

Who is Your Neighbour?

# IMPACT REPORT 2025

## the power of listening

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Dr Madeleine Mosse is the author of several reports on peacebuilding and social cohesion, including, "If you could do one thing...the integration of migrants, refugees and asylum seekers." published by the British Academy[i] which informed the Government's Integrated Communities Strategy Green Paper[ii]. As a peacebuilding practitioner, she has worked in Kosovo and the UK, and between 2022 and 2025 was CEO of the international peacebuilding charity, Plan for Peace.

### About this report

This report by Dr Madeleine Mosse shares highlights from **Who is Your Neighbour?**'s work between 2020 and 2025, alongside data from longer-term initiatives.

By showcasing this work, **WiYN?** aims to share its learning and insights with others – so that its unique methodology and impact can be better understood.

This report is published at a time when communities in the UK face significant challenges. The work and expertise of Who is Your Neighbour? and its approach focused on intra-community dialogue is more needed than ever. This report brings together independent analyses of internal and external monitoring and evaluation data, alongside interviews and consultation with stakeholders and partners conducted by the author.

# back ground

Through **carefully facilitated conversations, Who is Your Neighbour? (WiYN?)** creates opportunities for people to speak openly about complex and difficult issues – such as identity, belonging and how their communities are changing.

## 1

**WiYN?** was **founded** in South Yorkshire in 2010 in response to the rising influence of the far-right.

## 3

**WiYN?** recognised that we need to create more **spaces for honest conversations** about issues that people find troubling. That by doing the listening – but without an agenda to divide – we can support communities to live together better.

## 2

The **British National Party (BNP)** had **gained popular support** at that time, in part because they had offered a listening ear to people in marginalised communities who had no other place to express their fears and grievances. The BNP was willing to have the kinds of conversations – about immigrants and people seeking refugee status, the decline of communities and failing public services – that other political parties were not.

## 4

Since 2010, **WiYN? has grown** into a team of over 20 staff and facilitators, working not only locally in South Yorkshire, but also regionally and nationally through partnership projects, delivering training and consultancy, and helping to inform government policy.

# Who is Your Neighbour?'s Approach & Theory of Change

## What Challenge is **Who is Your Neighbour?** Addressing?

As in other places in the world, the UK is seeing growing polarisation around issues like immigration, identity and race.

Many communities are experiencing a sense of abandonment – feeling left behind and let down by political parties and institutions[iiii]. When people's concerns about things like public services, housing and economic decline go unheard, uncertainty, frustration and anger can grow – deepening divides and making it harder for people to get along [iv]. So-called 'left behind places' often experience not only long-term economic hardship, but also a profound loss of identity, belonging and trust in democratic processes[v].

The summer 2024 riots are an example of how discontent can boil over, and how frustrations can be exploited by those who wish to spread hatred and incite violence. Yet, we know through research[vi] and **WiYN?**'s own work that most people in the UK do not support the destructive actions of the rioters or feel they represent the kind of society in which they want to live. When we shut down conversations about complex themes – things like immigration, culture, identity and race – we take away the opportunity for people to make sense of these issues and how they impact their lives.

**WiYN?**'s work over the years has demonstrated that when people are given the space to speak openly – without fear of judgement – about what's on their minds, and when they truly feel heard, they can navigate changes in their communities better.

## Who Does **Who is Your Neighbour?** Work With?

In South Yorkshire, **WiYN?** works in majority white communities facing rapid demographic change, including in areas where changes are happening beyond the immediate neighbourhood, but which are still experienced as unsettling. **WiYN?** also works in culturally and ethnically diverse areas where there is a perception of conflict.

**WiYN?** prioritises communities with fewer resources as these are places where people often feel frustrated, let down and like they have little power.

Nationally, **WiYN?** works with practitioners from other community-based organisations and with policymakers.

## What are the Activities of **Who is Your Neighbour?** ?

**WiYN?** spends a lot of time getting to know communities and understanding local people's concerns through its development work. Only when there is a level of trust and understanding do they hold intra-community dialogues\*. This dialogue takes place within communities, as opposed to inter-community dialogue which takes place between communities. **WiYN?**'s expertise in facilitating intra-community dialogue within white communities is what makes its work unique.

Through this intra-community dialogue, people are given the opportunity to talk openly about whatever is on their minds. Sometimes people say things that are difficult to hear, but that's OK. The emphasis is not on telling people what to think, but on creating the conditions for people to feel heard, taken seriously and free to express even the uncomfortable or unpopular. Conversations can be one-off, or form part of a longer process – taking place over weeks, months or even years, sometimes through partnerships with other organisations.

Through its national influencing work, **WiYN?** trains others in the skills needed to hold difficult conversations and facilitate intra-community dialogue. **WiYN?** contributes to shaping policy by taking part in roundtables, panel discussions, conferences and events, and through contributing to research.

# \* what is “intra-community dialogue?”

**Intra-community dialogue** – also known as intra-group dialogue – refers to facilitated discussions that take place with members of the same community or those who share the same group identity and feel a shared sense of belonging[vii].

Studies of intra-group dialogue around the world have demonstrated clear transformational benefits for individuals and groups taking part. For example, research on conflict transformation initiatives employing intra-community dialogue in Thailand and Egypt showed that the approach promoted self-reflection, encouraged creative and critical thinking about how to transform conflict, and increased tolerance and acceptance of people belonging to other groups[viii]. In contexts gripped by polarizing dynamics, where individuals are labelled as belonging to one group or another, intra-group dialogue can help people to reflect on their identities and consider their affiliation to multiple identities and groups[ix].

To date, studies have tended to focus on contexts where intra-community dialogue is used to prepare groups for **inter-community dialogue**. However, the positive impact on participants and groups taking part has been captured independently of any follow up activities – demonstrating that intra-community dialogue serves as a powerful intervention in its own right. In Northern Ireland, intra-community dialogue has been posited as an effective approach to conflict transformation in cases where inter-community dialogue is neither suitable or viable[x].

## What is the Impact of **Who is Your Neighbour?**'s Work?

Through intra-community dialogue and other facilitated conversations, **WiYN?** changes the nature of the conversations people want to have – from those of resentful certainty to ones of curious and critical interrogation.

People leave conversations thinking differently, asking new questions and becoming more curious about one another and the world they share.

Conversations can act as a pressure valve, allowing people to let off steam when frustrations are in danger of boiling over. Some conversations lead to further actions, such as new community-led initiatives and inter-community dialogue, often through **WiYN?**'s partners.

## What is the Long-Term Change that **Who is Your Neighbour?** Seeks?

Through its national influencing work, **WiYN?** helps practitioners and policymakers understand the root causes of distrust and fragmentation in communities and increases their capacity to respond. **WiYN?** offers replicable models that others can apply to local issues in different parts of the UK.

# What are Moments of Change & Why Are They Important?

**WiYN?** looks for moments of change in its facilitated conversations.

A moment of change is when there is a palpable shift in mood. It's the point at which individuals and groups have breakthroughs in which they understand an issue better or from a new perspective.

It's from these moments of change that people get a deeper understanding of how certain issues affect them and others, which creates possibilities for shifts in attitudes and behaviour.

# LOCAL

## Conversations in South Yorkshire

WiYN?'s conversations take place in community centres and schools, with youth and faith groups and in neighbourhood forums – wherever people can speak openly about what's on their minds. Sometimes WiYN? sets up pop-up stalls on high streets or at community events – or simply chats on doorsteps – giving people a chance to share their thoughts or let off steam. Some examples follow.

### LIVING TOGETHER THROUGH CHANGE: A FORMER MINING VILLAGE

In common with many former mining villages in South Yorkshire, this community experiences high levels of deprivation and limited access to resources. Traditionally a close-knit community where several families have lived for generations across the same few streets, the arrival of refugee and families seeking refugee status was a major change for residents.

By 2018, when local organisations invited **WiYN?** in to help, some new families had moved away as they did not feel welcome.

**“the whole point of community is that it teaches people how to live together – you've got to work at it though”**

Resident engaged in **WiYN?**'s work.

Over a period of seven years, **WiYN?** spent time getting to know residents and listening to their concerns. Beginning with chats on doorsteps and attending community events, they eventually hosted intra-community dialogues in a local community centre and school. They saw that people in the village had not been given the space they needed to process the rapid changes their community was facing, and that this was contributing to unwelcoming attitudes directed at new arrivals. This reflects a broader picture, where respondents in a recent UK study reported feeling unhappy that they had not been consulted or briefed before people were housed in their area [xi].

**WiYN?**'s activities gave residents a chance to speak openly about their experiences and, crucially, to feel listened to and understood.

**Data collected from facilitated conversations in the local secondary school indicate:**

**89%** students agreed or strongly agreed the facilitated conversations enabled them to speak openly and hear others speak openly.

**84%** students said the conversations had enabled them to understand other people's thoughts and opinions better.

By 2023, **WiYN?** workers were hearing more positive stories in the village. Although concerns about anti-social behaviour and economic hardship persisted, community spirit had increased, and no tensions were reported by either the police or residents. The area had continued to diversify and there was even evidence that new families moving in had played an important role in this change.

**WiYN?**'s engagement cannot be viewed as the only reason that community relations improved – overall it appears to be down to people learning to adapt over time and to an evolving demographic picture – however, **WiYN?** played a meaningful role in the area's journey towards greater cohesion and diversity.

**“Always good to talk about things you don't understand. Keep up the good work!”**

Resident

**“ I have a better understanding of my neighbour and how they feel about the area.”**

Resident

**“I got to know about people who I didn't really know.”**

Resident



In delivering this work, **WiYN?** partnered with the Refugee Council, Rotherham Council and local groups like MESH Community Cohesion Services and RotherFed, which helped catalyse further actions, including a youth arts project and improved communication between residents and the council.

**WiYN?** was able to share learning from this work with the Local Government Association (LGA) and Home Office, while maintaining autonomy from both.

## **The Transformative Power of Listening**

Studies show that when individuals feel genuinely listened to, they become less defensive and feel safer, which in turn can make them more open to hearing different perspectives. High-quality listening has been proven to soften strongly held views and to reduce the rigidity of people's opinions.<sup>[xii]</sup>

# **Other Local Work in South Yorkshire**

- A South Yorkshire High Street: Listening Without Judgement
- Listening to Young People in a Rotherham Town
- A Community Fair: Creating Space to Talk

## **A South Yorkshire High Street: Listening Without Judgement**

Following local election results that reflected growing political discontent, **WiYN?** set up a pop-up stall in the town centre.

People stopped to chat about things like the decline of the high street, immigration and disillusionment in politics – but also about the changing identity of the town. **WiYN?**'s role was to listen and understand people's fears and grievances.

**WiYN?** is aiming for a more regular presence on high street in South Yorkshire to give people a place to have helpful conversations about their worries and concerns.

**“WiYN? helps us to understand our neighbour – because if we don't understand the challenges they're facing, how can we make things better?”**

Sughra Begum,  
Chair of Cohesion Advisory Group, Sheffield (2018-2024) .

## **Listening to Young People in a Rotherham Town**

This former mining town in the borough of Rotherham has been deeply affected by industrial decline. This has resulted in high unemployment and chronic deprivation and has impacted the town's identity and how people feel about where they live.

Over several years, WiYN? has engaged closely with this community – working with local youth, attending community events, and hosting a pop-up stall at the town's market. The sustained presence has enabled WiYN?'s team to forge strong relationships and gain an understanding of the challenges people face.

At the heart of this work are intra-community dialogues at the local youth centre. Here, young people can talk openly about how they feel about things like ethnic and cultural diversity and their own identity and sense of belonging. It has provided a forum for discussion about the organised sexual exploitation of children that happened in Rotherham over a number of years and their perceptions of the impact of this on their community.

Being listened to and understood has helped these young people to interrogate their own ideas and those of others, and to become more curious about people who are different. This process has helped them to question consensuses and received wisdom about, for example, claims that people who are different are a problem.

# a moment of change

During a facilitated conversation with young people in a deprived neighbourhood in South Yorkshire, one boy shared his ambition to become a truck driver. He explained that he liked the idea because it would give him an opportunity to kill migrants hidden in the back of his lorry by crashing it into a bridge.

As the facilitators probed further, the conversation turned to Tommy Robinson, with some boys expressing their admiration for him and chanting, “We are the white warriors.”

Then - something shifted.

A group of girls in the room pushed back saying that their ideas were ridiculous – challenging the hostility head-on. By the end of the discussion, many of the boys had begun to rethink their positions and some even changed their minds.

This moment of a change is important. It demonstrates how, by creating spaces where uncomfortable ideas are allowed to surface and be examined openly, opportunities emerge for people to challenge one another in ways that leads to critical re-examination of perspectives and ideas. Crucially, no new ideas were imposed on the young people by WiYN? facilitators. Rather they emerged authentically from within the groups – making the shifts in attitude more legitimate for these young people and ultimately more sustainable.

## **A Community Fair: Creating Space to Talk**

In August 2024, WiYN? attended a Community Fair in a South Yorkshire suburb and had over 70 conversations with local people.

The area is not far from the site of riots that had targeted people seeking refugee status days earlier. WiYN?'s facilitators offered three 'conversation starter' statements to visitors to their stall:

- "I understand why people took to the streets recently"
- "I don't agree with the riots but there's an issue"
- "there's enough space and resources for everyone"

Interest in talking to WiYN? was so great, there were queues of people waiting to speak to facilitators! People shared all sorts of thoughts with the team – from concerns about the rate of immigration, through to the ways in which diversity is a good thing for society.

As always, WiYN?'s role was to listen and to give people a chance to reflect more deeply on how these issues affect them personally and their community.

**“when we practice Deep Listening, we  
acknowledge the other’s humanity,  
granting them respect  
and the empathetic space to think and  
reflect, so they can share a more  
authentic story”**

Emily Kasriel [xiii]

# AFTER THE RIOTS

## a facilitated conversation

- The Summer 2024 Riots
- Who is Your Neighbour?'s Response
- Impact
- Key learning
- A Community Fair: Creating Space to Talk

# The Summer 2024 Riots

Following the tragic murder of three young children in Southport in July 2024, violent riots broke out across the UK targeting Muslims and people seeking refugee status. The violence was fuelled by false information spread online that the attacker was a Muslim asylum-seeker who had arrived in the UK by boat.

At the beginning of August around 700 people surrounded a Holiday Inn in South Yorkshire being used to house people seeking refugee status and began throwing bricks and smashing windows before attempting to set fire to the hotel.

Residents inside reported feeling panicked and traumatised by the events and Police at the scene described it as the worst violence they had encountered in their careers, with the levels of unrest being described as the worst since 2011. [xiv]

The riots had a profound impact on South Yorkshire, which experienced a spike in hate crime and increased fear amongst local people, particularly Muslims [xv].

## Who is Your Neighbour?'s Response

**Who is Your Neighbour?** was in a strong position to respond to the riots as their Development Workers had already spent time in the area – listening to people's concerns and seeking to understand the impact of the asylum hotel on the community.

On 13th August – nine days after the violence – **WiYN?** hosted a facilitated conversation locally in partnership with two local groups: South Yorkshire Communities Together and Rotherham Cohesion Advisory Group.

The event brought together local residents, support organisations working at the hotel, people seeking refugee status, a representative from the Refugee Council and members of community and faith groups.

The goal was to create a space to share thoughts and feelings about what had taken place and to consider next steps. Two questions were posed:

**How are you feeling right now?**  
**What do you want to happen next?**

**“It was a mixed cultural environment but at the end it moved to a shared human experience.”**

WiYN? facilitator on the conversation held after the riots.

## **Impact**

The conversation provided a space for people to express and process a complex range of emotions: shock, grief, fear for their own safety and that of others, a deep sense of loss and anger and feelings of shame about what had taken place. Once these emotions had been shared, it was possible for people to imagine what could come next. Participants discussed ideas for educating children to prevent them from being drawn into future violence and proposed a conference for local women to help them feel safer. Many people felt there needed to be changes to local and national government policy, along with initiatives to help neighbours understand one another better and increase empathy.

By the end of the conversation, people were openly supporting one another. It was a highly diverse group – bringing together different faiths, backgrounds, organisations and communities – yet by the end there was a sense of togetherness and a shared determination to ensure something positive emerged from the tragedy.

**“I felt like a black cloud had been put over me”**

Participant

**“We have lost our friends – the brotherhood we had”**

Participant



“WiYN?’s facilitated conversation was incredibly helpful. It was well planned, safe, and expertly held. At the end of it, people felt that there were places and agencies they could go to address their concerns and make things better”

Dr Jeni Vine, Chair, South  
Yorkshire Communities Together

“I am mobilised into action,  
to bring people together  
and rebuild”

Participant

Several tangible actions emerged out of this conversation, many of which are ongoing:

- a women’s conference was organised to address the lack of safety particularly Muslim women felt following the violence
- **WiYN?** held follow-up conversations with residents, which led to further intra-community dialogues locally
- a community Christmas event was organised by residents and RotherFed at which **WiYN?** had a stall – giving people a chance to talk about the riots six months on
- **WiYN?** contributed to regional debates, such as “Understanding the 2024 Race Riots” organised by the Migration Research Group at The University of Sheffield and the “Our Streets! - Reconnecting Communities Panel” organised by Social Enterprise Exchange – sharing insights on regional community relations and from their national strategic work

## Key Learning

The facilitated conversation and activities **WiYN?** led following the 2024 riots united people around their shared humanity and common goals and led to constructive and collaborative action.

This intervention underlines the importance of **WiYN?**'s development work in places at risk of becoming sites of division and unrest. In this case, it created the necessary conditions to leverage trust, relationships and knowledge on the ground to launch an immediate and effective response.

The success of the event was down to both effective partnership working – through which each group brought their expertise to the table – and due to **WiYN?**'s unique capacity to hold conversations in highly charged spaces, transforming the grief and trauma in the room into something positive. This intervention should be considered a model response to incidents of community violence.

**“Reaching out and developing diverse relationships stitches the social fabric necessary to reduce and prevent the threat and use of violence”**  
– John Paul Lederach [xvi]

# THE RUBIC PROJECT

## partnership working in an area of Sheffield

- About the RUBIC project
- Project Impact
- The importance of partnership working

**“Partnership working enables us to focus on doing our specialism well and add value to the overall intervention, by bringing additional skills and approaches”**

Tariq Bashir, **WiYN?** Director.

## About the RUBIC Project

RUBIC – Respect and Understanding, Building Inclusive Communities – was a major multi-partner programme funded by National Lottery Reaching Communities from 2017 to 2024. It brought together four local organisations – **WiYN?**, Chilypep, City of Sanctuary Sheffield and MESH Community Cohesion Services – working collaboratively with Sheffield Council and local schools, to lead a whole-community approach to building social cohesion in a diverse, high-tension area of Sheffield.

During the project, **WiYN?** facilitated intra-community dialogues with groups of long-term residents, people who were newer to the area, and students at local schools and their parents. Participants could speak openly about what they did and didn't like about where they lived – including about issues they felt angry about yet powerless to change, some of which were at the root of the tensions.

## Project Impact

External evaluation shows that the RUBIC project had a significant and lasting impact. Those taking part – both young people and adults – reported feeling safer, less isolated and more connected.

Key findings include that participants:

- experienced increased confidence, self-esteem, and self-worth
- developed stronger resilience and coping strategies in the face of challenges, and
- had greater understanding and empathy for people from different backgrounds

The project created a unique cross-organisational partnership, shifting from siloed to collaborative working and built deep relationships with local groups and individuals, supporting long-term cohesion.

During the RUBIC project, WiYN? facilitated  
intra-community dialogues, engaging

**25**

**182** people

**81%** of those completing feedback forms said that the  
conversations had enabled them to speak openly and hear  
others speak openly

**60%** of students who took part in WiYN?'s activities  
in a local secondary school reported  
that the conversations had  
“changed the way I think about other people who are  
different to me.”.

**“It’s my country. It’s up to  
me to make people feel  
welcome”**

Participant in a **WiYN?**-facilitated conversation  
during the RUBIC project.

# a moment of change

Some of WIYN?'s facilitated conversations centred on tensions between long-term residents, often older people, and members of a newer migrant community. Several long-term residents felt this new community was responsible for issues such as littering and were uncomfortable about large groups gathering in the street. In one conversation somebody suggested the community be “rounded up and put on a bus” back to where they came from. Before the facilitators could respond, other people in the group challenged him – telling him, “You can’t say that!”

At that moment - there was a shift in mood.

The conversation moved from frustration and blame to recognition of a shared responsibility and desire to find a way forward.

WiYN? engaged members of the newly-settled residents who shared frustrations about being blamed for things they felt weren't their fault. In fact, they expressed similar hopes to the long-term residents – cleaner, quieter streets and a sense of belonging. Through the wider activities of RUBIC, partners were able to engage both groups in activities that led to greater understanding and cooperation. These moments of change – when people start to see one another differently and imagine new possibilities – are what make longer-term transformation possible.

## The Importance of Partnership Working

RUBIC is an example of how **WiYN?**'s unique approach and methodology – when brought in alongside other interventions – strengthens impact.

Some participants in facilitated conversations went on to train in community mediation and took up volunteer roles in the community through RUBIC's partners.

**WiYN?**'s involvement extended beyond the facilitated conversations, to upskilling the wider delivery team and supporting the management group. **WiYN?** is highly regarded for the unique skills it brings to communities in South Yorkshire:

**“When you’re thinking about strategies and plans for community cohesion, you need to understand the people you’re trying to support and their needs – this is what WiYN? brings – they have a lot of knowledge.**

**The more we collaborate, the stronger responses can be”**

Sughra Begum

# NATIONAL IMPACT

## training & strategic influencing

With 15 years of experience in facilitating intra-community dialogue in communities facing conflict and change, **WiYN?** is uniquely placed to train other organisations and to advocate for this approach nationally.

**WiYN?**'s national work has expanded significantly since the 2024 riots, as the unrest led to organisations seeking new approaches to local challenges, particularly in areas directly impacted by the violence, such as Stoke, Middlesbrough and across the Northwest. As a result, there has been increased attendance at webinars, introductory sessions and training; as well as more invitations for **WiYN?** to contribute to policy-shaping events.

- **WiYN? courses**
- **Training Impact**
- **Strategic influencing**
- **Highlights and Impact**



# WiYN? Courses

**WiYN?**'s training equips people with the skills needed to support safe, open and honest conversations in communities about difficult issues like race, immigration and culture. **WiYN?** offers the following courses:

1. Introduction to **WiYN?** - a short introductory session outlining the work and approach of **Who is Your Neighbour?**

2. Troubling Conversations in Everyday Settings - a one-day course equipping people with the skills needed to constructively challenge polarising narratives and beliefs without confrontation or judgement – encouraging greater curiosity and openness about difference.

By the end of this course people feel they have more options for responding when they hear troubling things and know how to engage in difficult conversations.

3. Facilitating Dialogue (Advanced Course) - an in-depth, six-day course for organisations already experienced in facilitation. This course offers a deep dive into skills like conflict mapping and local community dynamics, and trains people in facilitating conversations that lead to transformative moments of change for individuals and groups.

This training is bespoke and tailored to the needs of each organisation.

**“Working with Who is Your Neighbour? has been a pleasure, due to the skills, flexibility, creativity and professionalism of their team. The session content and facilitation enabled people to become more confident in responding to sensitive topics, and to have better conversations”**

~ The Jo Cox Foundation

# Training Impact

Between 2022 and 2025, WiYN? delivered **21** trainings, sessions and workshops for **13** national and local organisations, engaging over **470** people.

Feedback shows that WiYN? is filling a crucial gap by offering practical skills in community-based dialogue and responding to polarisation in local contexts. In particular participants have gained:

1. skills and tools to respond to harmful or discriminatory comments and incidents, including techniques to slow conversations down, listen, and ask thoughtful questions
2. a deeper understanding of conflict, including conflict mapping and narrative conflict analysis skills that can be adapted to local contexts
3. appreciation of the nuance in people's perspectives and an understanding of the importance of curiosity and being open to discomfort
4. deep learning from real-life examples from WiYN? practitioners that help to ground theory in lived experience

**100%** of people who went through WiYN's Troubling Conversations in Everyday Settings training course reported that:

- their understanding of options available to them when they hear troubling things had increased
- they gained knowledge of, and practiced, how to respond to troubling things they hear
- they feel more confident opening up a conversation in response to something troubling that they hear

# Strategic Influencing

WiYN? is frequently invited to participate in activities to share its knowledge and insights. Between 2020 and 2025, team members participated in nine key policy events - including round-tables and panel discussions. This builds on earlier influencing work, through which WiYN? has advised the Home Office, the Local Government Association and other national bodies and institutions.

## Highlights & Impact

WiYN?'s strategic influencing work has contributed to national conversations on cohesion, belonging and addressing community tensions. Highlights include:

- contributing to the Together Coalition's Independent Commission on Communities and Cohesion (2025)
- speaking at the Festival of Debate on Conversations that Disrupt Division & Build Democracy hosted by Compass (2025)
- participating in the Independent Social Research Foundation Roundtable (2025)
- presenting at the Quaker Annual Meeting (2025)
- joining a panel at the Labour Party Conference organised by Hope not Hate (2024)
- panel member at "Our Streets! Reconnecting Communities", hosted by Sheffield Social Enterprise Exchange (2024)
- panel member at "Understanding the 2024 Race Riots", hosted by the Migration Research Group at The University of Sheffield (2024)

# Conclusion

Since 2010, **Who is Your Neighbour? (WiYN?)** has pioneered new methodologies that help communities become stronger, more connected and better equipped to navigate change and engage positively with conflict and difference.

## 1

At the heart of WiYN?'s approach is Intra-community dialogue – sometimes referred to as intra-group dialogue or single identity work – a vital yet often overlooked approach to building more resilient and cohesive communities.

## 2

As this report shows, by directly engaging with themes such as immigration, identity, race and belonging – not as issues to be avoided but as starting points for deeper understanding – **WiYN?** is changing the nature of the conversations people want to have and paving the way for improved community relationships, increased empathy and greater societal peace

## 3

Looking ahead, **WiYN?**'s growing evidence base, grounded in robust monitoring and evaluation, offers a valuable resource for organisations and policymakers across the UK and globally, as they seek to build stronger communities in an era of growing polarisation and complexity.

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