



Cambridge City Council Equalities Panel

Date: Monday, 11 June 2018

Time: 4.00 pm

Venue: Main Hall - Clay Farm Centre, Hobson Square, Trumpington, Cambridge, CB2 9FN

Contact: democratic.services@cambridge.gov.uk, tel:01223 457013

Agenda

- 1 Welcome, Introductions and Apologies
- 2 Declarations of Interest
- 3 Minutes of Previous Meeting and Matters Arising (Pages 3 - 8)
- 4 Safer Spaces (Pages 9 - 10)
- 5 Single Equality Scheme 2018 - 2021 (Pages 11 - 70)
- 6 Equality in Employment, Workforce Report, April 2017 - March 2018 (Pages 71 - 72)
- 7 Any Other Business

Chair: Suzanne Hemingway

Elected Members: Councillors Holt, Massey, O'Connell, Sheil and Thittala

Public Members: Graham Lewis, Orsola Spivack, Raheela Rehman, Susan Wan and Judith Margolis

Staff Members: Ari Henry, Lesley-Ann George and Joe Obe

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EQUALITIES PANEL

20 November 2017

4.00 - 6.10 pm

Chair: Antoinette Jackson

Public Members: Graham Lewis and Orsola Rath Spivack

Elected Members: Councillors Abbott, Adey, and Sheil

Staff Members: Ariadne Henry and Lesley-Ann George

Officers:

Head of Human Resources: Deborah Simpson

Strategy and Partnerships Manager: David Kidston

Equality and Anti-Poverty Officer: Helen Crowther

Senior Recruitment Advisor: Andrew Rowland

Independent living Supervisor: Clara Gomez-Serrano

Care and Support Manager: Laura Adcock

Committee Manager: Toni Birkin

FOR THE INFORMATION OF THE COUNCIL

17/12/EP Welcome, Introductions and Apologies

The Chair welcomed new Staff Member Lesley-Ann George.

Apologies were received from:

- Councillors T Moore and Ratcliffe
- Staff members, Karen Lee, Joe Obe and Jenna Varga; and
- Public members, Dr Susan Wan, Raheela Rehman and Judith Margolis.

17/13/EP Declarations of Interest

No interests were declared.

17/14/EP Minutes of Previous Meeting and Matters Arising

The minutes of the meeting of the 20 June 2017 were approved and signed as a correct record.

Matters arising:

Helen Crowther undertook to recirculate information on Prevent Training and open days at local Mosque's, as requested at the last meeting, as some members had not received it.

17/15/EP Disability Confident Communication and Implementation Plan

The Panel received a presentation from Senior Recruitment Advisor, Andrew Rowland regarding the Disability Confident Scheme and Cambridge City Council's Communications and Implementation Plan.

The presentations covered the following issues:

- i. Disability Confident would replace the 'Two Ticks' Positive about Disabled People scheme.
- ii. Would consist of three levels:
 - Level 1 Disability Confident **Committed**
 - Level 2 Disability Confident **Employer**
 - Level 3 Disability Confident **Leader**
- iii. Would encourage development of commitment and actions to support disabled applicants and staff.
- iv. Outlined the internal communications process and stated that recruitment documentation would be updated.
- v. Stated that implementation would include raising the profile of our commitment to equality.
- vi. Cambridge City Council were now at Level 2, Disability Confident Employer.

In response to questions from the Panel, the Senior Recruitment Advisor stated the following:

- i. The new scheme encourages continuous improvements.
- ii. Information on the Disability Confident Scheme was available which could support small businesses.
- iii. It was hoped that the new approach would encourage more staff to declare disabilities.
- iv. Work was on-going to communicate with the Disabled staff group.
- v. Joint working with other local organisations was planned for the future.

Graham Lewis welcomed the scheme and hoped that this would discourage organisations from resting on their laurels. External challenge should result in on-going progress.

The Panel welcomed the work already undertaken and hoped to hear more in the future.

17/16/EP Dementia Action Alliance

The Panel received a presentation from Independent Living Supervisor, Clara Gomez-Serrano regarding the Dementia Action Alliance.

The presentation covered the following issues:

- i. The local Dementia Action Alliance is initially coordinated by the Alzheimer's Society bringing local businesses together to create dementia friendly communities.
- ii. Partnership working was encouraged.
- iii. Significant numbers of local employers and businesses had signed up.
- iv. 18 City Council officers had been trained to lead on the required actions in their service areas.
- v. Events for older people had been held in the Fitzwilliam Museum. Music and movement had been encouraged. The events were very successful and more were planned.

The Panel made the following comments in response to the presentation:

- i. This had been a largely ignored area of need in the past.
- ii. Churches and faith groups had recently launched dementia awareness projects.
- iii. Taxi drivers have received compulsory dementia awareness as part of their safeguarding training.
- iv. Adding this training to new councillors' induction training was suggested.

In response to questions from the Panel, the Independent Living Supervisor stated the following:

- i. Guidance notes regarding City Council tenants known to be suffering from dementia could be added to the on-line notes (such as Orchard Housing System). However, the Dementia Action Alliance approach was more about awareness raising and to encourage approaching everyone with patience, kindness and understanding. Everyone would benefit, whether they have dementia or not, for example those with sensory impairment or poor mental health.

- ii. The Dementia Engagement & Empowerment Project (DEEP) brings together groups of people with dementia from across the UK and encourages use of simple language.
- iii. Wherever possible written information for the public should be as simple as possible and local authorities were encouraged to use 'easy read'.
- iv. Staff needed to be aware that infographics and colourful pages could be confusing for dementia sufferers.
- v. Use of video instead of text could be considered.
- vi. Dementia friend training is available to anyone interested (Contact Clara Gomez-Serrano or details are on line at www.alzhiemers.org.uk)

The Panel thanked Clara Gomez-Serrano for her interesting and thought provoking presentation.

17/17/EP Exploration of links between Poverty and Inequality through our Anti-poverty Strategy

The Strategy and Partnerships Manager, David Kidston and the Equality and Anti-Poverty Officer, Helen Crowther, introduced this agenda item and asked the panel to split into smaller groups. The groups were asked to provide feedback on the Anti-Poverty Strategy 2017-2020 Equality Impact Assessment (EqIA). They were asked to identify further issues around how poverty affects people with protected characteristics that were missed, and any ideas for further actions the council could undertake to address these issues.

Group one made the following comments:

- i. The EqIA focused on the more obvious links between particular equalities groups and poverty and missed the multi layered impacts of 'intersectionality': for example, some BAME women may lack employment or health opportunities due to discrimination or language, cultural and religious barriers.
- ii. The lack of transport links for those on low income limited engagement with the wider community.
- iii. Maternity and associated costs (loss of income/transport) could result in poverty for some residents.
- iv. LGB and transgender residents are more likely to experience discrimination, which can lead to mental health issues and impact on employment opportunities and income levels.

Group two made the following comments:

- i. Young people in low paid employment face a number of challenges such as: lack of affordable housing forcing them to remain in the family home,

- lack of life skills and insecure jobs (often described as the 'gig economy').
- ii. The Council could look into support already provides for new tenants, especially young people, to see if can address more problems related to budgeting and life skills.
 - iii. The Council could work with partner agencies to improve transport links.
 - iv. Visible disabilities attract support while hidden disabilities, such as mental health issues, receive less attention. Discussed how mental health issues can be exacerbated by poverty and vice versa.
 - v. Discussed link between housing, poverty and inequality. Some protected characteristic groups, for example BAME people, are more likely to live in housing that is in disrepair or overcrowded HMOs. They may also be socially isolated due to language barriers. Can more be done to support these groups in the private rented sector?
 - vi. Language barriers result in social isolation for BAME groups.
 - vii. Targeted work with specific groups that are especially likely to experience social isolation, such as Bangladeshi women, could be successful.
 - viii. In developing the next Single Equality Scheme Strategy, we need to examine previous initiatives and learn from them about what works, and look for evidence based results.

17/18/EP AOB and Close of Meeting

Ariadne Henry, Community Development Officer (Engagement & Inclusion) updated the panel on the following:

- i. Faiths Partnership: The first event took place recently and four smaller events are planned for the coming year. Request a report on the faiths survey from Ariadne.henry@cambridge.gov.uk
- ii. Equalities Partnership: This started with a series of training sessions on the different sectors. These went well and the series will be repeated next year. There will be a meeting of the full partnership at the end of January.
- iii. Disability History Month (DHM): Instead of a single event, there will be a series of Disability Arts workshops throughout the first six months of next year run in partnership with local disability arts organisations. Arts and Disability is the theme for DHM 2017.
- iv. There are a number of events being planned for the coming year to celebrate women's suffrage. The Council is supporting this coalition of individuals, local women's groups, the universities and public authorities.

- v. Holocaust Memorial Day: There is a new provider for the HMD activities. This work has started with a series of workshops with Michael Rosen (children's novelist and poet), and has involved 1330 local primary and secondary school children so far.

The meeting ended at 6.10 pm

CHAIR

Safer Spaces - Molly Byrne, Project Officer at the Encompass Network, and Helen Crowther, Equality and Anti-Poverty Officer

The Encompass project 'Safer Spaces' aims to provide lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ) people in Cambridge and surrounding areas with places where they can feel safe, welcome and supported. For this purpose, Encompass Network offers public and private sector organisations with information and, on request, with training so that people of all genders and sexualities can feel relaxed and protected. Organisations and businesses that sign up to implementing policies for this purpose can display the campaign's logo to promote their services and commitment to diversity and equality. (For more information about Safer Spaces visit the Encompass Website: <http://encompassnetwork.org.uk/saferspaces>). Cambridge City Council has been signed up to the pilot project of Safer Spaces and is about to sign up to the live campaign that will be launched shortly.

This item will:

- Provide information on the background of Safer Spaces, including why the project was developed, learning from the pilot project and plans to engage businesses and public sector organisations, and the community.
- Share support Encompass Network provides to organisations that sign up, and some policies and areas of work that organisations signed up can work on.
- Explore examples of what the Council has been doing so far to make our spaces safe, welcoming and inclusive for LGBTQ people, and some further areas of work we will be developing.

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Single Equality Scheme 2018 - 2021 – Helen Crowther, Equality and Anti-Poverty Officer

The City Council has developed a new Single Equality Scheme that sets out how the organisation will challenge discrimination and promote equality of opportunity in all aspects of its work over the next three years.

This item will:

- Review progress made and learning related to promoting equality and diversity over the last three years for the Single Equality Scheme 2015-18.
- Provide advice on proposed priorities and actions for the new Single Equality Scheme 2018-21, ahead of the deadline for the final report (13th June).

The Single Equality Scheme 2018-21 includes additional actions to address a number of key issues identified through the consultation and review of available evidence. We will ask Panel members to feedback on what more we might do in relation to these areas. The areas include:

- a) Ensuring that our frontline services support people with mental health issues in the best possible way.
- b) Helping to tackle discrimination experienced by Gypsies and Travellers, and encouraging them to get support they need from public services.
- c) Helping to tackle loneliness experienced by older people, people with mental health issues and people in new communities.
- d) Taking into account different experiences of poverty for people from different protected characteristics who may require different types of support related to mitigating and preventing poverty.

Single Equality Scheme 2018-2021

1. Background

1.1. In April 2011 the general Public Sector Equality Duty (PSED) was implemented, which requires local authorities when they are exercising public functions, to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation.
- Advance equality of opportunity between those who share a protected characteristic and those who do not.
- Foster good relations between those who share a relevant protected characteristic and those who do not.

1.2 The Equality Act 2010 also requires local authorities to:

- Publish information annually to demonstrate how they meet the equality duty.
- Prepare and publish one or more objectives to meet any of the aims of the equality duty at least every four years.

1.3 To meet the requirements of the PSED and the other specific duties established in the Equality Act 2010, the City Council chose to produce three Single Equality Schemes: the first covering the 2009-2012 period, the second covering the 2012-2015 period and the third covering the 2015-2018 period.

1.4 We have also published annual reports setting out our equalities activities and progress in delivering the objectives included in the Single Equality Scheme. Every year we also publish our Equality in Employment Workforce Report, which provides detailed information about the make-up of our workforce.

1.5 Cambridge City Council has chosen to develop a new Single Equality Scheme for the period of 2018-2021. Although producing and publishing specific Equality Schemes no longer form part of our public duties under law, the City Council believes that having a Single Equality Scheme will help it to ensure that it complies with the specific and general duties established in the Equality Act 2010 (as outlined at 3.1 and 3.2), assist in promoting community cohesion, and improve its knowledge of equality and diversity issues.

1.6 The scheme and the strategic plan incorporated within it do not attempt to capture everything the City Council does related to its PSED, but it sets out the organisation's priority areas for action in the next three years. The scheme was developed through an understanding of the City Council's achievements to date, an analysis of data available from relevant research and consultation exercises, and an assessment of where the authority needs to focus further effort.

1.7 For the City Council's work on equalities issues from April 2018 to March 2021, the Single Equality Scheme 2018-21 carries forward the 5 objectives from the Single Equality Scheme for 2015-2018. The objectives are:

1. To further increase our understanding of the needs of Cambridge's growing and increasingly diverse communities so that we can target our services effectively.
2. To continue to work to improve access to and take-up of Council services from all residents and communities.
3. To work towards a situation where all residents have equal access to public activities and spaces in Cambridge and are able to participate fully in the community.
4. To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together.
5. To ensure that the City Council's employment and procurement policies and practices are non-discriminatory and to work towards a more representative workforce within the City Council.

1.8 The previous three Single Equality Schemes were presented to Strategy and Resources Scrutiny Committee, but the Single Equality Scheme 2018-21 will be presented to Environment and Community Scrutiny Committee because responsibility for equalities has transferred to the Executive Councillor for Communities.

2. Consultation and communication considerations

2.1 In accordance with the principles of the Cambridgeshire Compact, consultation on the draft Single Equality Scheme took place with voluntary and community sector partners and public sector partners, and Equalities Panel members. As part of the consultation officers:

- Held 12 meetings with the following voluntary and community groups that represent particular equalities groups: The Alzheimer's Society, Cambridge Ethnic Community Forum, Cambridge Rape Crisis, Cambridge Women's Aid, Cambridge Women's Resources Centre, Cambridgeshire Alliance for Independent Living, Campaign to End Loneliness, Centre 33, Cambridgeshire Older People's Enterprise, CPSL Mind, Disability Cambridgeshire, Encompass Network, Lifecraft, and The Kite Trust.
- Invited faith groups to a consultation meeting, which was attended by: Abu Bakr Jamia Mosque, Barnwell Baptist Church, Beth Reform Shalong Synagogue, C3 Church, St John the Evangelist Church, St Lawrence's Roman Catholic Church, St Philip's Church, and Wesley Methodist Church.

- Held 7 meetings with public sector partners, including representatives of Cambridgeshire County Council, NHS Foundations Trust and South Cambridgeshire District Council.
- Participated in a Dementia Action Alliance meeting in April attended by businesses and other public sector representatives to discuss the role of the Alliance going forward in helping to improve lives of people with dementia and their carers.
- Sought advice from the Equalities Panel via email and at a meeting of the Panel on 11th June 2018.
- Sought the views of City Council staff via Joint Equalities Group meetings on 19th January 2018 and 19th April 2018.

Appendix A - Issues raised through the Single Equality Scheme 2018-21 consultation

The table below provides a summary of the comments made by stakeholders as part of the consultation. Not all of the issues raised by stakeholders will be included in this table – in the main we have focussed on issues raised by more than one organisation consulted with. In order to address issues raised by one organisation only, we will send personalised responses to organisations.

Issues raised by the consultees	Cambridge City Council response
<p><u>Disability: Dementia</u></p> <p>Organisations felt that there is already a lot of awareness about the prevalence of dementia in society but not about actions that individuals, businesses and other organisations can undertake in order to help improve lives for people living with dementia and their carers. Organisations involved in the Dementia Action Alliance shared that there are two strands of the Alliance’s work:</p> <ul style="list-style-type: none"> • Making internal improvements in your business or organisation to benefit people living with dementia and their carers, • And an external campaign across the city identifying buildings as dementia friendly and recruiting dementia friends and champions across the city. 	<p><u>Disability: Dementia</u></p> <p>During Dementia Action Week (21st to 27th May 2018), the Council has sought views from the public on improvements that can be made for people living with dementia and their carers – through suggestion boxes at Mandela House customer contact centre, The Guildhall and Clay Farm Centre, and in providing people with an opportunity to feedback ideas via email as explained on our website and on Twitter.</p> <p>During 2017/18 we have raised awareness of dementia across Council services. In engaging our services going forward we will ensure that future meetings with dementia leads include more practical based discussion now that awareness has been raised across Council services.</p> <p>Cambridge City Council has an important role in sharing information on the Dementia Action Alliance with our partners and encouraging them to become involved. We will also create a Dementia Action Alliance webpage on our website that we will update with information on activities of the Alliance.</p>

Issues raised by the consultees	Cambridge City Council response
<p><u>Disability: Personal Independence Payment (PIP) and Employment and Support Allowance (ESA) Benefits</u></p> <p>Some organisations suggested that there is an ongoing need to help disabled people to claim benefits relevant to their needs. They shared their beliefs that claims forms for PIP and ESA are much too prescriptive, which means people need special guidance on how to complete them. It was felt that it is difficult for people to explain how their health condition or disability affects them in a way that adequately answers questions in the form so that they can get an accurate assessment on their eligibility. Related to the appeals process for PIP and ESA, some organisations reflected that there is also a shortage of people who will take individuals through the whole legal process free of charge.</p>	<p><u>Disability: Personal Independence Payment (PIP) and Employment and Support Allowance (ESA) Benefits</u></p> <p>Cambridge & District Citizens Advice have applied to our Community Grants and their application has been successful for 2018/19. Cambridge & District Citizens Advice provide support for individuals in claiming benefits aimed to support disabled people and also provide support with the appeals process. Cambridge & District Citizens Advice also are funded by our Sharing Prosperity Fund to provide advice, including benefits advice, in some GP surgeries.</p> <p>Our Community Grants and Sharing Prosperity Fund are administered once per year. The Community Grants team meet with organisations interested in putting in applications and provide workshops with tips on how to apply for Community Grants. We would encourage other organisations that are providing support with claiming benefits for disabled people to apply.</p>
<p><u>Disability: Mental Health</u></p> <ul style="list-style-type: none"> • Some organisations that we consulted stressed that whilst the Council is not a mental health provider, we are ideally placed to help ensure people get support they need from mental health services and others, especially because people with mental health issues are more likely to be on benefits and mental ill-health can relate to housing issues. • Some voluntary and community sector organisations shared that they felt there is a lack of support locally for people with 	<p><u>Disability: Mental Health</u></p> <ul style="list-style-type: none"> • In commissioning a new mental health awareness training provider, we will ensure that sessions include information on where to signpost people to for help, and how to have conversations with people about their mental health to identify where they need support. We will consider means through which we may seek views from people experiencing mental ill-health around where we may better be able to provide support through our different Council services.

Issues raised by the consultees	Cambridge City Council response
<p>more significant and longer-term mental health issues. They argued that it is becoming more and more necessary for voluntary and community sector organisations to support people with high thresholds of mental health problems but they are not funded for this work and often do not have this expertise.</p> <ul style="list-style-type: none"> It was suggested that the Council could look into providing mental health awareness and mental health first aid training to voluntary and community sector organisations that are less able to afford this. This could help the sector support people with mental health problems better, which in turn may relieve pressure on our frontline services given that many people approach the voluntary and community sector for support before coming to the Council. 	<ul style="list-style-type: none"> A new Mental Health Recovery and Community Inclusion Service is going to be jointly procured by Cambridgeshire County Council, Peterborough City Council and Cambridgeshire and Peterborough Clinical Commissioning Group. There will be a new provider for the whole of Cambridgeshire and Peterborough towards the end of the year. This may change the nature of support for people with mental health issues living independently in the community that the voluntary and community sector organisations consulted with are currently providing. We will work with the new provider to identify opportunities for signposting service users with mental health issues to the most appropriate support. There are organisations currently funded to provide mental health first aid training for free in Cambridge and we will pass on these details to the voluntary and community sector. We will revisit the suggestion around usefulness of providing mental health awareness training to the voluntary and community sector later in the year when the new provider of mental health support mentioned above is in place.
<p><u>Race: Asylum Seekers and Refugees</u></p> <p>Some organisations felt that there is a lack of support for asylum seekers and victims of trafficking to access counselling where they have gone through trauma and are not part of formal resettlement schemes. There is a language barrier to them accessing counselling from voluntary and community sector organisations, for instance. This concern was especially raised when we shared that we wished to link our Anti-Poverty and equality and diversity work closer together.</p>	<p><u>Race: Asylum Seekers and Refugees</u></p> <p>We have funded a pilot scheme to help ensure there is a suitable information and a translation service for asylum seekers and refugees in Cambridge that was delivered by the Cambridge Ethnic Community Forum.</p> <p>We are now commissioning support for a further two years to help meet needs of refugees and asylum seekers who are not part of the formal resettlement schemes. This support will include:</p>

Issues raised by the consultees	Cambridge City Council response
	<ul style="list-style-type: none"> • Providing effective information and translation services • Tackling economic and social marginalisation • Providing assistance with immigration status • Finding accommodation
<p><u>Race: Gypsies and Travellers</u></p> <p>Stakeholders shared some ideas on how we might better support Gypsies and Travellers to access public services and to tackle discrimination they face:</p> <ol style="list-style-type: none"> 1. Our public sector partners shared that it would be useful for them to have a single point of contact to support Gypsies and Travellers with Homelink (social housing applications) and homelessness applications for Cambridge City where needed. A single point of contact would have more expert knowledge on barriers faced by Gypsies and Travellers in accessing housing (for instance, proving local connection). They would also understand needs related to social housing allocation (for instance, being close to other Gypsies and Travellers who can provide a network of support and help reduce isolation). 2. Partners shared the need to continue to be sensitive to the needs of both settled communities and Travellers when considering our approach to unauthorised encampments. 3. Some partners shared that negotiated stopping places or transit sites in the city would be beneficial to prevent unauthorised encampments and enable Gypsies and Travellers to continue to have the right to travel. 4. Before developing further work around supporting Gypsies 	<p><u>Race: Gypsies and Travellers</u></p> <ol style="list-style-type: none"> 1. We are currently in discussion with South Cambridgeshire District Council around how best to support Gypsies and Travellers with social housing and homelessness applications. 2. We plan to develop clearer procedures around support for Gypsies and Travellers on unauthorised encampments on City Council land and on enforcement in partnership with Cambridgeshire County Council's Enforcement Officer. 3. We currently do not have many unauthorised encampments in the city and lack land that we could identify for developing transit sites. Therefore, the development of transit sites is not something we plan to look into currently. 4. We have taken on board this advice and will be looking into how we can better identify opportunities to learn from Gypsies and Travellers about their experiences of discrimination and barriers from accessing public services. For example, we are running Gypsy Roma and Traveller cultural awareness training for our frontline staff that will in part be run by Travellers.

Issues raised by the consultees	Cambridge City Council response
<p>and Travellers to access public services and tackle discrimination we need to find out if support from our Council would be welcomed by the communities themselves and, if so, work with communities to identify support that fits their needs.</p>	
<p><u>Religion: Activity of faith groups in combatting poverty and supporting people with protected characteristics</u></p> <p>Faith groups expressed that it would be useful to map their activity to combat poverty and related to supporting protected characteristics with specific issues faced (for instance, faith groups reported that they had undertaken much work to support Refugees and Asylum Seekers in the city). A mapping exercise could help faith groups identify where gaps in support might be and gain ideas from one another on what actions could help combat poverty and promote equality and diversity.</p>	<p><u>Religion: Activity of faith groups in combatting poverty and supporting people with protected characteristics</u></p> <p>The Council has been helping to develop a Faiths Partnership for faith groups to coordinate efforts to tackle social issues. We will continue to support the development of the Faiths Partnership, including by providing secretariat support for two further meetings of the partnership to enable members to come together and work on plans for the future.</p>
<p><u>Sex: Domestic Abuse and Sexual Violence (DASV)</u></p> <p>The women's organisations we consulted with wanted more information on work Cambridge City Council is engaged in to tackle domestic abuse. They emphasised the importance of continuing to ensure the work gets the profile it needs to ensure its continuation in being seen as a high priority.</p> <p>The women's organisations shared that tackling sexual violence</p>	<p><u>Sex: Domestic Abuse and Sexual Violence (DASV)</u></p> <ul style="list-style-type: none"> • The City Council has provided grant-funding for a number of voluntary organisations which provide support and a safe space for vulnerable women. • Safer Communities successfully achieved re-accreditation for Cambridge as a White Ribbon Council from February 2017 until February 2019, in order to tackle violence against women and girls and work to an action plan. The Council has appointed 7

Issues raised by the consultees	Cambridge City Council response
<p>needs to be a key priority for the Council given the significant increase in people feeling able to talk about their experiences following the Me Too campaign, which will mean more people come forward for help.</p> <p>Finally, women's organisations were interested in exploring how we provide support for people experiencing domestic abuse through our housing advice and social housing allocation teams.</p>	<p>White Ribbon Ambassadors and a range of activities have been carried out to date, including: Launching a community forum, holding talks for professionals, hosting a coercive control conference (June 2017), and public awareness raising activities – such as a community big lunch (June 2017) and a stall outside the Guildhall on Saturday 25th November for White Ribbon Day and UN Day for the Elimination of Violence Against Women.</p> <ul style="list-style-type: none"> • In April 2016, a webpage was set up for signposting customers to advice for people affected by domestic abuse (https://www.cambridge.gov.uk/advice-for-people-affected-by-domestic-abuse), which itself links to the County's 'Domestic Violence Directory' (https://www.cambridge.gov.uk/domestic-violence-directory). This webpage was developed following consultation with the Cambridge Women's Aid, Countywide DASV Partnership and legal advice. • Content was provided and is included in Cambridge City Council's taxi driver licence holders' mandatory Customer Awareness, Safeguarding, and Equality & Protection Training that has been delivered since April 2017 (https://www.cambridge.gov.uk/safeguarding-and-knowledge-test-for-taxi-drivers) • Cambridge City Council is represented on the DASV countywide Operational Group, which holds its meetings at the Elms Sexual Assault Referral Centre, and also on the DASV Delivery Strategic Board, which feed into the Countywide Community Safety Strategic Board chaired by the Cambridgeshire Police and Crime Commissioner, Jason Ablewhite. • The Council has signed up to the Domestic Abuse Housing Alliance. This is in recognition of the fact that Housing Providers are uniquely placed to identify domestic abuse. Residents living

Issues raised by the consultees	Cambridge City Council response
	<p>with domestic abuse are four times more likely to have Anti-Social Behaviour complaints made against them, and domestic abuse is a leading cause of women's homelessness. We want to help tackle domestic abuse and support people to stay in their homes by reviewing the Council's domestic abuse policies, procedures and practices with a view to developing a joint framework for local housing providers to consider adopting.</p> <ul style="list-style-type: none"> • Cambridge City Council has provided funding in 2018/19 for an outreach service to women who have experienced domestic abuse in the City. This service has already been funded by the Council for a number of years. The key aims of the service are to prevent homelessness and provide an on-call service 24 hours a day for 365 days a year, help improve the housing security and safety of service users in their homes, and tackle social isolation and exclusion via a programme of therapeutic, creative and practical activities.
<p><u>Equality Pledge</u></p> <p>Organisations who are signatories to the Equality Pledge were supportive about the idea of us holding an event/meeting with other signatories in order to share good practice related to promoting equality and celebrating diversity. They felt that this could provide a good collective training opportunity, and maintain the momentum of work around the Pledge after the increase in organisations who signed up to it in the last year.</p>	<p><u>Equality Pledge</u></p> <p>We will explore what training signatories would find useful, and how best they can share good practice related to equality and diversity work with each other. The event could focus on :</p> <ul style="list-style-type: none"> • providing equal opportunities in recruitment practices and actively supporting under-represented groups to enter the labour market/ take up volunteering opportunities, • how to make services and information more accessible to the community, • supporting or engaging with initiatives that exist across our area to support different protected groups,

Issues raised by the consultees	Cambridge City Council response
	<ul style="list-style-type: none"> • And how to share good practice on equality and diversity more widely, including the fact they are signed up to the Pledge.
<p><u>Hate crime</u></p> <p>Some organisations suggested there is a need to raise more awareness about what hate crime is, how to report it and how to challenge inappropriate language. It was suggested that the Council could undertake some work within the community, like in schools, during Hate Crime Awareness Week (13th to 20th October 2018).</p> <p>Some organisations also shared that hate crime was especially experienced by people who look visibly different: for example, Encompass Network and The Kite Trust reported that hate crime is experienced more by transgender people than lesbian, gay and bisexual people.</p>	<p><u>Hate crime</u></p> <ul style="list-style-type: none"> • The Council will be strengthening the information provided around hate crime for our equality and diversity staff induction training: by providing further information on how to report hate crime, and how to encourage reporting by service users who are reluctant to report it. • We will also undertake a social media campaign around Hate Crime Awareness Week to help the public understand what hate crime is and how to report it, and investigate if there are opportunities to work with partners to engage the community during the week. • Our Safer Communities Team provides a Racial Harassment Service within the community to report hate crime motivated by hatred towards a person's race, which is then investigated by the Racial Harassment Officer. The Police document incidents of reported hate crime, and the Community Safety Team is responsible for supporting and reassuring communities following incidents as well as looking for remedies using civil law. • We provide transgender awareness training for our frontline staff in order to raise awareness of hate crime experienced by this community, consider how this relates to our safeguarding duties, and means we can make our services as welcoming, accessible and safe to transgender people as possible.

Issues raised by the consultees	Cambridge City Council response
<p><u>Loneliness</u></p> <p>Stakeholders shared specific experiences of loneliness encountered by different protected characteristics. Two examples were:</p> <ul style="list-style-type: none"> • Encompass Network and The Kite Trust identified how loneliness is experienced by LGBTQ people in the city because there is no dedicated space for them to develop a sense of community. • The C3 Church reported that older people are least likely to use foodbanks, which has implications related to their experience of poverty but also loneliness in that they cannot be signposted to support. 	<p><u>Loneliness</u></p> <p>Comments that were made by stakeholders in the consultation on the Single Equality Scheme 2018-21 reflected the complexity of tackling different experiences of loneliness and the need for a fuller consideration of evidence on how loneliness is experienced by different social groups.</p> <p>We will embed loneliness as an area of consideration within Equality Impact Assessments – related to the protected characteristic of Disability, given the health risks associated with loneliness – in order to identify how our plans, policies and procedures help tackle loneliness (and relating to meeting our Public Sector Equality Duty to foster good relations between people who share a protected characteristic and those who do not).</p> <p>The Council will also help develop links between external campaigns related to tackling loneliness that we are part of, including the Dementia Action Alliance, the Campaign to End Loneliness, the STOP Suicide campaign and campaigns to tackle food poverty.</p> <p>Related to the lack of a designated space for LGBTQ people in the city, the Council will be signing up to the live Safer Spaces campaign. The campaign aims to make sure businesses and organisations are as accessible, welcoming and safe for LGBTQ people as possible. This is especially important in the absence of specific spaces for LGBTQ people in the city. In taking part in Safer Spaces we shall also promote the LGBTQ meet-ups groups run by Encompass Network to our staff and externally in order to help develop a sense of community for</p>

Issues raised by the consultees	Cambridge City Council response
	LGBTQ people. We continue to run transgender awareness training for our frontline staff in order to increase their confidence to effectively support people – looking at using positive language, good practice with form filling, and understanding different terms.



Appendix B:

Cambridge City Council

**Draft Single Equality Scheme
2018 – 2021**

May 2018





Introduction

This draft Single Equality Scheme strategy sets out Cambridge City Council's proposed objectives related to equality and diversity work over the three year period from 2018 to 2021. We have a vision of Cambridge city as an international city which celebrates its diversity and actively tackles discrimination on gender, race, nationality, ethnic background, religion, age, disability, gender identity, and sexual orientation.¹ We have a clear statement of Equality Values to support this of Cambridge as a place that is fair for all.² Cambridge City Council is signed up to the Cambridgeshire-wide Equality Pledge³, which commits signatory organisations to appreciate and value the benefits that different communities contribute to Cambridge and the surrounding region: "We believe in the dignity of all people and their right to respect and equality of opportunity. We value the strength that comes with difference and the positive contribution that diversity brings to our community. Our aspiration is for Cambridge and the wider region to be safe, welcoming and inclusive".

We have produced a three year Single Equality Scheme strategy since 2009. Producing a Single Equality Scheme helps to ensure that we deliver our Public Sector Equality Duty (Section 149 of the Equality Act 2010) to have due regard to:

- (a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The nine protected characteristics covered by the Equality Act 2010 are age, disability, sex, gender reassignment, race/ethnicity, pregnancy/maternity, sexual orientation, religion or belief, marriage and civil partnership.

Since we first produced a Single Equality Scheme, we have reviewed progress made against actions set by services for each year that are related to the objectives of the scheme. We will continue to produce an annual review of our progress for the Single Equality scheme 2018 to 2021.

What did we do to meet our objectives for the Single Equality Scheme for 2015 to 2018?

In the Single Equality Scheme 2015 to 2018, the City Council set 5 equalities objectives that it would focus on in order to advance its equalities agenda. Over the

¹ See <https://www.cambridge.gov.uk/vision-statement>

² See <https://www.cambridge.gov.uk/equality-and-diversity-policies-and-plans>

³ For more information, see <https://www.cambridge.gov.uk/equality-pledge>



past three years we have taken a wide range of actions to deliver these objectives. Some of the key achievements are set out below under the relevant objectives.

1. To further increase our understanding of the needs of Cambridge's growing and increasingly diverse communities so that we can target our services effectively.

Throughout the three years, we have developed an equalities evidence base in order to understand issues relating to equality groups' experiences of living in Cambridge, and around housing and accessibility:

- We undertook community needs assessments in 2015 with Black Asian Minority Ethnic People, people with disabilities, women and low-income men on their experiences of living in Cambridge. We have used the issues raised by different equality groups in the needs assessments to inform this Single Equality Scheme and help identify areas the Council can have an impact on.
- Over the past three years we have led on a Cambridgeshire-wide project to increase information available on the housing needs of people with disabilities. We are continuing to work with partners to plan more effectively to meet housing needs, either through new development or making better use of existing homes.
- In 2015 we undertook an accessibility study into disabled people's access to public spaces in Cambridge City. We used these findings to help develop plans to regulate against the over-proliferation of physical obstructions, including the development of an advertising signage policy, which is now being implemented.

We have also used information gained in consultation exercises to ensure that we target services to meet our communities' needs. For instance, every year we have secured a representative sample of the Cambridge population to take part in our budget consultation. In 2016, we carried out a wider Resident's Survey, which included a focus on gathering feedback on people's feelings related to community cohesion and sense of belonging. The 2017 budget consultation survey explored perceptions around our service delivery and the need to make savings from the perspectives of different equality groups in more detail.

2. To continue to work to improve access to and take-up of Council services from all residents and communities.

We continuously consider how to improve access to and take-up of Council services by assessing equality impacts of all decisions impacting on residents, staff or visitors:



- Council officers produce equality impact assessments wherever a policy, plan or procedure impacts on a significant number of people or particular equality groups over others.
- In order to equip council officers to effectively support residents from different protected characteristics, we have an equality and diversity training package. We have provided equality and diversity induction training to 183 new starters over three years. We have also delivered training sessions on disability awareness, mental health awareness, mental health first aid and transgender awareness over the three years.
- Each year councillors have been provided with either a face-to-face or written briefing around equality and diversity at the Council so they can understand equality and diversity principles and are able to apply these to their work.

It has become more important for residents to have access to the internet, as increasingly other organisations' services and information is available online by default. We have continued to ensure that our residents can access our support face-to-face or on the phone where necessary. We have also significantly expanded our work to support people to access the internet and develop digital skills. In 2015/16, we developed a digital inclusion fund of £15,000 that was awarded to 4 projects. In 2016/17, we developed a digital access strategy and allocated £50,000 for activity over 2016/17 and 2017/18 to increase digital accessibility for those with the greatest need.

3. To work towards a situation where all residents have equal access to public activities and spaces in Cambridge and are able to participate fully in the community.

We have undertaken much work around this objective over the last three years for a variety of different equality groups, especially disabled people, older and younger people, lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ) people, and Black Asian Minority Ethnic (BAME) people and refugees. We have also supported capacity-building of the voluntary and community sector organisations that have expertise in supporting different protected characteristics.

Cambridge City Council has been looking into issues disabled people face that impact on physical access to open spaces, services and activities in the city in some of the following ways:

- In 2014/15 we undertook some research around accessibility of public space in Cambridge for blind or partially sighted people and/ or people with physical disabilities⁴. We used the research to develop a policy

⁴ See: <https://democracy.cambridge.gov.uk/documents/s28744/CityCentreAccessStudy.pdf>



implemented in 2017, which helps us regulate against the over-proliferation of advertising signage causing physical obstruction⁵.

- We have an Access Officer in our Planning Service who provides free advice and guidance to developers on new developments, and has provided advice to businesses around disabled access. The Council has set up a panel of members of the public to provide feedback on disabled access of new developments, and they meet monthly.
- Ensuring that our polling stations are set up for disabled people to use by providing aids and adaptations. We also make sure that our officers manning the polling stations are briefed on the law relating to access to vote for people with disabilities.
- Providing British Sign Language support for deaf and hard-of-hearing people in order to support them with one-to-one appointments. We have a member of staff in Customer Services who is trained to undertake British Sign Language (BSL) support for people who drop in and see us at our customer contact centre. We also book BSL interpreters for some events we run for the Cambridge community, like the Volunteers' Fair and Disability History Month activities. Additionally, we provide information in an Easy Read format for people where required.
- We developed a new Disabled Access policy for taxis in Cambridge to ensure that customers requiring wheelchair accessible access have a reliable service. The new policy focused on training and awareness on disability issues as part of mandatory safeguarding training for all taxi licence holders. Since the policy's implementation from the end of 2016, we have provided equality and accessibility training to around 700 taxi licence holders.

Cambridge City Council has worked hard to ensure that people with mental health problems get support they need. We have celebrated World Mental Health Day and Mental Health Awareness Week each year. Activities included mindfulness sessions for staff members, a tea dance in 2015 at Ditchburn Place in partnership with Cambridge Arts Salon, a free arts and crafts session at the Grafton Centre in 2016 on relationships and mental health, and, in 2017, a market stall raising awareness about where people can go to seek support for mental health problems. We have also provided move-on accommodation for up to 40 people recovering from mental ill health each year in partnership with Cambridgeshire County Council and Metropolitan Housing Group.

In relation to the protected characteristic of race/ ethnicity, the main areas we have provided support in accessing services relate to additional support to people with language barriers, and resettlement support for refugees:

⁵ See: <https://democracy.cambridge.gov.uk/ieListDocuments.aspx?CId=176&MId=3287&Ver=4>



- We procured an independent company to provide interpreters and translators to support people with language barriers to engage with the Council.
- Since December 2015, we have supported 79 individuals (17 families) as part of the Syrian refugee resettlement programme. In order to help us complete this work, we recruited two Arabic-speaking council officers to support the families in all aspects of resettlement where language could become a barrier (such as, housing support, benefits, and GP appointments). We also provide ESOL classes for Syrian refugees.

We have been working with Encompass Network to ensure our services are as welcoming, accessible and safe as possible for lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ) people to use. We have been one of 6 organisations signed up to the Safer Spaces pilot project to provide safer spaces for LGBTQ people and we are currently carrying out a self-assessment against the Quality Assurance Framework drafted for the project. We plan to sign up to the live Safer Spaces project and work with the Encompass Network to identify areas in which we can improve.

We have planned many public activities directed towards older people and younger people over the last three years:

- For young people we provided just under 1,000 open access activities for over 25,000 children in 2015/16 and 2016/17, and 400 activities to 10,000 children in 2017/2018. Some activities encourage young people to make more decisions in their local areas through engagement work in the form of Children's Surveys, 'Agenda Days' and a TakeOver Day. The Children and Young People's Service has also worked with children, listened to their views and enabled them to feedback their views at Area Committee meetings.
- For older people we have planned and supported activities that combat social isolation, by taking part in the 'Cambridgeshire Celebrates Age' festival, and supporting older people's groups at various community centre locations.
- We have undertaken a lot of work to support older people to remain physically and socially active. We have worked with Forever Active and the Clinical Commissioning Group's Fall Prevention Team to provide 15 exercise classes per week over the last three years. Our Independent Living Service has worked in partnership with Cambridgeshire County Council and local housing associations to support around 800 older people each year to connect with services that help them remain independent and socially active.

From 2015 to 2018, we have provided Community Grants of £900,000 per year to voluntary and community sector groups that support people of different protected characteristics through projects that reduce social and/ or economic inequality. We have also been helping the voluntary and community sector to create an Equality



and Diversity Partnership that encourages organisations to work together to better meet needs of local residents from different protected characteristics.

4. To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together.

Cambridge City Council has actively celebrated and raised awareness of different communities in the city. Over the last three years we have undertaken activities for, and supported and promoted partner activities marking seven key regional or national events. These are Black History Month, Cambridgeshire Celebrates Age, Disability History Month, Holocaust Memorial Day, International Women's Day, Lesbian Gay Bisexual and Transgender (LGBT) History Month, and Refugee Week. For instance, every year we have held a civic event to mark Holocaust Memorial Day involving speakers and local schools that is held in the Corn Exchange. Other highlights have included the October 2017 Black History Month thirtieth anniversary celebrations where we supported the development of the most varied programme, with the greatest number of partners, that we have ever seen in Cambridge. We also held a civic event to mark the centenary of the Women's Suffrage Movement in February 2018, which involved the unveiling of the Millicent Garrett Fawcett plaque. A number of other events for the centenary that we helped to coordinate collected donations for the Cambridge 'Millicent' charities (Cambridge Rape Crisis, Cambridge Women's Aid, Cambridge Women's Resources Centre and Turtle Dove) that between them provide resources, skills, education, counselling, confidence and support for women at risk.

In the last three years, we have worked with partners to help meet needs identified by LGBTQ people in the 2014 needs assessment carried out in Cambridge City and South Cambridgeshire⁶. Key themes in the needs assessment included fears about being open about sexuality in Cambridge, and a lack of space and events in Cambridge where LGBTQ people felt welcomed and celebrated. We have worked with Encompass Network and Cambridge Live to develop the Pink Festival element of The Big Weekend in Cambridge to raise awareness of LGBTQ issues and celebrate these communities. We have also worked with Encompass Network to help develop Safer Spaces, as mentioned previously, to create welcoming, inclusive and safe spaces for LGBTQ people in Cambridge.

Over the last three years, our Community Safety Team has undertaken a lot of work to tackle discrimination, harassment and victimisation in the city. They provide a racial harassment service for people to report abuse suffered by individuals, families or groups of people because of their race, nationality, or ethnic or national origin. The service finds out what support the person needs and assesses the danger of

⁶ Encompass Network (2014), 'Cambridge City and South Cambridgeshire LGBTQ Needs Assessment': <http://encompassnetwork.org.uk/needs-assessment/>



further incidents. Our Community Cohesion and Racial Harassment Officer participates in the Channel Panel for Peterborough and Cambridgeshire to look at referred cases of individuals identified as at risk of radicalisation and violent extremism under Prevent in order to identify support they need. The Community Cohesion and Racial Harassment Officer has been working with the Police on strategic issues around Hate Crime and has recently become involved in the Stop Search Community Scrutiny Group led by the Police, looking at the equality issues around the use of these powers.

5. To ensure that the City Council's employment and procurement policies and practices are non-discriminatory and to work towards a more representative workforce within the City Council.

We have monitored the profile of the City Council's workforce, recruitment trends, and training attendance by equality group. We have reported this information in depth to the Equalities Panel annually through the Equality in Employment reports, which can be found on the Council's website here:

<https://www.cambridge.gov.uk/equality-and-diversity-performance>

We reviewed the Council's targets for Black Asian Minority Ethnic (BAME) and disabled staff representation in light of 2011 Census information and set new targets which take into account the proportion of those that are economically active and the proportion of the working population that are made up of BAME and disabled residents. The Council does not have workforce targets for other equality groups.

The proportion of BAME staff members increased from 7.06% in March 2015 to 7.71% in March 2017. However, we are short of our target we set each year of 9.5%. The proportion of disabled staff members increased from 5.06% in March 2015 to 6.84% in March 2017. We exceeded our target set of 6.5%, so we increased the target for 2017 to 7.5%.

The council has explored whether we can do more to encourage disabled people and BAME people into the workforce. A recruitment survey of BAME people was undertaken in 2014, which suggested that there are no barriers specifically for BAME people entering our workforce. The council has also been signed up to the Two Ticks scheme and, in 2017, its successor, the Disability Confident Scheme, to help encourage the recruitment and retention of disabled people.

In the Council's 2017 Staff Survey, nearly nine-in-ten staff agreed Cambridge City Council offers equality of opportunity regardless of one's protected characteristics. This compares to 82% of employees who felt this was the case in the 2014 Employee Survey.

We worked with South Cambridgeshire District Council to produce a guide on implementing The Public Services (Social Value) Act (2012) into our procurement



processes. This ensures that a key part of our assessment process in procuring contracts is to consider economic, social and environmental benefits suppliers can bring to Cambridge. Additionally, when procuring services it is a requirement that our commissioners abide by our Equality Value Statement⁷ and help us in meeting our Public Sector Equality Duty.

What are some issues related to inequality that are experienced by our communities?

Age

Social isolation and loneliness of older people

Age UK explains that social isolation can cause loneliness but is not necessarily experienced by people who are lonely⁸. Age UK states that: “isolation describes the absence of social contact i.e. contact with friends or family or community involvement or access to services”. Social isolation can relate to poverty because people may not have the resources to participate in social life. Loneliness is different as “Some people express loneliness even though they have frequent contact with family and friends. This is perhaps because they consider that these relationships are not providing the emotional support that they need.” There are different types of loneliness then. Also, loneliness can be periodic or chronic, in that it can be linked to transitory events in life (like bereavement), or related to longstanding poor relationships with family members and limited relationships with friends and neighbours.

Whilst all age groups can experience loneliness, older people are especially likely to be at risk because they are more likely to experience contributing factors. Over half of people aged 75 and over in the UK live alone and 70% of these people are women⁹. This means loneliness especially affects women. There was also an increase in pensioner poverty in the UK in the three years up to 2015/16 to 16%, and single pensioners accounted for most of this growth. Therefore, the risk of older people becoming socially isolated and suffering from loneliness is increasing. Older people are also much more likely to experience bereavement and ill-health (ill-health can be both a cause of loneliness and affected by loneliness). As there are many causes of loneliness, it can be a very difficult issue to tackle.

Age UK research on the likelihood of loneliness finds that those most at risk of loneliness live in Cherry Hinton (two small areas in Cherry Hinton are in the top 10%

⁷ See: <https://www.cambridge.gov.uk/sites/default/files/docs/equality-value-statement.pdf>

⁸ Age UK (2012), ‘Loneliness – the state we’re in: A report of evidence compiled for the Campaign to End Loneliness’: <https://www.campaigntoendloneliness.org/wp-content/uploads/Loneliness-The-State-Were-In.pdf>

⁹ Campaign to End Loneliness: <https://www.campaigntoendloneliness.org/loneliness-research/>



risk group in the UK)¹⁰. This is followed by King's Hedges and Coleridge. Around one-in-six pensioners in the poorest fifth are socially isolated.

Loneliness can adversely affect the wellbeing of many older people, and lead to greater reliance on health and social care services. The lack of social connections is a comparable risk factor for early death as smoking 15 cigarettes a day, and is worse for our health than well-known risk factors such as obesity and physical inactivity. Loneliness increases the likelihood of mortality by 26%.¹¹

Digital exclusion of older people

An important way older people can become isolated is through digital exclusion, which is the inability to use the internet on a regular basis. Main reasons for this are due to lack of skills or being unable to afford an appropriate device and/ or internet connection. Recent research shows that virtually all adults aged 16 to 34 years were recent internet users (99%), in contrast with only 41% of adults aged 75 years and over.¹² If people cannot access the internet on a regular basis this can limit opportunities to communicate with friends and family through digital means and lead to exclusion. It can also reduce access to information that might make their lives better (such as access to health information).

Poverty and older people

Poverty amongst older people is an issue in Cambridge. More than 5,000 households of older people experience fuel poverty in Cambridge, according to Age UK¹³. Older people are more likely to be living in households receiving benefits than the population as a whole in Cambridge. For example, 16% of pensioners in Cambridge were living in a household claiming Housing Benefit and/or Council Tax support in 2017, compared to 10.6% of all Cambridge residents.

Nevertheless, the proportion of older people claiming benefits may not be a true reflection of the extent of older people's poverty in Cambridge. Age UK has found that across the UK many older people do not claim benefits to which they are entitled¹⁴. For instance, the latest estimates of take-up found that in 2009/10 around a third (up to 1.6 million) of older people who were entitled to Pension Credit were not claiming it. On average they were missing out on over £1,700 a year (£33 a week).

¹⁰ See: <http://data.ageuk.org.uk/loneliness-maps/england-2016/cambridge/>

¹¹ Campaign to End Loneliness: <https://www.campaigntoendloneliness.org/threat-to-health/>

¹² Office for National Statistics (ONS) publication Internet Access 2017: <https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsozialmediausage/bulletins/internetaccesshouseholdsandindividuals/2017>

¹³ See: <http://www.cambridgeindependent.co.uk/news/cambridge/poverty-among-the-over-65s-in-cambridge-is-deeply-worrying-says-mp-daniel-zeichner-1-4962894>

¹⁴ Age UK (2016), 'How we can end pensioner poverty': https://www.ageuk.org.uk/Documents/EN-GB/Campaigns/end-pensioner-poverty/how_we_can_end_pensioner_poverty_campaign_report.pdf?dtrk=true



Older people who are most at risk of poverty are those who do not own their own homes, older people aged 85 and over, older people with long-term illnesses and/or disabilities, those who are not receiving benefit entitlements, people without any private pension provision, older people who are single and live alone, and Black Asian Minority Ethnic people (especially those from Bangladeshi and Pakistani backgrounds).

Social mobility for young people

Cambridge has the highest level of qualifications of any city in the UK, with two thirds of residents holding higher level qualifications¹⁵. However, data suggests that social mobility for young people is an issue in the city. Cambridge has the fifth lowest score in the youth domain of the Social Mobility Index of all local authorities nationally.¹⁶ The Social Mobility Index compares the chances for children from poorer backgrounds doing well at school, finding a good job and having a decent standard of living. Data shows that young people from low incomes in Cambridge have lower levels of educational attainment. Less than a third of pupils receiving Free School Meal achieved 5 or more GCSEs with grades A* to C, compared to two-thirds of children not eligible for Free School Meals in the city¹⁷. Digital exclusion may be a contributing factor to low educational attainment for low-income children: National research has found that children that have access to the internet at home gained ten GCSE points on average, but less than one-in-two participants from the poorest households have home internet access, compared to almost all participants from the richest families¹⁸.

Additionally, the lack of social mobility of young people might relate to a perceived lack of opportunities for young people to engage in public activities that can improve confidence and sometimes help people develop new skills. In the Council's 2017 Budget consultation¹⁹, focus group respondents felt that one of the worst elements about the city were the lack of activities for younger people to engage in. Additionally, the survey carried out as part of the budget consultation found that

¹⁵ Centre for Cities (2017), 'Cities Outlook': <http://www.centreforcities.org/publication/cities-outlook-2017/>

¹⁶ Social Mobility and Child Poverty Commission and Social Mobility Commission (2016), 'Social mobility index': <https://www.gov.uk/government/publications/social-mobility-index#history>

¹⁷ Cambridgeshire County Council (2017), Educational attainment data

N.B. Data for 2016 onwards is not currently available, because the Department for Education has changed the GCSE benchmark from '5+ GCSE grades A*-C, including English and Maths' to a broader benchmark (across English, Maths, the English Baccalaureate subjects, and then other qualifications). The new measure is called attainment 8 and gives each school a score that equates to an average GCSE grade.

¹⁸ Chowdry, H. et al (2010), 'The role of attitudes and behaviours in explaining socio-economic differences in attainment at age 16', Institute for Fiscal Studies: <http://www.llcsjournal.org/index.php/llcs/article/viewFile/141/119>

¹⁹ Cambridge City Council (2017), 'Balancing the Budget – Resident Consultation 2017': https://www.cambridge.gov.uk/sites/default/files/17118_cambridge_budget_consultation_report_final.pdf



residents aged 18 to 34 years were least likely to have experienced arts and entertainment activities funded by the Council, which accounted for 40% of young people, compared to those aged 35 to 44 (61%) or 55 to 64 (62%) who were most likely to have engaged in them.

Disability

Cambridge City Council uses the social model of disability. This argues that disability is caused by the way society is organised, as opposed to the individual's impairment or difference²⁰. The social model of disability was developed by disabled people in recognition that disabled people also face physical environmental barriers that lead to inequalities, as well as the conceptual and intellectual barriers the other protected characteristics experience.

Environmental barriers to social participation

In the 2015 community needs assessment for disabled people, respondents shared that the worst aspects of living in Cambridge related to accessibility of public space. People were especially concerned with the condition of pavements, such as unevenness, difficulty navigating curbs, narrowness of pavements, cluttered pavements (by bicycles, other vehicles and so on), and the lack of highlighted steps, bollards and entrances. In the 2015 public consultation on accessibility²¹ in Cambridge, similar issues were raised around obstructions on pavements and the quality of pavements. These issues are especially likely to have a negative impact on people with mobility and visual impairments.

Additionally, disabled people are especially likely to be digitally excluded, as equipment is not designed to meet their needs. In UK statistics from 2017, 22% of disabled adults had never used the internet in 2017 compared to 11% of the population as a whole.²²

Social isolation and disability

Another key issue that was identified in the community needs assessment from 2015 for disabled people was that 49.3% of respondents felt isolated and excluded. This partly related to physical barriers from social participation, but also 60% of respondents said they felt different from other people.

Nationally, feelings of difference and isolation have especially been identified as an issue for people with mental health issues, which can prevent people from getting

²⁰ Scope's definition of the social model of disability: <https://www.scope.org.uk/about-us/our-brand/social-model-of-disability#cJcqrHhFkIMQ0DJr.99>

²¹ Cambridge City Council (2015), 'Cambridge City Centre Access Study': <https://democracy.cambridge.gov.uk/documents/s28744/CityCentreAccessStudy.pdf>

²² Office for National Statistics (2017), 'Internet access – households and individuals': <https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/bulletins/internetaccesshouseholdsandindividuals/2017>



medical help they need. Half of people with mental health issues report that the associated isolation and shame is worse than the condition itself.²³ However, a significant proportion of us (one-in-four) experience mental health issues and one-in-five of us have suicidal thoughts at some point in our lives²⁴. 75% of people who die by suicide have not been in contact with mental health services within the year before their death.

Isolation can also be an issue for people with dementia. The Alzheimer's Society reports that 47% people with dementia did not feel part of their community²⁵. People with dementia said that they had to give up activities such as getting out of the house (28%), shopping (23%), exercise (22%) and using transport (16%). This is mirrored by findings that nearly three quarters (73%) of UK adults surveyed do not think that society, including businesses and organisations, are geared up to deal with dementia. There are currently 1,179 people in Cambridge living with dementia.²⁶ The number of people with dementia is growing – the numbers of people with dementia nationally are predicted to rise up to 35% by 2025 and 146% by 2050.²⁷

Additional living costs and poor employment opportunities, and disability

Disabled people are especially likely to have low-incomes or to experience poverty as, in the UK, 30% of people living in a family with a disabled member live in poverty, compared to 19% of those who do not.²⁸ In Cambridge City, the highest percentage of people with long term health issues or disabilities live in Kings Hedges, Abbey, East Chesterton and Arbury wards, which are the wards in the city with the lowest average incomes.²⁹ The social exclusion experienced by some disabled people can also contribute to poverty. As a result of physical barriers to social participation, disabled people face extra living costs on average of £550 per month.³⁰

Additionally, employment opportunities for disabled people are more limited. In January 2016, the UK employment rate among working age disabled people was

²³ Time to Change – Myths and Facts: <https://www.time-to-change.org.uk/about-mental-health>

²⁴ STOP Suicide Pledge: <http://www.stopsuicidepledge.org/>

²⁵ Alzheimer's Society, 2013 statistics in 2017 'Dementia-friendly business guide': <https://www.alzheimers.org.uk/get-involved/dementia-friendly-communities/making-organisations-dementia-friendly/businesses>

²⁶ Alzheimer's Society Research on 2015 data, 'Dementia Prevalence by Constituency': https://app.polimapper.co.uk/?dataSetKey=38d03a57d2f948c8b577839a1cf16543#_=&con_over=Cambridge

²⁷ Prince, et al (2014) 'Dementia UK: Update Second Edition report produced by King's College London and the London School of Economics for the Alzheimer's Society': <https://www.dementiastatistics.org/statistics/prevalence-projections-in-the-uk/>

²⁸ Joseph Rowntree Foundation (2017), 'UK Poverty 2017': <https://www.jrf.org.uk/report/uk-poverty-2017>

²⁹ JSNA Health Profile of Cambridge City 2016: <http://www.localhealth.org.uk/#z=-89904.656365.918092.649851:v=map13:l=en>

³⁰ Scope (2014) 'priced Out: Ending the financial penalty of disability by 2020' <http://www.scope.org.uk/Scope/media/Images/Publication%20Directory/Priced-out.pdf?ext=.pdf>



46.5% (4.1 million), compared to 84% of non-disabled people.³¹ This could partly be caused by employers' unwillingness to make reasonable adjustments to the workplace to support disabled people to work or prejudice towards disabled people. Evidence from the most recent national Social Attitudes Survey in 2009, found that nearly 4 in 10 people thought of disabled people as less productive than non-disabled people, and 75% of people thought of disabled people as needing to be cared for some or most of the time.³²

Correlation between mental ill health and poverty

Citizens Advice reports a strong correlation between mental ill-health and debt or poverty. They find that being behind on bills can either contribute to, or be a product of, poor mental health. In December 2016 to November 2017³³ at Cambridge & District Citizens Advice, 44% of clients supported with debt issues identified themselves as disabled or having a long-term illness. By far, the largest reported issue was mental ill-health (for 39% of those reporting a disability). Where debt is significant, this can lead to homelessness. In our housing statistics for 2017/18, 56% of people sleeping rough had mental health issues.

Race and ethnicity

The latest data on ethnic groups living in Cambridge is from the Census undertaken in 2011.³⁴ 66% in Cambridge city identified themselves as White British, compared to 80% for England and Wales as a whole. In Cambridge 82.5% identified themselves as belonging to White ethnic groups, compared to 86% for England and Wales. 17.5% of people identified themselves as belonging to a non-White ethnic group in Cambridge, compared to 14% in England and Wales. (Of the 17.5% non-White ethnic groups in Cambridge, the most common ethnicity was 'Asian/Asian British' (11%) within which, the most common ethnic groups identified were Chinese (3.6%) and Indian (2.8%).) These statistics reflect that Cambridge is more diverse than many other parts of the UK.

Maintaining community cohesion and preventing social isolation for different ethnic groups

In the 2016 Budget Consultation, residents were asked if they felt a sense of belonging in Cambridge and 37% said that they felt that they did not have a very

³¹ Papworth Trust (2016), 'Disability Facts and Figures': <https://www.papworthtrust.org.uk/sites/default/files/Disability%20Facts%20and%20Figures%202016.pdf>

³² Office for Disability Issues (2011), 'Public Perceptions of Disabled People: Evidence from the British Social Attitudes Survey 2009', p.9, (online), available at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/325989/ppdp.pdf

³³ Cambridge & District Citizens Advice Bureau (2017), Client profile debt

³⁴ For full information see: <https://cambridgeshireinsight.org.uk/population/census-2011/>



strong sense of belonging or felt they did not belong at all.³⁵ Nevertheless, this compared to 52% in the 2008 Place Survey. Also, when asked about community cohesion in the 2016 Budget Consultation, a significantly greater proportion of residents from an Asian ethnic background agreed that their local area is a place where people from different ethnic backgrounds get on well together, compared to those from a White background (89% vs. 77%, respectively). However, in the Black Asian Minority Ethnic people's needs assessment we carried out in 2015, respondents overwhelmingly wanted more opportunities to socialise and meet new people (93.2%) and, of these, 9.6% described themselves as isolated.

Discrimination of Travellers and Gypsies and their access to public services

According to latest figures for the 2011 Census, there were 109 people who identified themselves as Gypsies and Travellers in Cambridge City, compared to 1,508 in Cambridgeshire.³⁶ There are a number of issues affecting Gypsies and Travellers in Cambridge. As private sector accommodation is insecure, Gypsies and Travellers can face eviction and enforced mobility that can prevent them from accessing healthcare, training and employment. Gypsy and Traveller children are especially disadvantaged in relation to access to education and educational attainment, and in a Joint Strategic Needs Assessment undertaken for Cambridgeshire racism was identified as the single biggest problem they faced.³⁷ Children as young as five displayed an awareness of racism and many children revealed that they expected to encounter it, at some level, on a daily basis. Moreover, nationally, Gypsies and Travellers have reported a lack of confidence in public services to protect the community from discrimination. If they do not trust public services to protect them, this can make them less likely to use public services.

Lack of support for Asylum Seekers and Refugees who are not part of formal resettlement schemes

A report by the All Party Parliamentary Group on Refugees in 2017³⁸ indicated that a two tier system of support has developed between those helped through resettlement schemes, such as the Syrian Vulnerable Persons Relocation Scheme, and those arriving and resettling under their own efforts. Refugees arriving in the UK through a resettlement route receive accommodation and support to access services and find employment. The All Party Parliamentary report stated that this support is not available for refugees who have gone through the asylum system.

³⁵ m.e.l. research (2016), 'Cambridge City Council Residents' Survey':

<https://www.cambridge.gov.uk/sites/default/files/residents-survey-2016-report.pdf>

³⁶ Census 2011

³⁷ Cambridgeshire County Council and Cambridgeshire NHS Primary Care Trust (2010), 'Joint Strategic Needs Assessment Cambridgeshire Travellers 2010':

<http://cambridgeshire.wpengine.com/wp-content/uploads/2017/08/Travellers-JSNA-2010.pdf>

³⁸ All Party Parliamentary Group on Refugees (2017), 'Refugees Welcome? The Experience of New Refugees in the UK': https://www.refugeecouncil.org.uk/assets/0004/0316/APPG_on_Refugees_-_Refugees_Welcome_report.pdf



In 2016, Cambridge City Council commissioned Cambridge Ethnic Community Forum to undertake a piece of research on Asylum Seekers and Refugees who were then residing in Cambridge³⁹ who arrived in Cambridge through their own efforts in order to learn what issues they may face and what support they may need.

Some of the issues facing the refugees surveyed were:

- Access to English Language classes: participants did not have information on classes, found that there is a lack of classes available to them and/or found costs prohibitive
- Lack of information as to whether their qualifications are recognised in the UK
- Unfamiliarity with the job market
- Access to appropriate housing: many lived with friends and family, which contributed to overcrowding, for instance
- Health issues: particularly mental health problems, and difficulties in accessing treatment due to language barriers
- Difficulties in accessing immigration advice that is important in helping them present cases to the Home Office
- Difficulties in accessing welfare benefits in being unable to understand what they are entitled to and how to go about claiming benefits due to the complexity of the benefits system

One of the report's recommendations was to provide an established, specialist service for Asylum Seekers and Refugees in Cambridge that is able to respond to needs highlighted by their research participants, and to respond to the increasing numbers of asylum seekers and refugees coming to the city.

Poverty of Black Asian Minority Ethnic (BAME) people caused by poor employment opportunities

The UK poverty rate is twice as high for BAME groups as for white groups.⁴⁰ This is because they face higher unemployment rates (particularly White Gypsy/Irish Traveller groups, African groups and Mixed White and Caribbean groups), higher rates of economic inactivity (such as women from Pakistani and Bangladeshi backgrounds who are less economically active than other groups due to unpaid caring responsibilities in the home). There is also a greater likelihood of receiving low pay for BAME people in work. In the BAME community needs assessment we carried out in 2015, respondents felt that poor opportunities related to employment were one of the worst things about living in Cambridge.

³⁹ Cambridge Ethnic Community Forum (2016), 'A Report On Asylum Seekers & Refugees In Cambridge 2016'

⁴⁰ Weekes-Bernard (2017), 'Poverty and Ethnicity in the Labour Market', Joseph Rowntree Foundation: <https://www.jrf.org.uk/report/poverty-ethnicity-labour-market>



Nationally, research by the Joseph Rowntree Foundation shows that ethnic minority groups are also more likely than White British households to spend a high proportion of income on rent, regardless of whether they live in social or private rented housing. However, the housing they live in tends to be of lower quality, especially among households of Pakistani origin, and overcrowding is more common, particularly among households of Bangladeshi origin.⁴¹ For our social housing register, 38% identified themselves as having a different ethnicity to White British (slightly higher than the figure in the 2011 Census of 34%). Most commonly, where people identified themselves as being from another ethnic group to White British people, they identified themselves as 'White Other'.

Religion or belief

Capacity of faith groups to undertake social action in the city, in partnership

Cambridge has a huge diversity of faiths – it is estimated there are 40 active faith traditions in the city.⁴² In the 2011 Census, the most common religions were Christian (44.8%), Islam (4%), Hinduism (1.7%) and Buddhism (1.3%).

There is a substantial amount of faith-based social action in the city. A report by Cinnamon Network found that, in 2015, there were 71 faith groups that were delivering 527 community projects with an estimated value of £8.4 million. Of these groups, 66% wanted a closer relationship with other organisations. In 2017, Cambridge City Council commissioned a study into the feasibility of a faith partnership in Cambridge City. It was found that there is a good foundation, and goodwill of faiths to work and consult together in a more structured way on a city-wide basis.

Sex

Safety of women on Cambridge's streets

Safety in Cambridge from abuse, harassment and bullying is a key concern for women in Cambridge. 53% of women who responded to the 2015 women's community needs assessment reported that they have faced bullying or harassment in Cambridge, and mostly on the street. Safety on the street was also an overwhelming concern for women when asked about positive and negative aspects of Cambridge.

⁴¹ Cabinet Office (2017), 'Race Disparity Audit: Summary Findings from the Ethnicity Facts and Figures Website': <https://www.ethnicity-facts-figures.service.gov.uk/static/race-disparity-audit-summary-findings.pdf>

⁴² See: <https://philrogers.wordpress.com/2014/12/21/religions-of-cambridge>



Domestic abuse

Women are much more likely than men to experience domestic abuse. In the year to March 2017, 1.2 million women, compared to 713,000 men reported domestic abuse⁴³. 27.1% of women and 13.2% of men had experienced domestic abuse since the age of 16 in their lifetimes.

Research also suggests that women experience domestic violence with much more intensity. 89% of people who experience four or more incidents of domestic violence are women.⁴⁴ The majority of victims of domestic homicides recorded between April 2013 and March 2016 were women (70%). In the UK, two women are killed every week in England by a partner or ex-partner.⁴⁵ Despite the prevalence of this issue, in the men's needs survey 65% of respondents had not heard of the White Ribbon campaign that encourages men to pledge to oppose violence against women and girls.

It is estimated that less than 24% of domestic violence crime is reported to the police nationally⁴⁶, which mirrors findings in our women's needs assessment where, of the 23.7% who had experienced domestic abuse, only 23.1% reported incidents to the police.

Another issue is the capacity of refuges to support women who experience domestic abuse. Across the UK, 17% have closed since 2010 due to lack of available funds⁴⁷. 60% of all referrals to UK refuges were declined in 2016-17, normally due to a lack of available space.

Poverty and domestic abuse is inter-linked. In considering patterns related to employment status and housing tenure status, victims of domestic violent crime are more likely to have access to fewer economic resources compared to the overall population⁴⁸. The percentage of victims who are unemployed or economically inactive is higher for those reporting injurious domestic violent crime compared to non-injurious domestic violent crime (55% and 44% respectively).

⁴³ Office for National Statistics (2017), 'Domestic abuse in England and Wales: year ending March 2017':

<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/domesticabuseinenlandandwales/yearendingmarch2017>

⁴⁴ Walby and Allen (2004), 'Domestic violence, sexual assault and stalking: Findings from the British Crime Survey': <http://womensaidorkney.org.uk/wp-content/uploads/2014/08/Home-office-research.pdf>

⁴⁵ Office for National Statistics (2016), 'Compendium – Homicide (average taken over 10 years)': <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/compendium/focusonviolentcrimeandsexualoffences/yearendingmarch2015/chapter2homicide>

⁴⁶ Walby and Allen (2004), 'Domestic violence, sexual assault and stalking: Findings from the British Crime Survey': <http://womensaidorkney.org.uk/wp-content/uploads/2014/08/Home-office-research.pdf>

⁴⁷ Women's Aid: <https://www.womensaid.org.uk/what-we-do/campaigning-and-influencing/campaign-with-us/sos/>

⁴⁸ Sylvia Walby and Jude Towers (2018), 'Untangling the concept of coercive control: Theorizing domestic violent crime'



In addition, financial abuse is a key part of coercive control, which is a pattern of controlling behaviour through threats or by restricting victims' freedom. Most survivors of domestic abuse experience financial abuse at some point (including after separating from an abusive partner). Women's Aid undertook interviews with women who had experienced financial abuse⁴⁹ that demonstrates forms such abuse can take. They found that 52% of those living with an abuser said they had no money so could not leave, 71% went without essentials because they didn't have enough money, and 61% were in debt because of financial abuse and 37% had a bad credit rating as a result.

There is also a strong correlation between domestic abuse and housing issues: it costs the UK £1.6 billion in emergency housing alone, and residents experiencing domestic abuse are seven times more likely to be in rent arrears worth over £1,000.⁵⁰

Men's reluctance to get support with mental health problems

In the low income men's needs assessment, support with emotional/ psychological health issues was the area respondents were least likely to get help for. A small proportion of respondents (11.1%) said they would not seek help with these issues at all. This is concerning given that three-quarters of suicides in the UK are by men.⁵¹ 75% of people who die by suicide have not been in contact with mental health services within the year before death. The rates of suicide in Cambridge for men are 12.5 per 100,000, which is higher than the national rate for both women and men of 11.9.⁵² Every year, twice as many people die as a result of suicide in Peterborough and Cambridgeshire than as a result of road accidents.⁵³ Respondents to the needs survey were asked what would encourage men to get more help with health issues. They felt that the most significant change required related to how boys and men talk about mental health with peers.

Gender pay gap

Available data shows that women in Cambridge are less likely to be economically active than men⁵⁴. In July 2016 to June 2017 figures, 77.7% of men in Cambridge were economically active and 73.4% of women were economically active. Women in

⁴⁹ Marilyn Howard and Amy Skipp (2015), 'Unequal, trapped & controlled: Women's experience of financial abuse and potential implications for Universal Credit; Exploratory research by Women's Aid for the TUC': https://1q7dqy2unor827bqjls0c4rn-wpengine.netdna-ssl.com/wp-content/uploads/2015/11/Women_s_Aid_TUC_Financial_Abuse_Report_March_2015.pdf

⁵⁰ The Domestic Abuse Housing Alliance: <https://www.peabody.org.uk/resident-services/safer-communities/domestic-abuse/daha>

⁵¹ STOP Suicide Pledge: <http://www.stopsuicidepledge.org/>

⁵² Cambridgeshire JSNA Public Health Atlas (2014): <http://atlas.cambridgeshire.gov.uk/Health/atlas/atlas.html>

⁵³ STOP Suicide Pledge: <http://www.stopsuicidepledge.org/>

⁵⁴ NOMIS (2017), 'Labour Market Profile – Cambridge': <https://www.nomisweb.co.uk/reports/lmp/la/1946157205/report.aspx?town=cambridge>



Cambridge also earn less than men, particularly those on low incomes. The average earnings for women in Cambridge with the lowest 25% of earnings is £214.50 per week or less, compared with £419 or less for men with the lowest 25% of earnings . Women in Cambridge earn less on average than men. Women also face additional poverty risks as a result of their caring responsibilities.

As well as inequality around pay, women can also face maternity and pregnancy discrimination. In recent national research undertaken by the Equality and Human Rights Commission, around one-in-nine mothers (11%) reported that they were either dismissed or made compulsorily redundant, where others in their workplace were not, or treated so poorly they felt they had to leave their job⁵⁵.

The majority of lone parents are women, and it is more difficult for single parents to cover basic costs, and luxuries such as family holidays, as they tend to have lower incomes than couples. Lone parent families are more likely to be receiving benefits than other households: in 2017 almost four-out-of-five (77%) of lone parent families in the city received Housing Benefit and/or Council Tax Reduction.

Lesbian, Gay, Bisexual, Transgender and Queer/Questioning (LGBTQ) people

Social isolation of LGBTQ people

In the 2014 needs assessment for Cambridge City and South Cambridgeshire, only 24% of respondents felt they could be open about their sexuality in public, and 36% in the workplace, due to fears of discrimination. The majority of LGBTQ respondents said that they felt isolated, with 67% of respondents wanting more opportunity to socialise, and 63% saying that they knew few other LGBTQ people. Additionally, there was a demand for more LGBTQ events and LGBTQ spaces. Whilst there has been an increase in LGBTQ events since the needs assessment, there are still no spaces (such as bars/ cafes) in Cambridge that are specifically marketed as for LGBTQ people, as there are in other cities.

Reporting of Hate Crime in Cambridge City

Hate crimes are defined as any crimes that are targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, sexual orientation or transgender identity. The crimes can be committed against a person or property.⁵⁶

The number of hate crimes reported in Cambridge is comparatively low. Only 20 hate crimes are reported in the city on average each month, compared to 1,200

⁵⁵ Adams et al (2016), 'Pregnancy and maternity discrimination research findings', Equality and Human Rights Commission: <https://www.equalityhumanrights.com/en/managing-pregnancy-and-maternity-workplace/pregnancy-and-maternity-discrimination-research-findings>

⁵⁶ http://report-it.org.uk/what_is_hate_crime



regionally⁵⁷. Nevertheless, hate crime is notoriously under-reported. For instance, only 10% of respondents to our disabled people's community needs assessment (for Cambridge) said that they had reported hate crimes, and only 11% of respondents to the LGBTQ needs assessment (for Cambridge and South Cambridgeshire) said that they had reported hate crimes. The most common reason given by victims for not reporting hate crime incidents to the police was that they believed the police would not or could not do much about it.

From findings of the community needs assessments, LGBTQ respondents (40%) were most likely to experience hate crime, although the figures are for Cambridge City and South Cambridgeshire. National statistics of hate crimes reported to the police suggest that hate crime based on racial discrimination is the most common: for 78% of cases.⁵⁸ In the Cambridge City Black Asian Minority Ethnic (BAME) people's needs assessment, 29.9% shared that they had experienced hate crime.

Hate crime motivated by hostility towards disability has increased the most over the past year, by 53% nationally, compared to other forms of hate crime.⁵⁹

Cambridgeshire police report that from August 2014 to July 2015 a total of 16 hate crimes against disabled people were reported to the police. In the same period in 2015 to 2016, hate crime targeted at disabled people increased to 22 and up to 45 from July 2016 to August 2017. A total of 23% of disabled people respondents to the 2015 needs assessment said that they had experienced hate crime.

Respondents to the BAME people's, disabled people's and LGBTQ needs assessments said that hate crime was most likely to take place on the street.

New communities, social isolation and community cohesion

Cambridgeshire is the fastest growing county in the UK. From 1981 to 2011, when the last Census was produced, the city's population grew by over 35%. In the 2015-Based Population and Dwelling Stock Forecasts, the city's population it was estimated that the city's population will grow by over 25% from 124,350 to 156,240 by 2031⁶⁰.

New communities in Cambridge have been developed along the Southern Fringe (4,000 homes created from 2012 to 2021), the North West/ Eddington (that will have 3,000 homes and 2,000 student/ post doc rooms), and Darwin Green (from this year

⁵⁷ Cambridgeshire Police 2017 statistics

⁵⁸ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/652136/hate-crime-1617-hosb1717.pdf

⁵⁹ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/652136/hate-crime-1617-hosb1717.pdf

⁶⁰ <http://opendata.cambridgeshireinsight.org.uk/dataset/2015-based-population-and-dwelling-stock-forecasts-cambridgeshire-and-peterborough/resource>



they will start building 1,500 homes). Through our Community Development work in new communities and in learning from experiences of new communities in Cambridgeshire that have since become more established (Cambourne, Loves Farm, Orchard Park, the Southern Fringe and Milton Keynes) we have found that they are especially likely to need greater support than other communities and are made up of particular demographics.

New communities tend to experience an increase in social care referrals, an increase in adults facing mental health crises and an increase in service costs for schools, social care, and support services at all levels of local authority. There also tends to be a higher proportion of young families in new communities and a baby boom within one or two years, and a higher proportion of international residents. Some issues the communities can experience include a lack of shared identity/culture, which can make it more challenging to maintain community cohesion and can also make people feel isolated, as it takes time for people to establish social networks. New communities may also be disadvantaged by a lack of facilities in initial phases of development.

How can we do more to tackle issues experienced by protected characteristics?

City Council services are already taking forward a wide variety of actions that help tackle some of the issues identified from data and evidence above. For example:

- We are tackling digital isolation for older people and people with mental health issues through our digital access strategy and associated projects
- Our Safer Communities Team works closely with the police and other partners to maintain community cohesion and to tackle hate crime
- Our Community Development and Culture teams carry out a wide range of community activities and events that help reduce isolation experienced by people with protected characteristics, including older people, disabled people and Black Asian Minority Ethnic people.

There are some areas where we are already undertaking activity, but recognise that there are opportunities to develop and build on good practice. For example, we undertake significant work to support people with mental health issues and to reduce social isolation and loneliness amongst older people and people with dementia and mental health issues. Going forward we will build on this work by participating in local campaigns like the Campaign to End Loneliness and STOP Suicide. We will also identify further means through which our services might better support service users with mental health issues.

Other areas where we are building on existing work include:



- Environmental barriers faced by disabled people on our streets and open spaces – As outlined above, following research into the accessibility of public space in Cambridge for blind or partially sighted people and/ or people with physical disabilities,⁶¹ we developed and implemented a policy to regulate against the over-proliferation of advertising signage causing physical obstructions. We will build on this work by developing a street charter, which will help improve accessibility and also reduce isolation that is felt by people with physical disabilities and could lead to wider participation in social activities.
- Support for Refugees and Asylum Seekers – we will build on existing support that we provide for refugees and asylum seekers by funding support for Refugees and Asylum Seekers who are not part of government resettlement schemes.
- Domestic abuse – we will continue work around the White Ribbon campaign and have signed up to the Domestic Abuse Housing Alliance.
- Tackling isolation experienced by LGBTQ people – we have supported community events like the Pink Festival element of the Big Weekend and helped fund Encompass Network, which coordinates and runs activities for LGBT History Month. We are also signed up to the Safer Spaces pilot to make sure our services are welcoming and inclusive for LGBTQ people and plan to sign up to the live Safer Spaces campaign. Going forward we will evaluate where we improve our services to be more welcoming, safe and inclusive.
- Community development work in new communities to help develop social networks and support structures - we will continue to adopt a flexible approach to working with new communities, and engage with partners to meet complex needs of new communities. In developments that are very new, such as Eddington, we will continue to lead a series of welcome events, run taster projects to kick-start new activity, develop new projects based on locally identified need, and coordinate networking meetings. In developments that are a bit more established, such as the Southern Fringe, we will support residents to set up and lead new governance structures, support the community to run projects for themselves and raise awareness of need, build capacity of the voluntary and community sector, and support work through our community grants.
- Supporting people with dementia and their carers – in the past year we have focussed on how we can better support people with dementia and their carers to access services and support from the Council. We have developed an action plan and have signed up to the Dementia Action Alliance to also help make other buildings in the city dementia friendly, and to recruit dementia friends and champions across the city.

⁶¹ <https://democracy.cambridge.gov.uk/documents/s28744/CityCentreAccessStudy.pdf>



- Faith Partnership - we have been helping develop a Faiths Partnership that has been led by faith groups to coordinate efforts they undertake to tackle social issues.

What will be the key areas of focus for the Council's approach going forward?

Significant learning was identified from projects and actions delivered during the three years of the Council's Single Equality Scheme 2015-18, which has been used to inform the direction of our strategy going forward. We have plans to:

- **Identify the links between our Anti-Poverty and Single Equality Scheme strategies. Develop areas of work that take into account different experiences of poverty for people from different protected characteristics who may require different types of support related to mitigating and preventing poverty.**

As was explored above in looking at issues related to inequality that are experienced by our communities, some protected characteristics are more likely to experience poverty than others and their experiences of poverty differ from those of people outside of their protected characteristic. We want to better reflect this in our Anti-poverty and Single Equality Strategies in order to identify specific support that different equality groups may need related to poverty. Our Anti-poverty Strategy 2017-20 included a new objective around this: "Supporting groups of people that are more likely to experience poverty and social isolation, including children and young people, older people, women, disabled people, and BAME residents."

- **Capture further information on needs of different communities and people of protected characteristics who live in and visit the city. This will help us to ensure our policies and procedures are shaped by the best available evidence around how we can meet our Public Sector Equality Duty.**

In the 2018 to 2021 Single Equality Scheme, we need to improve our evidence base around equalities in order to ensure we are supporting people from protected characteristics as best as we can. We can do this through consultation around new policies, plans and procedures. We plan to undertake more community needs assessments of equality groups living in Cambridge around what will improve their experiences of living in the city before developing the 2021 to 2024 Single Equality Scheme. This will help us develop a qualitative evidence base around needs that can complement quantitative evidence within the next Census data of 2021.

- **Better differentiate between 'business-as-usual' actions/ areas of work undertaken by services, and new areas of work or actions where specific outcomes will be identifiable and that we are held to account for.**



We have made significant progress in mainstreaming equality and diversity work across Council services in the last three years. A wide variety of actions across a range of services were identified from 2015 to 2018, and much of this work continues. The challenge is now to reflect this appropriately in our strategy so that we identify areas in which we can continue to improve on supporting people from protected characteristics, and coordinate our efforts.

In this strategy we have identified actions that are new and additional to our mainstream work. These actions have specific measurable outcomes that we will report back on in our annual review next year. We have also identified ongoing, mainstream actions and these will be subject to exceptional reporting: This means that ongoing, mainstream work will only be reported back on in annual reviews if the work is not carried out or if the work changes in direction. Otherwise progress of ongoing work will be reported back on in three years' time before we develop SES for 2021 to 2024.

- **Continue to develop our partnerships with other public sector organisations and the voluntary and community sector to make the best use of resources, and to develop intelligence on how best we can support the community of Cambridge's diverse needs.**

The Council is aware that we cannot tackle inequality and discrimination on our own. In delivering the Single Equality Scheme, the Council will continue to work in partnership with other local organisations to maximise our collective impact on inequality, including on areas where partners have particular expertise. Areas where this could be especially important include safety of women on Cambridge's streets, men's reluctance to seek support with mental health issues, poor employment opportunities and social isolation experienced by disabled people and BAME people, and in supporting Gypsies and Travellers to access services and to combat discrimination. The Council will also continue to undertake capacity-building work with the voluntary and community sector organisations that support equality groups. We will continue to develop intelligence around diverse needs, and have done so already by consulting with our partners on the Single Equality Scheme strategy 2018-21. In going forward, we will also consider how we can jointly respond to changes in national policy that are likely to have particular impacts for particular equality groups, such as Universal Credit, changes to the structure of community mental health services, impacts on community cohesion resulting from Brexit, and reduced funding for services supporting women experiencing domestic abuse.

Proposed objectives of the Single Equality Scheme 2018 to 2021

The objectives for the Single Equality Scheme were developed directly from our general and specific duties under the Equality Act 2010, and reflect specific roles



and abilities of Cambridge City Council in promoting equality and diversity and tackling discrimination.

Our objectives are the same as they were for the Single Equality Scheme 2015-18, and are:

1. To further increase our understanding of the needs of Cambridge's growing and increasingly diverse communities so that we can target our services effectively
2. To continue to work to improve access to and take-up of Council services from all residents and communities
3. To work towards a situation where all residents have equal access to public activities and spaces in Cambridge and are able to participate fully in the community
4. To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together
5. To ensure that the City Council's employment and procurement policies and practices are non-discriminatory and to work towards a more representative workforce within the City Council



Actions set for services related to our objectives

Below we set out actions relating to our objectives for the Single Equality Scheme 2018-21. Some actions apply for 2018/19 only, and may be developed further or not be applicable for 2019/20 onwards. Progress for these will be reported back on in March 2019. Other actions apply across the next three years and progress will be reported back on these in March 2021 (at the end of this strategy) unless there are specific measurable outcomes that are required to report back on or if there is any exceptional reporting. Exceptional reporting will take place where work is not carried out, where specific positive outcomes of the work can be identified, or if the work changes in direction.

Objective one: To further increase our understanding of the needs of Cambridge’s growing and increasingly diverse communities so that we can target our services effectively.

Action	Service(s) leading on this work	When propose to report back
Support the Equality and Diversity Partnership to run 6 training sessions that focus on a different equality group each – women, sexual orientation, minority ethnic, disabled, mental health, and gender reassignment.	Community Services - Culture and Community Team	End of March 2019
Support the development of the Faiths Partnership, including providing secretariat support for two further meetings of the partnership to enable members to come together and work on plans for the future.	Community Services - Culture and Community Team	End of March 2019
Carry out the City Council’s annual budget consultation, including securing a representative sample of the Cambridge population and analysing the results by equalities group.	Corporate Strategy – Strategy and Partnerships Team	End of March 2019



<p>Identify any further actions we might undertake as a Council to help combat loneliness by:</p> <ul style="list-style-type: none"> Identifying opportunities for working with the Campaign to End Loneliness, which has received some funding to undertake research in Cambridgeshire Gathering further evidence on impacts our policies, plans and procedures have related to loneliness in our Equality Impact Assessments⁶² 	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>
<p>Compile and analyse existing data we have on neighbourhoods to create 'Area Profiles' to try and identify issues experienced by different communities and what we can do to address causes of these issues. We will especially concentrate on areas impacted on by poverty and that will have the highest numbers of Universal Credit claimants.</p>	<p>Housing Services – City Homes</p>	<p>End of March 2021</p>
<p>In delivering support to our tenants we will develop further understanding of the profiles of neighbourhoods and specific issues these groups face. We will:</p> <ul style="list-style-type: none"> Continue to undertake estate walkabouts to identify issues specific communities face. We will make improvements we identify to one neighbourhood at a time in order for their impacts to be felt. Visit people in new tenancies and those on the highest Homelink banding who are of the highest priority to move from their current properties.⁶³ Continue to encourage subcontractors and all council staff visiting tenants homes (e.g. Repair Operatives, Housing Officers, Assistant 	<p>Housing Services – City Homes</p>	<p>End of March 2021</p>

⁶² We would do this under the protected characteristic 'Disability' due to the health issues associated with loneliness

⁶³ Homelink is the system we use for assigning social housing.



<p>Housing Officers etc.) to know how to identify and to report safeguarding concerns they have about a particular household by using 'Concern Cards'.</p>		
<p>Continue to undertake a procurement process for a new tenancy management system that we will share with South Cambridgeshire District Council that can better help us with equalities monitoring and identifying issues related to tenancies that are experienced by protected characteristics. This new system should be in place within the next 3 years.</p>	<p>Housing Services – City Homes</p>	<p>End of March 2021</p>
<p>Evaluate and address demand for training flats available for people accessing the county council's Making Every Adult Matter (MEAM) service.⁶⁴</p>	<p>Housing Services- Housing Advice</p>	<p>End of March 2019</p>
<p>Working in partnership with neighbouring Councils to provide support for Gypsies and Travellers. Attend and following up on actions from the quarterly Travellers Strategy Coordination Group.⁶⁵</p>	<p>Housing Services – Housing Strategy</p>	<p>End of March 2021</p>
<p>Continue to work with neighbouring Councils and registered providers to understand current and future need for housing for people with different types of disability.</p>	<p>Housing Services – Housing Strategy</p>	<p>End of March 2021</p>

⁶⁴ The MEAM Approach helps local areas design and to deliver better coordinated services for people with multiple needs. People with multiple needs are defined as those experiencing homelessness, substance misuse and offending in any one year, and within this group, a majority will have experienced mental health problems. To undertake this work we have developed a working group to review a draft proposal to take to targeted Registered Providers.

⁶⁵ The Travellers Strategy Coordination Group is attended by all regional District Councils, Peterborough County Council, Cambridgeshire County Council, Police and Fire Service. The group provides an overview on current support provided for and issues that are experienced by Gypsies and Travellers, and explores means we can all work together to support them.



Analyse results from the annual survey of residents within our sheltered housing schemes and users of the 65+ service and identify any additional support that can be provided to address loneliness and isolation.	Housing Services – Sheltered Housing Team	End of March 2019
Support Cambridgeshire County Council and use findings from their survey of new communities in order to identify needs that are specific to the different new communities in Cambridgeshire that we can meet.	Community Services and Corporate Strategy	End of March 2019

Objective two: To continue to work to improve access to and take-up of Council services from all residents and communities.

Action	Service(s) leading on this work	When propose to report back
Ensure that all Shopmobility front-line staff understand the issues surrounding dementia and are committed to considering customers who may be affected so they feel comfortable and supported using our service.	Commercial Services	End of March 2019
Explore means we can improve the accessibility of our website for people with different disabilities and learning difficulties.	Corporate Strategy – Corporate Marketing Team	End of March 2019
Encourage representatives from all Council services to sign up to the Equality Pledge and promote the Equality Pledge in public spaces at council services.	Corporate Strategy – Strategy and Partnerships Team	End of March 2019



<p>Run a joint event with partner organisations that have signed the Equality Pledge to share good practice around equality and diversity related to recruitment (especially of disabled and BAME people), training, service provision for different communities, and engaging with communities in decision/making.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>
<p>Work with Encompass Network to develop further actions we can undertake to ensure our services as welcoming, accessible and inclusive for LGBTQ people as possible and to raise awareness of staff policies we have that support LGBTQ people.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>
<p>Procure Gypsy Roma and Traveller cultural awareness training for our frontline staff that will in part be run by Travellers. This will help staff learn about experiences of discrimination and barriers from accessing public services that are faced by Gypsies and Travellers.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End Of March 2019</p>
<p>Procure or deliver training open to all Council staff around unconscious bias.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>
<p>Sign up to the STOP Suicide campaign and develop an action plan for the Council to help ensure people who are at risk of suicide that come into contact with Council services get support they need.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>
<p>Participate in the Dementia Action Alliance in order to:</p> <ul style="list-style-type: none"> • Support the external campaign across the city that identifies buildings as dementia friendly and recruits dementia friends and champions 	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>



<p>across the city.</p> <ul style="list-style-type: none"> • Help improve access to Council services for people with dementia and their carers, and provide Dementia Friends training to frontline facing staff. 		
<p>Improve take-up on electoral register of Black Asian Minority Ethnic people, disabled people, older people with long-term care needs, and young people by:</p> <ul style="list-style-type: none"> • Undertaking annual visits to care homes to encourage older people with disabilities and long-term illnesses to register. • Undertake local data matching of residents' details in order to make the registration process more straightforward for residents and staff. • Continuing to work with the Cambridge Ethnic Community forum to encourage Black Asian Minority Ethnic people to register. • Continuing to encourage younger people to vote by attending fresher's fairs at Anglia Ruskin University and Cambridge University, and working with the YMCA and the Red Balloon Learner Centre. • Continue to work with the Edmund Trust, and Camsight to promote registration and raise awareness of where to locate information in various formats for people with learning difficulties and disabilities. 	<p>Corporate Strategy – Elections Team</p>	<p>End of March 2021</p>
<p>Continue to provide a trusted single point of contact for people who need additional support from our customer contact centre because of mental health issues. Continue to help these service users to seek support they may need from other agencies through signposting or (with their permission) making referrals.</p>	<p>Customer Services</p>	<p>End of March 2021</p>



<p>Explore how we can support service users with different needs to get help they require from Council services easily and efficiently, including:</p> <ul style="list-style-type: none"> • Implementing the 'Single Customer Account' portal that will mean people can access a range of critical services from a single, integrated online portal. This can help people who are unable to visit us for instance, due to a disability impacting on their mobility, or who cannot contact us through our phone system as a result of hearing difficulties. • Continuing to provide face-to-face support to people who need it, including people who are especially vulnerable and/or those who are digitally excluded. • Reducing queues at our customer service centre front desk and ensuring vulnerable people and those with more complex needs are seen as promptly as possible. 	<p>Customer Services</p>	<p>End of March 2019</p>
<p>Carry out works to the Guildhall to improve accessibility for staff and the public, including:</p> <ul style="list-style-type: none"> • Considering how to improve accessibility to the entrances to the building. • Aiming to provide 6 gender neutral toilet facilities. • Exploring the feasibility of providing gender neutral showering facilities on all floors except for the fourth floor. 	<p>Estates and Facilities</p>	<p>End of March 2019</p>
<p>Provide a programme of equality and diversity training for staff, including:</p> <ul style="list-style-type: none"> • Continuing to provide Equality and Diversity induction training that also includes disability awareness (11 sessions per year) • Continuing to provide transgender awareness training (2 sessions per year). 	<p>Human Resources</p>	<p>End of March 2019</p>



<ul style="list-style-type: none"> • Providing 2 Mental Health Awareness courses for staff, two Mental Health First Aid (two day course), and exploring training solutions for managers and leaders around managing mental health. 		
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Objective three: To work towards a situation where all residents have equal access to public activities and spaces in Cambridge and are able to participate fully in the community.

Action	Service(s) leading on this work	When propose to report back
Continue to provide a Shopmobility service at the Grand Arcade and Grafton East car parks to support disabled people, including: <ul style="list-style-type: none"> • Hiring mobility scooters and mechanical wheelchairs to people who need mobility assistance • Collecting customers from Dial-A-Ride and local bus stops: • Providing escorted shopping trips, which help disabled people who need personal assistance to access shops and shopping • Providing Three hours' free parking for all Shopmobility customers. 	Commercial Services	End of March 2019
Continue to provide open access play activities for children, young people and their families in local neighbourhoods (including low income neighbourhoods) across Cambridge, including the SummerDaze 2018 programme during the school holidays.	Community Services - Children and Young People's Participation Service	End of March 2019
Continue to explore with children and young people how to further their influence on Council decisions, including an additional two engagement days following on from the TakeOver Day pilot in 2017 .	Community Services - Children and Young People's Participation Service	End of March 2019



Roll out to Cambridge and some South Cambridgeshire secondary schools the board game 'Reality Cheque', which builds on the work we started in 2017 to raise financial awareness for young people, particularly those about to transition from secondary school to work or further education.	Community Services - Children and Young People's Participation Service	End of March 2019
Develop the implementation phase of the Cambridgeshire Culture Card scheme, a major initiative that aims to: <ul style="list-style-type: none"> • Increase all children and young people's engagement in arts and culture, specifically targeting those from low income backgrounds; and • Produce robust evidence of the impact of engagement arts and culture on a wide range of outcomes including education, non-academic skills, and wellbeing. 	Community Services - Culture and Community Team	End of March 2020
Assess needs of communities using the new community centres at Clay Farm and Storeys Field, and develop programmes of activities and partnerships in order to meet these needs. Review our community activities in Queen Edith's and Cherry Hinton wards in order to identify if we are best meeting local needs.	Community Services - Culture and Community Team	End of March 2019
Continue to use the Community Chest, consisting of developer contributions, to provide small pots of funding (up to £250) to help kick start community projects in and around new communities that support them to develop social networks and reduce social isolation.	Community Services - Culture and Community Team	End of March 2021
Provide three women's sessions per month, focusing on health and	Community Services - Culture	End of March



<p>wellbeing, at Ross Street, Akeman Street, and Brownsfield community centres. The sessions also provide opportunities for BAME women to develop social networks with one another.</p>	<p>and Community Team</p>	<p>2021</p>
<p>Work with partners to support and deliver a wide range of celebratory activities, including programmes of events to mark 7 key regional or national events (Black History Month, Cambridgeshire Celebrates Age, Disability History Month, Holocaust Memorial Day, International Women’s Day, Lesbian Gay Bisexual and Transgender (LGBT) History Month, and Refugee Week).</p>	<p>Community Services - Culture and Community Team</p>	<p>End of March 2021</p>
<p>Work with partners to deliver the second phase of ACTIVATE, which will work with to up to 30 students in receipt of Pupil Premium across years 7, 8 and 9 at Coleridge Community College in order to increase educational attainment, aspiration, capacity for creativity and innovation, the sense of being able to make a difference and awareness of the city cultural offer.</p>	<p>Community Services - Culture and Community Team</p>	<p>End of March 2019</p>
<p>Provide theatre sessions at Cambridge Junction for a cohort of young people at risk of involvement with the criminal justice system. This will help to develop their creative and analytical skills, help them to manage social situations more constructively and develop skills needed to progress into employment.</p>	<p>Community Services - Culture and Community Team</p>	<p>End of March 2019</p>
<p>Work with partners to continue to run free Holiday Lunch clubs in community centres, churches and other venues to help tackle social isolation for low income families and help them to meet increased food costs during school holidays when free school meals are not available.</p>	<p>Community Services - Culture and Community Team</p>	<p>End of March 2021</p>



<p>Continue to support activities for older people across the city in our community centres and wider neighbourhood and support community groups to become independent.</p>	<p>Community Services - Culture and Community Team</p>	<p>End of March 2021</p>
<p>Provide further support for refugees who are not included in the Government schemes under which the Council is resettling refugees, including providing effective information and translation services, tackling economic and social marginalisation, and providing assistance with immigration status and help to find accommodation.</p>	<p>Community Services - Safer Communities Team</p>	<p>End of March 2019</p>
<p>Support resettlement of 100 Syrian refugees (subject to availability of accommodation).</p>	<p>Community Services - Safer Communities Team</p>	<p>End of June 2018</p>
<p>Through the Greater Cambridge Partnership, make a financial contribution to the Signpost2Skills project, which brings together local businesses with school pupils, including those from low income backgrounds, to raise their awareness of career options in the local economy and the types of learning and qualifications that will equip them to compete for those jobs.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>
<p>Continue to provide support for groups of people who are more likely to be digitally excluded, including older people, disabled people and low income residents, helping them to access the internet and develop digital skills. Promote access to digital services and technologies to help address the educational attainment gap currently experienced by young people from lower income families.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p> <p>Housing Services – Sheltered Housing Team</p> <p>Community Services _</p>	<p>End of March 2021</p>



	Neighbourhood Community Development Team	
Continue to provide Accessibility and Equality Training for new and existing taxi licence holders.	Environmental Services – Environmental Health	End of March 2021
Work with residents who have disabilities, including blind and partially sighted people, to develop a Street Charter. As part of our Environmental Improvement Programme we will use intelligence from the Street Charter to identify a range of funding opportunities for environmental improvements that support accessibility.	Environmental Services – Streets and Open Spaces	End of March 2019
Continue to develop the queer arts project in partnership with The Kite Trust. Also, subject to approval by Councillors at Committee, use public arts funding ⁶⁶ to involve people with protected characteristics in Cambridge through the public art grants programme.	Environmental Services – Streets and Open Spaces	End of March 2019
Continue to carry out adaptation work on caravan park homes (through support provided from Disabled Facilities Grants, Repairs Grants and Energy Efficiency Grants), and explore further work that could be done around improving energy efficiency.	Home Improvement Agency	End of March 2021
Continue to work in partnership with Cambridgeshire County Council, Cambridgeshire Police and schools through the Think Family project to	Housing Services – City Homes	End of March 2021

⁶⁶ Section 106 public art projects must benefit and involve communities in arts projects.



<p>provide joined up support for people with issues related to unemployment, truancy, crime and/ or sustaining their tenancy. We will help to prevent tenancy sustainment issues by intervening early wherever possible.⁶⁷</p>		
<p>Develop more targeted work with young people to prevent homelessness – especially for young people not in employment, education or training (NEET) or those in Pupil Referral Units.</p>	<p>Housing Services – Housing Advice</p>	<p>End of March 2019</p>
<p>Improve support services for those with mental health issues or a dual diagnosis with mental health as a primary issue, including:</p> <ul style="list-style-type: none"> • Monitor the efficacy of the Dual Diagnosis Street Team (DDST) through ongoing evaluation. • Establish a monitoring system to assess the efficacy of the County Council’s dual diagnosis strategy. 	<p>Housing Services- Housing Advice</p>	<p>End of March 2019</p>
<p>Lead a joint project with neighbouring district councils to develop a Cambridgeshire-wide policy on how funding for Disabled Facilities Grants (DFGs) is awarded and to provide more joined up services across housing, health and social care in order to support people to live independently for longer.</p>	<p>Housing Services – Housing Strategy</p>	<p>End of March 2021</p>
<p>Continue to provide sheltered housing schemes for people aged over 60 who</p>	<p>Housing Services – Sheltered</p>	<p>End of March</p>

⁶⁷ Families that Think Family supports tend to have a variety of issues, including mental health problems, and need to be provided with holistic support that uncovers root causes of issues (which could also relate to direct or indirect discrimination they experience).



wish to carry on living independently but who require some support in order to do so, and support the schemes to run their own social clubs, activities and events.	Housing Team	2021
Continue to deliver the Independent Living Service to support people aged 65 and above to continue to live independently and to combat social exclusion. ⁶⁸	Housing Services – Sheltered Housing Team	End of March 2021
Fund an Independent Living Facilitator to support people aged over 85 and ethnic minority women who are at risk of financial exclusion.	Housing Services – Sheltered Housing Team	End of March 2019
Continue to provide holistic support to City Council tenants with mental health issues to remain in their tenancies via the tenancy sustainment service, and help link people to meaningful activities and groups in order to help reduce social isolation.	Housing Services – Sheltered Housing Team	End of March 2021
Continue to provide 19 units of move-on accommodation for people receiving support under the mental health team to help them to help them to move onto living independent living.	Housing Services – Sheltered Housing Team	End of March 2021
Explore the feasibility of letting hard-to-let sheltered housing units to students at reduced rents with the requirement that they undertake 30 hours volunteer	Housing Services – Sheltered Housing Team	End of March 2019

⁶⁸ As part of this project, Independent Living Facilitators provide holistic housing related support related to financial management, linking people to social groups, health and social care, digital inclusion and supporting people (if necessary) to move into a sheltered housing scheme. This work is delivered by Cambridge City Council and funded by Cambridgeshire County Council. It applies to people living across all tenure types including home owners, housing association and private tenants.



<p>work per month to support older tenants with support needs, including helping to combat social isolation.</p>		
<p>Continue to actively seek to improve access for people with a range of disabilities to shared spaces in Cambridge through:</p> <ul style="list-style-type: none"> • Applying our Local Plan policies and granting Planning and Building Regulations consents. • Ensuring disabled groups are able to comment on access matters in the forthcoming spaces and movement SPD. • Providing advice and guidance to developers on new developments, and to businesses and individuals around disabled access. • Holding a monthly Disability Panel where members discuss the impact on disabled people of development within the city and where disabled people can raise access issues. 	<p>Planning Services</p>	<p>End of March 2021</p>
<p>Working together with partners in Cambridgeshire and Peterborough to support people with hoarding behaviours, who can be especially prone to mental health issues such as anxiety.⁶⁹</p>	<p>Environmental Services (Environmental Health) and Housing Services (City Homes)</p>	<p>End of March 2021</p>
<p>Identify further opportunities for collaborative working with Cambridgeshire County Council's Traveller Liaison Officer in order to better support Travellers who set-up temporary sites in the city, and Travellers who are high priority</p>	<p>Housing Services (Housing Advice) and Planning Service</p>	<p>End of March 2019</p>

⁶⁹ The Council will continue to comply with the Cambridgeshire and Peterborough Multi-agency Protocol for working with people with hoarding behaviours. The protocol sets out a framework for multi-agency partners to work together, using an outcome focused, solution based model. This protocol has been developed in partnership with a range of statutory and non-statutory partners across Cambridgeshire and Peterborough. The Care Act 2014 recognises hoarding as one of the manifestations of self-neglect and requires all public bodies to safeguard people at risk. To deal with the risks effectively requires a collaborative and integrated approach between agencies.



need for social housing.		
Continuing to fund an expanded 'Advice on Prescription' project, to provide outreach support for residents experiencing mental health issues due to low income, debt or addiction at East Barnwell Health Centre, Nuffield Road Medical Centre, Arbury Road Surgery, and Trumpington Medical Centre.	Corporate Strategy – Strategy and Partnerships Team	End of March 2019

Objective four: To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together.

Action	Service(s) leading on this work	When propose to report back
Continue to deliver actions to reduce domestic violence and abuse towards women, as set out in the action plan associated with the Council's White Ribbon status. Continue to attend the Domestic Abuse and Sexual Violence (DASV) countywide Operational Group, and the DASV Delivery Strategic Board, which feed into the Countywide Community Safety Strategic Board chaired by the Cambridgeshire Police and Crime Commissioner, Jason Ablewhite.	Community Services – Safer Communities Team	End of March 2021
Work with the Domestic Abuse Housing Alliance to: <ul style="list-style-type: none"> Review the Council's domestic abuse policies, procedures and practices with a view to developing a joint framework for local housing providers to consider adopting. Develop procedural guidelines covering the Council's approach to 	Housing Services – Housing Advice	End of March 2019



<p>known perpetrators of domestic abuse, and to look at perpetrators who are excluded from their homes.</p>		
<p>Provide funding for an outreach service to women who have experienced domestic abuse in the City. The key aims of the service are to prevent homelessness and provide an on call service 24 hours a day/365 days a year, help improve the housing security and safety of service users in their homes, and tackle social isolation and exclusion via a programme of therapeutic, creative and practical activities.</p>	<p>Housing Services – Housing Advice</p>	<p>End of March 2019</p>
<p>Tackle hate crime within the city by:</p> <ul style="list-style-type: none"> • Continuing to provide a Racial Harassment Service to investigate racial harassment and identify appropriate action to reduce it. • Continuing to work with the Police on strategic issues around Hate Crime and attend the Hate Crime Task Force meetings led by Cambridgeshire Police. • Undertaking a social media campaign around Hate Crime Awareness Week to help the public understand what hate crime is and how to report it, and investigate if there are opportunities to work with partners to engage the community. 	<p>Community Services - Safer Communities Team; and Corporate Strategy – Strategy and Partnerships</p>	<p>End of March 2021</p>
<p>As part of the Prevent Duty, ensure that people at risk of radicalisation and extremism receive the joined up support they need by:</p> <ul style="list-style-type: none"> • Delivering Prevent Wrap 3 training for Councillors and City Council staff. • Continue participation on the Channel Panel for Peterborough and Cambridgeshire to look at referred cases of individuals identified as a concern under Prevent and identify support for them. 	<p>Community Services - Safer Communities Team</p>	<p>End of March 2021</p>



<ul style="list-style-type: none"> Continue to have a Single Point of Contact for Prevent referrals within the City Council. 		
<p>In its enforcement policy, have regard to the Crown Prosecution Service public policy statements on dealing when taking enforcement action which involves victims and witnesses who have a learning disability or mental health issues.</p>	<p>Environmental Services</p>	

Objective five: To ensure that the City Council’s employment and procurement policies and practices are non-discriminatory and to work towards a more representative workforce within the City Council.

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Action	Service(s) leading on this work	When propose to report back
<p>Procure a new ICT system to improve our approach to managing and delivering the Council’s complex range of programmes and projects, including the reporting on equality impacts of proposals.</p>	<p>Business Transformation</p>	<p>End of March 2019</p>
<p>Continue to procure goods and services in an ethical fashion, including taking opportunities to maximise social value through the Public Services (Social Value) Act 2012.</p>	<p>Commercial Services</p>	<p>End of March 2021</p>
<p>Continue to monitor the profile of the Council’s workforce, including reviewing our targets for Black Asian Minority Ethnic and disabled representation in the workforce and identifying how best to raise our profile as an employer with disabled people and BAME people.</p>	<p>Human Resources Community Services – Community Development Officer (Engagement and</p>	<p>End of March 2019</p>



	Inclusion)	
As an accredited Disability Confident Employer, explore future actions to recruit and retain disabled people.	Human Resources	End of March 2021
Promoting new Council apprenticeships via community groups representing BAME groups and in conjunction with our training providers on the government apprenticeship website, which has a wide reach and access by school leavers, young adults and careers guidance professionals.	Human Resources	End of March 2019
<p>Review our sickness absence management policy to:</p> <ul style="list-style-type: none"> • Ensure the Council is supporting employees who experience sickness or ill-health to remain in work through having early intervention and putting effective measures in place. • Identify where additional support is available that could help improve employees' health and wellbeing, reduce absence and support those with a disability. 	Human Resources	End of March 2019

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Agenda Item 6

Equality in Employment, Workforce Report, April 2017 - March 2018 – Deborah Simpson, Head of Human Resources

This item will provide an overview of key trends in the Council's workforce, including profile, recruitment, and training.

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