



Cambridge City Council
Environment and Community Scrutiny
Committee

Date: Thursday, 4 October 2018

Time: 5.00 pm

Venue: Committee Room 1 & 2, The Guildhall, Market Square, Cambridge, CB2 3QJ

Contact: democratic.services@cambridge.gov.uk, tel:01223 457000

Agenda

- 1 Apologies for Absence
- 2 Declarations of Interest
- 3 Minutes (Pages 3 - 26)
- 4 Public Questions

Decisions for the Executive Councillor for Streets and Open Spaces

- 5 Council Appointments to the Conservators of the River Cam (Pages 27 - 38)

Decisions for the Executive Councillor for Environmental Services and City Centre

- 6 Adoption of Recycling and Waste Operational Policies (Pages 39 - 70)
- 7 Annual Climate Change Strategy, Carbon Management Plan And Climate Change Fund Update Report (Pages 71 - 120)

Decisions for the Executive Councillor for Communities

- 8 PSPO (Touting) 2016: Year Two (Pages 121 - 132)
- 9 S106 Funding Proposal At Abbey Sports Centre (Pages 133 - 136)
- 10 Equalities Policy and Strategy (Pages 137 - 236)

Environment and Community Scrutiny Committee Members: Smart (Chair), Bird (Vice-Chair), Barnett, Gillespie, Martinelli, Massey, McGerty, O'Connell, Sheil and Thittala

Alternates: Gehring, Hipkin, Nethsingha, O'Reilly and Sargeant

Executive Councillors: Moore (Executive Councillor for Environmental Services and City Centre), Smith (Executive Councillor for Communities) and Thornburrow (Executive Councillor for Streets and Open Spaces)

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ENVIRONMENT AND COMMUNITY SCRUTINY COMMITTEE 28 June 2018
5.00 - 7.40 pm

Present: Councillors Smart (Chair), Bird (Vice-Chair), Barnett, Gillespie, Martinelli, Massey, McGerty, O'Connell, Sheil and Thittala

Executive Councillors: Johnson (Executive Councillor for Communities), R. Moore (Executive Councillor for Environmental Services and City Centre) and Smith (Executive Councillor for Streets and Open Spaces)

Officers:

Chief Executive: Antoinette Jackson

Strategic Director: Fiona Bryant

Head of Community Services: Debbie Kaye

Head of Corporate Strategy: Andrew Limb

Head of Environmental Services: Joel Carré

Community Funding and Development Manager: Jackie Hanson

Community, Sport & Recreation Manager: Ian Ross

Cultural Manager: Jane Wilson

Enforcement Team Manager: Nick Kester

Strategy and Partnerships Manager: David Kidston

Streets and Open Spaces Development Manager: Alistair Wilson

Waste and Fleet Manager: Michael Parsons

Principal Accountant (Services): Chris Humphris

Public Art Officer: Nadine Black

Committee Manager: James Goddard

FOR THE INFORMATION OF THE COUNCIL

18/1/E&C Apologies for Absence

No apologies were received.

18/2/E&C Declarations of Interest

Name	Item	Interest
Councillor Moore	18/6/E&C	Personal: Works for a small

		sustainable food company.
Councillor Martinelli	18/8/E&C	Personal: Indirectly receives income from Cambridge Crematorium.
Councillor Bird, Barnett, Sheil, Smart	18/9/E&C	Personal: Member of Unison.
Councillor Barnett	18/9/E&C	Personal: Works at Addenbrooke's Hospital.
Councillor Gillespie	18/9/E&C	Personal: Volunteer at Transition Cambridge.
Councillor Martinelli	18/9/E&C	Personal: Member of BMA.
Councillors Bird & Thittala	18/13/E&C	Personal: Member of a community group who received funding.
Councillor O'Connell	18/17/E&C	Personal and Prejudicial: Council appointed Trustee of Cambridge Live. Would not vote on this item or take part in the discussion.

18/3/E&C Minutes

The minutes of the meetings held on 15 March and 24 May were approved as a correct record and signed by the Chair.

The Community Services Scrutiny Committee has been replaced by the Environment and Community Scrutiny Committee, as agreed by Council on 19 April 2018. The minutes of the previous scrutiny committee are submitted to the successor scrutiny committees for approval.

18/4/E&C Public Questions

There were no public questions.

18/5/E&C 2017/18 Revenue and Capital Outturn, Carry Forwards and Significant Variances - ES&C

Matter for Decision

The Officer's report presented for the Environmental Services and City Centre Portfolio:

- i. A summary of actual income and expenditure compared to the final budget for 2017/18 (outturn position).
- ii. Revenue and capital budget variances with explanations.
- iii. Specific requests to carry forward funding available from budget underspends into 2018/19.

Decision of Executive Councillor for Environmental Services and City Centre

Approved carry forward requests:

- i. Totalling £33,330 revenue funding from 2017/18 to 2018/19, as detailed in Appendix C of the Officer's report.
- ii. Carry forward requests of £1,065k capital resources from 2017/18 to 2018/19 to fund rephased net capital spending, as detailed in Appendix D of the Officer's report.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Principal Accountant (Services).

In response to Councillor Smart's question the Principal Accountant (Services) said that funding was listed under 'rephased spend' in Appendix D (P26) of the Officer's report as matters sometimes stopped projects being delivered on time eg provision of vehicles by manufacturers. There were good reasons why carry forwards occurred.

Councillor Gillespie expressed regret that diesel refuse vehicles had been purchased instead of electric ones. The Executive Councillor said electric vehicles were desirable (in principle) but untested and double the price of diesel ones. The Council did not have the funds to purchase electric vehicles. It had offered to test an electric vehicle (new to the market) on behalf of the manufacturer.

The Committee unanimously resolved to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

18/6/E&C Good Food For Cambridge: Sustainable Food Policy Statement & Moving Towards A Sustainable Food City: Decision on 'Good Food' Motion From Council Meeting 19/04/18**Matter for Decision**

The Officer's report responded to issues raised by Councillor Gillespie's motion to Council on 19 April 2018, which was referred for Executive Councillor decision. It proposed the council adopt a Sustainable Food Policy Statement, and sets out the wide range of projects, policies and initiatives in place across the council to support sustainable food and tackle food poverty.

The report also acknowledged the innovative work that is taking place across Cambridge to help the city become a leader in sustainable food practice. It highlighted the emergence of Cambridge Sustainable Food from the community and voluntary sector and the role it was now playing in gaining further national recognition for sustainable food work that has been carried out locally and in delivering local projects.

The council's contribution was highlighted in the report, particularly around food poverty and climate change. It recommended that we now formally recognise Cambridge Sustainable Food as the lead body for sustainable food in the city and help support its work, where possible, and look at our own food practice to ensure that we, where practical, apply sustainable food principles.

Decision of Executive Councillor for Environmental Services and City Centre

- i. Recognised the role of Cambridge Sustainable Food in acting as an umbrella organisation in Cambridge that brings together a range of organisations with an interest in promoting sustainable food within the National Sustainable Food Cities Network.
- ii. Asked officers to work with Cambridge Sustainable Food in submitting a bid to the national Sustainable Food Cities Network for their Silver Award, contributing to the action plan where appropriate.
- iii. Adopted the Sustainable Food Policy Statement set out in draft at Appendix A of the Officer's report.
- iv. Undertook to report these decisions to Council at its July meeting.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Head of Corporate Strategy.

The Executive Councillor said the following in response to Members' questions:

- i. The Council was looking at the possibility of providing drink fountains in public parks. It was working with businesses to provide free water refills where people had their own bottles in the meantime.
- ii. There were restrictions on public water fountain use as water had to be tested to provide a regular safe service.
- iii. Undertook to ask Officers to review what food could be sold in vending machines in council buildings to provide alternatives to unhealthy foods. Vending machines food maybe specified by contract.

Councillor Gillespie made the following comments in response to the report:

- i. Welcomed the report in response to his motion at Council. The motion did include a proposal for a consultation, which Councillor Gillespie hoped would occur in future.
- ii. Preferred wording as per paragraph 5.11 rather than 4.11, "where possible" allowed peopled to wriggle out of their responsibilities.
- iii. Expressed regret the City Council could not support fair trade activities.
- iv. The City Council should ensure event organisers did not provide single use cups.
- v. The Sustainable Cities Network was reviewing gold and silver awards on recycling.

The Head of Corporate Strategy responded:

- The Events Policy had been reviewed recently. The Council could only take action where it had the power to do so.
- He hoped the Council received some recognition for its work on sustainable food, even if it did not get Sustainable Cities Network gold standard.

The Committee unanimously resolved to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

18/7/E&C Greater Cambridge Shared Services Annual Report 2017/18 - Waste

Matter for Decision

The Officer's report provided a summary of the progress and performance for the Greater Cambridge Shared Waste Service during 2017/18.

The principle of producing a single annual report for the shared services was agreed at committee in July 2015.

The overarching annual report for the Greater Cambridge Shared Services covered the Waste, Planning and Internal Audit services, but only the Waste Services falls under this Committee's remit.

Decision of Executive Councillor for Environmental Services and City Centre

Noted the content of the Officer's report.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Strategic Director.

Opposition Councillors made the following comments in response to the Officer's report:

- i. Asked for a geographic breakdown of collection rates etc as issues generally affected limited areas.
- ii. Asked for a review of on-line service information as it was unsatisfactory.
- iii. Expressed concern about assisted bin collection issues and how these had occurred due to crews not being given address details.

The following was said in response to Members' questions:

Strategic Director

- i. The system implementation and customer-focused digital changes referred to in paragraph 4.2.7 of the Officer's report were in place and being implemented now.

Waste and Fleet Manager

- ii. Would investigate if future reports could give details of collection rates etc by area. There were variables that may impact on reports eg vehicles did not make collections from just one ward and recording system limitations.
- iii. There were some problems with assisted bin collections during Q1. Issues had now been resolved. A majority of bins had been collected.

Executive Councillor

- iv. The Shared Waste Service collected an average of 99.55% of bins on due day over Q2 to Q4, against a target of 99.5%.
- v. Would pass on Councillor Gillespie's offer to help test the new data system before it went live.
- vi. The changes to the bin rounds had been discussed in full at Council meetings and Environment Scrutiny Committee. The Council would learn from its experience. Some issues were inevitable from a large project. This led to benefits such as fuel savings from more efficient bin rounds and greater flexibility in the service.

The Committee resolved by 7 votes to 1 to endorse the recommendation.

The Executive Councillor approved the recommendation.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

18/8/E&C 2017/18 Revenue and Capital Outturn, Carry Forwards and Significant Variances - S&OS

Matter for Decision

The Officer's report presented for the Streets and Open Spaces Portfolio:

- i. A summary of actual income and expenditure compared to the final budget for 2017/18 (outturn position).
- ii. Revenue and capital budget variances with explanations.
- iii. Specific requests to carry forward funding available from budget underspends into 2018/19.

Decision of Executive Councillor for Streets and Open Spaces

Approved carry forward requests:

- i. Totalling £215,500 revenue funding from 2017/18 to 2018/19, as detailed in Appendix C of the Officer's report.
- ii. Of £1,039k capital resources from 2017/18 to 2018/19 to fund rephased net capital spending, as detailed in Appendix D.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Principal Accountant (Services).

Councillor O'Connell sought clarification regarding underspends. The Executive Councillor undertook to liaise with Councillor O'Connell to give specific details outside of committee. There were good reasons why under spends occurred.

Councillor Bird expressed safety concerns about the entrance to Bramblefields nature reserve. The Streets and Open Spaces Development Manager undertook to investigate.

The Committee unanimously resolved to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

18/9/E&C Public Art Policy and Strategy 2018-19 and Public Art Small-Scale S106 Grants 2018**Matter for Decision**

Community Services Scrutiny Committee on 18 January 2018 considered a report on how the Council could mitigate the impact of development through public art. The report set out the future aspirations for public art in the City, and the need to develop a Public Art Strategy, which addresses changes to the

national planning system and planning regulations, and supports the new Local Plan. Officers committed to update the Scrutiny Committee in June 2018.

The Officer's report clarified our current policy position for the inclusion of public art within new development and is drafted with technical input from the Planning Policy team, set in the context of the Local Plan. It also set out the Council's plans to:

- a. review the Planning Obligations Supplementary Planning Document (SPD), which will include a separate review of the current Public Art policy;
- b. review the commissioning processes to comply with changes in the Planning system;
- c. improve future public art delivery, whether through the Planning process; or the Council's own commissioning capital programme;
- d. develop a Public Art Strategy for the city.

The report to the Community Services Scrutiny Committee in January 2018, also set out the approach to the Council's 2018 small-scale (up to £15,000) public art S106 grant-funding round, as a first step alongside possibilities for subsequent larger grants and future Council led commissions. Twenty one grant applications have been received and assessed against the agreed selection criteria. More details can be found in section 5 of this report; and on the Council's Public Art Grants web page (www.cambridge.gov.uk/public-art-grants).

Officers recommended grant-funding for five of these small-scale public art projects (totalling £89k), plus earmarking funding for another two proposals (totalling £25k), that would benefit from further development. This reflects both the emphasis on focusing on high quality public art that meets the S106 selection criteria and the value of holding some public art S106 funding back to enable the Council to afford some further projects as part of its future Public Art Strategy. Paragraph 6.1 sets out the remaining availability of public art S106 funding for local projects on the basis that the recommendations are approved.

Decision of Executive Councillor for Streets and Open Spaces

- i. Supported and approved the development of a new Public Art Strategy for the city.

- ii. Allocated the following small-scale public art S106 grants, subject to grant agreement and any other conditions set out below (see Section 5 and Appendix 1 of the Officer's report):
 - a. £15,000 grant to The Cambridge Junction for the 'News, News, News' project;
 - b. £15,000 grant to the In Your Way Festival for the 'Theatre as Architecture: Architecture as Theatre' project;
 - c. £14,000 grant to New International Encounter (NIE) Theatre for the 'Tales from the Edge of Town 2070' project;
 - d. £15,000 grant to Rowan Humberstone for the 'Ecology Sculpture at Sheep's Green' project; and
 - e. £30,000 grant to Unison for the 'Faith and Hope' commemoration of the 100th anniversary of votes for women, subject to business case approval.
- iii. Earmarked public art S106 funding for the following public art proposals (subject to review/confirmation within 12 months), which have potential but which would benefit from further development with support and advice from the Public Art Officer.
 - a. £10,000 earmarked as a possible grant to Chesterton Community Association for its Chesterton Village Sign proposal;
 - b. £15,000 earmarked as a possible grant to HistoryWorks for its proposal called 'Travellers and Outsiders: Stourbridge Soundscapes Across Time'.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Streets and Open Spaces Development Manager, plus Public Art Officer.

The Public Art Officer said the following in response to Members' questions:

- i. When the Planning Officer had negotiated s106 funding the developer specified £10,000 should be allocated to Chesterton Village sign.
- ii. Applications had to meet specific standards to receive funding. Projects such as Crowded Room (agenda P101), Nun's Way Pavilion Mural (P104) and Transition Cambridge did not meet criteria so were not

eligible for funding. Officers gave advice to applicants and signposted them to more appropriate funding sources where available.

- iii. The Faith & Hope Project (P96) requested a budget of £30,000 as it was a large project. The focus was on the Suffrage Movement in Cambridge, not Unison who proposed the project. Unison deliberately chose suffrage colours in its branding to show solidarity, so there would be similar colours on display at the event.

The Committee unanimously resolved to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

18/10/E&C Fixed Penalty Notices for Littering

Matter for Decision

To inform the Executive Councillor and Scrutiny Committee Members of the new powers for littering from a motor vehicle that came into force on the 1st April 2018 under The Environmental Offences (Fixed Penalties) (England) Regulations 2017 (“The Regulations”), which amend sections 34A(12), 47ZB(4)(5), and 73A(2)(b) (3) & (8) of the Environmental Protection Act 1990; and The Littering From Vehicles Outside London (Keepers: Civil Penalties) Regulations 2018.

To seek authority to revise the current fixed penalty amount for littering to the new legal maximum FPN level of £150 for all littering offences and to give a discount of £90 (i.e. discounted fine value of £60) for early payment provided payment is made within 10 days of the date the FPN was issued.

Decision of Executive Councillor for Streets and Open Spaces

- i. Delegated authority to the Head of Environmental Services to introduce the new powers and to authorise the appropriate officers to issue fixed penalty notices (FPNs) under The Environmental Protection Act 1990 and The Littering From Vehicles Outside London (Keepers: Civil Penalties) Regulations 2018.
- ii. Adopted the new legal maximum FPN level of £150 for littering offences and to give discount for early payment of £90 (i.e. discounted fine value of £60) provided payment is made within 10 days of the date the FPN was issued.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The committee made no comments in response to the report from the Enforcement Team Manager.

The Committee unanimously resolved to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

18/11/E&C 2017/18 Revenue and Capital Outturn, Carry Forwards and Significant Variances - Communities**Matter for Decision**

The Officer's report presented for the Communities Portfolio:

- i. A summary of actual income and expenditure compared to the final budget for 2017/18 (outturn position).
- ii. Revenue and capital budget variances with explanations.
- iii. Specific requests to carry forward funding available from budget underspends into 2018/19.

Decision of Executive Councillor for Communities

- i. Approved carry forward requests of £496k capital resources from 2017/18 to 2018/19 to fund rephased net capital spending, as detailed in Appendix D of the Officer's report.
- ii. Approved allocation of an additional £100,000 from General Fund reserves to be made available for the Community Grants budget in 2019/20 to help fund projects delivered by the voluntary and community sector to reduce poverty.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The committee made no comments in response to the report from the Principal Accountant (Services).

The Committee unanimously resolved to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

18/12/E&C Anti-Poverty Strategy Annual Progress Report**Matter for Decision**

The Council produced a revised and updated Anti-Poverty Strategy for the period from April 2017 to March 2020. The Council's Anti-Poverty Strategy aims to: improve the standard of living and daily lives of those residents in Cambridge who are currently experiencing poverty; and to help alleviate issues that can lead households on low incomes to experience financial pressures.

The revised Anti-Poverty Strategy sets out 5 key objectives and 57 associated actions to reduce poverty in Cambridge over the next three years. This report provides an update on progress in delivering key actions identified for 2017/18, with a particular focus on new areas of activity introduced in the strategy.

Decision of Executive Councillor for Communities

- i. Noted the progress in delivering actions to reduce poverty in Cambridge during 2017/18.
- ii. Approved the inclusion of an additional action relating to Cambridge Northern Fringe East, set out at 5.2 in this report, in the Anti-Poverty Strategy action plan for 2017-2020.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Strategy and Partnerships Manager.

The Strategy and Partnerships Manager said the following in response to Members' questions:

- i. Some projects were targeted using data, some using officer knowledge. Officers were aware that data could become out of date where it was based on the 2011 Census and the Indices of Multiple Deprivation (it was acknowledged that income levels fluctuated in different wards).
- ii. Actions were set out in the Anti-Poverty Strategy to trial switching existing pre-payment energy meters in Council homes to low tariff pre-payment meters provided by Robin Hood Energy when tenants vacate properties and they become void.
- iii. The Council had considered the possibility of setting up a local energy company, but officers had been advised by Robin Hood Energy that there were not be sufficient economies of scale in the city to make a Cambridge energy company economically viable.

The Committee unanimously resolved to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

18/13/E&C Process for Funding Work on Anti-Poverty Strategy Outcomes

Matter for Decision

A dedicated Sharing Prosperity Fund (SPF) was created in 2014 to support pilot projects which contribute to the objectives of the Anti-Poverty Strategy (APS). The current SPF process has provided a mechanism to enable the Council to allocate significant resources to anti-poverty initiatives over the past four years.

The Officer's report proposed changes to the process for allocating funding to anti-poverty projects. The changes aimed to ensure that: projects continue to deliver value for money; the process is transparent and accountable; and there

is clarity for officers and voluntary and community sector organisations regarding opportunities to bid for funding.

The Council currently awarded almost £2 million annually in grants to voluntary and community sector organisations through 9 different grant funds, including the SPF. It was proposed that over the next 12 months officers will conduct a wider review of grants processes. This would explore the potential for a single corporate grants 'gateway' for all grant funds and the potential for multi-year funding agreements for some VCS organisations to help support the future sustainability of the sector.

Decision of Executive Councillor for Communities

- i. Approved the proposed changes to the process for allocating funding to anti-poverty projects set out at 4.1 to 4.3 in this report.
- ii. Asked officers to conduct a wider review of Council grants processes, with a particular focus on the proposals set out at 5.3 in the Officer's report, and report back to this Scrutiny Committee with recommendations in due course.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Strategy and Partnerships Manager.

The Community Funding and Development Manager said the following in response to Members' questions:

- i. The Council currently awarded grants to voluntary and community sector organisations from a number of different grant funds. These were administered by different officers. The funds were listed on P175 of the Officer's report.
- ii. Undertook to send details of funds (and their work) to councillors post meeting. This would include work to date and risk assessment information.

The Executive Councillor signposted financial implications set out in the Revenue and Capital Outturn, Carry Forwards and Significant Variances

report going to July Council, plus the Mid-Term Financial strategy going to October Strategy and Resources Scrutiny Committee.

The Committee unanimously resolved to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

18/14/E&C S106 Funding for Community Facilities and Outdoor Sports Facilities

Matter for Decision

In line with the arrangements agreed by the Executive Councillor on 18th January 2018, for the Community Facilities S106 funding round 2018, applications have been invited for proposals to improve community facilities in Cambridge. Eleven applications have been received and assessed against the S106 selection criteria. The Officer's report summarised those applications and assessments and makes nine recommendations for S106 funding.

The Officer's report also took stock of other S106 issues which come within the Executive Councillor's portfolio and:

- a) reviewed community facilities and outdoor/indoor sports S106 funding already allocated to particular existing projects;
- b) considered further opportunities for allocating community facilities and outdoor sports S106 funding to projects already identified as priorities in the Council's Community Centre Strategy and Playing Pitch Strategy.

Decision of Executive Councillor for Communities

- i. Agreed the following S106 Community Facility grants and funding, detailed in Section 3 and Appendices 1 and 2 of the Officer's report, subject to:
 - planning and building control requirements satisfactorily met
 - business case approval
 - signed community grant agreement, securing appropriate community use of the facilities
 - any other conditions highlighted in the report

Ref	Grant	Organisation	Purpose
R1	£31,000	Cambridge Museum of Technology (Abbey)	New kitchen, accessible toilets, equipment (chairs, projector screen and speakers)
R2	£50,000	Arbury Community Centre (King's Hedges)	Refurbishment and reconfiguration of large hall
R3	£30,000	St Clement's Church (Market)	Platform lift and protective railings around the lift area to enable main entrance accessibility
R4	£100,000	St John's Church (Queen Edith's)	Extension, new kitchen block, new toilet block and access, accessibility alterations front and rear entrances
R5	£24,000	Netherhall School (Queen Edith's)	Improvements to dining hall, involving the removal of the stage and replacing the flooring increasing available area
R6	£15,000	Nightingale Community Group (Queen Edith's)	Improvements to existing meeting hut in the community garden at Nightingale Recreation Ground, including seating, tables, serving hatch and external rain shelter with bio-diverse roof
R7	£21,000	Romsey Mill (Romsey)	Improvements to community room, kitchen, multi-purpose community hall, arts room and music studio
R8	£15,000	Empty Common Community Garden Group (Trumpington)	Wooden community meeting hut within Empty Common community garden
Ref	Funding	Organisation	Purpose
R9	All available generic S106 funding from Petersfield –	Cambridge City Council – funding allocation	For a Community Facility on the Mill Road depot site: contribution towards construction with any surplus funds to contribute towards

	circa £74,600		the fit out and equipment for this building
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- ii. Increased the community facilities S106 funding contribution for the new Nightingale Avenue Recreation Ground Pavilion from £33,000 up to £150,000 towards the increased overall project budget of £425,000. This reduces the outdoor sports S106 funding allocation from £370,000 to no more than £275,000. (Detailed in Section 4 of the Officer’s report).
- iii. Allocated up to £250,000 for increased hockey pitch provision, to be available for community use, at the Cambridge University Sports Ground, subject to community use agreement. (Detailed in Section 5 of the Officer’s report).
- iv. Allocated up to £25,000 of indoor sports S106 funding as a grant to Netherhall School for the provision of inclusive fitness equipment for its new community gym and fitness studio. (Detailed in Section 6 of the Officer’s report).
- v. Requested officers to review and report back to this Committee any of these S106-funded projects which do not progress to the implementation stage within 18 months.

Reason for the Decision

As set out in the Officer’s report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Community Funding and Development Manager.

Councillor McGerty sought clarification about the progress of the meeting hut in the community garden at Nightingale Recreation Ground project. He also queried if Ward Councillors were invited to community group meetings with officers. The Community, Sport & Recreation Manager said pavilion plans should be available in September/October. He undertook to liaise with Ward Councillors post committee about community group meetings.

The Committee unanimously resolved to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

18/15/E&C Single Equality Scheme

This item was removed from the agenda on officer advice and would be re-submitted for consideration at a future meeting.

18/16/E&C Swimming Pool Investment Strategy

Matter for Decision

To adopt the proposed swimming pool investment strategy to allow for the use and allocation of collected Developer S106 Contributions specifically for swimming to be assigned to projects to improve access and upgrade swimming facilities around the city.

To approve the release of feasibility funds to be able to do investigatory and feasibility works to look at a range of investment options to improve access and facilities at Jesus Green Lido.

Decision of Executive Councillor for Communities

- i. Adopted the proposed Swimming Investment Strategy in Appendix 1 to be able to allocate existing and future S106 developer contributions for swimming for the improvement of swimming opportunities across the City.
- ii. Approved the use of up to £45,000 from the feasibility fund to do more detailed survey works and options appraisals for the development of Jesus Green Lido.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Community, Sport & Recreation Manager.

The Committee made the following comments in response to the report:

- i. Queried if it were practicable and reasonable to heat an outdoor lido.
- ii. Queried how pool opening hours could be extended.
- iii. Queried if there were sufficient numbers of pools to meet demand; and if those in place were of sufficient length ie was a 50m pool required?

The Community, Sport & Recreation Manager said the following in response to Members' questions:

- i. The feasibility strategy would look at options to extend opening hours including those at Jesus Green Lido.
- ii. Operational details about swimming pools could be given to committee post meeting and offered to take councillors on a tour of pools such as the lido where queries could be answered eg practicalities of heating the lido.

The Executive Councillor added there were other heated lidos in the country.

- iii. The City Council had a contract with GLL which set swimming pool opening hours.
- iv. City Council Officers were in regular contact with the Friends of Jesus Green Lido about the pool.

The Executive Councillor added the Friends of Jesus Green could comment on pool matters during the feasibility study consultation period.

- v. Future swimming pool demand models took into account:
 - Public and private pools.
 - Walk/cycle/drive transport links to them, and their anticipated impact was modelled.
 - A 50m pool was not necessarily required.
- vi. Swimming pools in the City were reaching (user) capacity. Officers were looking to see if the university pool proposal could be opened up to the public or club use in future to free up capacity in other city council managed ones.
- vii. There were designated parts of the River Cam that can be used for swimming (by confident swimmers) and other water based activities. The City Council generally discourages people from swimming in the Cam for various safety reasons.

- viii. The Appendix in the Officer's report showed how s106 funding could be spent and some projects could be delivered before the first deadline in 2023.

The Committee resolved by 9 votes to 0 to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

18/17/E&C Cambridge Live: Business Plan Review

Matter for Decision

The Officer's report outlined the work undertaken as scheduled with Cambridge Live, to review the organisation's business plan and to reassess the level of funding the Council provides.

Decision of Executive Councillor for Communities

- i. Approved the approach outlined in paragraphs 3.6-3.10 of the Officer's report; and
- ii. Recommended to Council that the Council's 2018/19 budget be revised to make an allocation of £500k from Reserves to be utilised for the purpose specified in 2.1 during 2018/9 and 2019/20 with full delegation for management of the funds assigned to the Chief Executive.
- iii. Agreed that any variations to the contract for services with Cambridge Live and any additional legal agreements that are necessary to support the approach outlined in the report, are delegated to the Chief Executive to agree on behalf of the Council in consultation with the Executive Councillor, Chair and Spokes.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Head of Community Services.

The Committee made the following comments in response to the report:

- i. Valued the work of Cambridge Live but asked about management of the organisation and the support it received from the Council.
- ii. Sought clarification why additional funding was required from the City Council if Cambridge Live's business model was sound.
- iii. Queried if Cambridge Live needed more scrutiny of its operations if the extra funding were granted.

The Head of Community Services said the following in response to Members' questions:

- i. The City Council had fulfilled its part in support/management of Cambridge Live.
- ii. Funding would support Cambridge live in the next phase of its development. £500k from council reserves would be utilised as a fixed sum to do this.
- iii. The Council sought financial and legal advice before deciding that £500k was the correct amount of funding Cambridge Live required in the next phase of its development. Referred to paragraph 3.7 of the Officer's report that stated part of the £500k would be used by Cambridge Live to update their business plan.

The Chief Executive added that the confidential appendix set out in detail reasons for the funding allocation. These could not be discussed when the committee was in open session. The Council would work with Cambridge Live on a turnaround programme that had several stages. The Chief Executive would report back to committee at each stage.

The Council would continue to have 2 Directors on the Cambridge Live Board.

The Committee resolved by 6 votes to 1 to endorse the recommendations.

Councillor O'Connell withdrew from the meeting for this item and did not participate in the discussion or decision making.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

The meeting ended at 7.40 pm

CHAIR

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Item

NON COUNCILLOR AND COUNCILLOR APPOINTMENT TO THE CONSERVATORS OF THE RIVER CAM

To:

Councillor Katie Thornburrow, Executive Councillor for Streets and Open Spaces

Environment & Community Scrutiny Committee 04/10/2018

Report by:

Gary Clift, Democratic Services Manager

Tel: 01223 - 457011 Email: gary.clift@cambridge.gov.uk

Wards affected:

All

Not a Key Decision

1. Executive Summary

- 1.1 The three year term of office for the seven Conservators of the River Cam appointed by the City Council (four non-councillor appointments and three City Councillors) ends on 31 December 2018.
- 1.2 The maximum term of office is 3 x three-year terms with thereafter a break period of three years before a re-application can be made.
- 1.3 New appointments are required for the three year term commencing 1 January 2019
- 1.4 Legislation requires the seven city council appointments to be made by the Council on the recommendation of the Executive Councillor.

2. Recommendations

The Executive Councillor is recommended to:

- 2.1 To agree the recommendation of the non-councillor appointments of Jim Ross, Kate Hurst, May Block and Ceridwen Salisbury to the Conservators of the River Cam commencing 1 January 2019 for Council's approval.
- 2.2 To note that Council considers and approves the nominations of three City Councillor appointments (two Labour and one Liberal Democrat appointment) to the Conservators of the River Cam commencing 1 January 2019.
- 2.3 To write, on behalf of the Council to all the current non-councillors Conservators whose term will end thanking them for their valuable contribution

3. Background

- 3.1 Applications were invited through an open recruitment process over a four week period which ended on 31 August to apply for the voluntary position as a Conservator of the River Cam.
- 3.2 All four current Conservators were eligible to reapply for a further three year term, with only three existing Conservators choosing to do so.
- 3.3 A total of thirteen applications were received.
- 3.4 The Executive Councillor for Streets and Open Spaces agreed that members of the Environment & Community Scrutiny Committee would form a selection panel to consider the applications received and recommend four for approval for the non-councillor City Council appointments.
- 3.5 The selection panel consisted of Councillors Smart, McGerty and Gillespie which met on 17 September. The Executive Councillor for Streets and Open Spaces took part in the discussions with the selection panel but did not have a vote.
- 3.6 Selection was based purely on the written applications and considered alongside the following criteria which was advertised:

- An interest in, and/or evidenced knowledge of, some aspect of river use.
- Not a Councillor or officer of Cambridge City Council, Cambridgeshire County Council, other District or Parish Councils in Cambridgeshire. Not a relative or close friend of any current elected member or officer of the Council.
- Live or work in the City of Cambridge.
- Commitment to serve the community, attend meetings and a willingness to take required training and to offer requisite time to perform the duties to the satisfaction of the City Council.
- Willingness to sign up to a Code of Conduct applicable to members of the public made Council appointees.
- Must declare any party political membership on the application form.
- Will have disclosed to the Council during the application process any matter in his/her background, which, if it became public, might cause the council to reconsider the appointment.
- Committed to a three-year term of office.

3.7. The Panel recommended the following four candidates:

Jim Ross - Has been a member of Camboaters, holding the position of Chair and Treasurer, experience of establishing good working relationships between the river users and local authorities, having set up monthly meetings to address issues and improve communication and understanding between the parties. Lives on the river and has a professional background in urban design.

Kate Hurst – Has a residential mooring license, sits on the committee of the Camboaters Community group, and is the Boathouse Manager and Head Coach at Christ’s College Boat Club, Water Safety Officer of both Christ’s College Boat Club and City of Cambridge Rowing Club.

May Block – Has held various office positions with Cambridge Canoe Club such as Competition Manager. Appointed to the Environment Agency Regional Fisheries Advisory Committee, British Canoe Union (now Canoe England), Environment and Conservation Panel. Currently taking part in the pollution monitoring scheme organised by a consortium of the Environment Agency, Wildlife Trust and various

Angling groups. Invited member to the sub committee Health and Safety of the Cam Conservator.

Ceridwen Salisbury – Civil engineer who lives and works in Cambridge, whose work is focused on designing drainage systems for projects in and around Cambridge, including the colleges and other riparian bodies. Holds a MPhil in Engineering for Sustainable Development. Member of the Cambridge Canoe Club and holds the position of Club Racing Secretary.

4. Implications

(a) Financial Implications

There are none.

(b) Staffing Implications

There are none.

(c) Equality and Poverty Implications

An Equality Impact Assessment is not applicable. The initial appointment was advertised on the Council's website and social media. It was also advertised various web sites relevant to the post. It was conducted in accordance with the Council's recruitment guidance.

(d) Environmental Implications

Nil Impact

(e) Procurement Implications

Nil Impact

(f) Community Safety Implications

Nil Impact

5. Consultation and communication considerations

The recommendations are the outcome of an open appointment process. The recommendations are made by the Panel. Consultation, as such, was not appropriate for the non-Councillor appointment.

6. Background papers

Previous report to the Environment Scrutiny Committee – 26.06.12

Minutes of the Environment Scrutiny Committee – 26.06.12

<https://democracy.cambridge.gov.uk/ieListDocuments.aspx?CId=177&MId=713&Ver=4>

Previous report to the Communities Services Scrutiny Committee – 08.10.15

Minutes of the Communities Services Scrutiny Committee – 08.10.15

<https://democracy.cambridge.gov.uk/ieListDocuments.aspx?CId=176&MId=2791&Ver=4>

7. Appendices

Application Form for 2019 Recruitment

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact Claire Tunncliffe, Committee Manager, tel: 01223 - 457013, email: democratic.services@cambridge.gov.uk.

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City Council appointments to the Conservators of the River Cam

Guidance to applicants

A panel of up to four councillors taken from Cambridge City Council's Environment and Community Services Scrutiny Committee will consider your application. This panel will meet in private and applications at this stage will not be published more widely than for the panel.

The panel will make recommendations to the Executive Councillor for Streets and Open Spaces and members of the Environment and Community Services Committee meeting on 4 October 2018.

The panel's recommendations will be included in the agenda, which is due to be published on Monday 24 September 2018. All applications will remain confidential. If the Environment and Community Services Scrutiny Committee wishes to debate the merits of each application, it may choose to do so in a closed session, which means that the public will not be present in the room.

Applicants will not be able to address the Scrutiny Committee or any other meeting on any application made so that the selection process is based purely on the written applications received.

Closing date

Friday 31 August 2018. Applications should be emailed to the officer below or marked for their attention at Cambridge City Council, The Guildhall, Market Square, Cambridge, CB2 3QJ.

Officer contact

If you require any further information of assistance with the process please contact:
Claire Tunnicliffe 01223 457013
claire.tunnicliffe@cambridge.gov.uk

Application form

Name:

Address:

Email:

Telephone number:

Preferred method of contact:

Your skills, abilities, knowledge and experience

(Please read the person specification before you complete this section. This is the most important part of your application. In particular please illustrate your interest in, and/or evidenced knowledge of, some aspect of river use. You do not have to cover employment history unless you wish to.)

Do you or have you previously had a contractual relationship with the Council (eg as a supplier or a developer) or are you currently negotiating a contract?

YES

NO

If **YES**, please enclose details with your application.

Under the criteria set by this authority, you have confirmed that:

- You are not a Councillor or officer of Cambridge City Council, Cambridgeshire County Council, other District or Parish Councils in Cambridgeshire. Or, not be a relative or close friend of any current elected member or officer of the City Council.
- You will sign up to a Code of Conduct applicable to members of the public made Council appointees
- You have declared any party political membership on the application form
- You have not been declared bankrupt.

Please tick here to confirm that you comply with these requirements:

Please note: The canvassing of councillors or officers in relation to this appointment will disqualify you.

Declaration

I declare that all the above information is correct. If I am successful in obtaining this position and the information is later discovered to be incorrect I understand that the appointment can be terminated by the Council.

Signature..... Date.....

Please note: If you do not sign, your application will not be considered further.

Person specification

1. An interest in, and/or evidenced knowledge of, some aspect of river use.
2. Not a Councillor or officer of Cambridge City Council, Cambridgeshire County Council, other District or Parish Councils in Cambridgeshire. Not a relative or close friend of any current elected member or officer of the Council.
3. Live or work in the City of Cambridge.
4. Commitment to serve the community, attend meetings and a willingness to take any training and to offer requisite time to perform the duties to the satisfaction of the City Council. Committed to a three year term of office.
5. Willingness to sign up to a Code of Conduct applicable to members of the public made Council appointees.
6. Must declare any party political membership on the application form.
7. Not been declared bankrupt.
8. Will have disclosed to the Council during the application process any matter in his/her background which, if it became public, might cause the council to reconsider the appointment.

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REPORT TO: Cabinet – SCDC
Executive Councillor for Environmental Services
and City Centre, Environment and Community
Scrutiny Committee - City

LEAD OFFICER: Trevor Nicoll

September 2018

Greater Cambridge Shared Waste Service Collection Policies and Procedures

Purpose

1. The purpose of this report is to agree a single “Waste Collection Service Policies and Procedures” document setting out the service that Greater Cambridge Shared Waste Service (GCSWS) will deliver for the residents of both Cambridge City Council and South Cambridgeshire District Council.
2. This is a key decision as it would both result in significant effects to the service budget; and has significant effects on communities living or working in an area that comprises two or more wards or electoral divisions.

It was first published in the July 2018 Forward Plan.

Recommendations

3. It is recommended that Cabinet (SCDC) and Executive Councillor (City Council):
 - (a) Approve this report and associated ‘Waste Collection Policies and Procedures’ document as a whole and in particular the three major changes to policy as detailed below:
 - (i) Introduction of chargeable additional garden waste bins (SCDC only)
 - (ii) Change to monthly organic collection during December, January and February (City only)
 - (iii) Change to 6am start time for domestic waste services (City only)
 - (b) Delegate to the relevant Lead Director and Lead Member in each authority to approve minor updates to this document to ensure operation efficiency and customer satisfaction.

Reasons for Recommendations

4. There are a range of reasons for the recommendations:
 - (a) The document brings together policies agreed over a number of years into a single, accessible place for Members, residents and staff.
 - (b) The new policies and procedures are modern, clear, transparent and reflect industry best practices.
 - (c) The uniformed policies and procedures across the service will reduce confusion and increase satisfaction for residents and staff.
 - (d) The changes provide opportunities to improve efficiencies within the service.

- (e) The policy maintains a free discretionary green bin waste service for all residents, provides the option to subscribe to additional capacity, if required, and will generate additional income.

Background

5. Cambridge City Council and South Cambridgeshire District Council formed a shared waste service in 2015, with an operation launched in February 2017. Over the last 18 months, a number of the collection policies and procedures have been aligned to ensure that residents receive a modern, efficient and reliable service.
6. Over this period, we have standardised the collection method, reporting, communication and recently IT system. At the same time, we have reached a recycling rate in the region of 50% and ensured we collect 99.7% of bins on their scheduled collection day. To ensure we provide residents with a truly uniform and high-quality service, drive operational efficiencies and address financial pressures, there is an opportunity to adopt standardised policies and procedures and ensure that they are clearly documented.
7. There are three major policies that have been reviewed and could be aligned across the GCSWS collection area:
 - (i) Charging for additional garden waste bins (SCDC only)
 - (ii) Organic green bin winter collection schedule (City only)
 - (iii) Standardised collection start time for domestic waste service. (City only)

Considerations

8. The following paragraphs will provide details on the consideration made for each of the following major policy recommendation:
9. **Charging for additional green bin for the collection of garden waste**
The provision of a garden waste collection service is a wholly discretionary service, and a charge can be levied for it under The Controlled Waste (England & Wales) Regulations 2012. The current service for residents in the shared service is that residents may have up to 4 green bins for the collection of food and garden waste. The first green bin is largely used for mixed food and garden (organic) waste, but additional bins are requested due to extra garden waste that the resident needs to dispose of.
10. Cambridge City residents receive the first green bin for organic waste free of charge; if residents wish to have additional green bins for garden waste they pay an annual fee of £35 per bin (2018/19). Residents in South Cambridgeshire can currently have up to 4 green bins free of charge. There are currently about 1,200 additional green bins in the City and 3,000 additional green bins in the District.
11. 95% of councils that offer a garden waste service charge for additional garden waste bins. Those councils introducing a charge for additional bins do not experience a noticeable reduction in tonnage collected as residents tended to value this service, rather than undertaking home composting or visiting HRCs. Locally, all Councils in Norfolk and Suffolk charge for the collection of all garden waste bins (including the

first bin) ranging between £40 and £55. The table below details the charges levied in Cambridgeshire.

	Charge for first bin	Charge for additional bin(s)
Cambridge City	Free	£35
East Cambridgeshire District Council	Free	£48
Fenland District Council	£40	£40
Huntingdonshire District Council	Free	£40
Peterborough City Council	£45	n/a
South Cambridgeshire District Council	Free	Free

12. The recommendation is to retain a single, free, green organic bin and implement a new chargeable garden waste collection service for additional green bins only across South Cambridgeshire, leading to a uniform additional green bin policy across the whole service area.
13. Assuming a 75% take-up by residents, this policy will raise £80,000 income for South Cambridgeshire DC in a full year to help offset the cost of providing this discretionary service and encourage residents to consider alternative ways of disposing of their garden waste. It is proposed that the billing period would operate from October to October to be in line with Cambridge City additional garden waste billing cycle. A communication campaign to residents will be undertaken from October 2018 with the changes being effective for collections from 1st March 2019. To support residents with this change it is proposed that the additional service is discounted for the first year, with residents paying a reduced rate of £20 per additional bin until October 2019.
- 14. Organic collection schedule for winter period**
The current position for residents in Cambridge City is that they receive fortnightly green bin collection throughout the year. Residents in South Cambridgeshire receive fortnightly green bin collection for nine months of the year, changing to monthly collections during the winter (December, January and February).
15. The reason that SCDC moved to a monthly collection during the winter period is to better match service provision with the actual service demand from residents. The tonnage of material presented by SCDC residents reduces by up to 75% during the winter period compared to peak summer levels, yet the Council still provided the same frequency of collections despite the lower service demand. There is a similar change in the Cambridge tonnages of a 60% decrease in midwinter compared to peak summer levels. In SCDC there was no impact on the overall amount of garden waste collected and therefore overall recycling performance when the frequency of winter collection changed in 2014. Due to the reduced temperature during the winter period the risk of odours and/or flies developing in these bins is minimal.
16. The recommendation is to provide a fortnightly service to Cambridge City residents for nine months of the year and then provide monthly collection during the winter months, usually December, January and February. A number of other local

authorities operate a total suspension of organic collections during the winter period for up to four months.

17 Standardised collection start time for domestic waste service.

The current position for the service in Cambridge City is that collection should not start before 7am. Collections in South Cambridgeshire start at 6am. This difference in start time causes difficulty for managing the staff and confusion to residents as we specify two start times to residents depending on location. With the later start we are now also experiencing delays due to morning traffic entering the city on congested trunk roads. By moving to a 6am start we would move approximately 25 HGV movements off the A10 during this peak period.

18 An additional benefit from an earlier start time would be that more bins would be collected prior to residents leaving for work so these bins could be taken back in, reducing the issue of bins on pavements.

19 Since June the service has been trialling an earlier start time in the City due to health and safety concerns from the extended hot period. The service will continue with this trial until a final decision has been made, as over the three month period we have had no additional noise complaints and the collection crews support these changes. This change in practise means that vehicles leave the depot between 6:15 - 6:20am, leading to them starting to collect in the City from 6:30am onwards.

20 During this period GCSWS has carefully reviewed which locations would be most suitable for an earlier start time and would monitor and amend these start locations if required over time if any issues arise.

Implications

21 This report has taken into account financial, legal, staffing, risk management, equality and diversity, climate change, community safety and any other key issues. Areas of concern have been detailed below.

Financial

22 There are currently approximately 3,000 additional garden waste bins in South Cambridgeshire and it is estimated that if the additional green bin service was chargeable, at least 75% of residents would sign up for the service, with the remaining residents choosing other options such as home composting or using the recycling centres.

23 It is estimated that this change would generate approximately £80,000 per year for South Cambridgeshire DC, based on a £35 per additional bin charge.

Climate Change

24 We believe that these changes would reduce greenhouse gas emissions. Vehicles would not be delayed on trunk roads during morning peak periods and collection vehicle mileage would be reduced as we currently collect very limited amounts of organic material for residents' bins during the winter period.

Consultation responses

- 25 The Shared Waste Board has been involved with the development of the paper.
- 26 Staff and Trade Unions have previously been consulted on bringing forward the start time to 6am across the service.
- 27 GCSWS has consulted with Environment Health Officers in the City. Their advice is that whilst there is no legislation stopping earlier waste collections, there is a concern that some residents may be disturbed by an earlier collection start time. This concern will be mitigated by carefully planning collection routes so that earlier collections avoid potentially more sensitive residential areas. Learning will also be taken from the many city waste authorities that already operate early morning and late-night collections.

Appendixes

Appendix A - Greater Cambridge Shared Waste Service Collection Policies and Procedures document

Report Author: Trevor Nicoll – Head of Shared Waste Service
Telephone: (01954) 713154

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***Household Waste and Recycling Policies and
Procedures***

Greater Cambridge Shared Waste Service

***September 2018
V1.0***

Household Waste and Recycling Policies and Procedures



GREATER CAMBRIDGE
SHARED WASTE

Document control

Prepared by:	Dee Wood
Title:	Household waste and recycling policies
Status:	Draft
Author:	Dee Wood
File Name:	Collection service polices
Document Owner:	Trevor Nicoll

Revision history

Version	Date	By	Summary of Change
0.1	06.08.18	T Nicoll	Draft Final for Member review.
1.0	14.08.18	T Nicoll	Final

Final version sign off

Title	Signature	Position	Date

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Household Waste and Recycling Policies and Procedures



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Household Waste and Recycling Policies and Procedures



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1.0 Introduction

Greater Cambridge Shared Waste Service (referred to as Waste Service in this document) was formed in 2015 by Cambridge City Council and South Cambridgeshire District Council.

This document provides key collections policies for the Waste Service. The document will be reviewed regularly and updated as the service changes.

The Waste Service is committed to increasing recycling in order to maximise use of finite resources thereby minimising energy use and waste disposal. The Councils want to develop services that result in reductions in carbon emissions, and support the waste hierarchy, putting waste prevention first.

The Waste Service supports national and European pressures for change to reduce the amount of biodegradable waste that is sent to landfill. It addresses tightening health and safety laws, ensuring that the Council maintains safe, economic and efficient recycling and waste collections.

2.0 Residents Service Charter

2.1 What you can expect from us:

- We will be courteous, helpful and polite at all times.
- We will collect containers left out by 6.00am on your appointed collection day and if we fail to empty them, we will endeavour to return and correct this within two working days except where the failure is as a result of weather conditions or in cases of householder error, e.g. bins containing the wrong materials, not presented in the correct location, or not presented at the correct time.
- Residents will receive a fortnightly collection of food and garden waste from March to November and a monthly collection between December and February.
- We will provide a fortnightly collection of mixed dry recyclables.
- We will provide a fortnightly collection of general household waste.
- We will repair or replace damaged, lost or stolen containers within ten working days.
- We will treat collected material in the most economical and environmentally responsible manner available, in accordance with statutory requirements.
- We will provide help, advice and education where required.
- We will return containers to a safe and convenient location.

2.2 What we ask of you:

- Use the recycling and garden & food waste collection services for as much of your 'waste' as possible – the refuse bin is only for items which cannot be collected through recycling or garden & food waste collection services.
- Use the bins correctly and put the right items into the right bin.
- Ensure your garden waste, food waste, recycling and refuse are made available for collection by 6.00 a.m. on your scheduled collection day.
- Place your containers at the agreed location. This is usually at the kerbside next to the public highway unless alternative arrangements have been agreed.
- Please be considerate when parking vehicles, as vehicles blocking or obstructing access for our lorries can make it difficult or prevent us from carrying out collections.
- Please return your containers onto your property as soon as possible following your collection.
- Please ensure that the bin lids are fully closed when placed out for collection.
- Please do not overfill your container(s) or put heavy objects into your bins.
- Please do not put extra waste by your green or black bin, as this will not be collected.
- Report non-collection or any other complaint regarding the Waste Service via website, email or phone. If a return visit is required, a missed collection must be reported by 3.30 p.m. on the day following the scheduled collection day.

3.0 Standard service

The Standard Waste Service consists of:

240 litre black bin or white sacks for general waste

240 litre green bin or brown sacks for garden and food waste

240 litre blue bin, boxes or transparent sacks for mixed dry recyclables

In most cases the service operates an alternate weekly collection. (Note - see below information for residents who have their refuse collected in white sacks.)

In all cases containers will remain the property of the Waste Service.

4.0 Blue bins – mixed recyclables

4.1 Standard provision

An individual household is normally entitled to one wheeled bin for recycling.

4.2 Size of bins

There are two sizes of wheeled bin available for individual properties. They are a 240 litre (standard) bin or a 140 litre (small) bin. See appendix for dimensions.

4.3 Additional blue bins are provided for free. Houses can have a maximum of four bins in total. Third and fourth bins are provided at our discretion to large households or Houses of Multiple Occupancy that may require greater capacity. A council officer may need to visit to assess requirements.

4.4 Alternatives to a bin

Transparent recycling sacks or boxes can be supplied free of charge for residents living in properties that:

- do not have space to store a bin off the public highway
- have physical barriers that prevent a bin being safely handled to the collection point

Residents using sacks will have the same amount replaced as collected on their scheduled day.

4.5 Extra recycling

Residents with additional ad-hoc recycling should place it in a clear sack and leave it beside the blue bin. Additional cardboard should be bundled and tied so that it is small enough to fit inside the blue bin with the lid closed. If residents have excess recyclables these can be taken to any of the recycling points in Supermarket car parks and other communal areas.

Residents with regular extra recycling should request an additional bin if they can store one. Additional recycling will not be collected unless the blue bin is full.

4.6 Disruptions to service

If there are service disruptions or a high volume of recycling then the emptying of bins is the priority and additional recycling may not be collected. Additional recycling should be kept until the next collection or taken to a recycling point or centre.

4.7 Use of the blue bin service

Guidance on what is collected through the blue bins service is in appendix B

4.8 Other types of property

Colleges and schools may use the household service if they can cope with the capacity and collection frequency specified above.

Alternatively they should subscribe to the commercial waste service.

5.0 Green bins – food and garden waste

5.1 Standard service

The Council will supply one green wheeled bin for organic waste free of charge.

5.2 Size of bin

The standard size is 240 litres but 140 litres are also available.

5.3 Alternative to bins

Residents who do not have space for a green bin can be provided with paper sacks for their green waste instead of a green bin. Residents who have a bin are not permitted to use paper sacks.

5.4 Number of sacks

Up to a maximum of six sacks will normally be issued by the collection crew per fortnight and six will be collected at any one time. The collection crew will replace the number of sacks that they collect.

5.5 Collection of food waste

Kitchen caddies are offered to residents free of charge to help manage their food waste. These caddies are for use in the kitchen for storing food waste before placing it into the green bin. See Appendix C for locations where caddies can be collected.

The Council only collects food waste that is presented loose in the bin or wrapped in paper. This may be any paper or paper caddy liners. Paper liners come in packs of 50. These can be purchased from the locations specified in Appendix C or bought at supermarkets or direct from our supplier www.alina.co.uk/southcambridgeshire. See Appendix A for charges.

Compostable or biodegradable 'plastic' corn starch liners (e.g. BioBag) cannot be accepted in the green bins, even if they are EN13432 certified or display the compostable seedling logo, as they do not compost quickly enough for our fast composting process.

5.6 Frequency of collection

Residents will receive a fortnightly collection of food and garden waste from March to November and a monthly collection between December and February. This change occurs to coincide with the reduction in garden waste at this time of year.

5.7 Additional bins and charging

One household is allowed up to three additional bins.

Additional bins issued are subject to an annual service charge. Please see Appendix A for details of costs.

5.8 How to apply for additional bins

Residents should apply for additional bins online and set up an annual Direct Debit. Once payment has been received a sticker is issued to the householder

to display on the bin. This is replaced annually if the subscription is renewed. Additional bins not displaying the correct sticker will not be emptied.

5.9 Other types of property

Churches and schools that generate garden waste are entitled to one 240 litre green bin free of charge. Premises must subscribe and pay for additional services as per point 6.6.

Up to three additional bins can be paid for and issued. Premises wishing to have any more capacity or more frequent collections will be referred to our Commercial Waste Service.

5.10 Use of the green bin service

Guidance on what is collected through the green bin service is in Appendix B

6.0 Black bins – general household waste that cannot be recycled

6.1 Standard provision

An individual household is normally entitled to one wheeled bin container for household waste only.

6.2 Additional bins

A second bin is only permitted under certain circumstances and at our discretion and usually incurs a charge. Second bins will have red lids or a red sticker attached to them so that these can be easily identified by crews as authorised. Additional bins without red lids or stickers will not be emptied.

6.3 Size of bins

There are two sizes of wheeled bin available for standard properties. They are a 240 litre (standard) bin or a 140 litre (small) bin. See Appendix E for sizes.

6.4 Charges for bins

The cost of these different bins is detailed in Appendix A. The developer, owner or landlord is responsible for paying this cost to the Waste Service if the property does not have a black bin.

6.5 Alternatives to a bin

Residents living in properties that:

- do not have space to store a bin off the public highway or
- have physical barriers that prevent a bin being safely handled to the collection point or
- are subject to other circumstances as agreed by the Waste Service,

can be issued with White sacks. White sacks are not supplied in addition to wheeled bins.

6.6 Delivery of sacks

White sacks are delivered to residents twice yearly in April and October. Each qualifying household will receive six rolls containing 15 sacks. Further white sacks will not be issued as this collection service also needs to reflect the importance of recycling and this quantity is deemed to be equivalent to a 240 litre wheeled bin. A maximum of 5 sacks will be collected at any one time.

6.7 Requesting sacks

Residents who believe they need to be placed on the white sack collection for domestic waste must make a request online. A visit may be made to the property to determine the need.

6.8 Other types of property

Service levels for companies who rent out properties will be assessed according to Council Tax arrangements and where deemed appropriate will be managed by the Commercial Waste Service.

6.9 Use of the black bin service

Guidance on what can be collected from the black bin service is in B.

7.0 New Developments

Houses

7.1 A set of three 240 litre bins will be issued to new houses as standard.

7.2 The size and quantity of bins issued to flats will be as per the agreement at the planning consultation stage.

7.3 Bins issued to brand new properties have to be paid for. Where S106 applies this is paid for by the developer, otherwise the cost is incurred by the owner. See Appendix A for charges.

Alternative collection arrangements

7.4 **Underground banks or bins** provide for the storage of waste and recycling under the ground and therefore, in certain circumstances, can be beneficial in terms of:

- being more aesthetically pleasing than above ground facilities
- reducing fly-tipping
- certain systems provide efficiencies as they can be emptied less frequently i.e. the underground container is larger than some used above ground.

7.5 Residents living in developments with underground bins should refer to local information for details of how their collection service works as these are different to wheeled bin services and will differ between locations.

7.6 Further information about underground bins and banks for developers can be found in the waste management and planning sections on the website.

8.0 Flats and Houses of Multiple Occupancy

8.1 Size of bins

- Properties such as flats or accommodation blocks will normally use communal 1100 litre and 660 litre wheeled bins.
- Smaller blocks can be issued with 360 litre or smaller bins.
- HMO are issued with 240 litres as standard.

8.2 Number of bins

- The number of bins provided will depend on the number of occupants.
- Additional black bins of all sizes will incur a charge.
- Additional blue bins of all sizes are free of charge.
- Additional green bins of all sizes incur a charge in line with our additional green bins policy.

8.3 Garden and food waste collection at flats

- Bins will normally only be provided for the collection of general household waste and dry recyclables. The exception is ground floor flats with their own garden that may require a green bin.
- Garden and food waste collections are only provided to other properties on request and at our discretion.
- Charging for additional bins may apply. See appendix A.

8.4. Individual flats and Mixed Domestic & Commercial Properties (Hereditament Properties)

- Mixed hereditament properties are generally business properties with living accommodation attached e.g. a flat above a shop.
- Where bins cannot be provided sacks will be delivered and collected from an agreed location. Residents will be provided with the same quantities of sacks as a household.

8.5 Collection point

Bins will be collected from the bin storage or other area as agreed by the Council and returned to the same location.

8.7 Collection frequency

- Communal bins and sack collections from flats are in line with section 3.
- Locations with limited space and where it is not possible to provide recycling collections may receive a weekly refuse collection at our discretion.
- Requests (from Managing agents) for bins to be emptied on a non-scheduled collection day will incur a charge (see Appendix A for charges)

8.8 Contamination of bins at flats

- Where a communal bin is contaminated it will be rejected and not emptied. It will be the responsibility of the residents/managing agents to arrange for the offending materials to be removed before the bin will be emptied on the next scheduled collection day. Only items detailed in Appendix B will be collected.
- Requests (from managing agents) for bins to be emptied on a non-scheduled collection day will incur a charge see appendix A.

Repeated contamination of recycling bins

- If the Council becomes aware of a recurring problem it reserves the right to remove the recycling service, as a last resort, if repeated attempts to change behaviour have failed. We will work with Resident Associations and/ or managing agents to improve the quality of the recycling collected.
- The process for this is outlined in Appendix D.

8.9 Excess waste

No loose rubbish, sacks or other items around the bins will be collected and it will be the responsibility of the residents/managing agents to remove or clear any such items. Where a bin is blocked in and we cannot gain access it will not be emptied until this has been removed. The bin will then be collected on the next scheduled collection day.

If residents have excess material this can be taken to the nearest Household Recycling Centre at Milton or Thriplow free of charge or a bulky waste collection can be arranged.

9.0 Repair or replacement of bins

- Damaged or lost bins will be replaced free of charge, except where residents have caused the damage due to neglect or intentional damage. In these cases we reserve the right to either not replace bins or to charge for replacement bins (of any colour).
- Any bin or container that is damaged or destroyed by the Council's equipment or staff during the course of their work will be repaired or replaced free of charge.
- Damaged bins will be brought back to the council depot and refurbished where possible for re-issue.

10.0 Collection containers

Only official Council receptacles will be emptied. Any non-official receptacle will not be emptied by the council

11.0 Collection Day & Time

- Details of your day of collection can be found online on Councils website.
- The bins/sacks must be available at the collection point by 6.00am on the day of collection.
- Waste must not be placed out for collection before 6 p.m. on the day before collection.
- Bins should be brought back in as soon as possible after collection and not left on the street.

- Information will be provided to residents notifying them of any change to collection days. Collection calendars can be found online

12.0 Collection point

- The container should be presented at the edge of a resident's property, where the premise meets the public highway.
- If properties are located down a private driveway then the bins must be presented where the private access road/driveway meets the public highway.
- In a small number of cases due to the access or location of a property it may not be possible for residents to place bins near the public highway for collection. Each case will be looked at on an individual basis to agree a suitable collection point. Where the collection vehicle has to travel over a private road/drive we will require an indemnity from the owner/s that we will not be liable for any damage due to wear.

13.0 Overweight & overloaded wheeled bins and sacks:

- Wheeled bins will only be collected if the bin lid is closed otherwise it will not be emptied. This is to limit the potential for waste to fall or blow out of the bin when it is being lifted by the bin lift.
- Where a crew member cannot safely manoeuvre and position a wheeled bin onto the vehicle, or where the vehicle cannot lift the bin due to the weight of the bin, then it will be left un-emptied and reported by the collection crew. By law all the vehicle bin lifts have a safe working weight limit which crews cannot override.
- When collecting sacks the employee will assess the weight of the bag. If this is too heavy to carry safely to the vehicle, the bag is likely to split or the employee cannot safely lift it into the bin it will not be collected.
- Where any bin or sack is found to be too heavy the householder will be left an advice card and required to remove sufficient material from the container and dispose of it in a responsible manner.
- Once sufficient weight has been removed, the bin or sack should be presented on the next scheduled collection date or if requested by 3:30 p.m. on the day following the scheduled collection, the service will endeavour return and empty the bin. Overloaded bins could result in the whole contents of a bin not being emptied. If any of the waste does not empty when lifted by the vehicle mechanism the remaining contents will be left. Residents should ensure the waste is loosened within the bin when presenting it for collection.

14.0 Assisted collections

- Assisted collections are available only to residents with a disability or mobility problem where no-one in the household is able to take the bins to the normal collection point.
- The collection team will collect the waste or recycling from the agreed location, empty the container and return it back to the same location.
- The bins/sacks must be easily accessible for the crews at the front of the property, gates left unlocked where necessary and the crew should be able to easily manoeuvre the bins from the property. Please ensure there

are no overhanging branches or shrubs as we may be collecting in the dark.

- Where a property on an assisted collection is located a long way from the public highway on a private driveway/road we may require an indemnity from the owner/s of the road to enable our vehicle to access the property where it is not suitable for our crews to walk to collect the waste.
- Checks will be carried out by the Council on the resident's suitability for the collection and evidence requested from the householder. Failure to provide such evidence will lead to this service being withdrawn. Any change in circumstance must be notified to the Council as soon as possible.
- Eligibility for the Assisted Collection service is reviewed every three years.

15.0 Extra waste and recycling

- Household waste - excess material put beside the black bin will not be collected. If residents have excess material it can be taken to the nearest Household Recycling Centre at Milton or Thriplow free of charge or a bulky waste collection can be arranged for a cost.
- Mixed recyclables - residents with additional recycling (except glass) should place it in a transparent sack and leave it beside the blue bin. Large cardboard should be bundled and tied so that it is small enough to fit inside the blue bin with the lid closed. If residents have excess recyclables these can be taken to any of the recycling points in supermarket car parks and other communal areas.
- Food and garden waste - excess material put beside the green bin will not be collected. If residents have excess material it can be taken to the nearest Household Recycling Centre at Milton or Thriplow.

16.0 Missed collections

16.1 We will only return for bins which have been missed in the following circumstances:

- The bin or sack was placed out before 6.00am on the day of collection.
- The normal collection point was used.
- In the case of assisted collections there was access to get to the bin (e.g. gate was unlocked)
- A crew report has not been received regarding the bin e.g. heavy, excessive waste, contaminated, not out by 6 a.m. etc

16.2 Residents must report bins as having been missed by 3.30 p.m. the day following the scheduled collection day.

16.3 We will endeavour to return to collect it within two working days of the scheduled collection day.

Missed on Monday	Report by 3:30 p.m. Tuesday	Collect by Wednesday evening.
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Missed on Tuesday	Report by 3:30 p.m. Wednesday	Collect by Thursday evening.
Missed on Wednesday	Report by 3:30 p.m. Thursday	Collect by Friday evening.
Missed on Thursday	Report by 3:30 p.m. Friday	Collected by Monday evening
Missed on Friday	Reported by 3:30 p.m. Monday	Collected by Tuesday evening
Missed on Saturday	Reported by 3.30 p.m. Monday	Collected by Tuesday evening

16.4 If the Waste Service is unable to collect due to problems with contamination or bin misuse the crew will leave a card notifying the resident of the reason for non-collection. In those circumstances the container will be collected on the next scheduled collection day if the offending items have been removed.

17.0 Contaminated containers

17.1 Contaminated means that the bin, box or sack has items in it that cannot be recycled or composted, or in the case of the black bin, items which are too heavy or hazardous for the bin to be emptied safely.

17.2 Contaminated containers cannot be emptied as this contamination may affect the whole lorry load and potentially render it as rejected by the Materials Recycling Facility or Composting Facility. It may also make a bin dangerous to empty.

17.3 Contamination will be reported by the collection crew on their in-cab computer system.

17.4 A card will be left under the bin handle, inside the recycling box, or put through the resident's letter box saying that the bin, box or sack has not been emptied because of the contamination and that the contamination needs to be removed so that the bin can be emptied on the next scheduled collection day.

17.5 Black bins can be too heavy due to rubble, bricks or soil. Other contaminants such as paint tins that contain paint are classed as contamination because they can leak out onto the road causing problems and damage to the road, our vehicles and staff. Any hazardous waste is also classed as contamination.

17.6 If the container is contaminated, the resident needs remove the contamination so that the crew can collect it on the next scheduled collection day.

17.7 The contamination policy for bins at flats can be found under appendix D.

18.0 Frozen green waste bins

If the waste does not empty when lifted by the vehicle mechanism the bin will be left with the contents still in it. The lid of the bin will be left open to indicate the crew have tried to empty the bin. The resident should ensure that the waste is loosened within the bin when presenting it for collection on their next scheduled collection day. We will not return to empty frozen bins before the next scheduled collection.

This includes additional garden waste bins for which an annual fee has been paid.

19.0 Kerbside battery collection service

19.1 This service is currently available to residents who live in houses or street level properties and have blue bin or box

19.2 Residents can be supplied with a bag for their portable household batteries (or can use ordinary plastic bags) which they can put out for collection (attached to their bin). These bags will then be collected by the crews and taken to the depot where they will be collected for recycling by a contractor operating on behalf of a battery compliance scheme.

19.2 Residents should stick battery bags onto the back of their blue bins or box. Ordinary plastic bags with handles can also be used – these should be tied on to the bin handle.

19.3 Crews will deliver a replacement bag when one is collected.

20.0 Clinical and hygiene waste

This falls into two types of waste:

- Waste that can be collected via your normal refuse collections is referred to as Hygiene waste
- Waste that needs to be collected and disposed of separately is referred to as Clinical waste.

20.1 Clinical waste can include:

- Human tissue
- Blood or other bodily fluids
- Drugs or other pharmaceutical products
- Swabs or dressings
- Syringes, needles or other sharp instruments

20.2 Hygiene waste

This waste can carry an offensive odour as well as appearance. This waste may include:

- Catheter and stoma bags (drained)
- Wound dressings (non-infectious)
- Soiled bedding (vomit, human waste)
- Nasal and respiratory secretions
- Condoms
- Sanitary waste
- Nappies
- Plasters
- Incontinence pads

20.3 All hygiene waste must be bagged and tied to reduce the chance of leaks.

20.4 Storage of hygiene waste

- Residents who struggle to contain their hygiene waste within one black bin may apply for an additional black bin.
- Requests for a second bin due to having children in nappies are subject to a charge.
- Requests for a second black bin due to hygiene waste from medical care are free of charge.

20.5 Applying for additional bins.

Residents requesting a second black bin need to complete an application form. If the council is satisfied that the household has a justified need then a bin will be delivered within ten working days from the date of acceptance. Residents are expected to notify the council when these circumstances change.

Homes with second bins are reviewed every three years or at the Waste Services discretion.

20.7 Clinical waste

Waste that needs to be collected and disposed of separately. This is infectious waste which is sent to be incinerated in order to prevent infection such as:

- Waste from infectious disease wounds.
- Waste from wound infections and other acquired infections
- Human hygiene products and dressings from infectious wounds
- All sharps including hypodermic needles and syringes with needles attached.

20.8 Infectious waste is collected separately from your normal waste in specially provided sharps boxes or yellow sacks. Collections are provided free of charge and the frequency of collections will be discussed at application stage.

20.9 If treated by a health care professional clinical waste must be disposed of by them and not the Waste Service.

20.10 If you require a clinical waste collection you will need to request that your GP or District Nurse completes and returns a request form so we can assess the most appropriate way of handling your waste. The clinical waste request form can be found on our website.

20.11 At present, sharps boxes can be obtained from your GP surgery. After each collection, any clinical bags will be replaced bag for bag, either being posted through your letterbox or left in a nearby visible location at your address.

20.12 For further advice or information, to request a clinical waste form by post or to request a temporary clinical waste collection please call 01954 713484.

20.13 Containers/sacks must be left at the boundary of your property for collection the evening before your scheduled collection day, collections can take place from 5 a.m.

20.14 All bagged waste must be contained in the yellow sacks provided and sacks must be tied at the top. Please do not place yellow clinical waste sacks in your normal refuse bin as this will not be collected.

20.15 We **do not** currently provide a commercial clinical waste service.

21.0. Bulky items collection service

21.1 We can collect a maximum of 9 items at one time.

21.2 There is one charge for the first three items and an additional charge for each further item.

21.3 Examples of items we collect are:

- Furniture (each piece counts as 1 item, e.g. 2 chairs = 2 items, bed and mattress = 2 items)
- Carpet (1 rooms worth = 1 item)
- Cooker / Oven
- Vacuum cleaner

21.4 Hazardous Items

A separate and higher charge per item is applicable for hazardous items to reflect the high processing cost of recycling these goods.

We will collect:

- Fridges
- Freezers
- Non CRT flat panel screens e.g: LCD TVs, laptops and desktop monitors
- Microwaves

21.2 Items we will not remove:

The following items will never be removed by the Waste Service. Consult the internet for specialist disposal companies.

- Cars
- Chemicals and Paint
- Industrial Fridges

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- American-style fridge-freezers
- Engine Oil or items that have been contaminated with oil e.g. oil tanks
- Tyres
- Vehicle batteries
- Anything not specified when booking the collection

21.3 Once you have identified that the item can be collected, or are unsure if it can be, call one of our advisors and ask to book a bulky collection. You will need to provide your name and address. This is so we can identify your information on our systems and find out what day the collection is in your area.

21.4 When phoning our advisors, they will provide you with available dates depending on when you would like to have your item removed, this can be as far in advance as you would like but cannot be for the same day.

21.5 Bulky collections are taken from outside the property, so you do not have to be there for them to collect. The collection crews are not able to enter your property which is why we ask for the items to be left outside. The crew are out as early as 6.00 a.m., they need the items outside from that time on the date of collection, the night before is also fine.

21.6 Once the date has been agreed the advisor will ask you to confirm your telephone number in case of any issues, and a list of what items need to be collected. If you want to add any additional items later, just call before 3.00 p.m. the day before the collection and these can be included.

21.7 Charges for bulky collections can be found on Appendix A.

22.0. Review of charges

- Charges will be reviewed on an annual basis.
- Current details of charges are attached at Appendix A

Appendix A: Schedule of Charges as at March 2018

Charge Type and Description	Charges 2018/19
Bulky domestic collections	
13 cubic metres domestic waste skip	£170.00
One to three items (excluding hazardous items)	£30.00
More than three items (per item and maximum 9 items)	£5.00
Hazardous domestic collections	
Per item (fridge/freezer/TV/microwave etc)	£25.00
Other domestic collection charges	
Delivery of a set of 3 bins to new housing developments	£75.00
Delivery of a replacement black bin 240 litre - new	£50.00
Delivery of a replacement black bin 240 litre - reconditioned and if available	£25.00
Delivery of a replacement black bin 140 litre - new	£25.00
Delivery of additional approved black bin	£50.00
Delivery of a replacement bin (green or blue)	FREE
Delivery of an additional blue bin	FREE
Annual 2nd green bin charge - per additional 240 litre (City)	£35.00
Annual 2nd green bin charge - per additional 140 litre (City)	£30.00
Delivery of a replacement 660/1100 litre container	By quote
Delivery of a replacement 940 litre container	By quote
Clearance of rubbish from bin stores	By quote
Kitchen caddy sacks (in packs of 50). Includes VAT. From City and District receptions	£3.00
Kitchen caddy sacks (in packs of 10 from south cambs website). Includes VAT and delivery.	£4.49

Appendix B – Acceptable and non-acceptable items in the bins (March 2018)

Accepted:

General rubbish bins, black bins and white sacks	Blue recycling bins, boxes clear sacks	Green recycling bins and brown sacks
<ul style="list-style-type: none"> • Plastic waste (except plastics allowed in the recycling bin) • Nappies and sanitary products • Polystyrene • Broken toys • Ash – this must be contained within a bag/sack • Cat litter & dog faeces – only a small amount which must be wrapped • Plant pots • Any items which cannot be put in the blue and green recycling bins unless prohibited (see below) 	<ul style="list-style-type: none"> • Newspapers and magazines • Junk mail and flyers • Envelopes • Holiday brochures • Directories • Cardboard • Packaging card • Egg boxes (cardboard or plastic) • Shredded paper (if contained in an envelope, paper bag or transparent plastic sack) • Milk, Juice and Squash cartons • Plastic bottles • Plastic yoghurt pots • Plastic margarine or spread tubs, ice cream tubs • Plastic trays from chocolate & biscuit boxes, meat, vegetables and fruit • Plastic bottle tops, lids and triggers • Plastic packaging – cling film, bread bags, bubble wrap • Carrier bags • Plastic cream, custard pots, soup pots, instant noodle pots • Plastic tubs for dishwasher & laundry tablets • Cans, tins & foil, biscuit and sweet tins • Glass bottles and jars • Jam jar lids • Aerosols 	<ul style="list-style-type: none"> • Grass cuttings & leaves • Untreated wood (i.e., no nails, paint, stain or varnish) & sawdust • Flowers and weeds • Windfall fruit (NB overweight bins cannot be emptied) • Prunings from hedges, shrubs & trees • Straw • Bread • Fish • Vegetable and fruit peelings • Meat • Bones • Dairy products • All cooked and uncooked food • Tea bags and coffee grinds • Compostable paper liners for food waste • Cold ashes only when mixed with other compostable waste (please wrap ash in a paper bag or newspaper if you have no other compostable material in your bin)

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Appendix B – Not Accepted

General rubbish bins, black bins and white sacks	Blue recycling bins, boxes clear sacks	Green recycling bins and brown sacks
<ul style="list-style-type: none"> • Dry recyclables and compostable organic waste (that is accepted in the blue or green recycling bin) • Hot ashes • Car parts • Builders rubble & soil • Corrosive materials and liquids such as oil and paint • Fluorescent tubes & low energy light bulbs • Electrical and electronic equipment • Pesticides 	<ul style="list-style-type: none"> • Black sacks (with or without recyclable waste in them) • Textiles (clothes, bedding, duvets etc.) • Food waste • Polystyrene • Broken toys • Nappies • Carrier bags containing recycling Electricals Metallised plastic pouches (e.g. CapriSun, pet food) Toothpaste tubes Black plastic food trays 	<ul style="list-style-type: none"> • Green waste or food waste contained in any type of plastic bag • Any type of degradable/ biodegradable/compostable 'plastic' bag/sack (including corn starch bags) • Garden items such as plastic flower pots & trays • Any items that should be in the recycling or residual domestic bin • Soil, stones or sand (large amounts of) Coal ash

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Appendix C- Provision of Kitchen caddy and caddy liners:

Kitchen caddies can be obtained from:

- Mandela House – Ground floor Customer Service Centre reception
- City Homes 171 Arbury Road
- South Cambridgeshire District Council Offices, Cambourne – reception

Paper caddy liners can be purchased from all the locations above and also bought on the South Cambridgeshire District Council Website

Appendix D. Contaminated bins at flats process

- In-cab data from the collection round will be analysed to identify frequency of contamination recorded by the crews over the previous 3 months (6 collections)
- Signage at the site (in bin stores and other communal areas) will be reviewed to ensure it is adequate
- Letters and leaflets will be sent to residents.
- Door-knocking will be done if resource allows.
- In-cab data from the collection round will be analysed to identify frequency of contamination recorded by the crews over the next 3 months.
- At the end of the 3 months (6 collections) if there has been no improvement then a second letter is sent to residents with a reminder and warning of service removal
- In-cab data for the next 3 collections after letter received are monitored
- If no further improvements then arrangements will be made for bin removal and residents/ agents notified
- The council may provide additional refuse capacity to replace the recycling at our discretion. This is chargeable.

Appendix E- Sizes of bins issued by the Council

Sizes are the same for black, blue and green bins

<p>BOX</p>		<p>H = 35.5 cm W = 55.3 D = 40.6</p>
<p>140 Litre</p>		<p>H = 106.7 cm W = 48.3 D = 55.9</p>
<p>240 Litre</p>		<p>H = 106.7 cm W = 58 D = 74</p>

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GREATER CAMBRIDGE
SHARED WASTE

360 Litre	 A blue 360-litre bin with a lid, a handle, and a single wheel on the right side. The bin has the 'plus' logo and 'DataShred' branding on the front.	H = 111.8 cm W = 58.4 D = 86.4
600 Litre	 A blue 600-litre bin with a lid, a handle, and four wheels. The bin has the 'plus' logo and 'DataShred' branding on the front.	H = 121.9 cm W = 137.2 D = 78
1100 Litre	 A blue 1100-litre bin with a lid, a handle, and four wheels. The bin has the 'plus' logo and 'DataShred' branding on the front.	H = 135.4 cm W = 121 D = 107.3

Item

ANNUAL CLIMATE CHANGE STRATEGY, CARBON MANAGEMENT PLAN AND CLIMATE CHANGE FUND UPDATE REPORT

To:

Councillor Rosy Moore, Executive Councillor for Environmental Services and City Centre

Environment and Community Scrutiny Committee 04/10/2018

Report by:

Janet Fogg, Climate Change Officer

Tel: 01223 457176, Email: janet.fogg@cambridge.gov.uk

Wards affected:

Abbey, Arbury, Castle, Cherry Hinton, Coleridge, East Chesterton, King's Hedges, Market, Newnham, Petersfield, Queen Edith's, Romsey,

Not a Key Decision

1. Executive Summary

- 1.1 This report provides an update on progress during 2017/18 on actions to deliver the five objectives of the City Council's Climate Change Strategy 2016-21. As part of this, the report includes an update on progress in implementing the Council's Carbon Management Plan which details the actions the Council will take to reduce carbon emissions from the it's estate and operations.
- 1.2 The report also provides an update on a number of pieces of work including:
 - The current position of the Climate Change Fund, which provides support to projects that help to reduce the Council's own carbon emissions and/or manage climate change risks to Council staff and property.

- The council's Greenhouse Gas Emissions for 2017/18
- An updated Environment Policy Statement
- A new Adaptation Plan which includes additional actions that the council will deliver to further support the city to adapt to the impacts of climate change

2. Recommendations

The Executive Councillor is recommended to:

- 2.1 Note the progress achieved during 2017/18 in implementing the Climate Change Strategy and the Carbon Management Plan (also at Appendix (a)).
- 2.2 Approve the updated Environment Policy Statement at Appendix (b).
- 2.3 Note the Climate Change Fund Expenditure Status Report at Appendix (f).
- 2.4 Approve the new adaptation actions as set out at 3.50.

3. Background

- 3.1. The Climate Change Strategy 2016-21 focusses on reducing carbon emissions in 4 key areas that contribute most to the city's carbon footprint and where the council has the most scope to influence emissions. It also sets out actions to help residents and businesses adapt to the impacts of climate change, particularly those who are most vulnerable. The strategy's five strategic objectives are:
 1. Reducing emissions from the City Council estate and operations
 2. Reducing energy consumption and emissions from homes and businesses in Cambridge by promoting energy efficiency measures, sustainable construction, renewable energy sources, and behaviour change
 3. Reducing emissions from transport by promoting sustainable transport, reducing car travel and traffic congestion, and encouraging behaviour change
 4. Reducing consumption of resources, increasing recycling and reducing waste

5. Supporting Council services, residents and businesses to adapt to the impacts of climate change

3.2 This report provides details of progress on some of the key actions during the second year (2017-2018) of the strategy. A full list of progress towards all the 49 actions in the strategy is at Appendix (a).

Progress in delivering the key actions under Objective 1

3.3 Objective 1 of the Climate Change Strategy, 'Reducing emissions from the City Council estate and operations', has been delivered primarily through the Council's Carbon Management Plan for 2016/17-2020/21.

3.4 The Council has set a target in the Carbon Management Plan (CMP) 2016-2021 to reduce carbon emissions from its buildings and services by 15% by the end of March 2021, with an aspiration to reduce emissions by 20% over this period. This is being achieved through developing and investing in carbon reduction projects and rationalising our estate.

Greenhouse Gas Report

3.5 The council is required to submit the Council's carbon emissions from its estate and operations, to Government in our annual Greenhouse Gas report. The report for 2017/18 is available on the Council's website here: www.cambridge.gov.uk/carbon-management-plan.

3.6 The Council's total gross greenhouse gas emissions for the financial year 1st April 2017 to 31st March 2018 was 6,564 tonnes of carbon dioxide equivalent (tCO₂e). This is a reduction in emissions of 1,477 tCO₂e from the 2014/15 baseline when the emissions total was 8,041 tCO₂e. Our emissions have therefore reduced a further 9.3% in 2017/18 from 2016/17 (emissions total was 7,234) and overall have reduced by 18.4% from the 2014/15 baseline. This means that we have already achieved the target set in the Carbon Management Plan.

Emissions Reduction Pledge

3.7 The Clean Growth Strategy (2017) which sets out the government's proposals for decarbonising all sectors of the UK economy through the 2020s, introduced a voluntary target for the wider public and higher

education sectors in England. This target would aim to reduce greenhouse gas emissions across these sectors by 30% by 2020/21, compared to a 2009/10 baseline.

- 3.8 In July 2018, the Department for Business, Energy & Industrial Strategy (BEIS) announced a voluntary target for the wider public sector, called the Emissions Reduction Pledge (ERP). The Council has confirmed to BEIS that the council will participate in the ERP and will report the Council's annual energy use (from the Greenhouse Gas Report calculations) to BEIS, annually, commencing in October 2019.

Carbon Management Plan 2016/17- 2020/21

- 3.9 The Council's CMP sets out 22 projects for 2016/17 and 2017/18. An updated plan detailing the projects delivered in 2017/18 is included at Appendix (c). Projects that have already been installed, or are planned for installation in 2018/19 are set out in appendix (d). New projects that are proposed for 2018/19, subject to further investigation, are set out at appendix (e).
- 3.10 The following 4 projects were completed in 2017/18:
- Abbey Leisure Complex: Solar thermal upgrade and upgrade of the hot water calorifiers. Completion of this project means that heat generated by the solar panels on the roof can, in addition to being used to heat the pools, be used to pre-heat the domestic hot water systems, providing hot water for use in public showers and elsewhere in the building.
 - Abbey Leisure Complex: Upgrade and replacement of air handling unit with a new air plant circulation system and heat recovery technology. The air handling unit, previously installed in the 1990s, has been replaced with an energy efficient system which will re-use more of the heat extracted, further reducing the gas and electricity consumption of the pool and allowing better control of the heating and the programming of the Pool Hall temperatures.
 - CMP Project 9) School Court: Replacement of existing heating systems with an energy efficient communal heating system.

- Ditton Court: New heating and hot water boilers have been fitted in each of the 27 flats and 2 communal gas domestic boilers now serve all the communal areas.

3.11 The 4 projects completed in 2017/18 cost a total of £581,420 and it is estimated that they will reduce our carbon emissions by 220.2 tCO₂e and deliver on-going annual savings of approximately £40,800 per year.

3.12 The following 4 projects have been completed/ installed so far in 2018/19:

- Replacement of x1 further fleet vehicle with an electric van. The Council now has a total of 10 electric vehicles.
- CMP Project 14) Guildhall: Replace more than 670 existing light fittings with low energy LED light fittings and automation
- CMP Project 16) Mandela House: Replace existing lighting with LED and combined motion/light sensors – This project was completed as part of the wider Mandela house refurbishment works
- CMP Project 17) Mandela House: Upgrade to condensing boiler and pipework and valve insulation - completed as part of the refurbishment works.

3.13 The installation of a number of energy efficiency and renewable energy generation technologies is underway at the Guildhall in 2018/19 as part of a single set of works procured through the County Council's Refit 2 framework, which the Council has accessed. The works are progressing well, although the programme duration has extended due to a number of reasons, including the time taken to obtain Listed Building Consent, the need to remove a significant amount of asbestos discovered in the boiler room, and remedial works to the roof. Works are currently expected to conclude by November 2018.

3.14 It is estimated that in total the projects to be installed at the Guildhall will save 426,767 kWh and 118 tCO₂ per annum and reduce energy costs by £27,462 per annum. In addition to Project 14 detailed at 3.8, the following 7 projects will be delivered as part of this package of works:

- CMP Project 1) Guildhall: Roofing replacement and additional insulation – commenced in July 2018;
- CMP Project 2) Guildhall: 30kw solar photovoltaic (PV) system – to be installed in October 2018;
- CMP Project 15) Guildhall: Warm air heating system improvements (mechanical works to improve the efficiency of the heating and hot water system) will commence following removal of asbestos from plant room areas.
- Building automation measures to increase the level of control over the heating systems, including installing a new Building Energy Management System (BEMS);
- Insulation of pipework and valves in plant rooms to reduce heat loss;
- a combined heat and power system (CHP). The CHP unit uses gas to generate electricity which is used on site. This achieves carbon savings, because gas is a lower carbon fuel than electricity. The heat generated through the electricity generation process, which would otherwise be wasted, will also be utilised in the building, reducing the gas consumption of the Guildhall.
- Secondary glazing in those rooms which do not already have it.

3.15 5 further lighting upgrade projects are currently planned for installation during 2018/19, including some projects re-phased from 2016/17 and 2017/18 and other new projects which have been identified since the CMP was produced. These projects are:

- Abbey Leisure Complex Astro turf: Replacing astroturf floodlight system with new energy efficient LED floodlighting, new control gear and timers (S106 funded) – due to be installed in September 2018.
- CMP Project 10) Ditton Court, Rawlyn Court & Whitefriars: Replacing communal lighting with LED equivalent.

- CMP Project 13) Lighting improvements, including: replacing communal lighting with LED equivalent at New Street hostel; installing PIR motion sensor controls to hallway lighting at New Street hostel; and replacing kitchen lighting with LED equivalent at 116 Chesterton Road
- City Homes Housing Office – LED lighting upgrade
- Ground floor (Customer Service Centre) of Mandela House – LED lighting upgrade

3.16 The government's Feed In Tariff (FIT) scheme is due to end in April 2018 and so to maximise the potential from Solar PV, the following 7 sites have been identified as suitable for Solar PV for installation, to be progressed, subject to further investigation, in 2018/19:

- Parkside Pool – 50kW
- Abbey Leisure Complex – 30kW
- Kings Hedges Pool – 11kW
- Crematorium – 11kW
- City Homes Housing Office – 11kW
- Whitefriars Court – 20kW
- Mandela House – 10kW

3.17 Utilising the County Council's Refit 3 framework, high level assessments will be carried out in 2018/19 by the chosen contractor to assess the feasibility and viability of installing further potential carbon reduction projects at the following sites during 2019/20 and 2020/21:

- Parkside Pool
- Abbey Leisure Complex
- Kings Hedges Pool
- Cherry Hinton Village Centre
- Crematorium
- Corn Exchange
- Grand Arcade Annexe Car Park

- 3.18 Further actions which will reduce the council's emissions include:
- Action 1.5: There are currently 18 pool bikes available for staff to borrow, across the council (Also, 2 electric bikes have been purchased and have been in operation in 2018/19, for the use of Depot staff, following the move from Mill Road to the new site at 130 Cowley Road.
 - Action 1.8: 3C's ICT have removed 60 separate pieces of redundant server room equipment in Mandela House and the Guildhall (network switches and routers) to rationalise the server infrastructure to support HDC, CCC and SCDC, reducing the council's energy consumption.

Climate Change Fund status

- 3.19 The Council's Climate Change Fund, established in 2008, was set up to fund measures that will reduce the carbon footprint of the Council's buildings, fleet and services. Since 2009, an annual status report on the Climate Change Fund has been presented to either Environment Scrutiny Committee or Strategy and Resources Scrutiny Committee depending on the Executive Councillor and Portfolio at that time.
- 3.20 To date, a total of £1,483,820 has been invested in the Climate Change Fund since 2008/09. This includes a total of £300,000 added to the fund in 2017/18 and £250,000 in 2018/19.
- 3.21 A full break down of all expenditure from the Fund is provided in Appendix (g). This shows that, to date, a total of 38 projects have been so far been supported by the Fund, representing a total investment of £888,196. Since 2011/12, the Fund has primarily been used to support the delivery of projects in the Carbon Management Plan.
- 3.22 The current balance of the Fund as of August 2018 is £595,624 following the completion of the two projects at Mandela House. The Guildhall Energy Efficiency Works projects identified at 3.10 and 3.11 which are scheduled for delivery during 2018/19 will result in the use of £267,198 from the Climate Change Fund (except for the secondary glazing) during 2018. As outlined at 3.13 and 3.14, a number of projects

have been identified for installation during 2018/19 for which applications to use some of the remaining balance of the Climate Change Fund (£328,426) will be made.

Actions to improve the energy efficiency of commercial properties owned by the council

- 3.23 Property Services is currently drafting an Energy Performance Strategy. This outlines how the Council will address the introduction of the Minimum Energy Efficiency Standards (MEES) Regulations, introduced under The Energy Act 2011. This requires properties to comply with minimum energy performance ratings (Energy Performance Certificate or EPC for short).
- 3.24 The strategy includes an action plan detailing how we will address issues in the short and long term, to ensure compliance with the regulations and maintain rental income. The report also addresses the following action in the Climate Change Strategy:
- Action 1.3: 'Taking opportunities to improve the energy efficiency of commercial properties owned by the Council as they arise, and ensuring that where the Council invests in new properties, these have high energy efficiency ratings'.
- 3.25 There are 2 key dates for compliance for compliance with energy efficiency requirements of the Energy Act:
- From 1st April 2018: Vacant property being let must achieve a rating of E or better. Property Services is working with an EPC assessor to find the most cost effective way to achieve this where we have identified properties that are not compliant and is funding works through Property Services revenue budgets.
 - From 1st April 2023: All let property must be compliant. The Energy Performance Strategy will identify steps to make compliant all of our commercial property as required. This may require some future capital bids on some properties between now and 2023. Property Services intend to procure draft EPCs for most properties over that time to help guide and direct this, again working with the EPC assessor to get maximum benefit for our spend.

- 3.26 The Council currently has circa 90 properties with EPCs which have been required under existing legislation for grant of a lease to a new tenant. This is out of a total of 253 directly managed properties that the Council would be required to get an EPC for now or at a future date. The EPC ratings for the 90 properties show that by floor area, about 90% of these properties are compliant and in EPC bands A to E. It is assumed that extrapolating these figures and estimating EPCs is likely to give a similar position across the wider portfolio.
- 3.27 While Property Services is aiming for compliance, some works may deliver a better EPC than mere compliance and the work with the EPC assessor is to help get the best increase for the least cost. EPCs come with recommended works and although they indicate the likely benefit, without further work it is not possible to know whether a small additional spend might push a property into the next higher banding. Each banding has a score range and so if it is close to the next banding, it can be worth doing additional works.
- 3.28 Several energy efficiency improvements have been made to Council properties since September 2017. This has included the installation of LED lighting in Units 13 & 14 Ronald Rolph Court, and 144 Wolfstun Way – increasing the energy rating from a ‘G’ to a ‘D’. Other installations have included an air source heat pump in Office B1 of Dales Brewery, which brought the EPC rating to an ‘E’. Further works are planned across the portfolio. These are on the advice of an energy assessor, who suggests the most economical way of increasing the energy efficiency rating to an ‘E’ or above. Further works such as this are currently underway.
- 3.29 We are working towards compliance across the portfolio rather than trying to achieve the highest EPC rating for all properties, which may be costly given the age of some of the commercial portfolio. Opportunities may come from redevelopment or acquisition to improve the overall performance of the portfolio as well.

- 3.30 The performance measure for Action 1.3 is: 'All commercial properties acquired by the Council to have an EPC rating of C or higher'. During 16/17, the Council acquired 2 new commercial properties, both with good EPC ratings of C or higher. Following this, in July 2017 there were 3 further commercial properties acquired with EPC ratings of C59, C62 and D86 respectively. The D86 rating is for a strategic acquisition with a view to consolidating land ownership and an opportunity for future redevelopment. 4 Clay Farm commercial units are due for completion soon and 3 have EPC ratings of B27 and 1 of B26.
- 3.31 During the remainder of 2017/18 there have been 5 further commercial property investment acquisitions, of which 4 have EPC ratings of C. The only exception being a pair of industrial units at Mercers Row industrial estate where the EPC rating is below a C, at D94 and E116 respectively, as these were a strategic freehold acquisition to complement existing landownership at this location.

Environment Policy Statement

- 3.32 The Council's Environmental Policy Statement, which was created in 2015 is due for review and so has been considered by the members of Environment Policy Group. It has been amended and updated to reflect the objectives of the Council's Climate Change Strategy 2016-21 and is included for approval at Appendix (b).

Progress in delivering the key actions under Objective 2

- 3.33 The latest statistics produced by the Department for Business, Energy and Industrial Strategy (BEIS) shows total emissions in Cambridge have declined steadily over the last 11 years. From 2005-2016, total emissions from the city have reduced by almost 30% (781.8 to 556 = 225.8 ktCO₂ reduction) or an average of 2.6% (20.5 ktCO₂) per year.

- 3.34 Some of the reduction in emissions in Cambridge is the result of action taken at a local level. However, it should be noted that, according to the Committee on Climate Change (which provides independent advice to government on building a low-carbon economy and preparing for climate change), 75% of emissions reductions in the UK since 2012 have come from the power sector at a national level. This is the result of the decarbonisation of electricity generation, which is shifting progressively from fossil fuels to low carbon and renewable generation.
- 3.35 Objective 2 of the Climate Change Strategy, 'Reducing energy consumption and emissions from homes and businesses in Cambridge by promoting energy efficiency measures, sustainable construction, renewable energy sources, and behaviour change' is being achieved by:
- using opportunities for funding for projects
 - promoting available government schemes
 - implementing a number of actions where the Council has responsibility and influence to improve the efficiency of homes and businesses
- 3.36 The City Council has assisted residents to reduce their carbon emissions through a range of measures in 2017/18 to improve the energy efficiency of existing homes in the City, including:
- Action 2.2: Number of City Council properties with an energy efficiency rating of C or above has increased from 1,651 in 2016/17 to 1,806 properties. The current average EPC score across all properties is 70.72 (a C rating). This rating is higher than the average for domestic properties which is 60 (a D rating).
 - Action 2.3: An energy advice service was launched in winter 2017/18 to help Cambridge residents cut household bills and keep their homes warm this winter for less. 'Winter Warmth' was delivered by an environmental charity, Peterborough Environment City Trust (PECT), and provided residents with access to free household energy advice and a free home energy advice visit from an impartial advisor.

- Two new council homes have been constructed by Cambridge City Council employees at Uphall Road. Both houses have high levels of energy efficiency with insulation and solar photovoltaic panels fitted to the roof, which will help to reduce the tenants' electricity bills.
- While the Council is no longer able to set construction standards for new homes, the urban extensions continue to be built to Code for Sustainable Homes as these are classed as legacy sites, with planning permission approved prior to the abolition of the Code. The Council's Annual Monitoring Report shows that in the 2017/18 monitoring period, 613 residential units were due for completion at North West Cambridge (Code level 5), 494 at Clay Farm (Code levels 3, 4 and 5), 42 at Trumpington Meadows (Code 4) and 38 at Bell School (Code levels 3 or 4). Council sites being developed by the Housing Development Agency (HDA), including the Mill Road Depot and Anstey Way, are being built to the standards set in the Cambridge Sustainable Housing Design Guide.
- For non-residential development the following sites achieved sustainable construction standards:
 - New office and hotel at Cambridge Northern Fringe East – BREEAM excellent;
 - New office at 10 and 20 Station Road – BREEAM excellent;
 - Cavendish III laboratory – BREEAM excellent;
 - Shared Facilities Hub (West Cambridge site) – BREEAM excellent;
 - Graduate accommodation for Kings College – Passivhaus;
 - Chesterton Community College – BREEAM very good;
 - John Bingham Laboratory, NIAB HQ – BREEAM excellent.
- Action 2.5: The Council hosted a free energy efficiency training session for small and medium sized businesses (SME) in September 2018 which was delivered by the Carbon Trust and Peterborough Environment City Trust (PECT). The Green Business Fund event aims to help SMEs to save money on energy bills and apply for energy-related grant funding of up to £20,000.

Carbon emissions in Cambridge

- 3.37 The Council has set an aspiration in its [Climate Change Strategy](#) for the city of Cambridge to achieve zero carbon status by 2050. A more detailed statement setting out the rationale for the Council's Zero Carbon Aspiration is available on the Council's website: www.cambridge.gov.uk/media/5605/zero_carbon_cambridge.pdf.

Progress in delivering the key actions under Objective 3:

- 3.38 Objective 3 of the Climate Change Strategy, 'Reducing emissions from transport by promoting sustainable transport, reducing car travel and traffic congestion, and encouraging behaviour change' is being achieved through a number of activities to encourage the use of sustainable travel modes and ensure new developments are designed to support these.
- 3.39 A number of major projects being implemented through the Greater Cambridge Partnership (formerly the City Deal) were progressed in 2017/18, which will help reduce congestion and promote a shift to more sustainable modes of transport in Cambridge:
- A10 cycle link, Shepreth-Melbourn: The project is now complete and the cycleway is operational.
 - City centre capacity improvements/ cross-city cycle improvements: Works at Hills Road were completed in early 2018 including improvements to the Hills Road/Long Road junction. Construction work is underway in Arbury Road to build raised cycle lanes and in Green End Road (Links to Cambridge North Station) to provide kerb segregated cycle lanes. Work is also nearing completion in Fulbourn Road where raised cycle lanes, widened shared use paths and improved crossings are being built.
- 3.40 Other projects delivered in 2017/18 which will promote a shift to sustainable transport included:
- Action 3.3: Following a successful bid to the government's Office for Low Emission Vehicles (OLEV) and a financial contribution from the Council, the council will install more than 20 rapid chargers in

Cambridge and surrounding areas by 2020, to encourage more of the city's taxi fleet to make the move to less polluting electric vehicles. So far, four rapid chargers, which can provide 80% charge to an electric taxi in just 30 minutes, have been installed in Adam and Eve Car Park off East Road and at Arbury Court Car Park. Four more charger points will be installed by the end of September at two locations: Castle Hill car park and an on-street location in Newmarket Road.

- In addition to installing new rapid charger points, changes to taxi licensing regulations and incentives for taxi operators have been introduced by the Council to encourage the shift from diesel vehicles to low or zero-emission alternatives. There are now 58 electric/hybrid taxis licenced in the city. 5 of these are fully electric and 53 are hybrid.
- Action 3.4: A number of proposed schemes to improve facilities for cyclists in Cambridge have been implemented during 2017/18 including:
 - A solar stud lighting installation across a 0.9km section of Coe Fen to improve way-finding along this shared cycle/pedestrian route. Coe Fen is a key off-road cycling route into the centre of the city.
 - Solar studs were also installed along a 0.6km section along the Driftway (access road to Lammas Land car park) to improve wayfinding on a heavily trafficked commuter route from the centre of the city to the west.

Progress in delivering the key actions under Objective 4:

3.41 Objective 4 of the Climate Change Strategy, 'Reducing consumption of resources, increasing recycling and reducing waste' is being achieved through encouraging residents to recycle more of their waste, grow and purchase sustainable food and helping businesses to recycle their food waste. The Council has carried out a number of campaigns to promote recycling to residents and businesses during 2017/18. These have included:

- To reduce waste from the use of single-use plastic, the Council has introduced a regulation in the General & Sunday Charter Market Regulations that all traders selling take away hot food or drinks must use cardboard or paper based cups, trays, dishes or other biodegradable/re-usable packaging for their products.
- Action 4.9: The Shared Waste Service collect recycling from residents as part of the Council's Community Action Days and actively pass good quality items to charities. The service has strong links with the British Heart foundation and support them in their efforts to collect items from students at the end of term. The service will again be working with Arthur Rank Hospice to promote the collection of Christmas trees in January 2019.

3.42 The Shared Waste Service for Cambridge City and South

Cambridgeshire District Councils has begun collecting residential waste from innovative underground bins at Eddington, the University of Cambridge's new residential district, in the north-west of the city. There are no wheelie bins at the development, instead residents take their waste and mixed recycling to steel bin chutes set into the pavement outside their homes. The items fall into a large underground chamber, and a sensor notifies the council when it is full, so that collections need only take place when needed. Educating residents about what can be recycled has also been a key part of implementing the collection system, with clearly labelled bins provided in kitchens which match the signage on the steel bin chutes outside. Leaflets are provided in new resident packs, and information is available on the online residents' portal along with all other details about living at the development. Signage on the specialist vehicle thanks residents for recycling and motivates them to take part.

3.43 The Council has taken a number of actions to promote sustainable food in Cambridge during 2017/18. For example:

- Action 4.1: The Council has supported Cambridge Sustainable Food, which worked to achieve Sustainable Food City Bronze Award status for Cambridge in April 2016. Work to achieve the Silver award has continued during 2017-2018, with the final submission due in April 2019. The council recently endorsed CSF as the lead partnership

body for sustainable food in the city and published its own sustainable food policy, two essential requirements of the award. Work to address other gaps has included the establishment of the Cambridge Food Poverty Alliance, which has carried out research into the nature of food poverty and local responses to it and will be developing an action plan in October of this year.

- In August 2018, the Council adopted a new Sustainable Food Policy which will further support work already being done in the city by organisations led by Cambridge Sustainable Food. Future activity on sustainable food will include:
 - Investigating the possibility of incorporating sustainable food principles in council catering and at city events;
 - Developing a water bottle refill scheme around the city. The council is looking into installing a new water refill point at Parkers Piece and is in dialogue with city centre retailers in relation to setting up a Refill scheme in Cambridge;
 - Promoting sustainable food practices to local businesses;
 - Promoting the take-up of existing allotments and including new plots in new developments where feasible.

Sustainable City Fund

- 3.44 We have continued to work with local voluntary and community groups during 2017/18 and helped build their capacity to undertake activities to address climate change in Cambridge.
- 3.45 During 2017/18 the fund provided a total of £22,200 in grants to 4 local environmental groups, supporting 6 projects which have enabled local residents to:
- learn how to improve their home's energy efficiency
 - become aware of emissions from food production, processing, packaging, transport and waste,
 - reduce food waste-related greenhouse gas emissions
 - reduce the waste of manufactured goods
 - learn how to repair and reuse household items
- Small businesses were also helped to:
- monitor and reduce their food waste SMEs and encouraged to reduce it through an award scheme.

- understand how to reduce the use of single-use plastics and choose more sustainable packaging

3.46 One of the events delivered by groups in receipt of the Sustainable City Fund was the [World's Biggest Repair Café](#) at the Circular Festival in November 2017, delivered by Cambridge Carbon Footprint. There was a record-breaking 232 successful repairs of 375 items brought along to the event. It involved 550 people, including 46 repairers, and 59 other volunteers, stallholders and speakers. A variety of items were repaired, from lightsabers, phones, and pottery garden fairies, to the more mundane such as bikes, clothing, and small household electricals, preventing items from being thrown away and replaced.

Progress in delivering the key actions under Objective 5:

3.47 Objective 5 of the Climate Change Strategy, 'Supporting Council services, residents and businesses to adapt to the impacts of climate change' aims to improve the resilience of the Council and the city to extreme weather events and is being embedded through a number of projects:

- Action 5.1: A green roof has been installed on the roof of the new community centre which has been built at Clay Farm. The roof will slow water run-off from the centre's roof, reducing the risk from flooding from extreme rainfall.
- Action 5.7: Perennial meadows, which reduce the need for mowing and watering and increase biodiversity in the city's parks and open spaces have been increased. 1200 sq m of perennial turf meadow has been laid at Cherry Hinton Hall and 4 additional perennial meadows are planned for autumn 2018.

Adaptation Plan and additional adaptation actions

3.48 In order to deliver Action 5.10 in the Climate Change Strategy, the Council's officer Environmental Policy Group produced a Climate Change Adaptation Plan using the findings of the UK Climate Change Risk Assessment 2017. The document includes an evidence base of risks for Cambridge based on the information in the assessment, a summary of adaptation actions carried out to date and suggested future

adaptation actions. The full plan can be viewed on the Council website:
www.cambridge.gov.uk/adapt-to-climate-change.

3.49 Of the top six areas of inter-related climate change risks for the UK identified in the UK Climate Change Risk Assessment 2017, the council has the greatest influence on four of the risks:

- Flooding and coastal change risks to communities, businesses and infrastructure.
- Risks to health, well-being and productivity from high temperatures.
- Risks of shortages in the public water supply, and for agriculture, energy generation and industry.
- Risks to natural capital, including terrestrial, coastal, marine and freshwater ecosystems, soils and biodiversity.

3.50 Additional adaptation actions and performance measures have been identified in conjunction with council service areas which address the 4 risks identified above:

Activity	Service	Performance measures/outcomes	Expected completion date
Additional performance measure/ outcome for Action 5.5 Providing advice for residents on how to reduce health risks during heat waves and minimise risks of surface water flooding, including via the Council's website and the Cambridge Matters residents' magazine.	Housing	Information and advice provided to residents and tenants of Sheltered Housing and city residents supported via the council's Visiting Support Service on how to stay cool in hot weather, and stay warm in cold weather. Information also included in publications including Open Door, the council's resident's magazine.	On-going to March 2021
5.11 Ensuring that the city's nature reserves and city wildlife sites are being managed favourably for biodiversity. To assist species adaption and dispersal.	Environmental Services	Number of active management plans in place for biodiversity at designated nature conservation sites.	On-going to March 2021
5.12 Enhancing the city's	Environmental	Increase in meadow, wetland	On-going to

<p>parks and open spaces to increase biodiversity. To assist species adaptation and dispersal.</p>	<p>Services</p>	<p>and scrub areas in the city's parks and opens spaces.</p>	<p>March 2021</p>
<p>5.13 The implementation of an Environmental Management System (EMS) is in the Streets and Open Space Operational Plan for 2018/19. An EMS will address resource use by the service, including water consumption; the use of potable water will be reduced. This can be done through the use of rainwater harvesting, where possible, for watering planting, and for flushing toilets if appropriate to install as part of future refurbishments of WCs.</p>	<p>Environmental Services</p>	<p>Rainwater harvesting equipment installed and utilised for watering planting, and other functions, reducing the use of potable water.</p>	<p>On-going to March 2021</p>
<p>5.14 Ensuring that measures to help adapt to climate change are included, where possible, in car park refurbishments</p>	<p>Commercial Services</p>	<p>The following measures will be carried out, included in specifications and installed where possible during refurbishments of car parks: drainage reviews to reduce flooding, rainwater harvesting to utilise rainwater and reduce use of potable water, reduction in heat from mechanical equipment to reduce overheating.</p>	<p>On-going to March 2021</p>
<p>5.15 Promotion of the use of council pools/ paddling pools/ splash pads in the event of hosepipe bans in conjunction with the local water company, to encourage residents to utilise council facilities instead of using water to fill up garden paddling pools etc.</p>	<p>Customer and Community Services</p>	<p>Messages in conjunction with the local water company promoting use of citywide paddling pools and splash pads.</p> <p>Use of council communication channels and social media to promote indoor and outdoor swimming and paddling pools at times of low rainfall/ and times when hosepipe bans are enforced.</p>	<p>On-going to March 2021</p>
<p>5.16 Consideration given to the impacts of extreme weather in the management of outdoor events</p>	<p>Customer and Community Services</p>	<p>Inclusion of consideration of impact of extreme weather on outdoor events within information and training programme for community event</p>	<p>On-going to March 2021</p>

		organisers, delivered through the Festivals and Events Liaison Group.	
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City Leaders Climate Change Meeting

- 3.51 In July 2017, the city council convened the first meeting of the City Leaders Climate Change (CLCC) Group comprising businesses, other major employers, and voluntary and community sector organisations. The aim was to establish a collective and mutually supportive approach to reduce the city’s carbon footprint and agree an inspiring goal which the whole city can identify with and participate in.
- 3.52 The focus of the first meeting was to share information on activity that is already taking place in the city, discuss opportunities that may exist to work closer together, and identify mitigation and adaptation activities that could be worked on in partnership to reduce the city’s carbon footprint and address climate change.
- 3.53 In order to further develop collaborative activity between the various stakeholders in Cambridge, some of the suggested actions have been taken forward following the initial meeting, including a number of focused workshops and meetings in 2017/18.
- 3.54 In November 2018 Anglia Ruskin University’s Global Sustainability Institute (GSI) and the City Council co-hosted a workshop focused on the future of housing. Entitled ‘Zero carbon Cambridge: achieving low-energy housing via multi-stakeholder collaboration’, the workshop was part of the [SHAPE ENERGY](#) (Social Sciences and Humanities for Advancing Policy in European Energy) Platform. The workshop brought together invited stakeholders, including local councillors, architects, developers, and council officers with interests in energy, housing and planning.
- 3.55 A meeting on the Circular Economy was arranged by Addenbrooke’s and hosted by the city council in March 2018. The aim of the meeting was to discuss the possibilities for working together on the circular economy. A facilitated round table discussion took place with a small

number of local key players, including Addenbrooke's, Cambridge Cleantech, Anglia Ruskin University and NHS England.

3.56 A further meeting of the City Leaders Climate Change Group was hosted by the University of Cambridge in September 2018. The meeting focused on waste and how the businesses, organisations and community groups that are invited could further reduce their waste and work collaboratively to address this issue to mitigate climate change.

4. Implications

(a) Financial Implications

Funding for projects included in the Carbon Management Plan (which is the primary vehicle for delivering Objective 1 of the Strategy) will come from a number of different funding sources, including the Climate Change Fund and existing General Fund or Housing Revenue Account (HRA) budgets for delivering services.

The actions contained in the Climate Change Strategy will be funded through:

- Existing budgets for delivering key services, particularly for projects or actions that will deliver climate change benefits as part of wider planned developments or improvements to key services. These fall within the General Fund or the HRA depending on the services involved.
- Government and other external funding sources for climate change initiatives.

(b) Staffing Implications

Lead officers have been identified for projects in the Climate Change Strategy and Carbon Management Plan who have the capacity to deliver the projects within the stated timescales. The Climate Change Officer will manage and coordinate the overall delivery of the Carbon Management Plan, with support from the Environment Policy & Project Group, which is a corporate group that includes many of the lead officers.

(c) Equality and Poverty Implications

An Equalities Impact Assessment (EqIA) of the aims and objectives was carried out when the Climate Change Strategy and the Carbon Management Plan were developed. This did not identify any specific negative impacts, but further Equality Impact Assessments may be undertaken for individual

projects. For example, an EQIA was carried out for the developing the Local Plan.

(d) Environmental Implications

The Climate Change Strategy and the Carbon Management Plan will have a high positive impact on the environment by setting out a planned approach to: reducing the Council's carbon emissions; setting high standards for residents, businesses and organisations to reduce their carbon emissions and manage climate risks; and working in partnership with, influencing and learning from other organisations to address the causes and effects of climate change.

(e) Procurement Implications

The Climate Change Strategy includes one action relating to procurement, which focuses on improving the Council's contract management processes to ensure that contractors deliver the sustainability requirements of contracts.

Projects identified in the Carbon Management Plan for the Council's office buildings and sheltered and temporary housing have been commissioned by the Estates and Facilities service and delivered by the Council's planned maintenance contractor, TSG or via new arrangements with Bouygues Group PLC.

In the latter case, the Council signed an access agreement to allow it to make use of the RE-FIT framework specifically designed for energy performance contracting. This allowed us to access Bouygues Group PLC as a contractor to identify and deliver energy efficiency projects. The principle benefit of this arrangement is that Bouygues have guaranteed the energy savings predicted for projects that they deliver for the Council (subject to the new equipment being managed within defined limits).

Bouygues have implemented two major projects included in the Carbon Management Plan (LED lighting installations at the Grand Arcade Car Park and Grafton East Car Park) under RE:FIT framework and are implementing a package of energy efficiency and renewable energy measures at the Guildhall during 2018/19.

(f) Community Safety Implications

The Climate Change Strategy and Carbon Management Plan have minimal impact on Community Safety.

5. Consultation and communication considerations

Public consultation was carried out on a draft version of the Climate Change Strategy for 13 weeks, starting on 14 October 2015 and finishing on 12 January 2016. The views expressed by respondents to the consultation were taken into consideration in developing the final strategy and were presented to the Executive Councillor and members of the Environment Scrutiny Committee before the Strategy was approved.

6. Background papers

Background papers used in the preparation of this report:

- (a) Cambridge City Council Climate Change Strategy 2016-21
- (b) Cambridge City Council Carbon Management Plan 2016-21

Both documents can be viewed on the Council's website at:

www.cambridge.gov.uk/our-work-towards-a-sustainable-cambridge

7. Appendices

- (a) Climate Change Strategy actions delivered in 2017/18
- (b) Environmental Policy Statement
- (c) Details of Carbon Management Plan projects implemented in 2017/18
- (d) Details of Carbon Management Plan projects installed/ to be implemented in 2018/19
- (e) Details of Carbon Management Plan projects installed/ to be implemented in 2018/19 subject to further investigation
- (f) Climate Change Fund expenditure up to August 2018

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact Janet Fogg, Climate Change Officer Strategy, tel: 01223 457176, email: janet.fogg@cambridge.gov.uk.

Appendix (a): Climate Change Strategy actions delivered in 2017/18				
Actions to deliver Objective 1 - Reducing emissions from the City Council estate and operations				
Activity	Service	Performance measures/outcomes	Progress	Expected completion date
1.1 Delivering new Carbon Management Plan for 2016-2021, which sets out 22 new projects to reduce energy and fuel consumption and carbon emissions from the City Council's estate and operations.	Corporate Strategy	Target of a 15% reduction in Greenhouse Gas emissions from the Council's estate and operations by 2021, measured against the 2014/15 emissions baseline	The Council's total gross greenhouse gas emissions for the financial year 1st April 2017 to 31st March 2018 were 6,564 tonnes of carbon dioxide equivalent (tCO ₂ e). This is a reduction in emissions of 1,477 tCO ₂ e from the 2014/15 baseline when the emissions total was 8,041 tCO ₂ e. Our emissions have therefore reduced a further 9.3% in 2017/18 from 2016/17 (emissions total was 7,234) and overall have reduced by 18.4% from the 2014/15 baseline.	March 2021
	Estates and Facilities	Aspiration for a 20% reduction in Greenhouse Gas emissions from the Council's estate and operations by 2021, measured against the 2014/15 emissions baseline	Through the delivery of the projects detailed in the Council's Carbon Management Plan 2016-21 and the identification and installation of additional carbon reduction projects, the Council will build on the 18.4% reduction in carbon emissions in achieved by March 2018 and work towards the aspiration for a 20% reduction in Greenhouse Gas emissions by 2020/21	
1.2 Ensuring that the City Council's Office Accommodation Strategy takes into consideration opportunities to reduce emissions from City Council office buildings. The Strategy will set out plans for consolidating and improving the Council's office accommodation in response to changing service needs and arrangements.	Property Services	Hobson House and Mill Road Depot vacated, and staff relocated to retained premises, new operational premises, or the premises of our partner organisations	The refurbishment and construction projects are completed and all staff have moved to their new locations. Mill Road Depot and Hobson House have now been fully vacated, and 130 Cowley Road and the Cowley Road Depot are now occupied.	June 2018
	Corporate Strategy			
1.3 Taking opportunities to improve the energy efficiency of commercial properties owned by the Council as they arise, and ensuring that where the Council invests in new properties, these have high energy efficiency ratings	Property Services	All commercial properties acquired by the Council to have an EPC rating of C or higher	Property Services is drafting an Energy Performance Strategy which will outline how the Council will address the introduction of the Minimum Energy Efficiency Standards (MEES) Regulations, requiring let commercial properties to comply with minimum energy performance ratings. The report includes an action plan detailing how we will address the requirements to ensure compliance across the portfolio. Several energy efficiency improvements have been made to Council properties since September 2017. The Council also acquired 2 new commercial properties during 16/17, both with good Energy Performance Ratings of C or higher.	On-going from March 2016

			There were 3 further commercial properties acquired in July 2017, 2 with EPC ratings of C and 1 with a D rating. During the remainder of 17/18 there have been 5 further commercial property investment acquisitions, of which 4 have EPC ratings of C. The property purchases with an EPC below C were strategic acquisitions.	
1.4 Exploring the potential for introducing Environmental Management Systems in key services and sites (e.g. Streets and Open Spaces)	Environmental Services	Business benefit of Environmental Management Systems assessed as part of wider work on business transformation	Completed	Completed - March 2017
		EMS introduced in Streets and Open Spaces service, subject to availability of external advice	The implementation of an Environmental Management System (EMS) is in the Streets and Open Space Operational Plan for 2018/19 and will address resource use by the service.	March 2019
1.5 Implementing the Council's Employee Travel Plan, including promoting and incentivising alternative methods of transport for Council business, e.g. through provision of pool bikes, cycle mileage allowance, travel warrants for train travel, and access to car club vehicles	Finance	18 pool bikes provided	There are currently x18 pool bikes available for staff to borrow, across the council (x6 at the Guildhall, x6 at Mandela House, x4 at Mill Road, x1 at the Meadows Centre and x1 new bike at City Homes Office). Also, x2 electric bikes have been purchased and have been in operation in 2018/19, for the use of Depot staff, following the move from Mill Road to the new site at Cowley Road.	On-going to 2021
		4,619 business miles travelled by bicycle per annum	The cycle miles claimed through business mileage in 2017/18 by CCC employees was 3,807 miles	
		626 travel warrants issued for train travel per annum	x43 travel warrants issued x466 transactions for train tickets through Trainline	
		45 members of staff are signed up for lift share scheme	Due to a low take-up, the council ended its membership with the lift share scheme in 2017/18.	
1.6 Reviewing the quick procurement guide for staff on sustainable procurement, and auditing a sample of contracts to check that they comply with the Council's Environmental Procurement Policies	Corporate Strategy	New quick procurement guide on sustainable procurement produced	All procurement guidance is currently under review and revision, including guidance on sustainable procurement. Under the Public services (Social Value) Act 2012, environmental factors will be included in the council's Invitation to Tender documents to ensure that all procurements consider the economic, social and environmental wellbeing of the city and the surrounding area. A new version of the Sustainable Procurement Guide has been drafted.	On-going to 2021
	Procurement			

	Internal Audit	Audit of sample of contracts completed and actions identified and implemented by services	This work will take place 6 months after the Sustainable Procurement Guidance has been implemented.	March 2021
1.7 Working with partners such as the University of Cambridge to develop partnership projects to reduce greenhouse gas emissions from our estates, such as exploring the potential for District Heating Schemes	Head of Estates & Facilities	Business case explored for developing a district heating scheme linking the University of Cambridge's New Museum site, the Corn Exchange and the Guildhall as part of Phase 3 of the New Museums Site redevelopment.	Following exploration of the business case, it was decided that it would not be economically viable for the Guildhall to be connected to the university's Combined Heat and Power System (CHP).	Completed - June 2017
	Planning			
			Reduction in energy consumption and carbon emissions in the Guildhall due to heat provided by district heating scheme, subject to viable business case and implementation of the scheme	Reduction in energy consumption in the Guildhall will result from installation of a CHP system being installed as part of the Guildhall Energy Efficiency Works. CHP uses gas to generate electricity which will be used on site. The building will use most of the electricity produced by the system, reducing electricity consumption and will benefit from the waste heat generated as a result of the electricity generation process, reducing requirements for gas.
1.8 Working with partner Councils in shared service arrangements and new delivery bodies (e.g. Cambridge Live, the Tourism Destination Management Organisation) to ensure climate change and environmental sustainability considerations are addressed	Director of Business Transformation	Climate change and environmental sustainability considerations are addressed in shared service arrangements and new delivery bodies	3C's ICT have been rationalising the server infrastructure to support HDC, CCC and SCDC. 3C's ICT are replacing the desktop hardware across the City Council in 2018/19, replacing many ageing PC's with laptops to support smarter ways of working. A new cloud-based Financial Management system has been implemented across CCC, HDC and SCDC and this will complement the rationalisation of server infrastructure with the retirement of physical servers.	On-going to March 2021

Actions to deliver Objective 2 - Reducing energy consumption and emissions from homes and businesses in Cambridge and tackling fuel poverty, by promoting energy efficiency measures, sustainable construction, renewable energy sources and behaviour change				
Activity	Service	Performance measures/outcomes	Progress	Expected completion date
2.1 Supporting residents to improve the energy efficiency of their property through the Action on Energy scheme.	Environmental Services	Number of completed installs of domestic energy efficiency measures facilitated through Action on Energy	Due to the closure of Green Deal Communities, changes in national policy, and a lack of alternative funding opportunities work for 2017/18 has not gone through Action on Energy. However there still remain opportunities that a Countywide group can maximise for the benefit of Cambridge. In the last year we have tried to develop these opportunities and should be in the position to benefit from the Energy Company Obligation (ECO) local authority Flexibility scheme and Warm Homes Fund.	On-going to March 2021
2.2 Progressively improving the energy efficiency of harder-to-treat City Council homes, with the aim of bringing them up to at least a C-rating.	Estates and Facilities	Number of hard-to-treat City Council properties where energy efficiency ratings have been improved	The Council is maintaining a data base of EPCs for City Council homes. EPCs have been used to identify any loft insulation required in properties and a programme of loft insulation has targeted those without 200mm. The Council has commissioned a programme of external wall insulation on properties that were currently rated D. We are putting Gas Central Heating into supported housing. For properties that currently have storage heaters, we are bidding for funding to install gas heating for vulnerable residents.	On-going to 2021
		Number of City Council properties with an energy efficiency rating of C or above	The Council's EPC database shows that 1,806 properties have an energy efficiency rating of C or above (in 16/17 there were 1,651). The current average EPC score across all properties is 70.72 (a C rating). This rating is higher than the average for domestic properties which is 60 (a D rating).	
2.3 Implementing the City Council's Fuel and Water Poverty Action Plan (linked to the Anti-Poverty Strategy), including:	Environmental Services	Number of residents in low income target areas taking up either energy or water saving measures	We continue to provide one to one support through the Fuel and Water Poverty officer, and we also conducted the Winter Warmth campaign that was delivered by PECT. In 2017/18 we achieved the following: <ul style="list-style-type: none"> • 176 households took up energy or water saving measures • 249 home visits completed 	March 2018

Piloting water meters in a selection of 1 or 2 bedroom council-owned properties			<ul style="list-style-type: none"> • Estimated savings generated for residents from activity was £109,194 <p>This year we have led on developing a partnership bid with Registered Social Landlord (RSLs) and other local authorities into the national Warm Homes Fund which will be submitted at the end of September 2018. The release of the national Energy Company Obligation (ECO) consultation also means we can develop our support utilising this funding.</p>	
Developing a water conservation information leaflet for inclusion in welcome packs for tenants moving into council-owned properties and at City Homes offices		Number of residents in low income target areas taking up water meters or moving to an assessed rate	<p>We continue to promote the benefits of water efficiency and installing water meters as part of our general activity and specific water related promotions. However the data provided by Cambridge Water makes it very difficult to report the direct impact of our work. Therefore we are no longer able to report numbers, but we continue to target areas of deprivation and offer general support alongside the fuel poverty activity. This activity includes:</p> <ul style="list-style-type: none"> • targeted mail shots • community events and engagement • referral networks with local partners (i.e. Cambridge CAB) • Leaflet drop, advertisements • Drop in sessions • Home visits and tailored advice. 	
Drop in sessions to distribute water and energy saving measures and provide information on energy efficiency measures to residents				
Targeted promotion to private landlords on the benefits of installing energy and water savings measures.				
2.4 Working with partners in Cambridge Retrofit to mobilise public and private finance for investment in large-scale retrofit of buildings and estates in Cambridge and promote exemplar projects and good practice	Environmental Services	<p>Value of public and private finance invested in large scale retrofit of buildings in Cambridge</p> <p>Number of exemplar retrofit schemes delivered in Cambridge</p>	This project is no longer live.	Completed

2.5 Commissioning voluntary and community groups to provide advice to businesses on reducing energy consumption and emissions as part of wider advice on sustainability	Corporate Strategy	Up to 15 businesses taking up advice on reducing their energy consumption and wider sustainability issues	The Council is planning to hold a free Carbon Trust energy management workshop in September 2018. The workshop will help small and medium-sized businesses to identify behavioural and low cost opportunities to reduce energy costs in their workplace and how to make the most of funding available including the Carbon Trust Green Business Fund. Through the Sustainable City funded projects, small businesses were also helped to: <ul style="list-style-type: none"> • monitor and reduce their food waste SMEs and encouraged to reduce it through an award scheme. • understand how to reduce the use of single-use plastics and choose more sustainable packaging 	On-going to 2021
2.6 Encouraging landlords to improve the energy efficiency of their properties.	Environmental Services	Number of private landlords provided with assistance to improve the energy efficiency of their properties.	Due to lack of national funding and closure of the landlord accreditation scheme we have not provided any funding to landlords within 2017/18. New requirements on energy efficiency were introduced in April 2018 to set minimum standards for energy efficiency in the private rented sector, and we are currently looking at how these can be best utilised to improve the efficiency of rented properties in Cambridge.	On-going to 2021
2.7 Requiring new non-domestic properties to be constructed to BREEAM Excellent sustainability standards, through policies in the new Local Plan	Planning	Percentage of new non-domestic properties to be constructed to BREEAM Excellent sustainability standards in Cambridge	The Inspector's Report has been found sound. In the past year for non-residential schemes, six schemes were targeting the BREEAM excellent standard, with one scheme achieving BREEAM 'very good'. The outline application for the West Cambridge site proposed that all new development on the site would meet at least BREEAM excellent, with BREEAM outstanding, which is the highest possible target, being sought for two buildings on the site.	On-going from the adoption of the new Local Plan in autumn 2018
2.8 Working with developers to deliver sustainable housing developments in Cambridge and promoting sustainable construction methodologies, including the new Home Quality Mark standard currently being developed by the Building Research Establishment (BRE) and the Council's own Sustainable Housing Specification once developed.	Housing Development Agency, Planning	Numbers of new homes delivered by private developers which meet the BRE's Home Quality Mark, the Council's Sustainable Housing Specification, or other sustainable construction methodologies	Private developer led schemes - Developments with legacy planning conditions related to the Code for Sustainable Homes such as the Clay Farm, Trumpington Meadows and North West Cambridge sites are still achieving certification to Code Levels 3, 4 and 5. One scheme for Graduate Accommodation proposed to utilise Passivhaus certification.	On-going to March 2021
2.9 Working in partnership with social landlords, developers and architects	Housing Development	Successful engagement with partners in the Good	Complete – The Housing Design Guide is now in use for HDA schemes. The Council remains a member of the	Completed - March 2016

through the Good Homes Alliance to share knowledge and learning on sustainable construction and promote the application of these principles in new developments in Cambridge.	Agency, Planning	Homes Alliance, including to inform development of Sustainable Housing Specification	Good Homes Alliance and is currently engaged in work to develop guidance for planners on overheating in new homes. We are also a member of the UK Green Building Council and are engaged in work on net zero carbon policy and the role of local planning authorities in setting sustainability standards for new developments.	
2.10 Constructing all new City Council homes and housing delivered with partners to a new Sustainable Housing Specification, incorporating the Good Homes Alliance standards, which seek to ensure homes which promote good health and wellbeing for residents, have proven performance and are low carbon	Planning	City Council Sustainable Housing Specification developed	City Council Sustainable Housing Specification is now adopted.	Completed – February 2017
	Housing Development Agency	Sustainable Housing specification applied to schemes delivered by the HDA.	The Housing Design Guide is included as part of the brief and contract for all City Council developed schemes.	March 2017 onwards
2.11 Promoting low carbon and renewable energy provision in new developments through Local Plan policies	Planning	Number of low carbon and renewable energy installations by type requiring planning permission	During the past year, we have continued to apply the Council's adopted policies and supplementary planning document on renewable energy to all major developments. Photovoltaic panels were the most commonly utilised technology (installed on 27 schemes out of a total of 41 applicable schemes), followed by heat pumps and Combined Heat and Power systems. Figures from Cambridgeshire County Council show that in 2016/17 a further 0.0840 MW of photovoltaic capacity was installed in Cambridge.	On-going from adoption of the new Local Plan in autumn 2018
		Total installed capacity of low carbon and renewable energy technologies by type		
2.12 Engaging in partnership working where appropriate, including County-wide and EU funded projects, to promote energy efficiency and low carbon energy.	Planning	Whether we have engaged effectively in partnership working; and project-specific measures to be identified as projects are developed.	Work has continued with Cambridgeshire County Council and the Cambridgeshire and Peterborough LEP to address infrastructure capacity issues, with a bid recently submitted to Innovate UK for the development of a Cambridge Smart Energy System Demonstrator Project. Partners in this bid include the University of Cambridge, UK Power Networks, Anglian Water and other Cambridge organisations and businesses. The Council has also actively engaged with work led by the LEP to develop a tri-LEP Energy Innovation Strategy, which has recently been endorsed by the Council. Delivery of the strategy will be led by the Greater South East Energy Hub, which will be based in Cambridgeshire (www.energyhub.org.uk).	On-going to March 2021
	Corporate Strategy			

2.13 Developing a coordinated and comprehensive communications programme to encourage behaviour change by residents and businesses and reduce their carbon footprint	Corporate Strategy	Awareness of climate change issues and changes in behaviour amongst residents and businesses	The Sustainability section on the council's website (www.cambridge.gov.uk/sustainability) has been kept updated providing information for residents and businesses in Cambridge to help them to reduce their carbon emissions and help us to achieve the objectives of the Climate Change Strategy. A number of press releases have been produced to promote the measures that have been carried out by the council, including the solar thermal upgrade and air handling unit replacement at Abbey Leisure complex. Cambridge Matters, the council's newsletter, regularly features sustainability-related articles on the activity of the council and how residents can act, often linking in with national awareness-raising campaigns such as World Environment Day and Earth Hour. The council's publication 'Greening Your Home' which helps residents with what they can do to reduce their carbon emissions and save money has continued to be made available at the Customer Service Centre, libraries, events, through community-action groups, and has been promoted on the council's social media channels. It is available to download at: www.cambridge.gov.uk/greening-your-home .	On-going to 2021
2.14 Introduce consequential improvements policy as part of the Local Plan	Planning	Numbers of applications to which the policy is applied and types of measures installed	The Inspector's Report has been found sound on the Local Plan.	On-going from adoption of the new Local Plan in autumn 2018

Actions to Deliver Objective 3 - Reducing emissions from transport by promoting sustainable transport, reducing car travel and traffic congestion and encouraging behaviour change				
Activity	Service	Performance measures/outcomes	Progress	Expected completion date
3.1 Investing in improvements to public transport and cycling infrastructure through the Greater Cambridge Partnerships (GCP) to tackle congestion, reduce journey times, reduce greenhouse gas emissions and improve air quality		Key schemes progressed, including: Milton Road bus priority	Consultation on the Preferred Option for Milton Road bus priority scheme will take place in September / October 2018. Procurement for the Detailed Design will take place from August - November 2018	Ongoing
		Madingley Road bus priority	The Madingley Road bus priority project is currently being reviewed as part of the ongoing engagement with the Combined Authority, in particular to consider its future	

			potential alignment with the Mayor's emerging priorities.
		Histon Road bus priority	The Consultation Analysis Report on the Histon Road bus priority scheme has been completed. All aspects of the scheme received more support than opposition. Work is now required to apply what was learnt from the consultation to develop the final preliminary design. GCP is on target to bring the final preliminary design to the Executive Board in Dec 2018.
		A428 to M11 segregated bus route/A428 corridor Park & Ride	The Cambourne to Cambridge project is currently being reviewed as part of the ongoing engagement with the Combined Authority, in particular to consider its future potential alignment with the Mayor's emerging priorities. The next programmed key decision (subject to that review) would be for officers to recommend to the GCP an alignment for a future scheme for Phase 1 of the project (between Madingley Mulch and Cambridge City Centre) on the basis of the business case work done to date (termed the Interim Outline Business Case).
		City Centre capacity improvements/cross-city cycle improvements	Cross City Cycle improvement - Hills Road was completed in early 2018 including improvements to the Hills Road/Long Road junction. Construction work is underway in Arbury Road to build raised cycle lanes and in Green End Road (Links to Cambridge North Station) to provide kerb segregated cycle lanes. Work is also nearing completion in Fulbourn Road where raised cycle lanes, widened shared use paths and improved crossings are being built. Works to commence the scheme in Fen Ditton (Links to East Cambridge and National Route 11 of the National Cycle Network - NCN11) start shortly. All works should be substantially complete by May 2019
		A1307 corridor bus priority/ additional Park & Ride	Outline business case for Phase 1 of this project has been completed, now moving into implementation stage and final business case. Strategic outline business case for Phase 2 has been completed, now working on outline business case.
		Chisholm Trail off-road walking and cycling route	Phase 1 & bridge – The pre-commencement planning conditions for the Bridge have now discharged and approvals have been obtained from the navigation authority. The Bridge Order has been completed with no objections. Phase 2 - Network Rail have offered to undertake works

			for Phase 2 that are on their land, but are seeking a significant financial contribution.	
3.2 Ensuring through planning policy that new developments are located in Cambridge or in locations served by high quality public transport connections, as well as making provision for cyclists and pedestrians	Planning	Monitoring of policy usage as part of the development management process.	The Inspectors' have consulted on main modifications to the Local Plan at the start of 2018. The Inspector's Report has been found sound and the Council can adopt in Autumn 2018.	On-going from adoption of the new Local Plan in autumn 2018
3.3 Promoting low-emissions buses and taxis in partnership with the County Council, bus companies and taxi companies (including current funding bids to the Office for Low Emissions Vehicles)	Environmental Services	First low emission buses in place	There has been no change in the number of low emission buses in 2017/18, but the Council is working through the GCP to secure air quality improvements to buses	December 2020
		% of buses in Cambridge which are low emission		March 2025
		No. of taxis licenced by the City Council that are hybrid or electric	Total number of electric/ hybrid taxis = x58. Broken down as follows: Electric: x5 (of which x2 private hire and x3 Hackney carriages) Hybrid: x53 (of which x16 private hire and x37 Hackney carriages)	March 2025
3.4 Delivering a programme of public realm improvements including through a three-year Environmental Improvement Programme (EIP), involving improving cycle routes, improvements to access and cycling facilities, remodelling street corners and junctions, and changing yellow lines on streets	Environmental Services	Improvement of cycling facilities, cycle routes, street corners and junctions in Cambridge	<ul style="list-style-type: none"> New high quality bus shelters in Hills Road, Cherry Hinton Road, Madingley Road, Histon Road and Campkin Road, Solar powered and LED way-finding path lighting in Rackham Close and across Coe Fen, New dropped kerbs for pedestrians and mobility scooters in Brandon Place and Trafalgar Street, Introduction of further restrictions on parking in Gurney Way, Hurst Park Avenue, Ascham Road, Courtney Way, Green's Road, Herbert Street, Kings Hedges Road and Ramsden Square improving access for pedestrians and cyclists, Streetscape improvements in St. Matthew's Street - included environmental landscaping with new (drought resistant) planting. 	March 2019
		<i>N.B. subject to continued availability of funding for EIP</i>		
3.5 Work with partners to facilitate provision of electric charging hubs for all types of vehicles in Cambridge, including bikes.	Environmental Services	Number of electric charging hubs provided in Cambridge	Electric car recharging points are currently available at: Grafton East car park (level 1): slow charging unit (up to 3kW - will fully charge a vehicle between 6-8 hours). Queen Anne Terrace car park (level 3 – Ground Floor): fast charging unit (7-22Kw - will fully charge a vehicle between 3-4 hours). As part of the electric chargers for taxis project, 2 rapid charge points (50kw / dual AC DC)	On-going to March 2021

			have been installed and are operational at Adam and Eve Car park. 2 further rapid chargers have been installed at Arbury Court Car Park in the north of the city. 4 further charge points have been priced and programmed for installation by the end of September 2018. Most of the civils work for the third site are in place at Castle Hill Car Park and work is underway to secure connection to the electricity grid.	
3.6 Securing additional car club spaces through planning policy and planning permissions for major developments	Planning	Number of additional car club spaces delivered at major developments in Cambridge	On-going – The Council is continuing to work with partners in delivering additional car club spaces.	On-going to March 2021
3.7 Providing core funding for the Travel for Cambridgeshire's (formally known as Travel for Work) work to develop travel plans for employers in the City and encourage employees to travel to work using sustainable modes of transport, until the Partnership becomes financially self-sustaining	Corporate Strategy	Number of employment sites that Travel for Cambridgeshire has worked with to develop employee sustainable travel plans	The core funding agreement ended in March 2017. Travel for Cambridgeshire continues to provide support for businesses under a self-financing model.	Completed – March 2017
		Number of commuters working at employers with sustainable travel plans supported by Travel for Cambridgeshire		

Actions to deliver Objective 4 - Reducing consumption of resources, increasing recycling and reducing waste				
Activity	Service	Performance measures/outcomes	Progress	Expected completion date
4.1 Working with partners in the Cambridge Sustainable Food network to achieve Sustainable Food City status for Cambridge and delivering key actions in Sustainable Food Action Plan	Corporate Strategy	Sustainable Food City status achieved for Cambridge	Sustainable Food City status was achieved in April 2016 - and Cambridge achieved the Bronze award. Work to achieve the Silver award has continued with any gaps in the evidence base to meet the award's criteria identified and plans made to help address these. The council recently endorsed CSF as the lead partnership body for sustainable food in the city and published its own sustainable food policy, two essential requirements of the award. Work to address other gaps has included the establishment of the Cambridge Food Poverty Alliance that is looking to present the findings from its research into the nature of food poverty and local responses to it and	Ongoing in 2018/19

			proposals for an action plan in October of this year. The timetable for "Silver" award submission is as follows: 14 October 2018 is the first outline draft submission; 14 February 2019 is the full draft submission, and; 27 April 2019 final application submission date.	
		Council-led actions in the Sustainable Food Action Plan delivered	The officer group continues to help guide and coordinate the council's sustainable food work. The paper submitted recently to Environment and Communities scrutiny committee highlighted the range of work that the city council is currently engaged in around sustainable food. Members asked officers to look at a number of issues and these will be considered when the group next meets.	On-going to March 2021
4.2 Maintain the current level of occupancy rates at existing allotments and support take-up of new community gardens and allotments in growth sites to encourage residents to grow their own food	Environmental Services	Existing allotments continue to be fully occupied	There are currently 295 allotment plots, of which 3 are currently vacant (all under offer)	On-going to March 2021
		Numbers of new community gardens and allotments taken up in growth sites	Transfer of growth sites still awaited	On-going to March 2021
4.3 Including guidance in the forthcoming update to the Sustainable Design and Construction Supplementary Planning Document (SPD) to encourage developers to incorporate food growing into existing and new developments through the creation of roof gardens and/or growing spaces in residential housing and commercial developments.	Planning	Sustainable Design and Construction Supplementary Planning Document adopted	The Inspector's Report has been found sound. Work to produce an update to the Sustainable Design and Construction SPD is underway, with the document being a joint SPD with South Cambridgeshire District Council. A draft SPD will be brought to committee for consultation approval in mid-2019. In the interim, officers will develop guidance for development management officers on the information required to demonstrate compliance with new policies related to sustainable design and construction.	Following adoption of Local Plan in autumn 2018
		Number of developments including an element of on-site food growing provision.	The Inspector's Report has been found sound. Work to produce an update to the Sustainable Design and Construction SPD is underway, with the document being a joint SPD with South Cambridgeshire District Council. A draft SPD will be brought to committee for consultation approval in mid-2019. In addition to new allotments being provided on the growth sites, schemes are starting to come forward with informal plot provision, such as roof gardens with provision for food growing at the Eddington site.	On-going from adoption of the SPD – autumn 2018

4.4 Developing and delivering a programme of local cooking skills sessions across Cambridge to encourage healthy eating and reduce reliance on processed and packaged food	Corporate Strategy	Number of cooking skills sessions delivered, numbers of attendees benefitting from advice on sustainable cooking, and changes in eating behaviour assessed through continuing contact with the individual and their family.	During 2017/18, 39 cookery skills sessions were held around the city in Abbey, Kings Hedges, Romsey and Trumpington. 193 people benefited from the sessions, including families and older people. In addition to supporting low income families to develop cookery skills and promoting healthy eating, the sessions have helped to promote sustainable food sources. One of the groups in the North of the city is being supported to continue meeting, and older people have been signposted to other groups in Trumpington.	Completed - March 2017
4.5 Promoting healthy and sustainable produce to food businesses through the Healthier Catering Commitment for Cambridgeshire (HCCC) project, including food businesses providing eat-out food to lower income areas of Cambridge	Environmental Services	Number of businesses taking part in scheme and visible changes to menus or recipes	We actively support the Cambridgeshire Healthier Options Programme in conjunction with neighbouring Cambridgeshire Authorities. We advise businesses during routine inspections to gauge interest, and then support them in applying. We also undertake the assessment visits and ensure they are listed on the website once they have passed. We currently have 5 businesses that have achieved the award: www.healthier-options.org.uk/members .	On-going to March 2021
4.6 Increasing food waste collections from commercial properties	Shared Waste Service	Increasing the monthly tonnage of commercial food waste recycled to 40 tonnes	April 17: 36.26 May 17: 37.90 June 17: 34.56 July 17: 31.02 Aug 17: 26.16 Sept 17: 31.66 Oct 17: 34.16 Nov 17: 30.14 Dec 17: 23.88 Jan 18: 28.8 Feb 18: 31.74 Mar 18: 33.49 Total = 379.77 tonnes	On-going to March 2021
		Increasing the monthly tonnage of dry, mixed recyclables – thereby reducing waste to landfill	April 17: 163.86 May 17: 274.02 June 17: 295.02 July 17: 281.36 Aug 17: 229.54 Sept 17: 261.62 Oct 17: 282.94 Nov 17: 267.56 Dec 17: 215.73	

			Jan 18: 252.52 Feb 18: 213.70 Mar 18: 271.73 Total = 3,009.60 tonnes	
4.7 Exploring opportunities to increase opportunities to recycle at 'bring banks' through increasing the range of materials that can be recycled and the number of sites	Shared Waste Service	Opportunities for increased range of materials or new bring bank sites explored	We are focussing our efforts this year on capturing more material at existing sites and ensuring they complement the kerbside collection scheme. There are no new materials that we can collect at present.	On-going to March 2021
4.8 Continuing to carry out targeted recycling and waste reduction awareness campaigns, including promoting national Zero Waste week and Love Food Hate Waste, and campaigns to encourage greater recycling by Houses in Multiple Occupation	Shared Waste Service	Run 4 Love Food Hate Waste (LFHW) events dovetailing into Cambridge Sustainable Food initiative	We will continue to support Cambridge Sustainable Food where they need it. We have been actively promoting the use of kitchen caddies at many events over the summer. Recycle Week this year will be focussed on plastic recycling in line with the national and global concern about this material. We will be linking this with plastic reduction messages during Zero Waste Week	March 2018
		Visited 50 HMOs to carry out face to face engagement to increase recycling.	This Campaign is scheduled for Autumn 2018	March 2018
4.9 Helping to promote voluntary and community groups, e.g. Cambridge Reuse, Emmaus and other recycling and reuse charities	Shared Waste Service	Number of articles in Council publications and press release issued which promote local voluntary and community groups involved in recycling and reuse activities	We actively pass good quality items to charities as part of the Community Action Days. We have strong links with the British Heart foundation and support them in their efforts to collect items from students at the end of term. We will again be working with Arthur Rank Hospice to promote the collection of Christmas trees in January 2019. The Council's Sustainable City Fund providing grant funding to Cambridge Re-Use to raise awareness of the quality and type of stock that is available by making photos and prices of the furniture and bulky household goods available to be viewed online, diverting it from landfill and avoiding carbon emissions and materials consumption associated with the manufacture of new goods.	On-going to March 2021
	Corporate Strategy			
4.10 Reducing consumption of resources by working with community groups to engage and support people in choosing things carefully, making them last well and then re-homing or recycling them.	Corporate Strategy	Evidence of behaviour change amongst residents supported by community groups	The Sustainable City Fund 2017/18 supported Cambridge Carbon Footprint (CCF) to run their Circular Cambridge events, including the World's Largest Repair Café, which engages different audiences and results in goods being fixed, re-homes and recycled. Over 1,500 people attended CCF's Circular Cambridge events and talks.	On-going to March 2021

Actions to deliver Objective 5 - Supporting Council services, residents and businesses to adapt to the impacts of climate change				
Activity	Service	Performance measures/outcomes	Progress	Expected completion date
5.1 Including policies in the Local Plan which will support residents to adapt to the impact of Climate Change, including policies on:	Planning	Local Plan adopted, including policies on heat management, SuDS and water efficiency in new buildings and developments	The Inspector's Report has been found sound. Overheating is an issue that is now discussed as part of pre-application discussions and is also raised in comments on applications where the risk of overheating is a concern. A planning condition has been developed for outline applications requiring the submission of Overheating Analysis and use of the cooling hierarchy as part of subsequent reserved matters applications. Further guidance will be developed as part of the update to the Sustainable Design and Construction SPD.	Autumn 2018
Designing buildings which are simple to keep cool and do not overheat in hotter weather;				
Requiring applications to include Sustainable Drainage Systems (SuDS) and ensuring that development is not at risk from flooding and that it does not increase the risk of flooding elsewhere;	Planning, Environmental Services	Policies on heat management, SuDS and water efficiency in new buildings and developments implemented	The Inspector's Report has been found sound. Planning conditions are already being used to ensure housing schemes meet water efficiency requirements of no more than 110 litres/person/day, and to date have been recommended for 22 schemes.	On-going from 2017 onwards
Requiring new domestic properties to meet high water efficiency standards (no more than 110 litres of water to be consumed per day) along with standards for non-domestic properties				
5.2 Exploring opportunities to install Sustainable Drainage Systems (SuDS) on Council property and open spaces as part of new City Council developments	Environmental Services	SuDS to be installed on any new City Council developments - target 100%	A meeting was held to discuss the detailed design of SuDS for discharge of condition on Mill Rd. Other smaller Cambridge Investment Partnership sites are including some SuDS provisions such as permeable paving.	On-going to March 2021
5.3 Working with Cambridgeshire County Council and other partners in the Cambridgeshire Flood Risk Management Partnership to manage climate change-related flood risks	Environmental Services	Attendance at Cambridgeshire Flood Risk Management Partnership quarterly meetings. Target 100%	Council officers attended 100% of partnership meetings in 2017/18	On-going to March 2021
5.4 Contributing to Cambridgeshire-wide planning advice on minimising flood risk and incorporating this into local planning	Environmental Services	Cambridgeshire-wide planning advice on minimising flood risk	The Inspector's Report has been found sound. On receipt of this, the SPD will be taken to committee for adoption as an SPD alongside the new Local Plan.	Autumn 2018

policy through the new Local Plan	Planning	written. Local Plan submitted for examination, including policies on minimising flood risk		
5.5 Providing advice for residents on how to reduce health risks during heat waves and minimise risks of surface water flooding, including via the Council's website and the Cambridge Matters residents' magazine. Promotion of advice to be linked to specific climate events (e.g. heat wave guidance to be published in spring ahead of possible heat-wave events).	Planning	Information for residents on how to reduce health risks during heat waves and minimise risks of surface water flooding published in Cambridge Matters and regularly updated on the Council's website	During this year's heatwave the Council has used its social media outlets to warn residents of the risks associated with heatwaves and to point them to further advice on the NHS heatwave website.	On-going to March 2021, with timing linked to specific weather events
5.6 Implementing the City Council's new tree strategy, which sets out the Council's policies for managing and increasing the city's tree stock	Environmental Services	New tree strategy completed	<ul style="list-style-type: none"> • Since 2017 and for this year we have simplified, streamline and invested in the online process. • We have delivered x170 'Free Trees for Babies' in 2017/18. The administration of the scheme is now largely automated, with a web form. We intend to increase take up in 2018/19 to x400 trees. • Tree cover has been defined as the area of leaves, branches, and stems of trees covering the ground as viewed from above. Tree cover in Cambridge was last assessed in 2013 and stood at 17%. • We have produced a 10 year strategy and action plan to raise tree cover to 19% by the 2030s. • We have revised our own management procedures to ensure that all publically accessible areas are routinely inspected and worked upon and a record is kept. • We have set up an annual ash tree survey using a randomised and statistically valid sample of own ash trees to inform us about the impact of Chalara ash decline. • We now monitor how many trees we remove and plant to ensure sustainability. We currently plant slightly more than we remove thus increasing our stock. • We now review species profiles in areas targeted for planting to see if we can improve species 	Completed – July 2016
		Tree strategy reviewed, including assessment of numbers of trees in Cambridge		On-going to March 2021
		Increase tree canopy cover across the city centre by 2%		On-going to March 2030

5.7 Ensuring that planting in open spaces owned or managed by the City Council is drought resistant and requires less watering	Environmental Services	Percentage of planting in open spaces owned or managed by the City Council that is drought resistant and requires less watering	1200 sq. m of perennial turf meadow was laid at Cherry Hinton Hall. 4 additional perennial meadows (which are re-sown every year but do not require watering or cutting) are planned for autumn 2018.	On-going to March 2021
5.8 Working with members of the Cambridgeshire and Peterborough Local Resilience Forum to ensure that plans are in place to respond to climate change risks (including issuing alerts in the event of severe weather, increased temperatures and flooding) and that these are regularly tested and reviewed	Estates and Facilities	Plans are in place to respond to severe weather, heatwaves and flooding emergencies and are regularly reviewed and tested	The plans have recently been updated in 2018 in light of recent flood map changes and severe weather events.	On-going to March 2021
5.9 Management of watercourses to enhance their flow and storage capacity and deliver wider biodiversity benefits	Environmental Services	Annual maintenance undertaken based on watercourse maintenance schedule – target 100%	100% of watercourse maintenance work set out in the maintenance schedule was completed.	On-going to March 2021
		Projects undertaken to increase flow, storage capacity and /or biodiversity benefits – target 2 per year	A number of projects were undertaken in 2017/18. A non-native weed, Crassula helmsii is being managed in Cherry Hinton Brook and clearance continues in 2018. We are awaiting a grant funding decision on a project to install a 'fish pass' at Jesus Green weir. Restoration of Snobbs Mill Race was completed, along with sensitive dredging of ditches on Sheep's Green & Coe Fen. Gravel riffles have been created along Cherry Hinton Brook	On-going to March 2021
5.10 Develop an evidence base for climate change adaptation to enable us to have a better understanding of the climate risks facing the city and the adaptation actions that will have the greatest benefit across the city.	Corporate Strategy	Evidence base on climate change adaptation developed and further actions identified to manage climate change risks	Climate Change Adaptation Plan was produced using the findings of the UK Climate Change Risk Assessment 2017. The document, which was presented to the officer Environment Policy Group, consists of an evidence base of risks for Cambridge based on the information in the assessment and a summary of current adaptation actions. Additional adaptation actions have been identified and developed with council service areas.	October 2018
	Planning			
	Environmental Services			



CAMBRIDGE CITY COUNCIL

ENVIRONMENT POLICY STATEMENT

One of Cambridge City Council's visions is 'A city that takes robust action to tackle the local and global threat of climate change, both internally and in partnership with local organisations and residents, and to minimise its environmental impact by cutting carbon, waste and pollution'. The Council is committed to deliver the vision by promoting a high quality and sustainable environment which maximises the opportunities to improve energy efficiency, biodiversity and resilience.

The council's Climate Change Strategy 2016-2021 has 5 objectives which detail how the council will address the causes and consequences of climate change:

1. Reducing emissions from the City Council estate and operations. The Council has set a target in its [Carbon Management Plan](#) (CMP) 2016-2021 to reduce carbon emissions from its buildings and services by 15% by the end of March 2021, with an aspiration to reduce emissions by 20% over this period.
2. Reducing energy consumption and emissions from homes and businesses in Cambridge by promoting energy efficiency measures, sustainable construction, renewable energy sources, and behaviour change
3. Reducing emissions from transport by promoting sustainable transport, reducing car travel and traffic congestion, and encouraging behaviour change
4. Reducing consumption of resources, increasing recycling and reducing waste
5. Supporting Council services, residents and businesses to adapt to the impacts of climate change

The Council has set an aspiration in its [Climate Change Strategy](#) for Cambridge to be carbon neutral by 2050.

The Council has a community leadership role and will deliver its vision through its own activities, the services it provides and partnership working to demonstrate good practice and encourage residents, businesses and organisations to also take action to reduce environmental impacts.

The following actions will be taken:

- **The use of water, energy and carbon dioxide emissions and other greenhouse gases, directly linked to our activities, will be reduced.** This will include reducing our reliance on fossil fuels and increasing the proportion of energy coming from low and zero carbon technologies;
- **Waste to landfill will be reduced** by increasing recycling rates for the City Council and Cambridge;
- **The environmental impact of transport and travel will be reduced** through our work with the Cambridgeshire and Peterborough Combined Authority, Greater Cambridge Partnership, County Council, businesses, organisations and others and we will promote and plan for sustainable modes of transport that reduce environmental impacts;
- **The environmental quality, resilience and performance of our buildings and assets will be improved.** We will work with partners to promote and facilitate improvements to the environmental performance of buildings and the wider landscape and public realm across the city;
- **The environmental quality, resilience and biodiversity of our land, water bodies and landscapes across our city will be protected, enhanced and maintained** where possible;
- **The elderly, vulnerable and those facing hardship will be protected from the wider effects of our changing climate**, and this will include the impact of fuel and water poverty.
- **All tenderers will be required to incorporate our commitment to ensuring that all procurements consider the economic, social and environmental well-being of the City and surrounding area**, in their submissions
- **Targets will be set, progress reviewed and we will publish information regularly, where appropriate, including in the council's Annual Climate Change Strategy Report** (without duplicating existing reporting processes);
- **Appropriate training, instruction, and supervision to all our employees will be provided** such that they are able to perform their duties in a way supports our environment policy and objectives;
- **This policy statement will be reviewed periodically**, and not later than March 2021.
- **This policy will be communicated to everyone working for or on behalf of Cambridge City Council.**

Cambridge City Council expects all staff and all residents to protect the environment and take personal responsibility for their actions. The Council will work with partners, businesses, organisations and community organisations to help residents, businesses and others understand how to protect, maintain and develop the environmental quality of the city.

The Council will use its statutory planning and regulatory powers appropriately to achieve and set high standards of environmental quality in the built and natural environment and in the behaviour of organisations, businesses, residents and communities. It will promote the outcomes listed above to its partners and to other organisations in the city, including through its contracting and commissioning activities, where appropriate.

The Council will use its powers to take action where necessary against those who cause harm or detriment to the environmental quality of the city. We will set out detailed actions to further the policy goals set out in this statement in our service operational plans.

Signed:

Antoinette Jackson Chief Executive	Councillor Rosy Moore Executive Councillor	Councillor Lewis Herbert Leader
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Dated:

Appendix (c): Details of Carbon Management Plan projects implemented in 2017/18

No.	Service Area	Building Type	Project	Scheduled date/ expected month of delivery	Installation/ completion date	Estimated capital cost (£)	Climate Change Fund contribution (£)	Funding contribution from other sources (£)	Estimated annual energy savings (kWh)	Estimated annual carbon savings (tCO ₂)	Estimated annual financial savings (£)	Payback (years)
COMPLETED												
11	Sport & Leisure	Swimming Pools	Abbey Pools: Solar thermal upgrade and upgrade of the hot water calorifiers - to utilise more of the heat in the hot water system	N/A	July 2017	£48,700	£40,000	£8,700	114,938	21.2	£4,597.51	10.6
	Sport & Leisure	Swimming Pools	Abbey Pools: Upgrade and replacement of air handling unit with a new air plant circulation system and heat recovery technology.	N/A	July 2017	£78,377	-	£78,377	737,071	148.4	£25,208.00	3.1
	Estates & Facilities	Sheltered Housing	Ditton Court: New heating and hot water boilers fitted in each of the 27 flats which each have their own gas meter fitted for their individual gas consumption. Now 2 communal gas domestic boilers serve all the communal areas.	N/A	July 17	£56,400		£56,400	250,000	46.0	£10,000	5.6
9	Estates & Facilities	Sheltered Housing	School Court: Replacement of individual flat system (boilers) by a communal system with a more energy efficient boiler.	N/A	Dec 17	£397,943	-	£397,943	25,000	4.6	£1,000	397.9
					TOTALS:	£581,420	£40,000	£541,420	1,127,009	220.2	£40,805.51	

Appendix (d): Details of Carbon Management Plan projects installed/ to be implemented in 2018/19												
No.	Service Area	Building Type	Project	Scheduled date/ expected month of delivery	Installation/ completion date	Estimated capital cost (£)	Climate Change Fund contribution (£)	Funding contribution from other sources (£)	Estimated annual energy savings (kWh)	Estimated annual carbon savings (tCO ₂)	Estimated annual financial savings (£)	Payback (years)
COMPLETED												
16	Estates & Facilities	Office buildings	Mandela House: Replace existing lighting with LED and combined motion/light sensors.	N/A	April 18	£150,000	£50,000	100,000	52,359.42	24.2	£5,000	30.0
17	Estates & Facilities	Office buildings	Mandela House: Upgrade to condensing boiler and pipework and valve insulation	N/A	April 18	£60,000	£9,000	£51,000	82,604.73	15.4	£2,500	24.0
14	Estates & Facilities	Office buildings	Guildhall: Replace more than 670 existing light fittings with low energy LED light fittings and automation	N/A	June 2018	£76,731	£76,731	-	76,528.00	29.4	£8,081	9.5
IN PROGRESS												
1	Fleet	Vehicles	Vehicle fleet: Replacement of fleet vehicles with electric vans and fuel efficient vans and trucks	TBC	TBC	£2,436,000	-	£2,436,000	N/A	30.0	TBC	TBC
	Progress	19 panel vans have been replaced in Estates & Facilities. 1 of these was electric. The other 18 Euro 4 vehicles have now been replaced with Euro 6 emissions compliant vehicles. 9 refuse trucks have been replaced in Shared Waste Service - Euro 6. 2 caged tippers are still to be received to replace vehicles in Streets & Open Spaces.										
1	Estates & Facilities	Office buildings	Guildhall: Replacement of roofing and additional insulation	August 2018 onwards	TBC	£100,502	-	£100,502	60,980.00	11.2	£1,765	50.0
	Progress	Will be completed as part of single package of works at the Guildhall procured by the Council through the County-wide RE:FIT framework										
DUE TO COMMENCE												
	Sport & Leisure	Leisure Facility	Abbey Leisure Complex: Replacement of astroturf floodlights with energy efficient LED lighting, and new control gear and timers.	September 2018	TBC	£65,560	-	£65,560	42,672.00	15.0	£4,690	14.0
	Progress	Will be completed using Outdoor ports S106 funding										

No.	Service Area	Building Type	Project	Scheduled date/ expected month of delivery	Installation/ completion date	Estimated capital cost (£)	Climate Change Fund contribution (£)	Funding contribution from other sources (£)	Estimated annual energy savings (kWh)	Estimated annual carbon savings (tCO ₂)	Estimated annual financial savings (£)	Payback (years)
2	Estates & Facilities	Office buildings	Guildhall: Install 30kW solar photovoltaic system	October 2018	TBC	£33,180	£33,180	-	24,450.00	9.4	£2,582	12.9
	Progress	Will be completed as part of single package of works at the Guildhall procured by the Council through the County-wide RE:FIT framework										
5	Estates & Facilities	Office buildings	Guildhall: Building automation. Implementation of a number of measures to increase the level of control over the heating systems, including installing a Building Energy Management System (BEMS).	October/ November 2018	TBC	£37,785	£37,785	-	174,497.45	32.5	£5,196	7.3
	Progress	Will be completed as part of single package of works at the Guildhall procured by the Council through the County-wide RE:FIT framework										
5	Estates & Facilities	Office buildings	Guildhall: Mechanical works to improve the energy efficiency of the heating and hot water systems.	October/ November 2018	TBC	£46,945	£46,945	-	89,659.00	16.5	£2,496	18.8
	Progress	Will be completed as part of single package of works at the Guildhall procured by the Council through the County-wide RE:FIT framework										
5	Estates & Facilities	Office buildings	Guildhall: Installation of a Combined Heat and Power (CHP) unit.	October/ November 2018	TBC	£64,779	£64,779	-	-23,944.00 (95,560 reduction in electricity, 119,504 increase in gas, lower in carbon emissions)	14.7	£6,631	9.8
	Progress	Will be completed as part of single package of works at the Guildhall procured by the Council through the County-wide RE:FIT framework										
5	Estates & Facilities	Office buildings	Guildhall: Insulation of pipework and valves in plant rooms.	October/ November 2018	TBC	£7,778	£7,778	-	24,597.00	4.5	£712	10.9
	Progress	Will be completed as part of single package of works at the Guildhall procured by the Council through the County-wide RE:FIT framework										

	Estates & Facilities	Office buildings	Guildhall: Secondary glazing installed	October/ November 2018	TBC	£29,337	-	£29,337	5,658.67	1.0	£170	172.8
	Progress	Will be completed as part of single package of works at the Guildhall procured by the Council through the County-wide RE:FIT framework										
					TOTALS:	£3,108,597	£326,198	£2,782,399	610,062.27	203.8	£39,823	

Appendix (e): Details of Carbon Management Plan projects installed/ to be implemented in 2018/19 subject to further investigation												
No.	Service Area	Building Type	Project	Scheduled date/ expected month of delivery	Installation/ completion date	Estimated capital cost (£)	Climate Change Fund contribution (£)	Funding contribution from other sources (£)	Estimated annual energy savings (kWh)	Estimated annual carbon savings (tCO ₂)	Estimated annual financial savings (£)	Payback (years)
	Sport & Leisure	Leisure Facility	Parkside Pool – 50kW Solar PV Array	By March 2019	TBC	£61,171	TBC	TBC	45,000	17.1	£4,950	12.4
	Sport & Leisure	Leisure Facility	Abbey Leisure Complex – 30kW Solar PV Array	By March 2019	TBC	£42,293	TBC	TBC	20,400	7.75	£2,244	18.9
	Sport & Leisure	Leisure Facility	Kings Hedges Pool – 11kW Solar PV Array	By March 2019	TBC	£16,410	TBC	TBC	9,130	3.47	£1,004.30	16.3
	Commercial Services	Crematorium	Crematorium – 11kW Solar PV Array	By March 2019	TBC	£15,839	TBC	TBC	9,240	3.51	£1,016.40	15.6
	Estates & Facilities	Offices	City Homes Housing Office – 11kW Solar PV Array	By March 2019	TBC	£16,410	TBC	TBC	9,350	3.55	£1,028.50	16.0
	Estates & Facilities	Sheltered Housing	Whitefriars Court – 20kW Solar PV Array	By March 2019	TBC	£29,678	TBC	TBC	13,600	5.17	£1,496	19.8
	Estates & Facilities	Offices	Mandela House - Solar PV - Solar PV Array	By March 2019	TBC	£14,839	TBC	TBC	8,750	3.33	£962.50	15.4
10	Estates & Facilities	Sheltered Housing	Ditton Court: Replace communal lighting with LED equivalent	By March 2019	TBC	£7,243	TBC	TBC	4,513	1.72	£496.43	14.6
			Whitefriars: Replace communal lighting with LED equivalent	By March 2019	TBC	£8,775	TBC	TBC	13,602	5.17	£1,496.22	5.9
			Rawlyn Court: Replace communal lighting with LED equivalent	By March 2019	TBC	£10,418	TBC	TBC	9,399	3.58	£1,033.89	10.1

	Estates & Facilities	Office buildings	Mandela House Ground Floor - LED lighting upgrade	By March 2019	TBC	£23,811	TBC	TBC	15,339	5.83	£1,687.26	2.04
	Estates & Facilities	Office buildings	City Homes Offices - LED lighting upgrade	By March 2019	TBC	£7,661	TBC	TBC	6,937	2.64	£763.02	10.04
13	Estates & Facilities	Temporary Housing	Lighting improvements, including: a) replacing communal lighting with LED equivalent at New Street hostel, b) installing PIR motion sensor controls to hallway lighting at New Street hostel, c) replacing kitchen lighting with LED equivalent at 116 Chesterton Road	By March 2019	TBC	£4,000	TBC	TBC	1,730.89	0.8	£500	0.8
					TOTALS:	£258,548	TBC	TBC	166,990.89	63.62	£18,678.52	

Appendix (f): Climate Change Fund expenditure up to August 2018

Year	Project Location and Type	Cost (£)	Balance remaining at end year (£):	Additional contribution to Fund (£)
2008/09	Funding Available:	250,000		
	Pilot of Electric Bin Lifts	2,100		
	Chesterton Road Toilet Modernisation	900		
	Corn Exchange Christmas Lighting Lamps	600		
	Arbury Court WC Rainwater Harvesting	2,500		
	Total Spend:	6,100	(243,900)	
2009/10	Romsey Rec Rainwater Harvesting	2,500		
	Energy Audit of Pools & Leisure Centres	3,750		
	Grand Arcade Annex Car Park Fan system	21,700		
	Public Conveniences & Park St Car Park Energy Survey	2,730		
	Community Centres Energy Audits	2,995		
	Corn Exchange LED lighting	2,760		
	Total Spend:	36,435	(207,465)	
2010/11	Watercourses Flood Risk Survey	4,510		(250,000)
	Mill Road water efficiency (1)	36,000		
	Mill Road water efficiency (2)	11,700		
	Replacement boiler - Barnwell House	3,150		
	Guildhall Voltage optimisation	17,960		
	Market Stall LED lighting	1,000		
	Total Spend:	74,320	(383,145)	
2011/12	LED Lighting at the Grand Arcade Annex Car Park	100,000		(184,770)
	Market Stall LED lighting	12,030		
	Market Stall LED lighting -Balance Returned to Fund	(12,030)		
	Tree Canopy Study	10,870		
	Community Centres energy efficiency measures	9,800		
	Heat recovery at the Crematorium	11,600		
	Water and energy saving measures in changing rooms at Parkside Pool	35,000		
	LED audit of multi-storey car park lighting	5,420		
	Refund from Power Perfector for Voltage Optimisation at Guildhall	(1,044)		
	Total Spend:	171,646	(396,269)	
2012/13	LED Lighting at the Grand Arcade Annex Car Park	(5,900)		(129,050)
	Tree Canopy Study	4,130		
	LED audit of multi-storey car park lighting	1,080		
	CM Plan Ref 22: Corn Exchange LED House Lights	25,700		
	CM Plan Ref 12: Abbey VSD and BMS (38177)	24,650		
	CM Plan Ref 16: Parkside VSD and BMS	42,640		
	CM Plan Ref 15: Pool covers for Abbey and Parkside & consequent changes to heating system	23,270		
	Total Spend:	115,570	(409,749)	
2013/14	CM Plan Ref 17: Voltage Optimisation at Mandela House (capital bid C2736 refers). Including £3,223 of additional IT costs.	21,960		
	CM Plan Ref 11: Voltage Optimisation at Grafton East Car Park. Including additional £900 for Parkeon to be onsite.	13,921		
	CM Plan Ref 30: Upgrade to LEDs & lighting controls in Grafton West Car Park	30,000		
	Voltage Optimisation rebate for Mandela House and Grafton East Car Park	(3,232)		
	Total Spend:	62,649	(347,100)	
2016/17	Grand Arcade Main Car Park - Replace existing lighting with LED.	189,227		(120,000)
	Grafton East Car Park - Replace existing lighting with LED.	131,771		
	Crematorium - Upgrade loft insulation.	1,478		
	Total Spend:	322,476	(144,624)	
2017/18	Abbey Pools - Adjustments to hot water system to allow excess heat generated to be used	40,000		(300,000)
	Total Spend:	40,000	(404,624)	
2018/19	Mandela House - Replace existing lighting with LED and combined motion/light sensors.	50,000		(250,000)
	Mandela House - Upgrade to condensing boiler and pipework and valve insulation	9,000		
	Guildhall - Building automation. Implementation of a number of measures to increase the level of control over the heating systems, including installing a BEMS.	37,785		
	Guildhall - Replace more than 670 existing light fittings with low energy LED light fittings and automation	76,731		
	Guildhall - Mechanical works to improve the energy efficiency of the heating and hot water systems.	46,945		
	Guildhall - Installation of a Combined Heat and Power (CHP) unit.	64,779		
	Guildhall - Install 30kW solar photovoltaic system	33,180		
	Guildhall - Insulation of pipework and valves in plant rooms.	7,778		
	Total Spend:	326,198	(328,426)	



Item

PSPO (TOUTING) 2016: YEAR 2 REVIEW

To:

Councillor Anna Smith, Executive Councillor for Communities

Environment & Community Scrutiny Committee 04/10/2018

Report by:

Debbie Kaye, Head of Community Services

Tel: 01223 - 458633 Email: debbie.kaye@cambridge.gov.uk

Wards affected:

All

Not a Key Decision

1. Executive Summary

- 1.1 An update report on the Public Spaces Protection Order (PSPO) (Touting) 2016 was taken to Strategy and Transformation committee in October 2017. This report reviews the actions taken since October last to deliver on the decisions of the Executive Councillor at that time.
- 1.2 It considers the outcomes from the employment of a dedicated enforcement officer and the current situation with regard to complaints and observations made relating to touting. It also looks at the outcomes from a multi-agency communications group set up to improve the information to the public regarding punting and touting. It looks at the potential to amend and expand the restricted area of the order and explains the implications of making changes to the order.
- 1.3 Further it considers the impact of the trespass Injunction which was sought independently from the PSPO. The injunction was granted by the High Court to ban commercial punt businesses from using Council land to access the River Cam without consent and this report looks at the impact of that injunction on the touting situation.

- 1.4 Finally the report looks at options available to the Council for the future of the PSPO (Touting) 2016, explaining the legal requirements of both extending the order beyond the statutory three year period or allowing the PSPO to lapse. The report makes recommendations on the next steps based on the current findings.

2. Recommendations

The Executive Councillor is recommended to:

- 2.1 Continue the PSPO (Touting) 2016 in its current form.
- 2.2 Review the PSPO (Touting) 2016 in April/May 2019 in advance of the order reaching its 3 year maximum duration, in accordance with the legal requirements of the Anti-social Behaviour, Crime and Policing Act 2014.

3. Background

- 3.1 Following a review of the impact of the PSPO (Touting) 2016 in October last year, the Executive Councillor for Strategy and Transformation decided that the PSPO should continue and:

- Agreed to increase and improve the levels of enforcement;
- Agreed to improve the communication to the public around successful prosecutions and further raise awareness around the purpose and intent of the PSPO;
- Agreed to look at the potential to amend and expand the restricted area; and
- Agreed to review the full impact of the increased enforcement in October 2018.

This report revisits the terms of the order and updates on the impact of the actions taken to date. It also considers the impact on touting of the injunction granted by the High Court to ban commercial punt businesses from using Council land to access the River Cam without consent.

Public Spaces Protection Order (Touting) 2016 – the terms of the order

- 3.2 In seeking to address the issues presented by touts who sell punt tours, the Executive Councillor approved a Public Spaces Protection Order (Touting) 2016 on 4 July 2016 (link at Appendix A). The order came into effect in September 2016.
- 3.3 The activities prohibited by the order are verbally:
- i) advertising or
 - ii) soliciting for custom or
 - iii) otherwise touting for
- a punt tour or the hire or use of punts boats or similar craft on the River Cam (including any walking tour which includes or involves, whether or not for consideration, a punt tour or hire or use of punts boats or similar craft on the River Cam). The PSPO applies within a restricted area as shown on the map labelled 'The Restricted Area' (Appendix A).
- 3.4 The PSPO does not apply to those cross-hatched shaded areas as identified on the attached map labelled 'Excepted Areas' (Appendix A), provided that the activities are carried out with the authority of, and by or on behalf of, a punt operator whose vessels are licensed for commercial purposes by the Conservators of the River Cam.
- 3.5 The PSPO was approved, following extensive public consultation, to address the issues presented by touts who sell punt tours. The details of both the consultation and the issues the PSPO is intended to address are contained in the report "Public Spaces Protection Order - Punt and Tour Touting" presented to the Strategy and Resources Committee in July 2016.

Levels of enforcement and the impact of increased enforcement

- 3.6 A new post was created within the Public Realm Enforcement Team specifically to enforce the PSPO. The new officer, employed on a six-month fixed term contract which ended in September 2018, was available during peak times of touting, in particular at weekends. To the date of this report, **86** Fixed Penalty Notices (FPNs) have been issued for breaching the PSPO. Where a tout has breached the PSPO again, within a six-month period of being issued with a FPN, they have been prosecuted: this has resulted in **eight** touts being successfully prosecuted by Cambridge City Council.

- 3.7 The additional resource of a punt tout enforcement officer did not result in a significant increase in FPNs, as a number of touts and operators viewed receiving FPNs as an operating cost or occupational hazard and continued to operate as they had done previously. However, the number of FPNs does not reflect the amount of disruption caused to the touts and operators by having a dedicated officer patrolling the area every weekend.
- 3.8 We received 23 complaints and comments since the review in October last year (see Appendix C). Of those, 12 complaints related to the presence of touts in King's Parade and at the corner of John Lewis, two related to poor service from unauthorised operators, two related to punting-related littering on Garret Hostel Lane and the rest related to the presence of touts in various other locations in the city. This contrasts favourably with the 122 complaints and comments received about touting detailed in the October 2017 report.

Improved communications to the public

- 3.9 A task and finish group was set up with representatives from City Council, Cambridge Business Against Crime (CAMBAC), Visit Cambridge and the Cambridge BID to deliver a communications plan.
- 3.10 As a result of this communications plan, an article was published in the Summer 2018 edition of "Cambridge Matters" which went to all households. The link to the article can be seen at Appendix B. This was well received by members of the public and gave a positive message about ways to enjoy punting with licenced operators. In summary the message was:
- 'By making sure you buy your tickets from a licensed punt operator you can be sure that your punt trip will be safe, enjoyable, value for money and with knowledgeable guides'.*
- 3.11 Additional activity under the communications plan included:
- The development of a standard form of words for all group members to use in publicity about punting;
 - Updating the Cambridge City Council website with a clearer pathway for members of the public to gain information about licenced punting and a link to Visit Cambridge punting webpage; and

- Publishing a number of press releases updating on enforcement, opportunities for punting and general information about touting.

3.12 The reduction in complaints as detailed in paragraph 3.8 also suggests that the work undertaken by the communications group to better inform the public has been successful in explaining the purpose and scope of the PSPO, particularly in communicating that the PSPO does not ban the actual presence of touts in the city but prohibits ‘verbally’ advertising, soliciting or touting, that is, the enforcement officer must hear what the tout is saying before enforcement action can be taken.

Potential to expand the Restricted Area

3.13 Upon the introduction of the PSPO, some touts dispersed to areas not covered by the ‘Restricted Area’ and one of those places, which has continued to cause concern for members of the public and businesses, is at the corner of the Microsoft building near the railway station. The Executive Councillor asked that consideration be given to expanding the PSPO and officers have taken legal advice on whether or not this was possible.

3.14 The legislation allows for variations in the terms of a PSPO at any time, if a new issue arises in an area where a PSPO is in force. However, amendments to orders have not been tested in court and the Act is ambiguous on the issue with regard to what constitutes a significant change. Therefore the Council sought legal advice, that advice suggested that it is likely that an extension would be considered a significant change and therefore would be subject to the legal requirements of changing the terms of the PSPO.

3.15 Those legal requirements mean that the Council would have to undertake the necessary consultation on the proposed changes and meet the conditions in section 59(2)(3) of the Anti-social Behaviour, Crime and Policing Act 2014 with regard to activities in the area.

The first condition is that:

- (a) activities carried on in a public place within the Council’s area have had a detrimental effect on the quality of life of those in the locality, or
- (b) it is likely that activities will be carried on in a public place within that area and that they will have such an effect.

The second condition is that the effect, or likely effect, of the activities:

- (a) is or is likely to be, of a persistent or continuing nature,
- (b) is, or is likely to be, such as to make the activities unreasonable, and
- (c) justifies the restrictions imposed by the notice.

- 3.16 Although a variation of the PSPO is permitted under the Anti-social Behaviour, Crime and Policing Act 2014, if such a variation were to be made, an interested person may apply to the High Court to question the validity of the variation. If the Council were to seek a variation it would have to ensure that the conditions stated in 3.15 above have been met and would need to have the background evidence to support the variation.
- 3.17 The legal advice we received suggests that a variation that included a change of wording and/or the extension of the 'Restricted Area' could be considered to be a significant change to the order and therefore would involve a process of consultation and evidence gathering and would need to be considered by Committee. In effect, the process would be the same as that for introducing a new PSPO.

Injunction application to stop unlicensed punt activity on Council land

- 3.18 Independently from the PSPO, the Council sought an Injunction from the High Court to ban commercial punt businesses from using its land to access the River Cam without its consent. The unauthorised use had escalated at Garret Hostel Lane and at times beyond to the City's open spaces at Laundress Green and Sheep's Green, with significant punting operations taking place in these locations. These locations are not authorised punt stations and do not have planning permission or approval from the Cam Conservators.
- 3.19 The Injunction was sought in order to stop the unauthorised use of these locations in the city centre area where unlicensed punt businesses were operating from. Unlicensed businesses were responsible for much of the indiscriminate touting away from the river in the city centre. The Injunction was granted, removing the unauthorised operators' ability to operate from the Council's land on the river, which has reduced the number of punt touts and levels of unnecessary touting.

3.20 That said, we are still receiving some complaints about touts on King's Parade and around the railway station area. One authorised punt operator does not have touting restrictions in their lease and has not signed the Voluntary Code of Conduct for Punt Operators, which would restrict their touting numbers and locations. They continue to tout and take referrals on King's Parade. They are still subject to the restrictions of the PSPO and will be issued FPNs should they breach this. Other touts on King's Parade are either continuing to operate from unapproved punt stations, without authorisation, or they are touting for walking tours. Where they are using Council land without consent, further legal action will be considered based on the previous successful Injunction and costs sought again.

Options for the future of the PSPO

3.21 The officers have considered the current situation and given that there has been a significant decrease in the number of touts in the city and consequently in the number of complaints about anti-social behaviour related to touting, this suggests that our approach is working.

Therefore, it makes sense to continue the order in its current format.

This will allow for the situation to be monitored for the next 6/7 months, at which time we will have a clearer indication if the actions taken to date and the impact of the trespass injunction continue to have the successful outcomes currently indicated, leaving the following options for the future;

3.22 The Council can leave the current PSPO in place until September 2019 when they can:

- extend the PSPO for up to a further three years; or
- extend the 'Restricted Area' or make any other significant amendments,

Both of the above options will require consultation and evidence to prove the legal conditions are being met.

3.23 The Council can allow the PSPO to lapse if it is believed that it is no longer required. If a decision is made to let the PSPO lapse, the Council will be required to remove the signage and publish the lapse.

- 3.24 All of the options above will need to be considered in advance of September 2019 when the three year life span of the order comes to an end.
- 3.25 Therefore the officers are recommending that the Executive Councillor continues the PSPO (Touting) 2016 in its current format with a review to take place in advance of September 2019.

4. Implications

(a) Financial Implications

Staffing costs related to ongoing enforcement.

(b) Staffing Implications

See Financial Implications.

(c) Equality and Poverty Implications

An Equality Impact Assessment (EqIA) was carried out during the consultation and implementation of the PSPO. A further EqIA would be needed if significant changes are made to the PSPO. Equality and poverty implications were addressed in detail in the report to Strategy and Resources Scrutiny Committee in July.

(d) Environmental Implications

Climate change rating is not applicable, however, the impact on increased signage on the environment will need to be considered in the event of a change to the geographical area.

(e) Procurement Implications

It is unlikely that the costs would reach procurement thresholds.

(f) Community Safety Implications

As detailed in this report.

5. Consultation and communication considerations

As detailed in this report.

6. Background papers

Background papers used in the preparation of this report:

- (a) “Public Spaces Protection Order – Punt and Tour Touting” - report to Strategy and Resources Scrutiny Committee 4 July 2016
- (b) Notes of the Strategy and Resources Scrutiny Committee 4 July 2016
- (c) Notes of Strategy and Resources Scrutiny Committee 9 October 2017
- (d) Reform of anti-social behaviours powers – Home Office guidance for frontline professionals
- (e) Anti-social Behaviour Crime and Policing Act 2014

7. Appendices

- (a) Public Spaces Protection Order (Touting) 2016 – Appendix A available at https://www.cambridge.gov.uk/media/5484/491315_-_sealed_pspo_0.pdf
- (b) Cambridge Matters extract Summer 2018 – Appendix B available at https://www.cambridge.gov.uk/media/3986/cambridge_proof_14.pdf
- (c) Complaints report – Appendix C attached

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact:

Lynda Kilkelly, Safer Communities Manager, tel: 01223 - 457045,
email: lynda.kilkelly@cambridge.gov.uk.

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Appendix C PSPO (Touting) 2016 - Year 2 Review

Date	Brief details of complaint/observation
05/10/2017	Traditional Cambridge Tours tout by King's College with banner flag
07/11/2017	General enquiry about touting on King's Parade
24/11/2017	Touts from Varsity Tours on St. Andrew's Street and Christ's Lane
05/01/2018	Came into The Guildhall to complain about a punt tour and lack of information and enforcement about illegal touting
22/02/2018	Observed a punt operator on Garret Hostel Lane (GHL) dropping plastic fast-food container into the river
09/03/2018	Touts on Station Road (talking to tourists at 10:45)
16/03/2018	Tout and Big Issue seller arguing by corner of John Lewis - tout saying they were "running a business from there"
05/04/2018	Complaint about rude punt tout by Grand Arcade. Prepared to give a witness statement to support enforcement action.
05/04/2018	Had received poor service from a punt tour. Review to TripAdvisor rejected as tour was from an unauthorised operator from GHL.
17/04/2018	Alert of touting by snack van at end of Christ's Lane - police in attendance
18/04/2018	Touts on King's Parade - had raised the same complaint back in 2017
20/04/2018	Wants to know what we are doing about touting, especially on King's
08/05/2018	Took an unlicensed punt tour (ticket purchased on Downing Street) and boat was struck: wanted to report a dangerous incident
08/05/2018	Rubbish left on punts
09/05/2018	Submitted copy of an incident report to Cam Conservators and touting on Drummer Street
24/05/2018	Touts outside John Lewis - are we planning to expand enforcement areas?
03/06/2018	Touting by Magdalen College, Great St. Mary's Church and John Lewis
14/06/2018	Touting advertising board outside Great St. Mary's Church
05/07/2018	Touts on Station Road by new hotel (had "Tour Operator" on their backs); touting continues on King's Parade
11/07/2018	Touts still operating on King's Parade (Alumni Tours?)
24/07/2018	Touting by Alumni Tours
02/08/2018	Touting on King's Parade by Granchester Punt Tour touts
07/08/2018	Touts blocking the entrance to the church over the weekend. Police called.

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Item:

**S106 FUNDING PROPOSAL AT
ABBNEY SPORTS CENTRE**

To:

Councillor Anna Smith, Executive Councillor for Communities

Environment & Community Scrutiny Committee

04/10/2018

Report by: Ian Ross, Sport and Recreation Manager

Tel: 01223 - 457000

Email: Ian.Ross@cambridge.gov.uk

Wards affected: Abbey and Romsey wards

Not a Key Decision

1. Executive Summary

To supplement the specific S106 contributions collected for the on-going upgrade of floodlighting at the existing artificial sports pitch at Abbey Sports Centre with generic outdoor sports S106 contributions (instead of using Council revenue funding).

2. Recommendations

The Executive Councillor is recommended to approve the use of up to £30,000 of generic allocations of generic outdoor sports S106 contributions from Abbey ward in order to supplement specific S106 contributions for upgrading the floodlighting for the artificial pitch at Abbey Sports Centre.

3. Background

- 3.1 The Council uses developer contributions to mitigate the impact of the local development by providing or improving local facilities. An overview of the Council's approach to S106 funding can be found at www.cambridge.gov.uk/our-approach-to-s106. Decisions on the use of outdoor sports S106 contributions (where this has not already been

stipulated within S106 reports) are made by the Executive Councillor following scrutiny by this Committee.

- 3.2 Changes to the official regulations governing the use of S106 funding this mean that, since April 2015, the Council now collects specific S106 contributions, which stipulate where and how those contributions will be used. Specific contributions cannot be used for any other purpose. A report to the Community Services Scrutiny Committee in June 2016 identified sports facilities for which specific S106 contributions were being (and/or could be) from major developments. This included the project to upgrade floodlighting for existing artificial sports pitch.
- 3.3 The Council has already secured and received around £35,500 from a specific S106 contribution for this particular floodlighting upgrade project from the student accommodation development at 315-349 Mill Road (planning ref. 14/1496/FUL). Officers have already developed a business case for taking this project forward this autumn, which has been signed off by the Council's officer-level Capital Programme Board. A summary of the project can be found in the Appendix. This project is now being taken forward.
- 3.4 The overall project costs for the floodlighting upgrade are expected to be £65,000. Officers have currently assigned money from existing revenue budgets to top up the £35,500 specific contribution to the required amount. However the Council's Developer Contributions Monitoring Unit has advised that:
 - a. these top-up costs of up to £30,000 would be eligible for the use of generic S106 outdoor sports contributions (agreed before April 2015) from Abbey ward, instead;
 - b. as well as making use of specific S106 contributions for the floodlighting upgrade, it is also important to make sure that the Council is making timely use of these local, generic contributions (which were received between 2014 and 2017).

4. Implications

- 4.1 **Financial Implications:** Using up to £30,000 of generic outdoor sports contributions from Abbey ward, instead of money from existing revenue budgets would enable the Council both to make more effective use of

the revenue funding as well as appropriate and timely use of the generic S106 funding. Current indications are that this would still leave more than £40,000 of generic outdoor sports S106 funding available from Abbey ward.

4.2 **Staffing Implications:** None from this report.

4.3 **Equality and Poverty implications:** None arising from the recommended use of generic S106 contributions towards this project. No particular equality impacts were identified as part of the consideration of the business case for this project.

4.4 **Environmental implications:** The floodlighting upgrade will deliver an environmental saving over the current halide bulb provision of around 42,500kwh and 15 tonnes of Co2 per annum.

4.5 **Procurement implications:** None. This does not affect the contract, which has already been awarded.

4.6 **Community Safety implications:** None.

5. **Consultation and communication considerations:** None

6. **Background papers**

Background papers used in the preparation of this report:

- “Interim approach to specific S106 funding: follow-up” report to the Community Services Scrutiny Committee on 30 June 2016.

7. **Appendices**

Floodlights upgrade for artificial pitch at Abbey Sports Centre

8. **Inspection of papers**

To inspect the background papers or if you have a query on the report please contact:

Ian Ross, Sport & Recreation Manager, tel: 01223 457000,
email: ian.ross@cambridge.gov.uk.

Floodlights upgrade for artificial pitch at Abbey Sports Centre

1. This project is to replace and upgrade existing floodlighting on the artificial pitch at the Abbey Leisure Complex. The existing lights are dated and now becoming obsolete, as parts for the control gears and ballasts of the floodlights become increasingly difficult and expensive to find and install.
2. The project will replace the old metal halide fittings with new energy efficient LED lighting heads, new control gear, and lighting columns throughout, which fully meet the current Lux level specifications for various sports using the artificial playing pitch.
3. Light levels over 75lux are required for football and levels of 200lux are required for Hockey training. The new lighting will provide a base lux level coverage of 290lux average, with the system capable of reaching up to 400lux if required.
4. There is a need for better lighting on the entrance to the artificial pitch when exiting at night after the main lights have been switched off which the new system will provide along with the ability to only part switch the Astroturf lights on if only half a pitch is hired and required.
5. New columns will be installed that hinge at the base, which allows them to be lowered and not require the separate hire of a cherry picker and specialist training to access the lamps every time a fault occurs.
6. All electrical switch gear will be mounted in the base of each lighting column, with a central control unit having the ability for wireless communication to switch the lights on and off and set pre-set light levels and pitch coverage options.
7. The LED lights will also be more energy efficient saving around 42,500Kwh per annum and saving an estimated 15 tonnes of Co2 emissions.
8. The budget for this project is £65,000. The project is already under way (it started within the last couple of months) and is expected to be completed by the end of October 2018.



Item

EQUALITIES POLICY AND STRATEGY

To:

Councillor Anna Smith, Executive Councillor for Communities

Environment & Community Scrutiny Committee 04/10/2018

Report by:

Helen Crowther, Equality and Anti-Poverty Officer

Tel: 01223 - 457046 Email: helen.crowther@cambridge.gov.uk

Wards affected:

Abbey, Arbury, Castle, Cherry Hinton, Coleridge, East Chesterton, King's Hedges, Market, Newnham, Petersfield, Queen Edith's, Romsey, Trumpington, West Chesterton

Key Decision

1. Executive Summary

- 1.1 The Council's Comprehensive Equalities and Diversity Policy sets out the Council's commitment to promoting equality and diversity, including through its role as an employer and a provider of services to the public. A revised and updated version of the policy is presented for approval at Appendix A.
- 1.2 The Council has developed a new Single Equality Scheme (Appendix C), which sets out how the organisation will challenge discrimination and promote equal opportunities in all aspects of its work over the next three years (2018-2021). It includes five strategic objectives that demonstrate how the organisation will meet the aims of the Public Sector Equality Duty. The Single Equality Scheme (SES) was developed based on the principles and policies set out in the Comprehensive Equalities and Diversity Policy.

2. Recommendations

The Executive Councillor is recommended to:

- 2.1 Approve the revised Comprehensive Equalities and Diversity Policy at Appendix A.
- 2.2 Approve the Single Equality Scheme 2018-2021 at Appendix C.

3. Comprehensive Equalities and Diversity Policy

- 3.1 The Council's Comprehensive Equalities and Diversity Policy was first approved in 2006. The revised version of the policy was approved at the Council's Strategy and Resources Committee on 11 October 2010, which reflected changes in the law introduced by the Equalities Act 2010. The revised Policy set out a number of key principles, including the following statement:

"We recognise nine main equality strands as recognised in UK law, giving all equal importance. These are: gender, gender reassignment; race and ethnicity; disability; sexual orientation; age; religion/belief, marriage and civil partnership, pregnancy and maternity".

- 3.2 At the Committee meeting on 11 October 2010, the Leader of the Council approved two amendments to the policy proposed at the meeting. These amendments were to add the following two commitments to the policy:

- *We will not exclude transgender people from positions which require a gender-appropriate candidate*
- *Transgender people will not be excluded from gender-appropriate single sex/sex segregated facilities operated by the council*

- 3.3 In recent months, the Council has received public challenge and criticism regarding aspects of the policy. The specific issues raised were:

- a) The policy uses the term "gender", whereas the Equality Act 2010 uses the term "sex". The policy is therefore not consistent with the law in this regard.

- b) The policy uses the term “transgender”, whereas the Equality Act 2010 uses the term “gender reassignment” or “transsexual”. The policy is therefore not consistent with the law in this regard.
- c) Where the policy lists “nine main equality strands as recognised in UK law”, it does not do so in the order that they appear in the Equality Act 2010.
- d) The two commitments relating to transgender people have had a negative impact on people with the protected characteristic of “sex”, especially women.
- e) The two commitments prevent the Council from using the “single-sex exemption” contained in the Equality Act 2010.

3.4 Officers have carried out an assessment of the impact of the two commitments in the policy regarding transgender people’s access to single-sex jobs and single-sex facilities since they were introduced in 2010. As part of this assessment, officers have spoken to the managers of all relevant services (including: Community Grants; Homelessness Grants; public toilets; toilets, showers and changing rooms in leisure facilities; single-sex sport sessions; and single-sex health and well-being sessions) to identify how the policy has been applied in practice, and whether there have been any complaints or issues raised regarding transgender people accessing single-sex services and facilities.

3.5 The service managers responsible for these services and facilities are not aware of any complaints being made or issues being raised regarding transgender people accessing them, or by transgender people not being allowed to access them (see Appendix B for further details on the assessment). It is possible that if service users did have any concerns, they may not have reported them, but it is impossible to assess whether this is the case.

3.6 Since 2010 the Council has not used the legal clause¹ enabling it to recruit a person of a particular sex to a role where there is a ‘Genuine Occupational Requirement’. As a result, there have been no instances since 2010 when the commitment in the policy regarding access to “gender appropriate” positions for transgender people could have been applied. Therefore, no impact has been identified from this commitment.

¹ Schedule 9, Paragraph 1 of the Equality Act 2010

3.7 The Council has sought legal advice, including Counsel's opinion, regarding the legality of the wording and provisions in the policy. The key issues from this advice are summarised in paragraphs 3.7 to 3.16 below.

Terminology

3.8 The legal advice is that the use of the term "gender" in the Council's policy is not compliant with the Equality Act 2010. We have been advised to substitute references to "gender" with "sex". The Government recently defined "sex" as being assigned to a person by medical practitioners at birth based on physical characteristics, whereas "gender" refers to socially constructed characteristics².

3.9 The legal advice is that the use of the term "transgender" in the Council's policy is not compliant with the Equality Act 2010. We have been advised to substitute references to "gender" with "sex" and references to "transgender" with "person with the protected characteristic of gender reassignment" or "transsexual person" because these are the terms defined by the Equality Act 2010. Section 7 of the Equalities Act defines the protected characteristic of gender reassignment as follows:

(1) A person has the protected characteristic of gender reassignment if the person is proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex.

(2) A reference to a transsexual person is a reference to a person who has the protected characteristic of gender reassignment.

3.10 Gender reassignment, for the purposes of the Act, does not refer to a medical process. It is a personal process (that is, moving away from the sex to which a person was assigned at birth to that person's preferred or acquired gender). The explanatory notes to Equality Act 2010 provide the following illustrative example:

² Definitions provided in the glossary attached to the Government's recent consultation document on proposed amendments to the Gender Recognition Act 2004

“A person who was born physically female decides to spend the rest of her life as a man. He starts and continues to live as a man. He decides not to seek medical advice as he successfully ‘passes’ as a man without the need for any medical intervention. He would have the protected characteristic of gender reassignment for the purposes of the Act.”

Single Sex Exemption

- 3.11 The Equality Act 2010 permits service providers to provide separate services for women and men, or to provide services exclusively for one sex, provided certain strict conditions are met.
- 3.12 Where a service is being lawfully provided on a separate-sex or single-sex basis, the Equality Act requires that in general the service provider should allow transsexual people to access that service according to their acquired gender.
- 3.13 However, the Act includes an exception to this requirement that permits the service provider, in exceptional cases, to provide a different service to a transsexual person, or exclude a transsexual person from the service altogether. The Explanatory Notes to the Equality Act 2010 state that excluding transsexual people from separate-sex or single-sex services needs to be a “proportionate means of achieving a legitimate aim” and has to be “objectively justified”.
- 3.14 The Explanatory Notes to the Equality Act 2010 give the following example of a situation where excluding people with the protected characteristic of gender reassignment would be lawful:
- “A group counselling session is provided for female victims of sexual assault. The organisers do not allow transsexual people to attend as they judge that the clients who attend the group session are unlikely to do so if a male-to-female transsexual person was also there. This would be lawful.”*
- 3.15 By way of contrast, it would not be lawful if the council did not allow a transsexual person to attend a community facility because other people who used that facility felt uncomfortable. This would be direct discrimination because of gender reassignment.

- 3.16 Under public law the Council must not fetter its discretion to apply exceptions within the Equality Act 2010. Our legal advice says that the two commitments as presently drafted amount to an inflexible policy, which prevents the Council from exercising its discretion to apply exceptions in the Equality Act 2010, and are therefore unlawful. This is because we do not refer to the exceptions in the wording of the policy.
- 3.17 However, the Council is not obliged to apply exceptions to exclude transsexual people in any particular case. The Act anticipates that these exceptions should only be applied in exceptional circumstances. The Council could also not apply a blanket policy to provide separate services for transsexual people or exclude transsexual people from particular services. We would need to do so on a case-by-case basis and carefully consider the implications of doing so.
- 3.18 Ordinarily, action taken by the Council in respect of its employees is regulated by the private law of contract or employment law rather than public law. However, the commitment in the policy not to “exclude transgender people from positions which require a gender-appropriate candidate” is contained in a general policy adopted by the Council under statutory powers. Therefore the issues are also subject to public law which means similar principles to those above apply in relation to the Council as an employer.

Proposed changes to the Council’s policy

- 3.19 In light of the legal advice received by the Council, it is recommended that the following changes should be made to the Council’s Comprehensive Equalities and Diversity Policy:
- a) The word “gender” should be replaced with “sex” in the statement on page 1 of the policy.
 - b) The two commitments relating to transgender people should be replaced with the following sentence in the list of key principles on page 1 of the policy:
We will recognise and treat people with the protected characteristic of gender reassignment according to the gender in which they present unless it is necessary, in exceptional circumstances, to use

the single sex exemption as a proportionate means to achieve a legitimate aim in line with the Equality Act 2010

- 3.20 It could be argued that there is no need to include the sentence at 3.17 b) above, because it is a statement of what the underpinning legislation says. However, in the context of current public debate and challenge, it would be helpful to clarify what the Council's position is in the policy. Not confirming that we understand the rights of transsexual people might suggest or imply that the Council has made a deliberate decision to change its policy to not allowing people with this protected characteristic to access single-sex roles, services and spaces. This would not be the case, and, as outlined above, it would be illegal for the Council to do so.
- 3.21 Not mentioning the single sex exemption at all, may imply we would never use that part of the Act in the exceptional circumstances that might require it. It would be unlawful for the Council to fetter its discretion in this way. Given the current public debate and challenge, the Council needs to be clear about its position on this.
- 3.22 A revised version of the policy is presented at Appendix A for approval by the Executive Councillor, which includes the amendments proposed at 3.19 above. We have also updated the policy in light of changes since 2010 to the Council's structures and processes relating to our work in promoting equality and tackling discrimination as an employer and provider of services. Changes made to the policy at Appendix A are shown via tracked changes. In particular we have:
- Updated the section on pages 3-5 on our employment practices. Our intention has been to provide more concrete indications of the steps we take as an employer to promote equality and diversity
 - Updated the section on how we are organised on page 6 to reflect changes in internal officer equality groups since 2010.
 - Updated the section on how we deliver to reflect the current events that the Council marks.
 - Updated the section on page 8 on the equalities legislation that applies to the Council

3.23 All relevant live corporate equalities documents will be amended to refer to the protected characteristics defined in the Equality Act 2010. Where necessary this will include replacing the word 'gender' with 'sex' and the word 'transgender' with 'gender reassignment'. The protected characteristics will also be listed in alphabetical order in these documents, as in the Equality Act 2010, so as not to appear to be prioritising one protected characteristic over another. The Equality Impact Assessment template has already been amended and the revised version will be used for Committee reports in the October cycle.

4. Single Equality Scheme 2018-21

4.1 Whilst the Comprehensive Equalities and Diversity Policy sets out our overarching commitments as an employer and a provider of services to the public, the Single Equality Scheme sets out our priorities for the next three years. We have produced a new scheme every three years since 2009. The new single Equality Scheme for 2018-2021 is presented at Appendix C for approval by the Executive Councillor.

4.2 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.

4.3 The key changes that have been made to the Single Equality Scheme for 2018-2021 compared to the previous scheme for 2015-2018 are:

- Including information on the key issues experienced by equality groups in Cambridge. These issues were identified through consulting with partners, undertaking a literature review, using local statistics we hold and using information from community needs assessments carried out in 2013 and 2015.
- Differentiating between ongoing '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.
- Identifying stronger links between our Anti-Poverty Strategy 2017-20 and our equality and diversity work.

4.4 The new SES contains actions which relate to all the protected characteristics identified in the Equality Act 2010. However, the Strategy includes additional actions to address a number of key issues identified through the consultation and review of available evidence. These are:

a) *Ensuring that our frontline services support people with mental health issues in the best possible way*

Some actions identified in the Strategy relating to this issue are to:

- 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.
- 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 service users' permission) making referrals.

(b) *Helping to tackle discrimination experienced by Gypsies and Travellers, and encouraging them to get support they need from public services.*

Some actions identified in the strategy related to this issue are to:

- 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 need for social housing.
- 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.

(c) *Helping to tackle loneliness experienced by older people, people with mental health issues and people in new communities.*

Some actions identified in the strategy related to this are to:

- 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.
- 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 work per month to support older tenants with support needs, including helping to combat social isolation.

4.5 There are also two key actions in the strategy for 2018/19, related to the protected characteristics of sex and gender reassignment. These will both require long-term commitment and policy development.

- We have signed up to the Domestic Abuse Housing Alliance (DAHA). Women experience domestic abuse more often than men and research indicates that where it happens this is with much more intensity. We will be reviewing the Council's domestic abuse policies and procedures with a view to developing a joint framework for local housing providers to consider adopting. We will also develop guidelines for the Council's approach to known perpetrators of domestic abuse and perpetrators excluded from their homes.
- We intend to sign up the live version of the Safer Spaces campaign being led by Encompass Network. The Council is already signed up to the pilot project with 6 other local organisations, to create welcoming, inclusive and safe spaces for lesbian, gay, bisexual,

transgender and queer/ questioning (LGBTQ) people in Cambridge. We will work with the Encompass Network to develop further actions we can undertake to ensure our services are as welcoming, accessible and inclusive for LBTQ people as possible and to raise awareness of staff policies we have that support LGBTQ people.

5. Implications

(a) Financial Implications

No financial implications have been identified related to the Comprehensive Equalities and Diversity Policy or the Single Equality Scheme. Equalities has been mainstreamed across all Council services so actions that form part of the Single Equality Scheme will primarily be delivered through existing service budgets and will not require additional resources.

(b) Staffing Implications

The revised Comprehensive Equalities and Diversity Policy policy will be promoted to managers and staff in all Council services through internal communications channels. Where required, training and guidance will be provided for relevant Council service managers and staff on how the policy should be applied to any single-sex services and facilities that they are responsible for.

As set out in this report, the Council will only apply the single-sex exemption to exclude transsexual people from a particular service or facility in exceptional circumstances. If the Council receives any public requests in future for it to apply the single sex exemption, these requests will be considered on a case-by-case basis. The relevant Head of Service and the Council's Equality and Anti-poverty Officer will carry out a thorough assessment of all the potential impacts of applying the exemption, taking into account all available evidence. This assessment will consider whether applying the exemption would be a proportionate means of achieving a legitimate aim, as defined in the Equality Act 2010. The final decision on whether to apply the exemption would be taken by the Chief Executive or a Strategic Director.

As equalities has been mainstreamed across all Council services, the activities and actions identified in the strategic action plan for Single Equality Scheme SES will primarily be delivered as part of the core responsibilities of staff within the relevant services.

(c) Equality and Poverty Implications

We have undertaken an Equality Impact Assessment related to changes to the Comprehensive Equalities and Diversity Policy. This assessment can be found at Appendix B.

No Equality Impact Assessment (EqIA) has been carried out for the Single Equality Scheme. The Single Equality Scheme 2018 -21 will form the framework for the City Council's work to challenge discrimination and promote equal opportunities over the next three years. Services have undertaken their own EqIAs related to specific actions identified in the strategy. It also includes a range of evidence on issues faced by different protected characteristics in Cambridge City, so it will provide a useful resource for the completion of EqIAs for other projects and policies.

In developing our new Single Equality Scheme 2018-21, a key priority was to identify links between our Anti-Poverty Strategy 2017-20 and our equality and diversity work.

(d) Environmental Implications

There are no environmental implications

(e) Procurement Implications

The City Council has taken steps to ensure that equalities considerations are embedded in its procurement processes. We have produced a guide on implementing The Public Services (Social Value) Act (2012) into our procurement processes for staff to use. 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. In the Single Equality Scheme 2018-21, we have committed to identifying further opportunities to maximise social value through the Public Services (Social Value) Act 2012.

(f) Community Safety Implications

The strategic action plan incorporated in the Single Equality Scheme 2018-2021 includes a number of actions that will have a number of positive impacts on community safety and cohesion in Cambridge. This includes actions related to:

- Making improvements to lighting on our Council estates
- Designing and undertaking a project to provide Safeguarding advice and/or training to door staff at licensed premises, including encouraging initiatives that reduce anti-social night-time activities of licensed operations
- Undertaking targeted activities to reduce the risk to all taxi passengers
- Continuing 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
- Improving public safety and raising concerns of people with protected characteristics in our role as members of the Community Safety Partnership
- Replace our CCTV system with new High Definition cameras that are low-light capable
- Working with the Domestic Abuse Housing Alliance
- Providing an outreach service to women who have experienced domestic abuse in the City
- Tackling hate crime through continuing to work with Cambridgeshire Police and in running the Racial Harassment Service
- Ensuring that people at risk of radicalisation and extremism receive the joined up support they need, as part of the Prevent Duty

(g) Communications

The content of this report will be communicated to residents through the media using a news release, through the Council website, and on Twitter.

6. Consultation and communication considerations

- 6.1 We have not consulted on the changes proposed to the Comprehensive Equalities and Diversity Policy at 3.17 above because they reflect what the Council is required to do by law.
- 6.2 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. The details of the consultation process and key issues raised by stakeholders who participated are summarised in Appendix D. The finalised version of the SES attached at Appendix C has been updated to reflect those suggestions that can be incorporated. The stakeholders who took part in the consultation all agreed that the areas we have identified as priorities (as explained at 5.2) for the Single Equality Scheme 2018-2021 are broadly the correct ones.

8. Background papers

No background papers were used in the preparation of this report

9. Appendices

- Appendix A – Comprehensive Equalities and Diversity Policy
- Appendix B – Equality Impact Assessment for Comprehensive Equalities and Diversity Policy
- Appendix C – Single Equality Scheme 2018 to 2021
- Appendix D – Issues raised through the Single Equality Scheme 2018-21 consultation

10. Inspection of papers

If you have a query on the report please contact Helen Crowther, Equality and Anti-Poverty Officer, tel: 01223 - 457046, email:

helen.crowther@cambridge.gov.uk.



CAMBRIDGE CITY COUNCIL

COMPREHENSIVE EQUALITIES AND DIVERSITY POLICY “Embracing diversity, committed to equality”

OUR COMMITMENT

We are a joint founder (with the University of Cambridge) and signatory of the Cambridgeshire Equality Pledge that commits signatory organisations to appreciate and value the benefits that different communities contribute to Cambridge and the surrounding region. The Equality Pledge is as follows:

“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”.

~~Cambridge City Council believes 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 city.~~

We recognise and accept that discrimination means some people may have not had equal access to services or employment or fair chances in life. Therefore we support the view that it may be necessary to develop or create some services or opportunities to specifically meet different needs.

We understand that discrimination can be institutionalised. We are committed to combating any unintended institutional discrimination by developing an anti-discriminatory organisational culture, placing equalities at the centre of all our activities and key agendas, and celebrating diversity in its many forms.

We work to the following principles:

- We recognise nine main equality strands as recognised in UK law, giving all equal importance. These are: ~~gender, gender reassignment, race and ethnicity, disability, sexual orientation, age, religion/belief, marriage and civil partnership, pregnancy and maternity~~ age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
- We will recognise and treat people with the protected characteristic of gender reassignment according to the gender in which they present unless it is necessary, in exceptional circumstances, to use the single sex exemption as a proportionate means to achieve a legitimate aim in line with the Equality Act 2010

- We aim to eliminate unlawful discrimination and to promote equality of opportunity and good relations between people of different and diverse communities
- We support the progressive approach of promoting good relations between different groups in order to tackle prejudice and end discrimination, and apply this to all equality strands
- We are committed to developing and promoting an anti-discriminatory environment within the Council and City as a whole and will reflect this in our policies and practices
- We are committed to improving our equalities practice at corporate, departmental, service and individual levels throughout the council and want to maintain a positive and inclusive workplace culture that values all employees equally
- We aim to identify and eliminate barriers in our own systems and procedures, training staff and managers to enable them to help make this happen
- We will actively engage with the local community through communication and consultation to ensure that our services meet the needs of and are fully accessible to our diverse population
- We recognise the value of an energetic and creative voluntary/community sector and will work with groups, individuals and organisations to provide culturally specific services, with equalities firmly embedded in those relationships and projects
- We will ensure a commitment to equalities and diversity in our commissioning and procurement arrangements and expect suppliers and contractors to fully comply with this equalities and diversity policy
- We encourage real participation in local democracy and representation on various bodies and in our processes, from people who may normally feel excluded from decision-making processes
- We will comply with all our legal obligations and follow best practice guidance

SCOPE

This policy applies to all aspects of the Council's functions including:

- Provision of services
- Commissioning and purchasing of goods and services
- Recruitment, employment, training and development of staff
- Grants to voluntary and community organisations
- Landlord functions in respect of housing and other property
- Exercise of statutory powers and responsibilities
- Partnerships with other organisations
- Community involvement

- Consultation with local people
- Promotion and publicity

~~VALUING OUR EMPLOYEES – AS AN EMPLOYER~~

~~All Council employees are responsible for complying with this policy and must follow it as part of their conditions of service. Council staff must not discriminate against anyone, persuade another employee to discriminate, tolerate or condone discriminatory practices, harass or abuse other employees or members of the public for any reason. In return we expect our staff to be treated with respect and we will not tolerate discriminatory or abusive behaviour towards our staff from members of the public.~~

~~———— The Working Environment~~

~~———— The Council aims to:~~

- ~~— provide a safe and accessible working environment for existing and potential employees, one that is free from harassment and discrimination, where individuals' values, beliefs, identities and cultures are respected~~
- ~~— provide equipment and facilities, including adaptations to the workplace, to enable people with disabilities to develop their full potential~~
- ~~— take action to protect employees who are at risk of violence while carrying out their duties~~
- ~~— support and facilitate staff networks for those from minority groups or those who face disadvantage or discrimination in society~~

Employment practices

- ~~— We aspire to being an employer for whom local people will want to work~~
- ~~— We aim to make sure that jobs with the council are accessible to all sections of the community, and that our recruitment policies and practices do not indirectly discriminate against any particular group of job seekers~~
- ~~— We will not exclude transgender people from positions which require a gender-appropriate candidate~~
- ~~— We actively seek to participate in innovative programmes that increase opportunities for minority groups to gain employment with the council~~
- ~~— We will develop initiatives to redress current imbalances in our workforce, through recruitment, career development and training, and building strong links with marginalised or minority communities~~

- ~~— We will provide support systems as part of our policy to promote dignity and respect at work and make confidential reporting systems available for those who may face prejudice or discrimination~~
- ~~— We will promote opportunities to ensure that not only is the Council's workforce representative of the local community, but that this representation is also reflected across all levels and grades~~
- ~~— We are committed to undertaking regular workforce database monitoring and staff attitude surveys, to help identify equality and diversity trends or issues that may need addressing~~

VALUING OUR EMPLOYEES – AS AN EMPLOYER

The Council aims to provide a safe and accessible working environment for existing and potential employees, one that is free from harassment and discrimination, where individuals' values, beliefs, identities and cultures are respected. All Council employees are responsible for complying with this policy and must follow it as part of their conditions of service.

Council staff must not discriminate against anyone, persuade another employee to discriminate, tolerate or condone discriminatory practices, harass or abuse other employees or members of the public - for any reason. In return we expect our staff to be treated with respect and we will not tolerate discriminatory or abusive behaviour towards our staff from members of the public.

The Working Environment

- We aspire to being an employer for whom local people will want to work.
- We have a staff code of conduct in order to ensure we act professionally and treat others with dignity and respect.
- We run equality and diversity training for staff , including as part of our induction training for all new starters.
- Staff members have access to confidential reporting systems available for those who may face bullying, harassment, prejudice and/or discrimination.

- We undertake regular staff attitude surveys to help identify equality and diversity trends or issues that may need addressing.
- We ensure that we consider individuals' needs and make reasonable adjustments where appropriate in order to remove barriers for disabled people and resolve issues relating to disability.
- We will implement and review our policies to support the health and well-being of our staff.
- We take action to protect employees who are at risk of violence while carrying out their duties.
- We are committed to safeguarding and promoting the welfare of children, young people and adults. Staff are made aware that safeguarding is everyone's responsibility.

- We have a domestic abuse policy to ensure that every employee who is experiencing or has experienced domestic abuse has the right to raise the issue with their employer in the knowledge that we will treat the matter effectively, sympathetically and confidentially.
- Where there is demand for them, we facilitate and support staff networks for those from minority groups or those who face disadvantage or discrimination in society.

Recruitment practices and career development

- We produce an annual 'Equality in Employment' report, which monitors the workforce profile in relation to age, disability, religion or belief, race, sex and sexual orientation. From this information we develop initiatives to redress current imbalances in our workforce, through recruitment, career development and training, and building strong links with marginalised or minority communities.
- We aim to eliminate any unfair or unlawful bias in our pay systems and practice that impact on pay. We believe that all employees should receive equal pay for the same or broadly similar work, for work rated as equivalent and for work of equal value. We report on trends in pay in our annual 'Equality in Employment' report, including related to the gender pay gap.
- We aim to make sure that advertised jobs with the council are accessible to all sections of the community, and that our recruitment policies and practices do not indirectly discriminate against any equality groups.
- We promote opportunities to ensure that not only is the Council's workforce representative of the local community, but that this representation is also reflected across all levels and grades.
- We are a Disability Confident employer and are committed to recruiting, retaining and supporting disabled employees. The Council aims to remove barriers, resolve issues relating to disability and consider individual needs. This includes taking positive steps towards promoting equality of opportunity, inclusion for all and promoting positive attitudes towards disabled people.

VALUING OUR CUSTOMERS – DELIVERING SERVICES

It is our aim that:

- service users receive fair, sensitive and equal treatment when accessing services, and are treated with dignity and respect
- services are relevant and responsive to the changing and diverse needs of our local population, and are delivered without discrimination, prejudice or bias
- ~~transgender people will not be excluded from gender-appropriate single sex/sex segregated facilities operated by the council~~
- services, buildings and information are fully accessible, particularly to those groups or individuals who face disadvantage or discrimination

- we provide clear and understandable information about services and policies in accessible formats and languages
- all external contracts comply with the council's equality policy
- service users are aware of their rights and entitlements when receiving services

We will ensure that all job applicants, employees and service users have access to this policy and our equality values statement.

HOW WE ARE ORGANISED

There is a clear infrastructure to help deliver equality and diversity in the organisation.

Councillors - elected members of the Council have overall responsibility for this policy. The Leader of the Council is the portfolio holder for equalities and diversity. The Strategy and Resources Scrutiny Committee oversees and scrutinises the Leader's portfolio.

Equalities Panel - meets formally twice a year to advise on the Council's equalities work. Membership consists of four members of the public, four staff representatives (two at management level) and four elected Councillors.

Strategic Leadership Team – provides visible leadership on equalities and diversity issues.

Equalities Champion - a member of the Council's Strategic Leadership Team is responsible for championing all equality areas.

Joint Equalities Group (JEG) – an officer group that meets regularly to develop, deliver and oversee the council's equalities and diversity programme. Combines equalities work in employment, service delivery and community relations. Core membership is:

- Strategy & Partnerships
- Human Resources
- Community Development
- Departmental Link Officers

~~**Departmental Equalities Link Officers** – representatives from each department report to Departmental Management Teams and link in with the corporate equalities agenda through the Joint Equalities Group.~~

~~**Staff Groups** – four staff groups that meet regularly throughout the year:~~

- ~~— Black and Minority Ethnic Staff Group~~
- ~~— Lesbian, Gay, Bisexual and Transgender (LGBT) Staff Group~~
- ~~— Disabled Staff Group~~
- ~~— Women's Staff Network~~



~~Staff groups are encouraged to be self-determining; all have their own ways of working. The staff groups meet jointly with the Strategic Leadership Team at least annually.~~

HOW WE DELIVER

Promoting diversity programme

The Council has responded to the duty to promote good relations between different communities by developing an annual programme of 'diversity days'. This approach recognises the main equality strands and provides a framework for engaging different individuals, groups, partners and communities.

As a Council, we mark some of the following regional and national events:

- LGBT (lesbian, gay, bisexual, transgender) History Month – February
- International Women's Day – 8th March
- Black History Month – October
- Holocaust Memorial Day – 27th January
- Cambridgeshire Celebrates Age
- Disability History Month – 22nd November to 22nd December every year
- Refugee Week – held in June each year

~~The programme primarily consists of support for events to celebrate, for example:~~

- ~~LGBT (lesbian, gay, bisexual, transgender) History Month – February~~
- ~~International Women's Day – 8th March~~
- ~~International Day to Eliminate Racism – 21st March~~
- ~~National Play Day – August~~
- ~~Pink Festival – August~~
- ~~Black History Month – October~~
- ~~International Day of Older People – 1st October~~
- ~~International Day of Disabled People – 3rd December~~
- ~~Holocaust Memorial Day – 27th January~~
- ~~various interfaith initiatives throughout the year~~

~~This way of working also allows for response to other equality or diversity projects, for example World Roma Day – 8th April, International Day of Peace – 21st September, Refugee Week – June.~~

Community ~~Development~~Services

Cambridge City Council has a strong Community Development Unit with commitment to community services and equalities resources work to support, strengthen, resource and engage many minority and marginalised communities.

Training, communications and resources

We provide equality and diversity training for staff and managers including mandatory equalities training within induction programmes for new staff. We supplement formal

training with additional briefings and communications designed to raise awareness and increase knowledge around all equality issues, best practice and legislation.

Consultation and Involvement

The Council undertakes regular consultation with service users to ensure that the views of all communities are heard. Targeted work is undertaken to seek minority communities' views where these may not be picked up in general consultation initiatives. This consultation is used to inform council priorities and improve services.

Equality Framework for Local Government

The Equality Framework is a national framework offering a comprehensive and systematic approach to measuring performance on equalities issues. The Framework covers all the groups that are protected by discrimination law. The Council measures its progress against the five areas of performance contained in the Framework as part of our Annual Equalities Review.

Equality Impact Assessments (EIAs)

EIAs are a mechanism to equality check council functions and policies to ensure they do not discriminate or cause any adverse impact relating to equalities and diversity. The Council has an ongoing process of undertaking EIAs on all relevant policies and functions.

Monitoring

Monitoring is an essential and integral element of the Council's equalities performance, and is a requirement of the revised Equality Standard. We also monitor our services to meet the specific duties as set out in the Race Relations Amendment Act 2000 and the Disability Discrimination Act 2005.

Single Equality Scheme (SES)

In 2009, in anticipation of the introduction of the Equality Act 2010, the Council adopted a single equality scheme, which includes outstanding actions from our previous race, disability and gender schemes. The scheme is reviewed and reported on annually as part of the Council's Annual Equalities Review.

REVIEWING YOUR PRACTICE THE POLICY

We will review our practice regularly in line with this policy to ensure that the principles, objectives and priorities are achieved. We will produce an annual report each year, which will be reported to the Strategic Leadership Team, the Equalities Panel, and Strategy and Resources Scrutiny Committee, and will be published on the Internet.



To be reviewed following full implementation of the Equality Act 2010

LEGISLATION

We are committed to complying fully with our legal obligations under equality laws and guidance, and to responding to these speedily and thoroughly. The main UK laws relating to equality and diversity are as follows, starting with the most recent:

Equality Act 2010

Brings together all the existing strands of equality and discrimination legislation, with the aim of clarifying existing law, extending it to cover some anomalies in existing discrimination law, and creating a stronger set of obligations on public bodies to promote equality. Creates a new Public Sector Equality Duty and a duty to consider reducing social and economic inequality. Bans age discrimination outside the workplace and strengthens protection from discrimination for disabled people and extends protection to carers. Introduces the concept of 'dual discrimination' where people have a combination of protected characteristics.

Equality Act (Sexual Orientation) Regulations 2007

Prohibits discrimination in the provision of goods, facilities, services and education, in the exercise of public functions and the use and disposal of premises.

Equality Act 2006

Establishes a single Commission for Equality and Human Rights by 2007 that replaces the three existing commissions. Introduces a positive duty on public sector bodies to promote equality of opportunity between women and men and eliminate sex discrimination. Protects access discrimination on the grounds of religion or belief in terms of access to goods, facilities and services.

Employment Equality (Age) Regulations 2006

Protects against discrimination on grounds of age in employment and vocational training. Prohibits direct and indirect discrimination, victimisation, harassment and instructions to discriminate.

Racial and Religious Hatred Act 2006

The Act seeks to stop people from intentionally using threatening words or behaviour to stir up hatred against somebody because of what they believe.

Disability Discrimination Amendment Act 2005

Introduces a positive duty on public bodies to promote equality for disabled people.

Employment Equality (Sex Discrimination) Regulations 2005

Introduces new definitions of indirect discrimination and harassment, explicitly prohibits discrimination on the grounds of pregnancy or maternity leave, sets out the extent to which it is discriminatory to pay a woman less than she would otherwise have been paid due to pregnancy or maternity issues.

Civil Partnerships Act 2004

Provides legal recognition and parity of treatment for same-sex couples and married couples, including employment benefits and pension rights.

Gender Recognition Act 2004

The purpose of the Act is to provide transsexual people with legal recognition in their acquired gender. Legal recognition follows from the issue of a full gender recognition certificate by a gender recognition panel.

Employment Equality (Sexual Orientation) Regulation 2003

The directive protects against discrimination on the grounds of sexual orientation in employment, vocational training, promotion, and working conditions.

Employment Equality (Religion or Belief) Regulation 2003

The directive protects against discrimination on the grounds of religion and belief in employment, vocational training, promotion and working conditions.

Race Relations Act 1976 (Amendment) Regulation 2003

Introduced new definitions of indirect discrimination and harassment, new burden of proof requirements, continuing protection after employment ceases, new exemption for a determinate job requirement and the removal of certain other exemptions.

Race Relations Amendment Act 2000

Places a statutory duty on all public bodies to promote equal opportunity, eliminate racial discrimination and promote good relations between different racial groups.

Disability Discrimination Act 1995

Outlaws the discrimination of disabled people in employment, the provision of goods, facilities and services or the administration of management of premises.

Race Relations Act 1976

The Act prohibits discrimination on racial grounds in the areas of employment, education, and the provision of goods, facilities, services and premises.

Sex Discrimination Act 1975

The Act makes it unlawful to discriminate on the grounds of sex. Sex discrimination is unlawful in employment, education, advertising or when providing housing, goods, services or facilities. It is unlawful to discriminate because someone is married, in employment or advertisements for jobs.

Equal Pay Act 1970 (Amended)

This gives an individual a right to the same contractual pay and benefits as a person of the opposite sex in the same employment, where the man and the woman are doing: like work; work rates as equivalent under an analytical job evaluation study; or work that is proved to be of equal value.

LEGISLATION

We are committed to complying fully with our legal obligations under equality laws and guidance, and to responding to these speedily and thoroughly. The main UK law relating to equality and diversity is the Equality Act 2010:

Equality Act 2010

The Equality Act brought together all the previously existing strands of equality and discrimination legislation, with the aim of clarifying existing law and extending it to cover some anomalies in existing discrimination law.

The nine main pieces of legislation that merged were:

- the Equal Pay Act 1970
- the Sex Discrimination Act 1975
- the Race Relations Act 1976
- the Disability Discrimination Act 1995
- the Employment Equality (Religion or Belief) Regulations 2003
- the Employment Equality (Sexual Orientation) Regulations 2003
- the Employment Equality (Age) Regulations 2006
- the Equality Act 2006, Part 2
- the Equality Act (Sexual Orientation) Regulations 2007

For full information on the Equality Act see:
<http://www.legislation.gov.uk/ukpga/2010/15/contents>

The Public Sector Equality Duty (Section 149 of the Equality Act 2010)

The broad purpose of the equality duty is to integrate consideration of equality and good relations into the day-to-day business of public authorities. Those subject to the equality duty must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

These are sometimes referred to as the three aims or arms of the general equality duty. The Act explains that having due regard for advancing equality involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

Other relevant legislation to equalities includes:

Civil Partnerships Act 2004

Provides legal recognition and parity of treatment for same-sex couples and married couples, including employment benefits and pension rights

Gender Recognition Act 2004

Trans people are able to receive legal recognition of their acquired gender through a process set out in the Gender Recognition Act (GRA) 2004.

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Cambridge City Council Equality Impact Assessment (EqIA)

This tool helps the Council ensure that we fulfil legal obligations of the [Public Sector Equality Duty](#) to have due regard to the need 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.

Guidance on how to complete this tool can be found on the Cambridge City Council intranet. For specific questions on the tool email Helen Crowther, Equality and Anti-Poverty Officer at equalities@cambridge.gov.uk or phone 01223 457046. Once you have drafted the EqIA please send this to equalities@cambridge.gov.uk for checking. For advice on consulting on equality impacts, please contact Graham Saint, Strategy Officer, (graham.saint@cambridge.gov.uk or 01223 457044).

1. Title of strategy, policy, plan, project, contract or major change to your service:

Comprehensive Equalities and Diversity Policy

2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)

If approved at the Environment and Communities Scrutiny Committee in October, the final agreed policy will be published here: <https://www.cambridge.gov.uk/our-equality-and-diversity-policies-and-plans>

The Committee papers will be published here:

<https://democracy.cambridge.gov.uk/ieListDocuments.aspx?CId=476&MId=3564&Ve r=4>

3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?

The Council's Comprehensive Equalities and Diversity Policy sets out its commitment to promoting equality and diversity, including through its role as an employer and a provider of services to the public. This EqIA assesses the equality impact of specific provisions in the existing policy and proposed revisions to these provisions.

The Council's current policy states on page 1 that : *"We recognise nine main equality strands as recognised in UK law, giving all equal importance. These are: gender, gender reassignment; race and ethnicity; disability; sexual orientation; age; religion/belief, marriage and civil partnership, pregnancy and maternity".*

The Council's current policy also contains two specific commitments relating to transgender people:

- *We will not exclude transgender people from positions which require a gender-appropriate candidate*
- *Transgender people will not be excluded from gender-appropriate single sex/sex segregated facilities operated by the council*

In light of the legal advice received by the Council, it is proposed that the following changes should be made to the policy:

- a) The word "gender" should be replaced with "sex" in the statement on page 1 of the policy.
- b) The two commitments relating to transgender people should be replaced with the following sentence in the list of key principles on page 1 of the policy:

We will recognise and treat people with the protected characteristic of gender reassignment according to the gender in which they present unless it is necessary, in exceptional circumstances, to use the single sex exemption as a proportionate means to achieve a legitimate aim in line with the Equality Act 2010

4. Responsible Service

Corporate Strategy (although all Council services are responsible for implementing the Policy)

5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service? (Please tick those that apply)

- Residents of Cambridge City
 Visitors to Cambridge City
 Staff

Please state any specific client group or groups (e.g. City Council tenants, tourists, people who work in the city but do not live here):
 This EqIA and the changes made to the revised Comprehensive Equalities and Diversity Policy are most likely to impact on people with protected characteristics of gender reassignment and sex.

6. What type of strategy, policy, plan, project, contract or major change to your service is this? (Please tick)

- New
 Major change
 Minor change

7. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service? (Please tick)

- No
 Yes (Please provide details):
 All services are responsible for implementing the Policy

8. Has the report on your strategy, policy, plan, project, contract or major change to your service gone to Committee? If so, which one?

The Comprehensive Equalities and Diversity Policy will go to the 4th October Environment and Communities Scrutiny Committee in the same item as the Single Equality Scheme 2018 to 2021.

9. What research methods/ evidence have you used in order to identify equality impacts of your strategy, policy, plan, project, contract or major change to your service?

We have not consulted on the proposed changes set out in section 3 above for the revised Comprehensive Equalities and Diversity Policy. This is because they reflect what we are required to do by law. The law provides access to single sex roles, spaces and services for people with the protected characteristic of gender

reassignment.

The EqIA is informed by an assessment of the impact of provisions in the existing policy regarding transgender people's access to single-sex jobs and single-sex facilities since they were introduced in 2010. As part of this assessment, officers have spoken to the managers of all relevant Council services (including: Community Grants; Homelessness Grants; public toilets; toilets, showers and changing rooms in leisure facilities; single-sex sport sessions; and single-sex health and well-being sessions) to identify how the policy has been applied in practice, and whether there have been any complaints or issues raised regarding transgender people accessing single-sex services and facilities.

10. Potential impacts

For each category below, please explain if the strategy, policy, plan, project, contract or major change to your service could have a positive/ negative impact or no impact. Where an impact has been identified, please explain what it is. Consider impacts on service users, visitors and staff members separately.

(a) Age

Note that this refers to any group of people of a particular age (e.g. 32 year-olds) , or within a particular age range (e.g. 16-24 year-olds) – in particular, please consider any safeguarding issues for children and vulnerable adults

No impacts have been identified specific to this equality group.

(b) Disability

Note that a person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

No impacts have been identified specific to this equality group.

(c) Gender Reassignment

Legal advice received by the Council states that, where a service is being lawfully provided on a separate-sex or single-sex basis, the Equality Act 2010 requires that in general the service provider should allow people with the protected characteristic of gender reassignment (also referred to as “transsexual” people in the Act) to access services according to their acquired gender. Gender reassignment, for the purposes of the Act, does not refer to a medical process. It is a personal process (that is, moving away from the sex to which a person was assigned at birth to that person’s preferred or acquired gender).

The Equality Act 2010 includes an exception that permits service providers, in exceptional circumstances, to provide a different service to a transsexual person, or exclude a transsexual person from the service altogether. The Explanatory Notes to the Equality Act 2010 state that excluding transsexual people from separate-sex or single-sex services needs to be a “proportionate means of achieving a legitimate aim” and has to be “objectively justified”. The Council could also not apply a blanket policy; it would need to consider applying the exception on a case-by-case basis and carefully consider the implications of doing so.

It is difficult to assess the impact in practice of the commitments in the existing policy on people with the protected characteristic of “gender reassignment”, or the wider group of people who would identify as being “transgender” (including non-binary and gender fluid people). This is because the Council does not routinely monitor usage of separate-sex or single-sex services by people with particular protected characteristics.

The assessment carried out recently by Council officers identified the following separate-sex and single-sex services where the provisions regarding transgender people in the Council’s existing policy would apply to people with the protected characteristic of gender reassignment:

- **Community grants** - The Council does not require grant recipients to apply the Council’s policy. They are required to have equality and diversity policies in place which comply with the law. Transgender people have rarely accessed services provided by women’s organisations funded through the Community Grants, and they have tended to seek help through one-to-one support rather than in a group setting.
- **Homelessness grants** - The City Council has funded outreach services for Cambridge residents who are victims of domestic violence (through our homelessness grants), including one-to-one and group sessions. The City Council service manager is not aware of any transgender people accessing these services.
- **Public toilets** – The Council has a mixture of toilet provision at 20 different locations including male, female and unisex toilets, depending on the constraints of the site. We do not have any data on whether transgender people have accessed single-sex toilets. This is because the toilets are open-access and the Council does not manage who uses the toilet facilities. Only 2 of the facilities are staffed, and this is only for purpose of maintenance and cleaning.

- **Public toilets in community centres** - There is a mixture of different toilet provision at Council-owned community centres, including male, female and unisex toilets, depending on the constraints of the site. In community centres where single-sex toilets are available, when requested, community centre staff have directed transgender people to the single-sex toilets that the transgender person would feel are suitable for them. .
- **Toilets, showers and changing rooms in leisure facilities** - Most showers and toilets at Council leisure facilities are male or female, but there is a mixture of unisex, male and female changing facilities. Leisure centre staff have directed transgender people, when requested, to use the facilities that the transgender person would feel are suitable for them.
- **Single sex sports sessions** – The Council runs some single-sex sports sessions, including women-only swimming classes. The service manager is aware of very few instances of transgender people accessing women-only or men-only classes.
- **Health and well-being sessions** – the Council provides health and wellbeing sessions for women who are low on confidence and struggling to access services. The service manager is not aware of any instances of transgender people accessing these sessions.

The Council has not received any positive feedback or complaints from transgender people accessing the services above 2010. The only exception is for toilets, showers and changing rooms in leisure facilities, where the City Council service manager and the relevant GLL managers have received some positive feedback from transgender people regarding unisex changing facilities at some leisure centres.

With regards to single sex positions, the Council's Human Resources service has confirmed that since 2010 the Council has not used the legal clause enabling us to recruit a person of a particular sex to a role where there is a 'Genuine Occupational Requirement' (Schedule 9, Paragraph 1 of the Equality Act 2010). As a result, there have been no instances since 2010 when the commitment in the policy regarding access to "gender appropriate" positions for transgender people could have been applied. Therefore, no impact has been identified from this commitment in the policy.

It is not expected that the proposed changes to the Council's policy set out in section 3 will have a significant impact on people with the protected characteristic of gender reassignment, as the proposed changes are consistent with the law. The Equality Act 2010 requires that in general the Council should allow people with the protected characteristic of gender reassignment to access separate-sex or single-sex services according to their acquired gender. The Council would legally only be able to apply the exception to exclude people with the protected characteristic of gender reassignment in exceptional circumstances and on a case-by-case basis.

The two existing commitments in the Council's Comprehensive Equality and Diversity Policy commit the Council to providing access for "transgender" people to single-sex services and facilities provided by the Council. This effectively provides access for a wider group of people, including non-binary and gender fluid people, who do not fall within the protected characteristic of gender reassignment. The

proposed changes to the policy could have a negative impact on non-binary and gender fluid people. The changes mean that they would only be able to access single-sex or separate-sex services according to their sex, which would be consistent with the law.

(c) Marriage and civil partnership

No impacts have been identified specific to this equality group.

(d) Pregnancy and maternity

No impacts have been identified specific to this equality group.

(e) Race

Note that the protected characteristic 'race' refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

No impacts have been identified specific to this equality group.

(f) Religion or belief

Providing access to single-sex services facilities or services for people with the protected characteristic of gender reassignment may have implications for women of a religion that requires them to be covered in the presence of men. Some of these women may be more likely to use single-sex sports sessions, like swimming sessions, for this reason, and it has been suggested that they might not attend sessions if they are also attended by people undergoing gender reassignment with male physical attributes.

However, we do not currently have any evidence of this being the case. Since we have had the two provisions in the policy regarding transgender people, Council officers have not received any complaints regarding transgender people using single-sex sports sessions we run or our single sex facilities.

(g) Sex

It is proposed that the word “gender” should be replaced with “sex” in the statement on page 1 of the Council’s Comprehensive Equalities and Diversity Policy. This change would ensure that the policy is consistent with the wording of the Equality Act 2010 and would ensure that it is lawful.

Legal advice received by the Council states that, where a service is being lawfully provided on a separate-sex or single-sex basis, the Equality Act 2010 requires that in general the service provider should allow people with the protected characteristic of gender reassignment (also referred to as “transsexual” people in the Act) to access services according to their acquired gender. Gender reassignment, for the purposes of the Act, does not refer to a medical process. It is a personal process (that is, moving away from the sex to which a person was assigned at birth to that person’s preferred or acquired gender).

The Equality Act 2010 includes an exception that permits service providers, in exceptional circumstances, to provide a different service to a transsexual person, or exclude a transsexual person from the service altogether. Excluding transsexual people from separate-sex or single-sex services needs to be a “proportionate means of achieving a legitimate aim” and has to be “objectively justified”. The Council could also not apply a blanket policy; it would need to consider applying the exception on a case-by-case basis and carefully consider the implications of doing so.

As set out in the section on “gender reassignment” above, the Council currently provides a number of separate-sex or single-sex services for women, including:

- Community Grants to women’s organisations;
- Homelessness Grants to organisations providing outreach support for women who have experienced domestic violence;
- public toilets;
- toilets, showers and changing rooms in leisure facilities;
- single-sex sport sessions; and
- single-sex health and well-being sessions.

The assessment carried out recently by Council officers identified no impact on people with the protected characteristic of “sex” from the commitments regarding “transgender” people in the council’s existing Equalities and Diversity Policy. Specifically, service managers have not received any complaints regarding transgender people accessing the identified the separate-sex and single-sex services listed above. It is possible that if service users did have any concerns, they may not have reported them, but it is impossible to assess whether this is the case.

It is not expected that the proposed changes to the Council’s policy set out in section 3 will have a significant impact on people with the protected characteristic of sex.

(h) Sexual orientation

No impacts have been identified specific to this equality group.

(i) Other factors that may lead to inequality – in particular – please consider the impact of any changes on low income groups or those experiencing the impacts of poverty

None identified

11. Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqIA accordingly.)

The Council plans to sign up to the live Safer Spaces project (we have already been signed up to the pilot project). Safer Spaces also has a function for public to feedback on experience of using service as an LGBTQ person. Through Safer Spaces we can identify any negative impacts any changes to the provisions could have related to different Council services' implementation of the Policy. We can then work to mitigate or prevent impacts where we are able to do so in line with legislation using advice from Encompass and our Legal Service.

In deciding whether the policy needs to be reviewed in future, we will take into account any future changes to the law. For example, the government is currently consulting on proposals to reform the Gender Recognition Act 2004, including reviewing the legal recognition process of gender (for further information see: <https://www.gov.uk/government/consultations/reform-of-the-gender-recognition-act-2004>). The consultation is also looking into the following related to the Equality Act 2010:

“We know that concerns have been expressed about how any change to the GRA might have an impact upon these protections in the Equality Act [referring to the Single Sex Exemption] and we want to find out more about this. We are also interested in understanding how the current process of legally changing gender impacts upon those who have a protected characteristic under the Equality Act 2010.”

Nevertheless, the government has also said: *“To be clear – this consultation focuses on the Gender Recognition Act; we are not proposing to amend the Equality*

Act 2010 and the protections contained within it. We do realise, however, that there are concerns about interactions between the two Acts and we want to use this consultation as a way of gathering these views.”

12. Do you have any additional comments?

N/a

13. Sign off

Name and job title of lead officer for this equality impact assessment:
Helen Crowther, Equality and Anti-Poverty Officer, Corporate Strategy

Names and job titles of other assessment team members and people consulted:

- Andrew Limb, Head of Corporate Strategy
- Antoinette Jackson, Chief Executive
- David Kidston, Strategy and Partnerships Manager, Corporate Strategy
- Tom Lewis, Head of Practice, Legal Services

Date of EqIA sign off: 5th September 2018

Date to be published on Cambridge City Council website: 24th September 2018



Appendix C:

Cambridge City Council

**Single Equality Scheme
2018 – 2021**

October 2018





Cambridge City Council Single Equality Scheme 2018 - 2021

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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 clear statement of Equality Values of Cambridge as a place that is fair for all.¹ Cambridge City Council is signed up to the Cambridgeshire-wide Equality Pledge², 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 duration of the Single Equality scheme 2018 to 2021.³

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 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. (For

¹ See <https://www.cambridge.gov.uk/equality-and-diversity-policies-and-plans>

² For more information, see <https://www.cambridge.gov.uk/equality-pledge>

³ For an update on progress around actions set for 2017/18 (for the 2015 to 2018 Single Equality Scheme go to: <https://www.cambridge.gov.uk/equality-and-diversity-performance>



an update on progress around actions set for 2017/18 (for the 2015 to 2018 Single Equality Scheme: go to: <https://www.cambridge.gov.uk/equality-and-diversity-performance>)

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 to March 2018, we 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 657 open access sessions for 8,465 children in 2017/18. 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 7.18% in March 2018. 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 6.97% in March 2018. We exceeded our initial target set of 6.5%, and have increased the target 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-We-re-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/homeinternetandsocialmediausage/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/homeinternetandsozialmediausage/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.

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.

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.

³¹ Papworth Trust (2016), 'Disability Facts and Figures': <http://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/>



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 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.

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.wengine.com/wp-content/uploads/2017/08/Travellers-JSNA-2010.pdf>



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.

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.

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

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



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.

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.

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

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>



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.

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.

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/>



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).

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

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

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>



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 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.

Reporting of Hate Crime in Cambridge City

True Vision, through which Hate Crimes can be reported define hate crimes 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
- transgender identity

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>

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>



This 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 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.

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

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>



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 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

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



make other buildings in the city dementia friendly, and to recruit dementia friends and champions across the city.

- 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.

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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. The training sessions will be run for the voluntary and community sector organisations supporting different equality groups and it is peer-to-peer training.	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
Identify any further actions we might undertake as a Council to help combat loneliness by: <ul style="list-style-type: none"> Identifying opportunities for working with the Campaign to End 	Corporate Strategy – Strategy and Partnerships Team	End of March 2019



<p>Loneliness, which has received some funding to undertake research in Cambridgeshire</p> <ul style="list-style-type: none"> Gathering further evidence on impacts our policies, plans and procedures have related to loneliness in our Equality Impact Assessments⁶² 		
<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 Housing Officers etc.) to know how to identify and to report safeguarding concerns they have about a particular household by using 'Concern Cards'. 	<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>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>
<p>Analyse results from the annual survey of residents within our sheltered housing schemes and users of the 65+ service and identify any additional</p>	<p>Housing Services – Sheltered Housing Team</p>	<p>End of March 2019</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.



<p>support that can be provided to address loneliness and isolation. For those who have identified themselves as experiencing loneliness, provide advice and signposting to social groups and befrienders in the area, and ensure that they are aware of the activities within the sheltered schemes and how to access them.</p>		
<p>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.</p>	<p>Community Services and Corporate Strategy</p>	<p>End of March 2019</p>

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
<p>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.</p>	<p>Commercial Services</p>	<p>End of March 2019</p>
<p>Explore means we can improve the accessibility of our website for people with different disabilities and learning difficulties.</p>	<p>Corporate Strategy – Corporate Marketing Team</p>	<p>End of March 2019</p>
<p>Encourage representatives from all Council services to sign up to the Equality Pledge and promote the Equality Pledge in public spaces at council services.</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>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 across the city. • Help improve access to Council services for people with dementia and their carers, and provide Dementia Friends training to frontline facing staff. 	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>
<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>	<p>Corporate Strategy – Elections Team</p>	<p>End of March 2021</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>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 	<p>Customer Services</p>	<p>End of March 2019</p>



<p>digitally excluded.</p> <ul style="list-style-type: none"> 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>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>Deliver the City Council's Active Lifestyle Action Plan 2018 – 2021 to enable residents to increase their physical activity levels. Target groups include, women, children and young people, older people 65+, disabled residents, BAME groups, Adults with Long Term Health Conditions and Adults and young people with Mental Health Conditions.</p>	<p>Community Services – Active Lifestyle Team</p>	<p>End of March 2021</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). Providing 2 Mental Health Awareness courses for staff, two Mental 	<p>Human Resources</p>	<p>End of March 2019</p>



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
Work towards designing improvements of lighting on our Council estates, looking into reliability of current lighting that may need to be upgraded and assessing the need for greater illumination of dark spots around the Council estates. This will help towards improving safety of residents, including groups of people who may be less likely to feel safe at night like women.	Business Transformation Service	End of March 2019
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 affordable, doorstep sport StreetGames activities in local neighbourhoods to encourage physical activity for young people aged 11 to 25 years old.	Community Services – Active Lifestyles	March 2019



<p>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.</p>	<p>Community Services - Children and Young People's Participation Service</p>	<p>End of March 2019</p>
<p>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.</p>	<p>Community Services - Children and Young People's Participation Service</p>	<p>End of March 2019</p>
<p>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.</p>	<p>Community Services - Children and Young People's Participation Service</p>	<p>End of March 2019</p>
<p>As of 5th June 2018, the following community grants to date were awarded to support the voluntary and community sector (VCS) in their work with equality groups. This is not an exhaustive list but we have picked out examples that relate to some issues experienced by equality groups identified in this strategy:</p> <ul style="list-style-type: none"> • Cambridgeshire Older People's Enterprise: work includes arranging daytime social meetings and activities and trips. • Cambridge Housing Society (CHS) Group: Digital inclusion project leading to employability in partnership with other social housing providers. • Centre 33: information, advice and support to young people via the triage assessment and information services, which deliver immediate 	<p>Community Services – Community Funding and Development</p>	<p>End of March 2019</p>



<p>and intermediate outcomes that underpin further work to ensure young people make a successful transition to adulthood and progress towards social, economic and emotional wellbeing.</p> <ul style="list-style-type: none">• Changing Directions: Social activities, monthly meetings and 6 outings to enhance self-esteem, social skills and confidence of disabled people.• Richmond Fellowship: employment support, advice and guidance to clients with mental health problems facilitating their progression towards employment, voluntary work, education and training through one-to-one sessions.• Cambridge & District Citizens Advice Bureau: Including advice on debt and specialist welfare rights casework (which would benefit equalities groups more likely to experience poverty and debt).• Illuminate: One day personal development coaching workshop for women with mental health issues who are out of work and have experienced significant life setbacks.• Encompass Network: Programme of activities including themed networking events for LGBTQ people and coordination of LGBT History Month.• The Kite Trust: Support for LGBTQ young people, including through weekly drop-in groups and informal positive activities for those aged 18 to 24 and more.• Cultural workshops and/or events held by the Indian Cultural Society, the Bangladeshi Welfare and Cultural Association, the Cambridge Mayalee Association and others that help BAME people develop social networks.• Khidmat Sisters: Help relieve isolation and loneliness of Black and Asian women via visits, get-togethers, outings, information (via speakers at events) and signposting.• Cambridge Ethnic Community Forum: Including training and skill		
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<p>development programme for Asian Women, and race equality services to help work towards eliminating discrimination and reducing social and economic inequality via drop-in, telephone, partnership work with other VCS organisations and training.</p> <ul style="list-style-type: none"> • Cambridge Women’s Aid: Activities and trips during school holidays and half-term play schemes for families living in the women’s refuge. • Cambridge Women’s Resources Centre: Employability programme of workshops, courses and groups and one-to-one guidance and coaching sessions enabling skills and confidence-building for women. • Romsey Mill Trust: Targeted accessible skills courses for 30 young parents aged 19 and under seeking to gain a qualification to increase their chances to gain further education, employment and training after the birth of their child. 		
<p>Develop the implementation phase of the Cambridgeshire Culture Card scheme, a major initiative that aims to:</p> <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. 	<p>Community Services - Culture and Community Team</p>	<p>End of March 2020</p>
<p>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.</p>	<p>Community Services – Culture and Community Team Active Lifestyles Team</p>	<p>End of March 2019</p>



<p>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.</p>	<p>Community Services – Culture and Community Team Active Lifestyles Team</p>	<p>End of March 2021</p>
<p>Provide three women’s sessions per month, focusing on health and 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>Community Services - Culture and Community Team Active Lifestyles Team</p>	<p>End of March 2021</p>
<p>Facilitate and support three Let’s Go Girls festivals, specifically designed to empower women to take part in sport and physical activity, hosted in Leisure Centres across the City.</p>	<p>Community Services – Active Lifestyles Team</p>	<p>March 2019</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. To continue to support the relationship with Forever Active who offer activity provision to those 50+</p>	<p>Community Services – Culture and Community Team Active Lifestyles 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 _ Neighbourhood Community Development Team</p>	<p>End of March 2021</p>
<p>Design and undertake a project to provide Safeguarding advice and/or training to door staff at relevant licensed premises, including encouraging initiatives that reduce anti-social night-time activities of licensed operations (e.g. Ask Angela, and A Good Night Out). This will help increase everyone’s safety related to the Night Time economy but will especially be targeted towards supporting groups that are most likely to be at risk in this setting, such as women (as identified in the Women’s Community Needs Assessment).</p>	<p>Environmental Services – Environmental Health</p>	<p>End of March 2019</p>
<p>Undertake targeted activities to reduce the risk to all taxi passengers, which especially impacts on those with protected characteristics who have been more likely to report incidents such as women. Activities will include:</p>	<p>Environmental Services – Environmental Health</p>	<p>End of March 2021</p>



<ul style="list-style-type: none"> Continuing to deliver Safeguarding training to all new taxi drivers and non-driver proprietors. Ensure all existing taxi drivers and non-driver proprietors successfully complete the Safeguarding training and take appropriate actions (in line with service standards and enforcement policy) for those that fail three times. <p>Devise and undertake actions to implement CCTV for all licensed vehicles and livery for taxis.</p>		
<p>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.</p>	<p>Environmental Services – Streets and Open Spaces</p>	<p>End of March 2019</p>
<p>Continue to develop the queer arts project in partnership with The Kite Trust. Also, use public arts funding⁶⁶ to involve people with protected characteristics in Cambridge through the public art grants programme.</p>	<p>Environmental Services – Streets and Open Spaces</p>	<p>End of March 2019</p>
<p>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.</p>	<p>Home Improvement Agency</p>	<p>End of March 2021</p>
<p>Continue to work in partnership with Cambridgeshire County Council,</p>	<p>Housing Services – City</p>	<p>End of March</p>

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



<p>Cambridgeshire Police and schools through the Think Family project to 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>Homes</p>	<p>2021</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>Continue to deliver the Invigorate programme, offering reduced cost and free physical activity to users of mental health services.</p>	<p>Community Services – Active Lifestyles Team</p>	<p>March 2019</p>
<p>Continue to provide an exercise referral programme across the City. Including free access for residents via ten identified GP surgeries. Available to those who have a medical condition 16+, users of mental health services and people with a disability.</p>	<p>Community Services – Active Lifestyles Team</p>	<p>March 2019</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 undercovers root causes of issues (which could also relate to direct or indirect discrimination they experience).



To provide reduced cost swimming lessons to BAME communities and free sessions for toddlers and parents via the Surestart centres at the Kings Hedges & Abbey swimming pools.	Community Services – Active Lifestyle Team	March 2019
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.	Housing Services – Housing Strategy	End of March 2021
Continue to provide sheltered housing schemes for people aged over 60 who 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 Services – Sheltered Housing Team	End of March 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	End of March

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.



	Housing Team	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 work per month to support older tenants with support needs, including helping to combat social isolation.	Housing Services – Sheltered Housing Team	End of March 2019
Continue to actively seek to improve access for people with a range of disabilities to shared spaces in Cambridge through: <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. 	Planning Services	End of March 2021



<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 need for social housing.</p>	<p>Housing Services (Housing Advice)</p>	<p>End of March 2019</p>
<p>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.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>

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.

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.



Action	Service(s) leading on this work	When propose to report back
<p>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.</p>	<p>Community Services – Safer Communities Team</p>	<p>End of March 2021</p>
<p>Explore opportunities to work with partners in the Community Safety Partnership to improve public safety and raising concerns of people with protected characteristics. The Partnership's priorities for 2018/19 relate to safeguarding people against violence and exploitation, identifying and responding to vulnerable locations, and tackling domestic abuse.</p>	<p>Community Services – Safer Communities Team</p>	<p>End of March 2019</p>
<p>Replace our CCTV system with new High Definition cameras that are low-light capable in order to improve our provision of evidential quality images to the police. This will have a positive impact on people of protected characteristics that are especially likely to be vulnerable to harassment or violence, and hate crime. Continue to train staff to identify suspicious or threatening behaviours seen on our cameras and report them to the police whilst patching the live images across to them to assess an appropriate response.</p>	<p>Environmental Services</p>	<p>End of March 2019</p>
<p>Work with the Domestic Abuse Housing Alliance to:</p>	<p>Housing Services – Housing</p>	<p>End of March</p>



<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 known perpetrators of domestic abuse, and to look at perpetrators who are excluded from their homes. 	Advice	2019
<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>	Housing Services – Housing Advice	End of March 2019
<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. 	Community Services - Safer Communities Team; and Corporate Strategy – Strategy and Partnerships	End of March 2021
<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>	Community Services - Safer Communities Team	End of March 2021



<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. • 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.

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 Inclusion)</p>	<p>End of March 2019</p>
<p>As an accredited Disability Confident Employer, explore future actions to recruit and retain disabled people.</p>	<p>Human Resources</p>	<p>End of March 2021</p>
<p>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.</p>	<p>Human Resources</p>	<p>End of March 2019</p>
<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. 	<p>Human Resources</p>	<p>End of March 2019</p>
<p>Develop, adopt and promote a wellbeing at work strategy to include a range of wellbeing classes, activities and information campaigns and promotions to circulate amongst all employees, to encourage a healthy active workforce.</p>	<p>Human Resources Active Lifestyle Team</p>	<p>March 2019</p>



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Appendix D - Single Equality Scheme 2018-21 consultation process and key points raised by stakeholders

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.

The consultation process

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.

Key points raised by stakeholders

The stakeholders who took part in the consultation all agreed that the areas we have identified as priorities (as explained at 4.2) for the Single Equality Scheme 2018-2021 are broadly the correct ones.

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 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>The Cambridge & District Citizens Advice Bureau has applied to our Community Grants and their application has been successful for 2018/19. The Cambridge & District Citizens Advice Bureau provides support for individuals in claiming benefits aimed to support disabled people and also provide support with the appeals process. The Cambridge & District Citizens Advice Bureau also is 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 for staff, 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 has been jointly procured by Cambridgeshire County Council, Peterborough City Council and Cambridgeshire and Peterborough Clinical Commissioning Group. There is a new provider for the whole of Cambridgeshire and Peterborough. 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 wherever we can in order 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. • 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

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>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> <ul style="list-style-type: none"> • 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 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. • 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)

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	<ul style="list-style-type: none"> Cambridge City Council chairs the multi-agency Cambridge Community Safety Partnership. Domestic Abuse has been a priority since 2011. For more details about the work and agencies involved the web link is https://www.cambridge.gov.uk/cambridge-community-safety-partnership. 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 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><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</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

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<p>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>crime, and how to encourage reporting by service users who are reluctant to report it.</p> <ul style="list-style-type: none"> • 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.
<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 	<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>

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<p>sense of community.</p> <ul style="list-style-type: none"> 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>We will embed loneliness as an area of consideration within Equality Impact Assessment training and within the guidance notes that are provided to staff in recognition that loneliness is a public health risk. This may help ensure that we better 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 plan to sign 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 would 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 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.</p>