

WHY DOES KINDNESS MATTER?

Reduce social isolation, tackling loneliness and improving well being

Providing the building blocks for community empowerment through positive relationships and values

FACTORS THAT AFFECT CULTURES OF KINDNESS

Levels of inequality – poverty and disadvantage impact on our ability to form and maintain relationships

History and culture – places have their own distinctive stories that impact on their culture of kindness

Individual experiences – individual biographies, mental health resilience impact our community relationships

WHAT CONTRIBUTES TO KINDER COMMUNITIES?

WELCOMING PLACES

- Places free to use
- Warm hospitality
- Places free from agenda
- People make places

INFORMAL OPPORTUNITIES

- Make kindness visible
- Give permission to act with kindness
- Create opportunities for connections
- Make an effort to connect and act with kindness

VALUES OF KINDNESS

- Be kind to yourself
- Take responsibility
- Trust people
- Recognise and celebrate kindness
- Notice and question values

WHAT GETS IN THE WAY OF KINDNESS?

PERSONAL RISK

Concerns about opening ourselves up to risk when we interact with each other and appear to dominate our thinking when engaged with those outside our direct family and friends groups

REGULATION

Organisations have become adept at managing risks of human interaction through regulation and policies. While important, unintended consequences impact our ability to act with kindness

PROFESSIONALISM

The dominate model of dispassionate professionals may impact on the ability of those in positions of authority to act with kindness

PERFORMANCE MANAGEMENT

In measuring what we can, we often fall short of measuring what matters. Narrow performance indicators can crowd out flexibility, in turn reducing the ability to act with kindness

ACTIONS FOR KINDNESS

We need to think and talk about kindness, questioning our values. The very act of thinking and talking about kindness encourages us to be kinder

Leaders need to empower people to act with kindness. This is particularly important for those who provide services, be they public, private or charitable

Governments need to remove the barriers to kindness. We need to explore this carefully and consider what steps can be taken to support people to act with kindness