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Creating the conditions for kindness

Webinar

Carnegie Trust

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CREATING THE CONDITIONS FOR KINDNESS

Ben Thurman, Carnegie UK Trust

ABOUT THE CARNEGIE UK TRUST

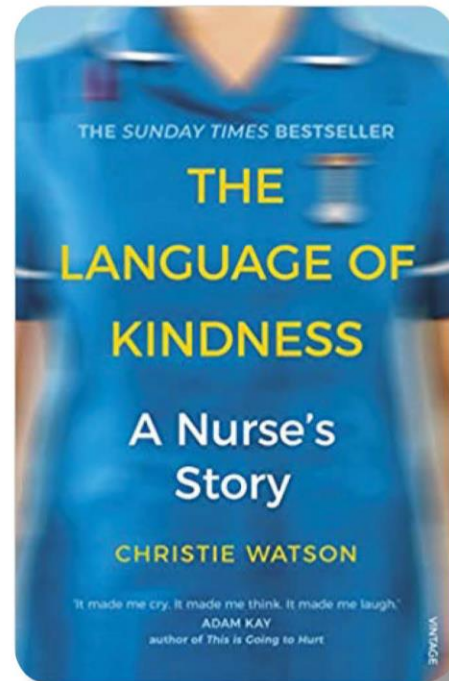
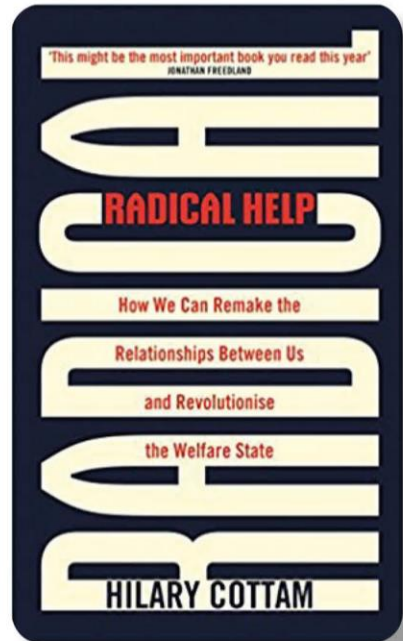
Since its creation by Andrew Carnegie in 1913, The Trust has worked with many partners in the UK and Ireland to help build our modern society – promoting policy change, creating new organisations and supporting innovative practice.

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



A GROWING FIELD

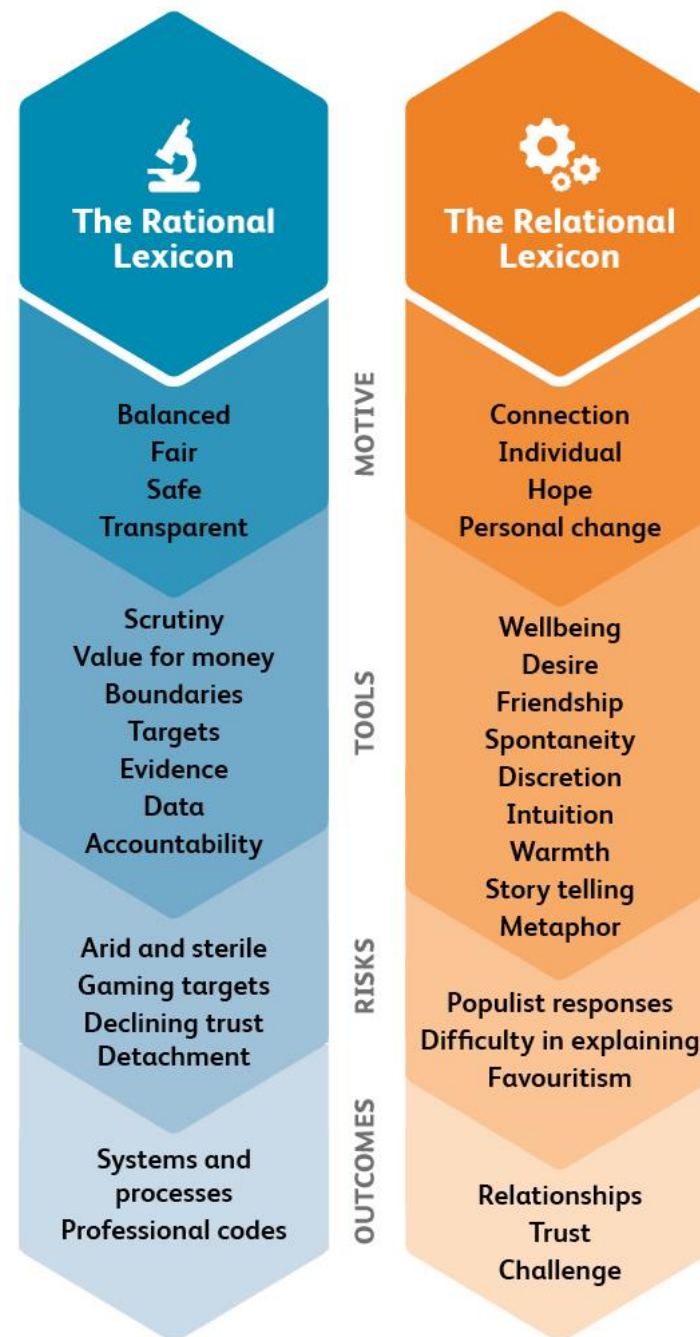
GoodHelp



A BETTER WAY

KINDNESS^{UK}





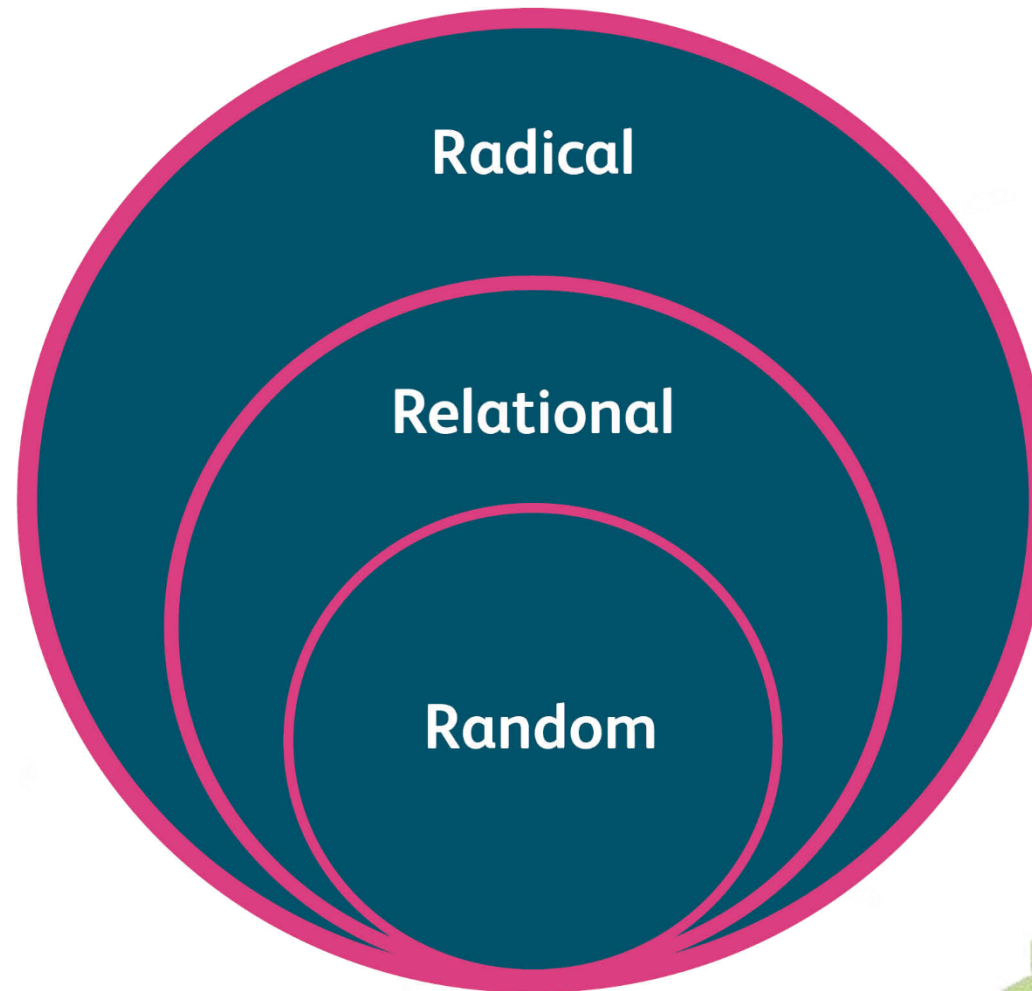
THE LEXICONS OF PUBLIC POLICY



WHY KINDNESS?

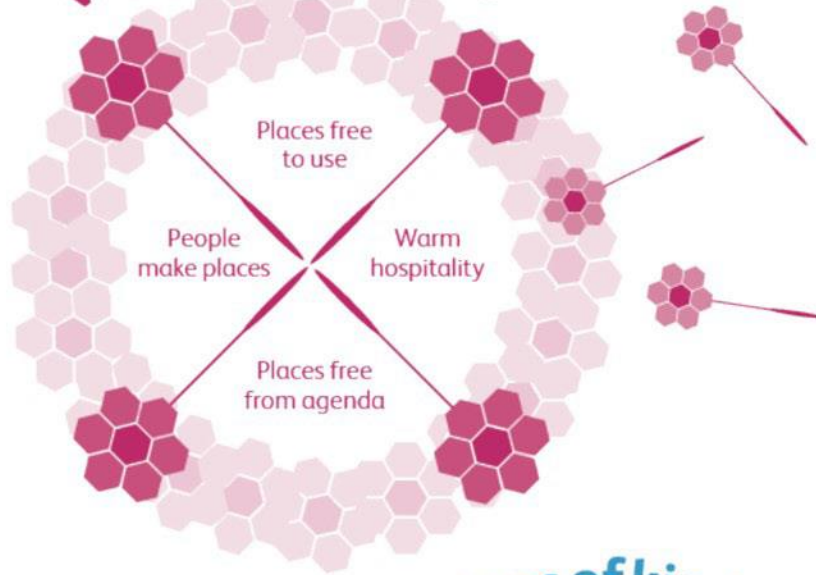


WHAT DO WE MEAN BY KINDNESS?



WHAT CAN WE DO TO ENCOURAGE KINDNESS?

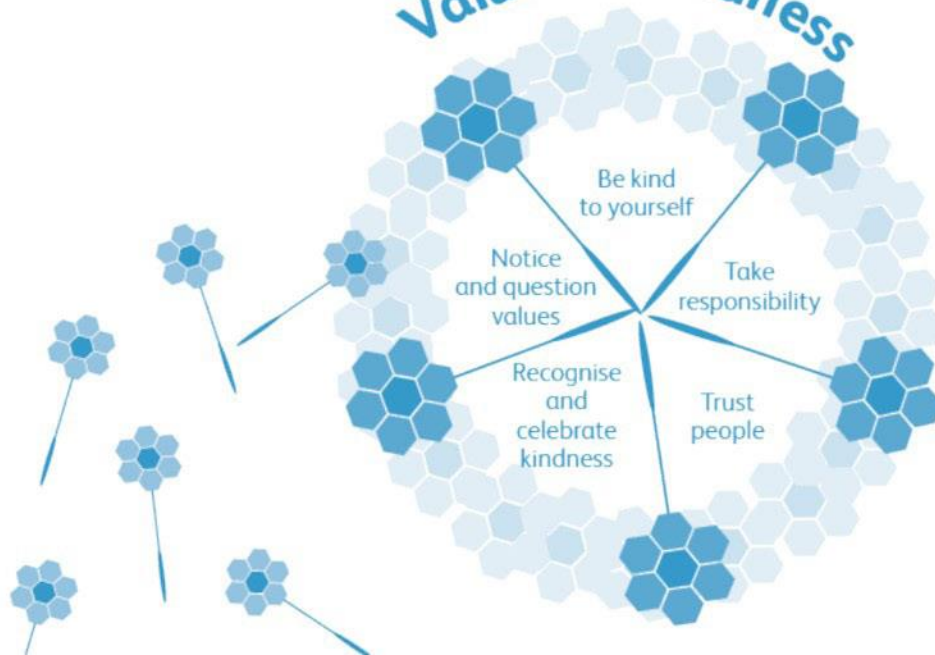
Welcoming places



Informal opportunities



Values of kindness





Macro-economic and political environment

Big pressures on expenditure

Challenged by mainstream
and online media

Audit culture

Public hostility towards
'inadequate' public services

KINDNESS

A culture of blame

High levels of scrutiny and
apparent accountability

Professionalism

Management of risk

Processes and culture

THE SQUEEZE ON KINDNESS



NORTH AYRSHIRE KINDNESS PROMISE

NORTH AYRSHIRE 'KINDNESS PROMISE'

We will strive to create the conditions for kindness in our organisations and for the people we serve by:

- trusting our staff to make meaningful connections with people
- protecting time and creating spaces for people to come together
- listening to people's needs and finding solutions in the round, not just addressing our bit of the picture
- creating opportunities to recognise and celebrate kindness
- creating a culture where people are more important than processes and enabling unkindness to be called out
- ensuring our performance management aligns with our values and committing to ask our staff and those we serve if they experience kindness



A KINDNESS LEADERSHIP NETWORK

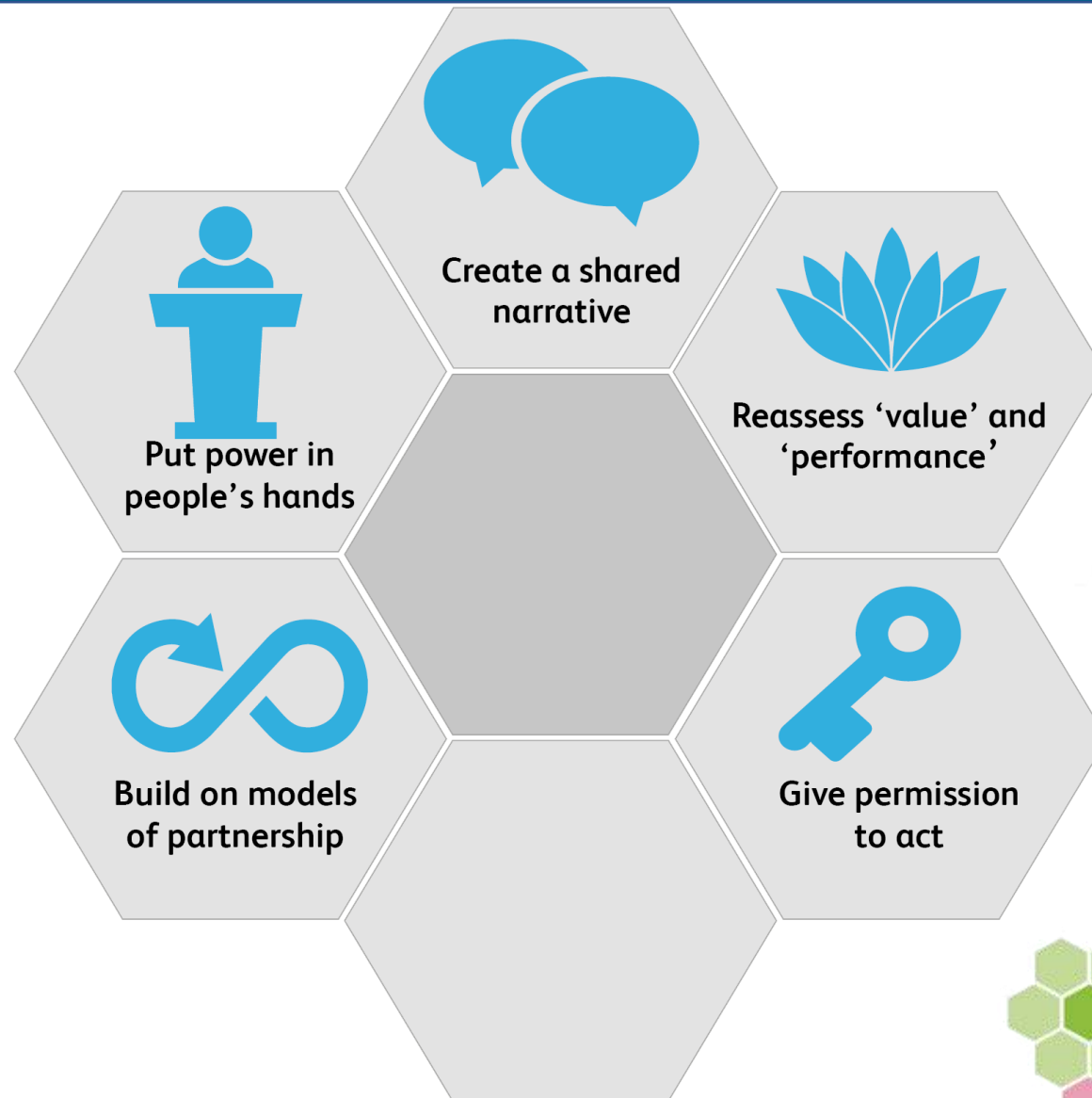


KINDNESS DURING COVID

- *A more holistic approach to wellbeing*
- *Caring about staff*
- *Turning off targets*
- *Working together*
- *Towards community solutions*
- *Recalculating risk*
- *Person-centred technology*



SUSTAINING A 'CULTURE OF KINDNESS'



"We still have kindness in the way we communicate with each other; but it can be eroded when we're under pressure, and we just try to switch to command and control. It's a constant balance between emotions, the needs of the service, your resilience, your kindness."

The courage to be kind
Reflecting on the role of kindness
in the healthcare response
to COVID-19

Ben Thurman

Kindness, emotions and
human relationships:
The blind spot in public policy
Julia Unwin, Carnegie Fellow



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THANK
YOU

KINDNESS