Essential, complex and multi-form: the local leadership of civil society from an Anglo-Italian perspective

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Essential, complex and multi-form: the local leadership of civil society from an Anglo-Italian comparison.

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Abstract

Individuals and organisations within civil society play a crucial role in our cities, but little direct research has been carried out on their leadership role. By employing a place-based leadership approach, this paper aims to identify the leaders of civil society in two cities, one in Italy (Padua) and one in the UK (Peterborough). We draw our results from 34 interviews held with city leaders. Our findings highlight important similarities between the two cities, such as the fundamental function of umbrella organisations and the influence of faith leaders. We discuss the multi-form character of the leaders of civil society as acting within three main spheres of city leadership: third/voluntary sector, community, and faith, as highlighted by the participants in this study. We also find that civil society exercises the key leadership role of intermediary between citizens and government in public services delivery and in enabling community voice from different publics.

Keywords

Place-based leadership, civil society, third sector, cities, civic leadership

Word count (all included): 8000
Introduction

This paper is part of a wider research project on city leadership that addresses conceptual and practice issues and challenges in identifying and defining leaders (individuals and/or organisations) who play a crucial role in our cities without being formally part of the government and business sectors. Civil society, third sector, voluntary sector, non-profit sector are indeed only some of the various terms used to identify this large and diverse group of individuals and organisations that contribute to the delivery of public services (Osborne, 2008; Pestoff and Brandsen, 2010; Rees and Mullins, 2016), to local governance (Denters, 2011; Cheng, 2018) and, more generally, to public value co-creation (Bryson et al., 2017) and/or social innovation (Brandsen et al., 2016). However, even though their leadership role and dynamics have increasingly been acknowledged and attracted attention of several scholars (e.g. Macmillan and McLaren, 2012; Howieson and Hodges, 2014), the primary focus has been on the leadership within the sector/organisations rather than the leadership of the sector/organisations (Macmillan and McLaren, 2012). As Macmillan and McLaren argued, far too little attention has been paid to the leadership role that the sector can play, as a whole or through sub-groups, because ‘the ‘room’ for leadership of the third sector is hugely contested and constrained’ (2012, p. 3).

Three significant elements still affect the investigation and understanding of these actors and, in particular, of their leadership. Firstly, the range of terminology and many definitions used within and for the sector1 that makes it ‘a loose and baggy monster’ (Kendall and Knapp, 1995). Secondly, which organisations are part of the sector (Evers and Laville, 2004; Alcock, 2010). Thirdly, how leaders (in this case, in and of the sector) can be recognised and identified. This paper focuses on this final element and seeks to contribute to a better understanding of the sector by exploring who are its leaders and what is their main leadership role in two medium-sized cities, one in Italy (Padua) and one in the UK (Peterborough). In doing so, and especially in exploring the relationship between the agency of civil

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1 We use the term ‘sector’ instead of civil society, third sector, voluntary sector or non-profit sector to emphasise both the contested use of these terms and our decision to define it according to the findings emerged from this study.
society organisations, this paper also contributes to the theoretical development of place-based leadership and its typologies in practice.

The paper is structured as follows. In the next section, we briefly define the different terms that are used to describe who and what occupies the space that is not formally considered as part of government and business sectors, first drawing on the emerging literature on place-based leadership and second from the broader literature on civil society. We also delineate how leaders may be identified. The third section focuses on the methodology. In the fourth and fifth sections, we respectively describe the findings and discuss them. Finally, we draw our conclusions reporting the contributions of the paper and suggesting possible directions for future research.

**Theoretical Background**

The theoretical backdrop of this paper is the recent and emerging interdisciplinary area of studies of place-based leadership (e.g. Hambleton 2014; Jackson 2019). We believe that a place-based approach could help to better understand the leadership roles and dynamics of actors from outside government and business sectors, given their fundamental impacts on the places people live in. Place-based leadership is a relatively new stream of research that puts at its heart the role of place in shaping leadership while being influenced by the concept and processes of leadership in itself (Collinge and Gibney, 2010; Collinge, Gibney and Mabey, 2010). The theoretical basis of place-based leadership studies is in its infancy, drawing upon an eclectic mix of collaborative concepts, but particularly that of ‘policy networks’ (Ayres, 2014; Beer and Clower, 2014). Bringing together the literatures on policy network theory, leadership and territorial governance is one of the contributions of the emerging praxis of place-based leadership in its different settings that include scale and agency (Ayres 2014). Yet, despite the growing literature on place-based leadership and, for example, its role in the socio-economic development of regions (Sotarauta and Beer, 2017; Beer et al., 2019), in public service innovation (Hambleton and Howard, 2013), in the creation of smart cities (Nicholds et al., 2017) and in the socio-
economic resilience of cities (Bristow and Healy, 2014; Budd et al., 2017), place-based leadership still needs to be better understood (Sotarauta, Beer and Gibney, 2017; Beer et al., 2019). For instance, while studies widely acknowledge that place-based leadership is collectively produced and exercised by formal and informal actors belonging to the public and private sectors and civil society (Hambleton and Howard, 2013; Brooks, Vorley and Williams, 2016; Budd et al., 2017; Nicholds et al., 2017; Beer et al., 2019), the classification of place-based leaders remains generic, with related advantages and disadvantages.

To date, two place-based leadership frameworks have been developed and may help recognise the different arenas (or sources) of place-based leadership: the Civic Leadership Framework, developed by Hambleton (2009, 2014, 2015), and the City Leadership Framework, developed by Budd and Sancino (Budd and Sancino, 2016; Budd et al., 2017). The two frameworks are very similar as the latter draws upon the former, but the authors used two different labels to classify what they both define as the leadership exercised by those actors not formally part of either the government or business sectors. Indeed, Hambleton uses the term *community leadership* whereas Budd and Sancino use *civic leadership*. This is in line with the tendency within the sector to use different terms and concepts interchangeably (i.e. civil society, third sector, voluntary sector, non-profit sector), even though each of them puts the focus on specific characteristics of the considered individuals or organisations. We expand on this issue in the section below.

**Defining what is beyond government and business**

It is not easy to define the multitude of actors who are not formally part of the more traditional sectors of government and business. Six terms may be helpful to this endeavour: community leadership, civic leadership, civil society, third sector, voluntary sector, and non-profit sector. These terms may represent different things to different people (Edwards, 2005; NCVO, 2008), especially because their meaning has varied over time and may depend on the geographical and cultural context in which they are used (e.g. Jenei and Kuti, 2008).
For example, the meaning of community leadership largely depends on the interpretation of the word community. Smith, Stebbins and Dover (2006, p. 50) note two possible definitions:

1. Collectivity of people interacting in networks, organizations, and small groups within a more or less definable geographic area where the people carry out most of their daily activities accompanied by a sense of belonging to the collectivity. 2. Cohen (1985:118) has described as “symbolic” those collectivities that fail to meet the geographic criterion but that members still see as an existing entity to which they belong.

Communities used to be seen as informal social institutions that were independent from formal structures, local authority, government and the private sector (Pigg, 1999; Flanagan and Hancock, 2010). However, several studies have recently broadened the definition of the term by considering also local authority, public servants, business leaders as (potential) community leaders (Hartley, 2002; Sullivan et al., 2006). In other words, everyone who leads, mobilises, influences a community, at every scale and in every form, could be defined a community leader. Furthermore, Edwards (2011) has recently pointed out that community is changing in what is sometimes termed postmodern society, becoming even more porous, fluid and characterised by multiple belongings (p.307).

The meaning of civic leadership seems to depend mainly on the context where the term is used. For example, in the UK context, the term is usually understood by practitioners as the leadership exercised by the local authority, politicians and public servants2 and employed from a municipal perspective. In the U.S., it is understood as the leadership exercised by citizens through civic-engagement (e.g. University of California, no date). In this case, civic leadership refers to the leadership of civil society and recalls the ideas of civic responsibility and citizens’ civic virtues in building the good society (Foley and Hodgkinson, 2009- see also section below). In the same vein, Reed (1996) defined civic leadership as the leadership of the followers or non-leaders who genuinely commit to creating a better world through ‘public advocacy,

2 This definition is not a result of the literature review but of the conversations had with project’s participants and colleagues.
debate, education and the fostering of dialogue and group reflection’ (Reed, 1996, p.100). However, since Hambleton’s works on the Civic Leadership Framework (Hambleton and Howard, 2013; Hambleton, 2015), the term has gained a broader meaning, at a higher territorial scale. According to Hambleton (2009, p. 10), ‘civic leadership is defined broadly to embrace all leadership activity that serves a public purpose in the city region’ and it can be exercised by political, managerial, business and community/voluntary sector leaders (Hambleton, 2015; Brooks, Vorley and Williams, 2016).

Civil society is usually considered as the broadest term among alternatives (i.e. community, third sector, voluntary, non-profit) as it encompasses all others (NCVO, 2008; Howieson and Hodges, 2014). As highlighted by Jenei and Kuti (2008, p. 9), the term is ‘connected with the Aristotelian notion of an ideal way of life’ (see also Edwards, 2005; Foley and Hodgkinson, 2009), and it has been conceptualised and understood in various ways over time (e.g. Plattner and Diamond, 1994; Shell, 1994; Hardt, 1995; Foley and Edwards, 1996; Ershova, 2015). In this paper, we refer to it not only as a group of individuals and organisations, but as a way of acting: it is the collective, creative and values-based action carried out by active citizens with the aim of creating a better society (Edwards, 2005) by expressing their interests and ideas, exchanging information, achieving mutual goals, making demands on the state, and holding state officials accountable (Diamond, 1994).

The third sector can be conceptualised following Jenei and Kuti’s definition as:

- the third alternative sector between the state and the market. According to Etzioni (1973), the main advantage of these organizations is in their combination of the entrepreneurial spirit and organizational effectiveness of the business firm with the common-good orientation of the public sector. Third sector organizations have an "intermediary role" between state and market and they constitute a very specific segment of modern societies. (Jenei and Kuti, 2008, p. 12)

Some authors, however, include a wider range of organisations under this umbrella term, such as faith groups, community groups and grassroot groups (e.g. Howieson and Hodges, 2014; Rees and Mullins, 2016). This more inclusive choice may however lead to misinterpretations and confusion around the two concepts of civil society and third sector.
The terms voluntary sector and non-profit sector are sometimes used as umbrella terms and synonyms for the third sector, especially in specific cultural and geographic contexts. The term voluntary sector is mainly used in the UK to emphasise ‘the noncompulsory, nonstatutory (nongovernmental) aspect of that sector (Billis, 1989, cited in Smith, Stebbins and Dover, 2006, p. 239), whereas non-profit sector is mainly used in the U.S. to represent ‘all nonprofit groups in a society, in addition to all individual voluntary action found there [...] and one of the four sectors of society’ (Smith, Stebbins and Dover, 2006, p. 159), together with government, business, and family and household (Smith, Stebbins and Dover, 2006, pp. 205–206). However, focusing on the literal meaning of the terms, both refer to narrower realities, with specific organisational and legal structures, as their names suggest. The term voluntary sector refers to non-profit organisations whose activities are mainly based on voluntarism (e.g. Halfpenny and Reid, 2002), whereas the term non-profit sector is commonly used to distinguish the organisations whose objective is to achieve a social purpose rather than seeking profit (e.g. Howieson and Hodges, 2014).

Quite clearly, these definitions of the sector describe areas that often overlap, and the same organisation may be included in several of these classifications. These terms may also be used in two different ways: firstly, in a narrow sense, closer to their original and literal meaning, and secondly, in a broader sense, as umbrella terms that can be used interchangeably.

Conceptualise leadership, identify leaders

Given the focus of this paper on the leadership exercised at the local scale by individuals and organisations outside the government and business sectors, it is also important to concisely refer to two key and contested themes in leadership studies. That is, the conceptualisation of leadership and the identification of leaders. We agree with Grint, Smolović Jones and Holt when they argued that ‘a consensus [on leadership] might be unachievable’ (2016, p. 4), also because ‘there are almost as many definitions of leadership as there are writers on the subject’ (Goodwin, cited by Liddle, 2010, p. 657). In fact, the definition of leadership may depend on the form of leadership that is investigated and/or the
To date, six complementary perspectives on leadership are distinguished in the literature (Grint, 2005; Grint, Smolović Jones and Holt, 2016; Jackson and Parry, 2018), namely leadership as/through: a Person (the who); a Result (the what); a Position (the where); a Purpose (the why); a Process (the how); a Place (the where). As regards the perspective used, for example, scholars may investigate leadership from:

- an individualistic approach, focusing on the attributes of the single key individual who exercises leadership, such as with the Great Man Theory (e.g. DeRue, 2011);
- a relational approach, highlighting the relationships that leaders have with other actors (Clark, Denham-Vaughan and Chidiac, 2014), for example with followers (e.g. Riggio, Chaleff and Lipman-Blumen, 2008) or peers (e.g. Pearce, Conger and Locke, 2008);
- a collective approach, taking collective leadership as a critical lens to observe dynamics of leadership embedded in socially constructed contexts (e.g. Ospina et al., forthcoming; Ospina, 2017).

Once the investigated form(s) of leadership and the perspective employed have been clarified, the approach(es) to leaders’ identification can be considered. In particular, despite the literature on this topic being large and variable (Epitropaki et al., 2017), leaders can be identified according to:

- their formal position or office, also called the positional approach to leaders’ identification (Bonjean and Olson, 1964);
- their self-perception as leaders, also called the intrapersonal approach to leaders’ identification (Epitropaki et al., 2017);
- their followers’ perception or evaluation, also called the reputational approach to leaders’ identification (Bonjean and Olson, 1964; Epitropaki et al., 2017);
- their actions during decision-making, also called the decisional approach to leaders’ identification (Bonjean and Olson, 1964).
Methodology

As we have previously stated, the aim of this paper is to explore who are the leaders not formally part of the government and business sectors, and what is their main role in two cities, Padua (Italy) and Peterborough (UK). Before proceeding in the description of the methodology, it is necessary to clarify two preliminary methodological choices which were aimed at simplifying the data collection processes. First, we preferred to not define the term leader but consider it in its widest sense as anyone or anything (i.e. organisation, committee, groups) that exercises some sort of leadership and is identified as such. Second, given the place-based leadership approach of this paper, during data collection and analysis we referred to the leaders of the sector as civic/community leaders, drawing upon the two place-based leadership frameworks identified in the literature (Hambleton, 2014; Budd et al., 2017). We were aware that this choice could have been contested and that another terminology could have been used, but it was important to temporarily label the leaders of the sector, prior to fieldwork, to delineate them in the most simple, effective and cross-contextual manner.

Research settings

We decided to focus our investigation on an Anglo-Italian comparison of two cities given the different historical, socio-economic, political and cultural contexts and civic traditions in which concepts and practice of leadership and their identification occur (see, for example, Hambleton, 2014). This study also builds upon the results of our previous work with respect to the City Leadership Framework (see Budd and Sancino, 2016). Our selection criteria were based upon our critical reading of the literature above which guided us in the following informed choices. First, we decided to investigate leadership within medium-sized cities, since they tend to be overlooked despite their important presence and role. Medium-sized cities have a population between 100,000 and 250,000 inhabitants (Dijkstra and Poelman, 2012); specifically, we focused on the ones with a population close to 200,000 inhabitants. Second, each city is potentially a unique and typical case (Yin, 2009; Bryman, 2012) as cities have both very specific
economic, social, cultural characteristics as well as common ones (e.g. local government systems, central
government influence, public sector dynamics, etc). Accordingly, we purposively selected the two
research settings considering the following criteria:

a. cities with political continuity during the study, meaning that no local political elections were
planned in 2018 due to councillors’ end of term;
b. cities of which we had no prior knowledge (both theoretical and field) to minimise biases;
c. cities at a reasonable distance from where we are based given the logistical and financial costs of
the study.

Very briefly, Padua is a city in the North-East of Italy that is commonly described by its citizens as an
artistic, cultural and religious place (Turismo Provincia di Padova, no date). At the end of 2018, it has
been awarded the title of European Volunteering Capital 2020 (CEV - European Volunteer Centre, 2018).
Peterborough is a cathedral city in the East of England. The city was a unitary authority from 1998 to
2017, when it then merged with Cambridgeshire County Council and became a Combined Authority with
an elected mayor. The city is described as a “heritage, environment and event city” (Peterborough Visitor
Information Centre, 2018), while research participants mainly defined it as a city with a very diverse
population and one of the fastest growing cities in the UK. The basic characteristics of the two cities are
set out in Table 1.

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Insert Table 1 here
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Data collection and analysis

The paper is mainly based on a qualitative content analysis (Hsieh and Shannon, 2005) of the
interviews held with 34 city leaders, 15 in Padua and 19 in Peterborough. In fact, we decided to identify
and explore the role of civic/community leaders through the lens of key city actors. In other words, also
to ensure a multi-actor examination, different types of leaders were involved: political, managerial,
business, and civic/community. These city leaders, who represented the potential participants in our
study, were selected in two phases:

1. through extensive desk research mainly based on a positional approach to leadership
   identification (Bonjean and Olson, 1964);

2. through a reputational approach (Bonjean and Olson, 1964; Epitropaki et al., 2017) based on the
   interviewees’ perception of who were the leaders of the sector. In other words, we used
   interviewees’ responses not only to collect data but also to recruit further potential participants,
   similarly to a snowball sampling process. In this way, participants were recognised as city leaders
   or key city actors not only by us but also by participants, thereby improving the quality of our
   sample of city leaders.

Participants (i.e. city leaders) were asked to answer the following question:

*In your opinion, who are the most important civic/community leaders in your city today?*

To help participants, we provided them with the following definition drawn upon the work of Budd et al.
(2017):

*civic/community leader(ship) exercises the function of active citizenship aimed at co-creating public
and social value (e.g. associations, volunteering activities, charities, ...).*

Participants were invited to name (when possible) at least three civic/community leaders of their city and
they had the possibility to answer in any way they wanted (i.e. giving names, formal positions,
organisations, groups, etc.). This generated a wide variety of answers, according to their perceptions of
civic/community leadership and leaders.

Interviews were audio-recorded and transcribed in NVivo (Bazeley and Jackson, 2013). We then
conducted a conventional content analysis (Hsieh and Shannon, 2005) to further familiarise with data
and identify potential patterns of leaders’ identification. As a result of this, we identified three main
spheres of civic/community leadership as perceived by interviewees (see Findings section below) and we
then re-coded the interviews following a summative content analysis, which ‘involves counting and comparisons, usually of keywords or content, followed by the interpretation of the underlying context’ (Hsieh and Shannon, 2005, p. 1277). Finally, we counted, compared and explored more in-depth results within and among cities.

Once the analysis was completed, we invited participants to a follow-up focus group to discuss the findings of the study. Two focus groups, one in each city, were organised with a total of 17 participants, 8 in Padua’s focus group and 9 in Peterborough’s one. As a result of the focus groups, the findings that emerged from the analysis were validated and we selected the more compelling and representative passages of interviews as support for the description and discussion of findings.

Findings

Three compelling themes emerged from the analysis of interviews data:

1. the importance of the arena of civic/community leaders;
2. its complexity;
3. its multi-form character.

The importance of civic/community leaders results from two central roles that they play. First, in the day-to-day function of the city, as enablers of the delivery of a multitude of public and associated services. Two interviewees explicitly remarked upon this role:

«We have so many charities, non-profit organisations, volunteers’ organisations that if they get tired to deliver services, Padua closes. Strictly speaking. (...) It is impossible to govern without them. (...) They replace the public sector in many ways.» (Pa2-PL³, translated by the authors).

³ The reference number of participants identifies: the city they belong to (i.e. Pa for Padua and Pe for Peterborough); the sequential number of the interviewee; the role played within the city (i.e. PL for political
«You need the voluntary sector to deliver so many things because actually you as a city can’t afford to deliver these things, so you need to stimulate and finance the voluntary sector to be out and deliver many services that you can’t.» (Pe3-PL).

Second, civic/community leaders are recognised as promoters of citizens and communities’ voice, even though the level of success of such voice was differently perceived in the two cities. In Padua (Italy), it was perceived as more balanced and efficient, able to represent the various opinions of the territory, whereas in Peterborough the loss of this voice was also emphasised due to resource constraints and lack of funding. As one interviewee put it:

«There is nobody funded to do work on civic or community leadership. So, as an organisation you need infrastructure funding to support the voice. If we want a voice and we want a forum, there’s need to be resources in that and there isn't. (...) The communities no longer have a voice here, there is no structure for it. » (Pe9-CL)

However, although this interviewee emphasised the lack of structure to the expression of this civic/community voice, most interviewees in both cities also pointed out the fragmented character of the sector, reinforcing the second key theme that emerged from the analysis, namely its complexity. In fact, despite the recognition of the important role played by these leaders, interviewees of both cities used expressions like there are hundreds, very confusing picture, fragmented, quite diverse, a constellation of actors, very complex machine... and they often struggled in naming civic/community leaders, as they

leaders, ML for managerial (public service delivery) leaders, BL for business leaders and CL for civic/community leaders).
hardly recognised a specific person or organisation that exercises that leadership role. For example, one interviewee said:

«I think anybody who, I don't know if you know the British expression "get up and go", anybody who has any get up and go in community leadership quite quickly finds himself on the City Council. (...) [but], you know, civic and community leadership outside of the council, I think you see that in terms, you can see that at very local level so neighbourhood level, you can see that kind of leadership manifests. But I am struggling to think of any people who fit that section. You've got inevitably the sort of round tables and all of those kinds of things. The church, lot of which is underestimated, and this is a cathedral city, the Church of England (...) They still exert quite a bit of power, usually in an informal way but they are powerful. I am struggling to think of others.» (Pe11-BL)

The complexity of civic/community leadership is also the result of the third theme emerging, namely its multi-form character. In fact, what stands out from our analysis, and especially from the Peterborough interviews, is the recognition of different types of identified civic/community leaders. The two following excerpts clearly represent it:

«That's a good question. I think that the most important are probably geographic leaders, so people who represent particular geographic communities, such as the villages, an area of the city and I think that, probably after that or along so, you've got the demographic-based representatives, whether that, for instance, are representatives of women groups or representatives of old people, younger people. Then you also have faith-based representation. I think it's very important in a city which is as ethnically diverse as Peterborough, faith-based representation seems important, particularly for the Muslim community or the Hindi Community or indeed the Christian Community, they have a really
important role to play. You've got charity leadership as well. You've got quite a few infrastructure charities or enabling charities that cut across a whole range of different disciplines and represent the third sector quite well. So, we have, for instance things like Peterborough Council for Voluntary Services, that acts as an umbrella organisation for many different charities in the city.» (Pe12-BL)

«The religious leadership, the voluntary sector, and then I think there are quite a lot of small community groups, but they are more competing for space perhaps, then we have Vivacity, which is the leisure trust and which obviously runs a lot of resources, but maybe it is more managerial leadership really. And you do have groups like Inspire Peterborough which is a disability group which is very influential.» (Pe17-ML)

These quotes clearly illustrate that three main different spheres of civic/community leaders can indeed be recognised, underpinning the summative content analysis we conducted:

- The third/voluntary sector (TS/VS) sphere, in its narrow sense, which includes all cited Third Sector Organisations (TSOs), Voluntary Sector Organisations (VSOs), charities;
- the community sphere, in its narrow sense, which mainly includes all references to community groups and community associations, but also neighbourhood, local authority/councillors, people with no specified affiliation or role;
- the faith sphere, which refers to faith leaders and organisations.

Table 2 below summarises and compares, within and among cities, the number of times each type of civic/community leader has been cited in each sphere and the more cited examples given by interviewees.

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Insert Table 2 here
Looking at Table 2 above, two differences between the investigated cities stand out. First, in Padua, the presence of the community sphere is not perceived, whereas in Peterborough it is recognised by most interviewees, especially because of the ethnically diverse character of the city, as clearly explained by Pe12-BL (see quote above). Strongly related and evident from some of the quotes provided so far, the second difference concerns the types of faith leaders identified. In Padua a central role is still predominantly played by the Catholic Church (i.e. Diocese and Bishop), in Peterborough the leadership role is more balanced and shared among different faiths. In fact, several interviewees mentioned, in general, faith leaders and the Mosque.

In contrast, the perception of the TS/VS sphere is similar between the two cities, except for the key role of Fondazione Cariparo, recognised by most of Padua’s interviewees, but that, however, is an exceptional case. It is a former bank foundation which invests considerable sums of money each year in the city by funding large projects for the benefit of the whole city and community. As one interviewee puts it: «If Fondazione Cariparo did not exist in Padua, it would be a tragedy.» (Pa14-CL, translated by the authors). In both cities, interviewees recognised the leadership role of the TS/VS, but mainly as a whole group of organisations or, in other words, considering all TSOs/VSOs within the city. As one interviewee in Padua put it, «there isn’t one that is more important than the others.» (Pa9-PL, translated by the authors). Also, a central role was given to the umbrella organisations which gather together the views and voices of all TSOs/VSOs, namely CSV in Padua (i.e. Centro Servizio Volontario, which means Service Centre for Volunteering) and PCVS in Peterborough (i.e. Peterborough Council for Voluntary Service).

**Discussion**
The main aim of this paper is to provide an analysis of the identification and comparison of civic/community leaders and their leadership role in Padua and Peterborough.

First, our analysis confirms a strong association between leadership and place (Hambleton and Howard, 2013; Budd et al., 2017; Sotarauta, Beer and Gibney, 2017; Beer et al., 2019) and, more broadly, between leadership and context (Osborn, Hunt and Jauch, 2002; Shamir, 2012; Osborne, Radnor and Strokosch, 2016). In fact, in both cities, the identification of leaders is influenced by context. The two spheres of community leadership and faith leadership provide an illustration of this. In Peterborough, community leadership plays an important role and faith leadership is seen in its broadest terms, regardless of the specific religious or shared spiritual belief (i.e. participants named faith leaders in general). In fact, as we reported when describing the research setting, Peterborough is described by participants as an ethnically diverse city and, given the significant immigrant population, large multiple communities and related faith groups live within the city. This may explain the importance given by Peterborough’s interviewees to community groups. By contrast, in Padua, community leadership is not even recognised and the fundamental faith leadership role is still exercised by the Catholic Church, through the Bishop and the Diocese. This is due in part to the national and historical context and the presence of the Vatican in Italy, but also by its appellation as ‘The City of the Saint’, referring to Saint Anthony of Padua, that makes the city famous for its religious character and as a destination for pilgrimages.

Second, despite the differences due to these contextual factors, in the two cities, interviewees cited the TS/VS sphere as providing an important leadership role. In both cities, however, they also remarked that usually it’s not a specific TSO or VSO that plays this leadership role, but the whole group of these types of organisations that exist in the city. This supports Macmillan and McLaren’s suggestion to start focusing on the leadership of the sector rather than the leadership in the sector, perhaps with a particular focus on the relationships among different TSOs/VSOs within the same city.

Third, in both contexts, the three identified spheres of civic/community leaders seem to play a specific and crucial public role as being intermediaries between citizens and the state. In particular, this role seems to be enacted in two main ways, through the delivery of public services and as the voice of
citizens and communities (i.e. multiple publics). In other words, civic/community leaders might be replacing the more traditional public actors (e.g. politicians and public servants) in meeting and responding to citizens and communities’ needs, despite (or even because of) austerity measures. This interpretation intriguingly connects with wider debates on “manufacturing civil society” (Brandsen, Trommel and Verschuere, 2017) and clearly needs further research and attention to keep investigating the changing phenotypes of leadership within civil society as a result of interacting with government.

Finally, terminology requires some further considerations. It is indeed evident that there was a lack of shared language among interviewees: the use of the term civic/community leadership induced a great variety of answers and especially the term community leadership was intended in both its broadest and narrowest sense. In fact, some interviewees considered community leadership as being exercised by leaders of community groups or organisations (i.e. narrow sense), as well as by TSOs/VSOs and faith leaders (i.e. broadest sense), confirming the difficulty of finding an unequivocal classification of the sector.

**Conclusion**

Our findings confirm that the importance and complexity of the sector, especially viewed through a leadership lens, is recognised and perceived by key city actors. It is therefore crucial to continue investigating the identification and exploration of leadership of and within the sector, at and beyond the local level. The comparison of the two cities highlights both differences and important similarities between the two cities, such as the key role of umbrella organisations (i.e. CSV in Padua; PCVS in Peterborough) and the influence of faith leaders. Also, its multi-form character and the lack of a shared conceptualisation and classification were emphasised, confirming that a definitive delineation of the sector might be unachievable. It is still important for scholars and practitioners to clearly explain how they define the sector, and according to our findings and the literature reviewed, we suggest considering these leaders as representatives of civil society and as civic leaders embedded in a given place.
Civil society is indeed the broadest term in use and encompasses all three spheres that emerged from the analysis, namely the TS/VS, the community and the faith sphere (Howieson and Hodges, 2014; NCVO, 2018). Also, it describes a way of acting, recalling the US’s conceptualisation of civic leadership as a leadership exercised by citizens and followers (or traditional non-leaders) through civic engagement, responsibility and virtue to make their voice heard in a given place (Diamond, 1994; Reed, 1996; Edwards, 2005; Jenei and Kuti, 2008). The use of the term civic leadership, rather than other terms, might also further open up discussions about the dynamics of local governance, enabling the involvement (or demand for involvement) of a larger audience of key players within civil society. The contribution of civic leaders, in all forms, is indeed crucial for an effective co-production and co-creation of local leadership and public value. However, as we attempt to show in this paper, the identification of these leaders should not be taken for granted nor underestimated by academics or practitioners.

Many questions still remain unanswered and future research should be undertaken to further understand the leadership of the sector. In particular, further studies with more focus on the (unconscious) collective leadership exercised by civil society are needed. In fact, it seems likely that these individuals, groups, organisations and communities are unconsciously exercising collective leadership because, even though they mostly act for themselves (individually and at the organisational level), they are actually perceived as leaders as a whole (together and at the group level). This—mainly unconscious—democratic and political potential of innovation and representation from below by civil society has been pointed out by Della Porta (2020) in her keynote speech delivered at the International Society for Third Sector Research (ISTR) Conference held in 2018 in Amsterdam and it deserves further debate and exploration (see also Terry et al. 2019). Finally, similar work on other cities and countries might help to better understand how different contexts shape civil society and provide opportunities and constraints to civic leaders. Lastly, the role of faith leadership is poorly investigated in place-based leadership studies and scholars may wish to ponder how to analyse this aspect in city leadership and governance in future work.
Conflict of interest

The Authors declare that there is no conflict of interest.

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Tables

Table 1. Basic characteristics of the two investigated cities

<table>
<thead>
<tr>
<th></th>
<th>Padua (Italy)</th>
<th>Peterborough (UK)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government typology and administrative culture</td>
<td>Napoleonic/Southern Europe</td>
<td>Anglo-Saxon</td>
</tr>
<tr>
<td>Local Government form</td>
<td>Strong Mayor</td>
<td>Cabinet Leader and Cabinet</td>
</tr>
<tr>
<td>Higher Local Government form</td>
<td>Province</td>
<td>Combined Authority</td>
</tr>
<tr>
<td>Unemployment rate (2015)</td>
<td>9.4% 3</td>
<td>5.3% 4</td>
</tr>
<tr>
<td>Disposable income per capita (USD – Regional level) 4</td>
<td>21,271</td>
<td>21,369</td>
</tr>
<tr>
<td>Civic engagement (Regional level) 4</td>
<td>7.6</td>
<td>5.3</td>
</tr>
<tr>
<td>Community well-being (Regional level) 4</td>
<td>6.8</td>
<td>9.1</td>
</tr>
</tbody>
</table>

Source: own elaboration. Official data from 1 Citypopulation.de; 2 Istat; 3 Eurostat; 4 OECD Regional Well-being indicator (OECD, 2018);

Table 2. Results from the summative content analysis.

<table>
<thead>
<tr>
<th></th>
<th>Padua</th>
<th>Peterborough</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n. times cited examples given</td>
<td>n. times cited examples given</td>
</tr>
<tr>
<td>TS/VS sphere</td>
<td>40 (by 14 interviewees) Fondazione Cariparo, CSV, Legambiente</td>
<td>31 (by 14 interviewees) PCVS</td>
</tr>
<tr>
<td>Community sphere</td>
<td>2 (by 2 interviewees)</td>
<td>23 (by 14 interviewees) Italian community, Pakistani community, Polish community</td>
</tr>
<tr>
<td>Faith sphere</td>
<td>10 (by 7 interviewees) Diocese and Bishop</td>
<td>19 (by 13 interviewees) Faith leaders, Mosque</td>
</tr>
</tbody>
</table>

Source: own elaboration.