Lüneburg

From 4 to 1 or how do we create a Community Center in Gellerup/Toveshøj?
What is Community Center Gellerup?

- A cross-sectorial and holistical cooperation

- **Method**
  
  Appreciative Inquiry /AI
  
  Competences to act /Empowerment

- **Active and involved citizenship**

  Involvement of citizens empowerment

  Involvement of volunteers
Community Center Gellerup

A cross-sectorial cooperation between:

- Sundhedshus (a healthcare centre): The Department for Children and Youths, Aarhus County - subject groups, groups for young mothers, preventive dental care and antenatal classes
- Folkeinformation, Family centre West, Social and Employment Department – anonymous counselling and advice, information
- Aarhus Public Libraries, the branch libraries represented by Gellerup Library and IT Guide Association - Homework help, language stimulation, IT-courses and co-operation with volunteers
- Job Corner : Employment Department - guidance on job seeking activities
Community Center Gellerup

General Information

“Health House”

Gellerup Library

Jobcorner

Partners
- “The Gellerup Model”
- Association for cooperation
- IT Guide Association
- Various partners
- Voluntary organisations
- Associations/NGO

Common denominator:
- Shared values
- Joint events and courses
- Shared staff development
- Shared strategies
- Better use of resources
- Better services
- Better coordination
- Involved citizenship

Common characteristics
- Anonymity
- Spaciousness
- Flexibility
- Motivation
- Partnership
- Differentiation of Services
The main vision - Aarhus Municipality

Aarhus – a nice city for everyone. There must be room for diversity and multiplicity. Integration must be one of our strengths.
Vision

‘to help strengthen the citizens of the Gellerup community through a holistic approach’
Values for Community Center Gellerup

- Credibility
- Respect
- Commitment
- Focus on resources
- Joint ownership
Main objective for the integration policy of Aarhus

✓ Strengthening the cohesion of the Aarhus community and ensuring that everyone, irrespective of their ethnic or cultural background, participate as active citizens with respect for the basic democratic values. The ethnic minorities must have the same opportunities, rights and duties as the city’s other citizens.
Vision for work with special effort in connection with integration/Aarhus and CCG

- Citizenship and antidiscrimination
- Education
- Employment
- Pattern of settlement – ghetto or not
Implementation of mission and vision:

- We develop models and methods for cross-sectorial cooperation
- We focus on citizen involvement and involve active citizens as resource persons
- We support community-based initiatives, projects and the local business community
- We participate in the creation of cohesion between the Gellerup neighbourhood and the city of Aarhus
Interaction

✓ The resources of local residents
✓ Volunteer associations
✓ Institutions
✓ Business community
✓ The physical environment
✓ Interchange and interaction between above five points
Focal points

- Appreciate the individual citizen
- Recognise citizens’ dreams, hopes and resources
- Offer further development of CCG based on citizens’ needs
- Offer learning on citizens’ terms, based on their needs
- Offer activities based on users’ needs

- Fuel citizens’ interest in acquiring knowledge and competences to act
- Create frames for experiencing and learning
- Integrate access to relevant digital information for citizens in CCG
Method

Appreciative Inquiry (AI)

✓ Acknowledge and enhance what is already working well
✓ Focusing on solutions that already exist
✓ Focusing on alternative realities, dreams and wishes
Method

Competences to act / Empowerment:

1. **Individual**: having the right to make one’s own decisions – to live life according to own wishes

2. **Group**: being able to interact in a group – to create and support social networks

3. **(Local) society level**: stating one’s opinion and pleading other peoples’ causes – to demand and expect influence and respect
What do we do?

✔ Fieldwork – i.e. the institution is visible and participates in the local community – and not only by drawing people to events in the library

✔ Work with volunteers who perform tasks at the library
  - Takes up staff-time
  - Working with the concept ‘Give and Take’ – competence development for volunteers

✔ Development must focus on democratic citizenship
  - Development of methodology
Gellerup Library in cohesion with official partners

**Participants:**
- Manager of Social Service Centre
- Regional manager for District 11: Gellerup/Toveshøj
- Leaders of 2 local day care centres
- Headmasters from 2 local schools
- Leader of elder centre (67+)
- Leader of public library
- Leader of community police unit
- Leader of youth club.

**Common characteristics:**
- General view of resources at all levels
- Common solutions and emergency measures
- Citizen involvement/citizen help
- Common defined demands regarding behaviour
- Keep and develop local knowledge
- Make it attractive for the best qualified members of staff to work at Gellerup

**Participants:**
- Members of “The Gellerup Model”
- Members from the Policeforce of Århus
- Members of the managements of Bispehaven

**Common characteristics:**
- Preventing crime
- Cohesion with the SSP
- Prepare plans for local policework
- Evaluation of the policework
Tasks

- General view of resources at all levels
- Common solutions and emergency measures
- Citizen involvement/citizen help
- Common defined demands regarding behaviour
- Keep and develop local knowledge
- Make it attractive for the best qualified members of staff to work at Gellerup
Gellerup Library and the local community

“The Unified Plan” – transformation a Ghetto-area into a urban area

Participants: All interested partners

The proposals include the following:
- Open space with a high street and the option of driving through the area
- Densification of the area – with different architectural styles
- More institutions should be established, e.g. educational institutions and care homes
- More differentiated composition of the inhabitants
- Development of a business area
- Crime prevention

Examples of themes which are dealt with in various ways are: preparedness in connection with disturbances/vandalism and arson in the area, what is good children’s culture in Gellerup, traditions in the area, activities for women, and communication.
Challenge

- Greater focus on users’ needs, less focus on the collection of materials
- Gather and produce digital information easily accessible for all
- Differentiated service
- Link between the physical library premises, the service and the competences of the staff
Obstacles

- Dissimilar workplace cultures
- Not enough time for cooperation
- Not enough space
- Inadequate conception of cohesion
- Inadequate knowledge of each other:
  - professionally
  - personally
Examples of focus-areas

- Establishment of cross-cultural groups and associations
- Health – (Women)
- Education – (Women)
- Storytelling – (Women)
Citizen involvement and active citizenship

Cohesion between:

✓ Institutions - Gellerupmodellen
✓ Business
✓ Housing associations and department committees
✓ Associations – local and interdisciplinary
✓ Volunteers
✓ Citizens
✓ Projects
Examples of Citizen Initiatives

✔ Clean ghetto
✔ Seminar on prevention of Khat-abuse
✔ Courses in understanding the Danish society
✔ “Break the fast” – an evening during Ramadan
✔ Teambuilding: For young people by young people
✔ Faith meets faith - KIVIK
✔ AFK – Somali football club
✔ Concerts and debates
Involvement of volunteers – historically

✓ **Brabrand-Årslev Local History Archive (1982/1991):**
  Materials on local communities, church registers, censuses etc.

✓ **Homework Tuition (1998):**
  An association of volunteers under The Danish Refugee Council: homework tuition 4 times a week and training for interviews

✓ **IT-Guide Association (2004):**
  Free IT-training for citizens by citizens

✓ **Volunteers for Reading Aloud (2005):**
  Reading aloud for children between ages 8 and 11, 2-3 times a week
Recommendations regarding volunteers

- Set aside staff resources for frequent and systematic contact to and with volunteers
- Hold courses and/or discussion events for volunteers to increase their qualifications
- Have volunteers organise events for participants in an activity and their families
- Offer volunteers a letter of reference after 6 months volunteer work
- Offer office facilities for volunteers
- Establish flexible rooms to be used by volunteers
- Draw up cooperation agreements and make it possible for volunteers to use the premises outside normal opening hours
- Set aside financial support for events for volunteers and for the volunteers’ activities
Why are we successful?

Because:

✓ We show respect – therefore we are respected by others
✓ We keep our promises – therefore we are trustworthy
✓ Citizens show commitment – therefore we are committed
✓ We live in an area rich on citizens with multifarious human resources – therefore we are focused on resources
✓ Citizens share responsibility – therefore we encourage joint ownership
Future

- Focus on citizenship
- Focus on holistic view
- Focus on equality between different ethnic minorities and family values
- Focus on education and job