAT10 showed the potential that arts, sport and leisure activities, can have to change people's lives, both individually and whole communities. These principles can be applied to the built environment, both contemporary and historic.



Low-income neighbourhoods in particular often suffer from poorly designed and maintained environments that are often underused or neglected.

## Policy Principles: The Contemporary Built Environment

### Design Quality

Good quality architecture and urban design can be at the centre of making towns and cities better places for everyone. Residential neighbourhoods must become valued, liveable environments if regeneration is to be successful. Neighbourhoods should be designed to meet society's changing needs.

A high quality, safe, welcoming public realm invites better behaviour from its users. It creates interaction between people and this leads to a greater sense of community.

Good design means automatically building in good quality solutions for access to people with disabilities. Better buildings and open spaces can turn around the image of a neighbourhood.

### Peckham Library and Bellenden Renewal Area

Put up in the 1950s and meant to last just five years, the old library in Peckham was more like a small shack. It has taken over 40 years to build a new state-of-the-art-library in Peckham which has now been hailed as 'the millennium library', attracting floods of users. The architects have designed a stunning building with a generously spaced library, double the normal height on the fourth floor and magnificent views over London. The library floor partly overhangs the open space of Peckham Square supported on improbably slim stilts. There are three 'pods' giving the library a futuristic air designed to provide separate areas for children's activities, the African and Caribbean literature centre and for meeting rooms. Peckham Library is the centrepiece of the area's regeneration.



Photo: Courtesy of Peckham Library

Close by is the Bellenden Renewal Area covering a stretch of residential and commercial streets centred around Bellenden Road itself, described as a kind of '50s' street – an old village high street not full of chain stores. The area was picked because it held Southwark's highest concentration of owner-occupied houses deemed unfit for habitation or not in reasonable repair. As well as the roof-repairs, insulation and new doors, the council-led project took the improvement of the lived environment as one of its key objectives, drawing on the skills of local artists and designers. Whole stretches of pavement have been redesigned including street lamps and colourful bollards have appeared on some roads. Southwark Council's Group Repair Scheme aims to improve whole streets or parts of streets using some council money and some from private owners. The council has been very pro-active in involving and consulting local residents so that they can have a say in the way the scheme is carried out.

Places that are successful follow certain design principles, as well as having long-term strategies for management and maintenance. Urban design considerations should include the design and layout of streets, of public spaces, the density and variety of activity and sustainability. More information and principles of design quality can be found in the DCMS Publication 'Better Public Buildings', as well as documents published by the Commission for Architecture and the Built Environment (see bibliog. – including recent Design Review publication), the government's agency set up to champion the importance of good design. CABI defines good design as, 'design that is fit for purpose, sustainable, efficient, coherent, flexible, responsive to context, good looking and a clear expression of the requirements of the brief' (in Design Review). Good design also means building in good quality solutions for access to people with disabilities.

Achieving design quality means thinking flexibly around procedures and may mean taking risks, in terms of design process as well as the final outcomes. Local authorities, developers and regeneration agencies should seek to raise aspirations about design among all users and partners on development projects and develop practical strategies for achieving design quality. Local people need to be acknowledged as key partners on regeneration schemes and should be fully involved in design discussions.

Achieving design quality means thinking flexibly around procedures and may mean taking risks, in terms of design process as well as the final outcomes.



Photo: Bellenden Renewal Area

### Peabody Trust – Murray Grove Development

As well as being the capital’s largest housing association, Peabody is a general charity for the relief of poverty in London, and is committed to providing facilities to trigger economic and social regeneration. In order to address soaring land prices in the South East as well as a long term shortage in the skilled labour market, the Trust is committed to developing new techniques to raise the quality of affordable homes and to meet the predicted increase in demand.

The development at Murray Grove in Hackney consists of 30 modular pre-fabricated homes and is the first development of its kind to be piloted in Britain. The homes were designed by architects Cartwright Pickard. Prefabricated steel units were manufactured in a British factory and were fully equipped with all plumbing, electrics, doors, windows, bathroom and kitchen fittings, tiles and carpets, before being transported and assembled on site. The construction process took only seven months to complete. The project has targeted young single people, couples and flat sharers, who cannot afford a mortgage but who do not qualify for social housing.



Photo: Courtesy of Murray Grove Development

## Community engagement

The quality of the built environment is often a primary concern for local communities and residents. How different community use and travel about areas needs to be a prime consideration in planning any new development. This commitment must be harnessed in order to bring about positive change. Getting involved with improving the local built environment can lead to positive social and educational outcomes, including developing skills, raising aspirations for a neighbourhood, and building a sense of community.

New developments should therefore involve an inclusive process of community outreach and engagement. This process must be properly resourced and valued as important in its own right. An inclusive process allows new developments to respond to local needs as well as building a sense of ownership and a stake in the regeneration process. In order to do this, authorities and agencies must build trust with diverse groups. The voluntary and community sector can play an important brokering role here, bringing in their independence and expertise at working with communities.

Developers and local authorities must also find a common language to discuss design issues, which is free from professional jargon. Creative methods for engaging people will be more successful than traditional methods of consultation.

### Architecture Foundation – Creative Spaces Website and Book

Available as a book and at [www.creativespaces.org.uk](http://www.creativespaces.org.uk), this ‘toolkit for participatory urban design’ is a source of ideas for involving people creatively in planning the future of urban sites. It presents the public participation techniques developed by the Architecture Foundation’s Roadshow project which engaged residents from 19 London neighbourhoods in working with architects to generate ideas for the future of local public spaces, housing estates and town centres. The toolkit includes methods of working with young people, the tools used for local design festivals and examples of catalytic and wide-ranging arts projects.

Creative Spaces shows how design can be an aspirational, inclusive process, with active outreach embedded as a principle. The toolkit presents a set of practical methods to widen participation to those normally excluded from the planning process; it offers regeneration and design professionals new ways of working based upon partnerships and holistic thinking; and it demonstrates how using creative ways of involving communities in built environment and design issues will directly impact on social well-being and inclusion as well as on the quality of the built environment.

The principles and lessons from the Creative Spaces project are now being taken forward in a new initiative, the Glass-House. The project will provide design advice, training, and support to residents of low-income neighbourhoods, to enable them to become active partners in regeneration schemes which affect their lives. Further information at [www.theglasshouse.org.uk](http://www.theglasshouse.org.uk)

The creativity of design professionals themselves should be used to develop innovative design processes.

The use of Information and Communication Technology (ICT) is also an important tool for widening participation in regeneration and the planning and design processes.

A consultation process involving local people needs to be part of a long-term process, not a one-off. Through an understanding of the built environment and the decision-making process, people can play an active role in its development. Architecture centres and architectural organisations across the country have been set up to help with this and have expertise at engaging the public in design issues.

Through an understanding of the built environment and the decision-making process, people can play an active role in its development.

Engaging with the built environment allows people to feel connected to our culture and contributes to the development of active citizenship. All organisations involved with promoting the contemporary built environment should consider how their activities can be made accessible to all sections of society, particularly those normally excluded from discussions about architecture and design. Key public buildings should be considered as public spaces, and must be made accessible in terms of opening policies as well as physical and sensory disability issues.

#### Superchannel: A Website Run by Residents in the Liverpool HAT

Superchannel, [www.superchannel.org](http://www.superchannel.org), is a website run by residents of the Liverpool HAT (Housing Action Trust) to help them communicate and make decisions about changes that affect their lives and their physical environment. It started as an arts involvement project led by FACT (Foundation for the Arts and the Creative Technologies) in Liverpool. There are two channels: Coronation Court Channel and Tenantspin. Coronation Court is Liverpool's oldest tower block and its on-line community channel webcasts globally news, events and debates from its residents and the members of the local community. Tenantspin, established in the Liverpool HAT offices in the Cunard Building, focuses on issues covering social housing, high rise living and local democracy, attempting to involve more tenants in the decisions affecting their homes and lives.

## The Building Exploratory

The Building Exploratory at Hackney, [www.buildingexploratory.org.uk](http://www.buildingexploratory.org.uk), is the only interactive centre in Britain to explain building, construction, design, planning, housing history and management. It is the first centre to combine information on all aspects of the built environment under one roof and is unique in that a large proportion of its exhibits are built in conjunction with the community. There is a permanent hands-on exhibition which explores conservation, geography, history, planning, transportation, regeneration, building design, construction and housing maintenance and management. School groups are given free workshops based around the educational exhibits and there are free public tours. There are close links with local, regional and national organisations including the Housing Corporation, English Heritage, the Arts Council of England and the Commission for Architecture and the Built Environment.



Photo: Courtesy of The Building Exploratory

## Junior Open House

The 'Open Up' project has been designed to encourage children from all walks of life to discover and explore the environment around them.

The aim is also to encourage and show teachers how architecture is a rich and valuable source of educational material that can be incorporated into all the areas of the curriculum and specifically within art & design and design & technology.

For a week each May a variety of buildings are opened up exclusively to schools to explore. A list of buildings is sent to schools from

which teachers can make a choice of buildings to view.

## Policy Principles: The Historic Environment

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The historic environment is a vital part of the social and cultural identity of our nation. It holds the memory of peoples' hard work and experiences. Each place can be home to hundreds and thousands of people. Whether people feel "at home" with a place can affect how socially included they feel in society. Finding ways of regenerating pride and interest in local places using the historic buildings can help build confidence in community involvement in local decision-making. In particular, historic places which are public by their nature, such as public buildings, parks, and places of worship and commemoration should be a focus of attempts to contribute to tackling social exclusion.

Visits to heritage sites can also help people to find out about diverse aspects of England's history, society and multicultural heritage and help people to understand how the past influences

the present. By identifying and tackling physical, intellectual and financial barriers to access at historic sites; through consultation and involvement of local people, more use can be made of historic places for tackling social exclusion.

Engaging with a social inclusion agenda may require substantial cultural change from heritage organisations. This may take some time and it is recognised that activities to promote social inclusion must take place alongside the other important roles and responsibilities of organisations. But they should take account of the impact of all their activities, and any changes they propose, on their actual and potential audiences.

### Access

Too often heritage events and visits can be perceived by many people as boring, exclusive and too costly. In order to tackle this, changes to presentation of the history of the place needs to be considered. The hidden histories that tell the diverse social, economic and cultural stories of a place can engage more people than representations of exclusive and wealthy lifestyles. Opportunities to invite groups that have not traditionally made visits need to be sought through active consultation at local level. In the first instance reasonable physical adjustments should be made to buildings and places to improve accessibility for people with physical or sensory disabilities, or learning difficulties. This could include better signage around buildings, the size and positioning of captions, providing seating and the possibility of installing induction loops and subtitling for audio-visual presentations.

### The Longford River Project

The Royal Parks Agency, in partnership with the London Borough of Hounslow and an SRB body – Feltham First – is leading an initiative based on the Longford River, which on its way to Bushy Park and Hampton Court flows through some of the more rundown areas of Hounslow, including Feltham. The project's aim is to assist in the regeneration of Feltham town centre by using the river as a focus for the involvement of local people and neighbouring business organisations. It is encouraging them to adopt 'their river' as a means to better their immediate environment, including various community schemes and improvement projects associated with the river and its surroundings.

Access also means looking at the language through which organisations promote themselves, and at charging policies that may be excluding some groups.

The use of ICT also provides an important mechanism for heritage organisations to become more accessible. Through the use of the Internet and through digital presentation and interpretation, ICT can provide both an education resource and a gateway to historic places for people who cannot physically get there.

### Outreach and education

The historic environment has a particularly important role to play in education, both in support of the national curriculum, and more generally for people of all ages. There is also potential for heritage organisations to develop specially designed projects with appropriate partners who work with people who are at risk or suffer from social exclusion.

#### English Heritage Statement of Social Inclusion Goals

English Heritage aims to be an inclusive and accessible organisation. It has adopted a statement of Social Inclusion Goals in order to recognise and prioritise its work as a public authority, and to communicate this both to its staff and the wider public. The statement is available at [www.english-heritage.org.uk/socialinclusion](http://www.english-heritage.org.uk/socialinclusion).

It is vital that those responsible for the historic environment develop policies and practices with mainstream education and outreach as part of their duties.

### Historic Royal Palaces – HM Tower of London

The Education Service in the Tower of London, [www.hrp.org.uk/tol/educat.htm](http://www.hrp.org.uk/tol/educat.htm), was formed in 1974 and is run by the Royal Armouries in close co-operation with Historic Royal Palaces. Since November 1998 the Tower has organised three Local Education Weeks a year structured around themes such as The Tudors and The Victorians, following National Curriculum content requirements. The aims of Education Weeks include: to provide an educational and enjoyable experience, linked to the National Curriculum Key Stage 2, particularly targeted at children for whom English may be a second language; to offer every child within Tower Hamlets the opportunity to visit the Tower free of charge at some point during their school career (targeted at Year 4 children); to offer, on a more limited basis, free places for Southwark children on the same programme; to develop a part of the programme specifically catered to the requirements of special needs students; and to offer work experience opportunities to Leisure and Tourism students within a real work situation.

The Education Service has also carried out outreach activities at nearby libraries and



Photo: Courtesy of the Tower of London

## Bringing about social change

Both access and audience development objectives need to be introduced into the strategic goals of heritage organisations in order to begin to contribute to tackling social exclusion. By seeking opinions from a more diverse cross section of society, and including a wider range of people in decision-making and planning, heritage organisations, like others, can become part of an active community. Working in partnership with the voluntary sector is important in order to facilitate the participation and representation of people who have been traditionally left out.

Voluntary groups can bring in expertise to design and undertake programmes of activity which are relevant to socially excluded groups.

Heritage organisations should also consider how they could develop their activities as a vehicle for broad social change. Organisations should consider what they can offer in terms of activities which would not only appeal to individuals or groups, but would also have the potential to improve the quality of their lives, increase their self-esteem, and help combat social exclusion.

### National Trust – Newcastle Inner City Project

Unemployed young people (on New Deal) are tackling countryside conservation tasks on the National Trust's Working Holidays as part of the Millennium Volunteers scheme run by the Trust's Inner City Project. This will give them the chance to venture away from their home ground to places as far afield as Ickworth in Suffolk and Stackpole in south Wales, where they will meet with a dozen other young volunteers. All are working to achieve their goal of 200 hours of volunteering to gain an 'Award of Excellence'. The young people come from a variety of backgrounds, some excluded from schools, others referred by the Newcastle 'Homeless Project' or through other youth organisations locally. This new partnership is funded through the Millennium initiative, as the modest fees to participate on a Working Holiday are often too much for many of the young people to afford.



Photos: Courtesy of The National Trust



## The historic environment and the community

The recent DCMS/DTLR publication *The Historic Environment: A Force for the Future* highlights the importance of tapping the economic and social potential of the historic environment. This includes unlocking the economic potential of historic buildings and re-using them, as a sustainable approach. The publication also recommends that local community strategies should take account of the local historic environment, as part of the development of sustainable communities. This means understanding the diversity of local communities and using historic sites in a relevant way.

The Heritage Grant Fund has recently added two more criteria to encourage applications from organisations that work with volunteers in the historic environment:

- Encourage greater access to the heritage to those traditionally left out of cultural activities;
- Build up the capacity and commitment of local communities to champion the conservation and enhancement of their own local historic environments;
- Promote best practice standards for the conservation, documentation, interpretation and sustainable enjoyment of the resources of England's historic environment;
- Promote the cultural diversity of England's heritage;
- Support to bodies discharging under statute functions relating to statutory controls

The diversity of society as a whole also needs to be considered when promoting heritage sites. Cultural diversity is about equality and valuing different cultural experiences, whether they are due to ethnic identities, social or economic situations. Developing these issues within the heritage sector may also lead to reconsidering what we mean by 'heritage' in terms of whose past is being represented.

Cultural diversity is about equality and valuing different cultural experiences, whether they are due to ethnic identities, social or economic situations.

*A close-up of the paintings inside the Maori House at Clandon Park.  
Photo: National Trust Photographic Library*



### Christ Church, North Brixton

Built in 1902, this unusual, Grade II listed church was designed in a Byzantine style with minarets and domes and an extraordinary outside pulpit from which the vicar would address crowds of up to a thousand. Faced with a seriously declining congregation, about 20 years ago the Church Commissioners attempted to close the church but North Brixton parishioners took the matter to the Privy Council and won. Rerieved since then, the once ailing church has been transformed into a thriving Christian and community centre. North Brixton has always been a popular area for new immigrant communities to settle and up to ten different congregations share the building for worship: French and Spanish speaking churches; African churches; and the West Indian New Testament



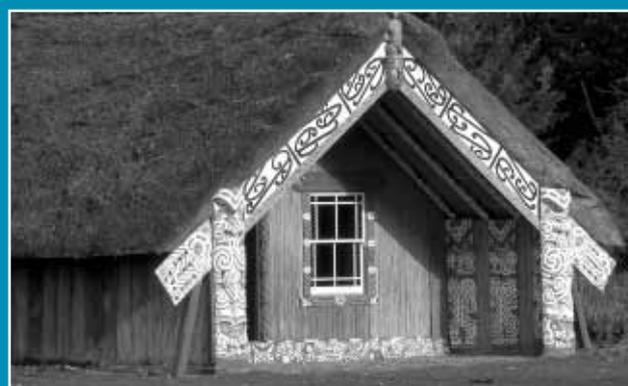
Photos: Christ Church

Church of God. Christ Church has also been developing a Foyer Project to assist under 25s, including ex-offenders, refugees and young people coming out of care, to live independently and find jobs. The Café Van Gogh in the church not only provides a community meeting point but it also provides training in catering skills which has helped many local people into work.

### National Trust: Hinemihi, The Maori Meeting House at Clandon Park

Hinemihi was the only building left standing at Te Wairoa village in New Zealand when Tarawera volcano erupted in 1886 and it was moved later by NZ Governor, William Onslow, to his family seat at Clandon Park near Guildford. UK Maoris look on Hinemihi, the Maori Meeting House at Clandon Park, as their spiritual home in Britain. A group of volunteers run a London club, called Ngati Ranana, and several times a year the National Trust welcomes them to Clandon. Maori children are trained in tribal customs in and around Hinemihi. New members are

welcomed to the group at ceremonies in front of Hinemihi and, at least once a year, a great tribal gathering of several hundred takes place with a traditional feast and singing, dancing, speeches and prayers.



A view of the Maori Meeting House in the garden at Clandon Park  
Photo: National Trust Photographic Library

## Conclusion: New ways of working

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This document aims to raise awareness of the links between social inclusion and the built environment, and to encourage all those involved with the built and historic environment to work to overcome social exclusion. In order to achieve this, we need to bring about a shift in practices, aspirations and attitudes.

### Organisational change

To engage with issues of social change, many organisations will first have to bring about internal cultural change. Staff attitudes and routine practices and procedures can be a major barrier to change, and may be excluding or marginalising groups unintentionally. These will need to be addressed through commitment, support and training and development of staff. Specific gaps in skills should be identified and tackled. The cost of changing the ways of working will have to be considered. Developing partnerships with other sectors and groups may allow new resources to be accessed.

In tackling issues of social exclusion, organisations and agencies will need to begin by considering the groups and communities they need to engage with, then assess and review their current practice and develop practical strategies around social inclusion. As change begins to take place, organisations and agencies should look at how benefits and outcome from their work can be monitored and evaluated. Representatives from particular groups who are being targeted should be involved in identifying and tackling issues and not just seen as the recipients of initiatives.

### Key issues

Organisations and agencies should consider the following issues when considering their role within tackling social exclusion:

**Access:** where services, activities or cultural experiences are being offered, barriers to access should be removed. Where charging policies are an issue, organisations may wish to consider schemes to accommodate low-income groups. Where access for people with physical and sensory disabilities is an issue, a consultation group could be established to examine the issues. Access for people for whom English is not a first language means considering the use of plain English as well as providing information in different languages.

**Dialogue:** engaging with local communities should also go beyond allowing people better access to your services or activities. Time is needed to identify target groups and develop links with them. Confidence and capacity building may be needed before groups can engage with issues of the built environment. Entering into sustained dialogue with diverse groups involves creating trust and transparency in the way you communicate, and being open to changing proposed developments or plans in response to local desires or needs.

**Creativity:** In order to bring about social change organisations must think creatively and flexibly around the challenges of social exclusion. In the case of new developments, achieving design quality involves raising aspirations for all partners and being prepared to take risks.

**Collaboration:** Engaging with a social exclusion agenda will mean organisations will work with new partners in new ways. This may mean engaging closely with other local service providers as well as the voluntary and community sectors. These organisations can contribute their expertise at working with socially excluded groups. In the case of new developments collaboration will mean re-thinking who the ‘client’ is for a project, and being committed to working closely with local people.

We would welcome comments on the draft policy set out in this paper.

Please send comments by 30 September 2002 to:

Gerard Wheeldon  
Architecture and Historic Environment Division  
Department for Culture, Media and Sport  
2-4 Cockspur Street  
London SW1Y 5DH

Telephone: 020 7211 6942

Fax: 020 7211 6962

Email: [gerard.wheeldon@culture.gsi.gov.uk](mailto:gerard.wheeldon@culture.gsi.gov.uk)



Photo: Courtesy of Bellenden Renewal Area

## Executive Summary

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**1.** This document sets out why the built and historic environment is important when considering issues of social inclusion. It shows how organisations can play an important role in combating social exclusion. The main policy objective is to make social inclusion a priority for all organisations engaged in planning, producing and promoting the contemporary and historic environment.

**2.** Organisations working with the contemporary environment should consider the following issues

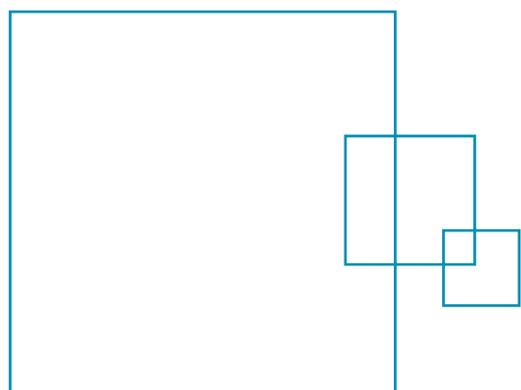
- Design quality: how better buildings and public spaces can contribute to the development of communities
- Community engagement: the need for an inclusive planning and design process.
- Using ICT as a tool for communication and information.
- Consultation and how engagement with the built environment can contribute to active citizenship

**3.** Organisations working with the historic environment should consider the following issues:

- Access: making historic buildings accessible to everyone, including the use of ICT
- Outreach and education: how the historic environment can contribute to life-long learning
- Bringing about social change: how the activities of heritage organisations can contribute to overcoming social exclusion and achieving broad social change
- The historic environment and the community: new ways of using historic buildings to make them relevant to all sections of the community

**4.** Many organisations will need to bring about internal organisational change in order to tackle issues of social exclusion. This will mean taking a strategic approach, reviewing existing ways of working and looking at issues including staff skills and resources. Organisations should consider the following key issues as they look for new ways of working

- Access
- Dialogue
- Creativity
- Collaboration



## Useful publications, organisations and websites

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### Bibliography

#### Publications

*By design, better place to live*: CABE 2001

*Better Public Buildings A proud legacy for the future*, DCMS 2000

*Design Review*, CABE 2002

*The Historic Environment: A Force for Our Future*, DCMS 2001

*A New Commitment to Neighbourhood Renewal: National Strategy Action*, DTLR 2001

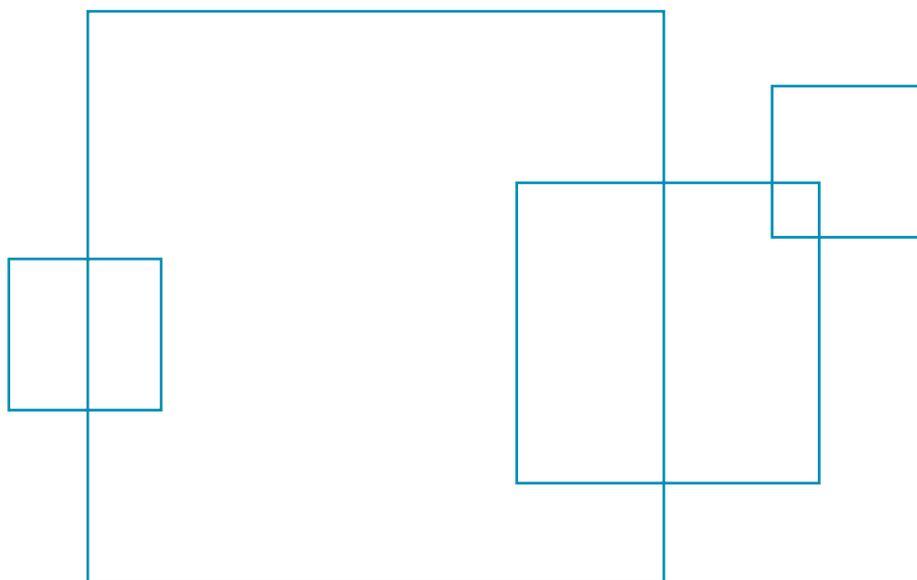
Planning Green Paper *Planning: Delivering a Fundamental Change*, DTLR 2001

*Policy Action Team 10 A Report to the Social Exclusion Unit*, DCMS 1999

*POWER OF PLACE The future of the historic environment*, English Heritage 2000

Rural White Paper *Our Countryside: The Future, A Fair Deal for Rural England*, DETR 2000

Urban White Paper *Our Towns and Cities: the Future – Delivering an Urban Renaissance*, DTLR 2000



## Organisations

### Architecture Centres network:

- Birmingham (MADE)
- Bristol (the Architecture Centre)
- Chatham (Kent Architecture Centre)
- Glasgow (the Lighthouse)
- Leeds (Concourse)
- Liverpool  
(Liverpool Architecture and Design Trust)
- London (the Architecture Foundation,  
The Building Exploratory,  
London Open House, RIBA Architecture  
Gallery)
- Manchester (CUBE)
- Newcastle (Northern Architecture)

Bellenden Renewal Area

Black Environment Network

Centre for Creative Communities

Commission for Architecture and the Built  
Environment

Department for Culture Media and Sport,  
Architecture and Historic Environment Division

Department for Transport, Local Government  
and the Regions

Development Trusts Administration

Diocese of London

English Heritage

Hackney Society

Heritage Grant Fund

Heritage Lottery Fund

Historic Houses Association

Historic Royal Palaces

It's OK to be different

Local Government Association

National Trust

Newcastle Trust

Peabody Trust

Peckham Library

Places for People

Planning Aid for London

Richard Rogers Partnership

Royal Parks Agency

The Sensory Trust

Sikh Community and Youth Service

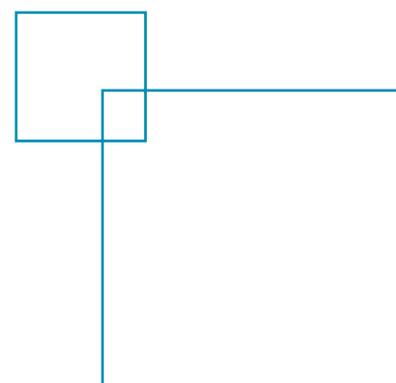
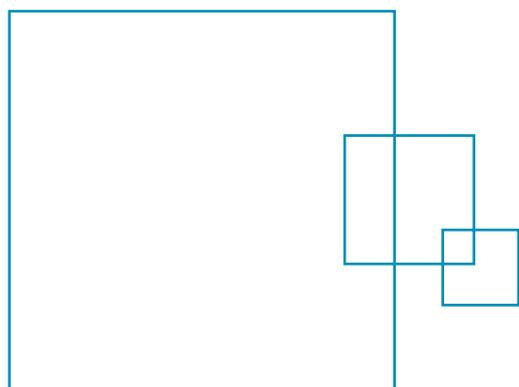
Society of Black Architects Forum

Theatres Trust

## Websites

### Architecture Centres:

- Chatham – Kent Architecture Centre [www.kentarchitecture.co.uk](http://www.kentarchitecture.co.uk)
  - Glasgow [www.thelighthouse.co.uk](http://www.thelighthouse.co.uk)
  - London – London Open House [www.architecturelink.org.uk](http://www.architecturelink.org.uk)
  - (RIBA Architecture Gallery) [www.architecture.com](http://www.architecture.com)
  - Manchester, CUBE [www.cubeuk.org](http://www.cubeuk.org)
  - Newcastle, Northern Architecture [www.north.org.uk](http://www.north.org.uk)
- Architecture Foundation  
'toolkit for participatory urban design' [www.creativespaces.org.uk](http://www.creativespaces.org.uk)
- Cabinet Office Social Exclusion Unit [www.cabinet-office.gov.uk/seu/](http://www.cabinet-office.gov.uk/seu/)
- DCMS [www.culture.gov.uk](http://www.culture.gov.uk)
- Architecture Foundation  
Glass-House project [www.theglasshouse.org.uk](http://www.theglasshouse.org.uk)
- The Building Exploratory [www.buildingexploratory.org.uk](http://www.buildingexploratory.org.uk)
- Liverpool Housing Action  
Trust: Superchannel [www.superchannel.org](http://www.superchannel.org)
- Tower of London Education Service [www.hrp.org.uk/tol/educat.htm](http://www.hrp.org.uk/tol/educat.htm)



## The DCMS Policy Group

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In January 2001 the DCMS established an informal discussion group to help it develop a social inclusion policy for the built and historic environment in England. Its purpose was to develop a framework of broad social inclusion objectives that DCMS will be looking to the sector to achieve, and to assist in the identification of examples of good practice currently taking place.

<b>Mark Mason</b>	DCMS (Museums, Libraries and Archives Division) (Chair)	<b>Judy Ling Wong</b>	Black Environment Network
<b>Patrick Begg</b>	National Trust	<b>Nick Zervoglos</b>	Richard Rogers Partnership
<b>Rita Chadha</b>	Hackney Society	<b>Fergus Muir</b>	DCMS (Architecture and Historic Environment Division)
<b>Charlotte Clackson</b>	Historic Royal Palaces	<b>Margaret Prythergch</b>	DCMS (Architecture and Historic Environment Division)
<b>Judy Cligman</b>	Heritage Lottery Fund	<b>Stephen Rosser</b>	DCMS (Architecture and Historic Environment Division)
<b>Maggie Durran</b>	Diocese of London	<b>Ros Saper</b>	DCMS (Strategy Unit)
<b>Mike Fitt</b>	Royal Parks Agency	<b>Gerard Wheeldon</b>	DCMS (Architecture and Historic Environment Division)
<b>David Heath</b>	English Heritage	<b>Rob John</b>	Department for Transport, Local Government and the Regions
<b>Nikki Lindsey</b>	Historic Royal Palaces	<b>Secretariat</b>	
<b>Lucy Musgrave</b>	Architecture Foundation	<b>Chris Atkins</b>	DCMS (Museums, Libraries and Archives Division)
<b>Catherine Puthod</b>	Architecture Foundation	<b>Robert Eichert</b>	DCMS (Museums, Libraries and Archives Division)
<b>Jez Reeve</b>	English Heritage	<b>Kate Jones</b>	DCMS (Museums, Libraries and Archives Division)
<b>Bridget Sawyers</b>	Commission for Architecture and the Built Environment		
<b>Sheenagh Simpson</b>	Local Government Association		
<b>Diana Smart</b>	Civic Trust		
<b>Victoria Thornton</b>	London Open House		
<b>Robert Torday</b>	Richard Rogers Partnership		
<b>Richard Wilkin</b>	Historic Houses Association		

In addition, on 2 May 2001 the DCMS ran a consultation seminar that included the following representatives of communities and other special interest groups: Elsie Owusu (Society of Black Architects Forum), Vincent Thompson (Vincent Thompson Architects), James Bryson (Grace Architects), Adam Brown (Planning Aid for London), Lee-Anne Bone (Groundwork Greater Nottingham), Harbant Kaur Sehra (Sikh Community & Youth Service), Nicole Crockett (Hackney Building Exploratory), Selma Montford (Places for People), Jennifer Williams (Centre for Creative Communities), Sonia Kahn (Development Trusts Administration), Clifford Scott (It's OK to be different), Jane Stoneham (The Sensory Trust) and Catherine Croft (Theatres Trust).

Policy document text written by Eleanor Jupp (Architecture Foundation) with additional contributions by Lucy Musgrave Jez Reeve and Mark Mason.

## The Consultation Process

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We would welcome comments on the draft policy set out in this paper.

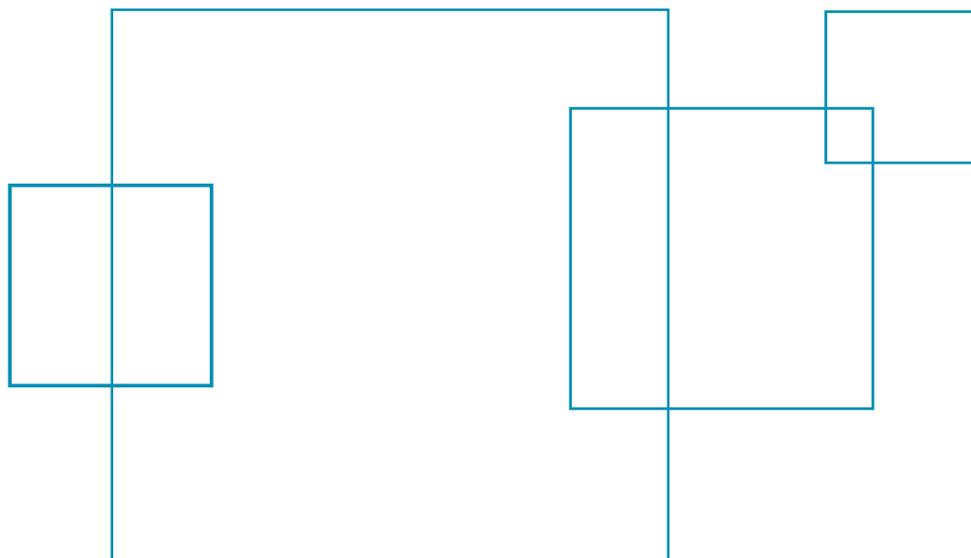
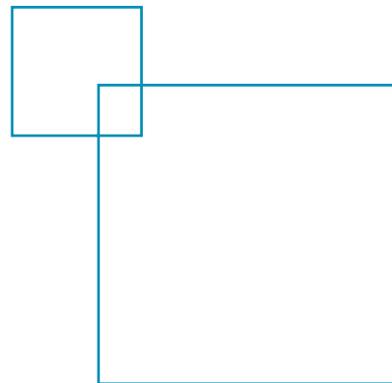
Please send comments by 30 September 2002 to:

Gerard Wheeldon  
Architecture and Historic Environment Division  
Department for Culture, Media and Sport  
2-4 Cockspur Street  
London SW1Y 5DH

Telephone: 020 7211 6942

Fax: 020 7211 6962

Email: [gerard.wheeldon@culture.gsi.gov.uk](mailto:gerard.wheeldon@culture.gsi.gov.uk)







Department for Culture,  
Media and Sport  
2-4 Cockspur Street  
London SW1Y 5DH  
[www.culture.gov.uk](http://www.culture.gov.uk)