



Cambridge City Council Equalities Panel

Date: Tuesday, 26 January 2021

Time: 4.00 pm

Venue: via Microsoft Teams

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

Agenda

- 1 Welcome, Introductions and Apologies
- 2 Declarations of Interest
- 3 Minutes of Previous Meeting and Matters Arising (Pages 3 - 10)
- 4 Black Lives Matter motion (Pages 11 - 14)
(Helen Crowther, Equality and Anti-Poverty Officer)
- 5 Equality in Employment End of Year Workforce
Update: April 2019 - March 2020 (Pages 15 - 16)
(Deborah Simpson, Head of Human Resources)
- 6 Single Equality Scheme 2021 to 2024 consultation (Pages 17 -
106)
(Helen Crowther, Equality and Anti-Poverty Officer)
- 7 Any Other Business
- 8 Date of Next Meeting

The next Equalities Panel meeting will be held on 6 July 2021.

Chair: Suzanne Hemingway

Elected Members: Councillors Collis, Thittala, Page-Croft, Porrer and Smart

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

Staff Members: Naomi Armstrong, Lesley-Ann George, Joe Obe, Ariadne Henry and Alistair Wilson

Information for the public

Please note that the meeting will be held between 4pm and 6pm virtually on Microsoft Teams.

Members of the Panel will be sent a link in advance via email to join the meeting on Teams.

If you are not a member of the Panel but are interested in joining to observe the meeting, please contact Helen Crowther, Equality and Anti-Poverty Officer, on 01223 457046 or helen.crowther@cambridge.gov.uk.

EQUALITIES PANEL

7 July 2020
4.00 - 5.30 pm

Chair: Antoinette Jackson

Public members:

Graham Lewis
Judith Margolis
Orsola Spivak
Raheela Rehman
Dr Susan Wan

Elected members:

Councillor Alex Collis
Councillor Baiju Thittala
Councillor Katie Porrer

Staff members:

Alistair Wilson
Ariadne Henry
Lesley-Ann George
Naomi Armstrong

Officers:

Suzanne Hemingway, Strategic Director
Deborah Simpson, Head of Human Resources
Allison Conder, Strategic Project Manager, Community Services
David Kidston, Strategy and Partnerships Manager, Corporate Strategy
Helen Crowther, Equality and Anti-Poverty Officer, Corporate Strategy

FOR THE INFORMATION OF THE COUNCIL

20/8/EP Welcome, Introductions and Apologies

Apologies were received from:

Elected members: Councillors Jennifer Page-Croft and Martin Smart
Staff members: Joe Obe

20/9/EP Declarations of Interest

No interests were declared.

20/10/EP Minutes of Previous Meeting and Matters Arising

The minutes of the meeting of the 21st January were approved and signed as an accurate record. A document was circulated to Panel members including updates on items from the previous meeting.

Helen Crowther, Equality and Anti-Poverty Officer, reported that the pronouns protocol as an action from last meeting has been drafted and is to be approved by HR, GMB and Unison before being disseminated to staff.

20/11/EP Cambridge City Council's support for people identified as vulnerable by the Covid-19 Social Exclusion Oversight and Co-ordination Group

The Panel received a presentation from Allison Conder, Strategic Project Manager, Community Services on this item and key points raised were:

- The County Council's Covid-19 Coordination and Oversight Group has identified 10 groups who already experience social exclusion, which makes them especially vulnerable during the pandemic due to being unable to comply with government advice and/ or are likely to have increased morbidity and mortality from Covid because these groups generally have poorer health indices and higher prevalence of pre-existing health conditions.
- The 10 thematic vulnerable groups are: Gypsies and Travellers, migrant workers, rough sleepers, people experiencing domestic abuse, those experiencing child criminal exploitation, ex-offenders, people with existing mental health issues, those with drug and alcohol issues, those experiencing economic hardship or with no recourse to public funds (NRPF), and sex workers.
- Targeting supporting these groups during the lockdown has required a different corporate approach for the council, bringing services together to enable a coordinated response for individuals who sometimes have contact with up to 9 individual teams or services. Key challenges for this joint working have been collating available data; implementing information sharing agreements; and a lack of data for some individuals and groups who lead more chaotic lives.
- A risk assessment has been developed through engagement with different services within the council.

Key risks from the requirement to lockdown have been identified for each of the 10 thematic high risk vulnerable groups, and actions undertaken or

planned to mitigate risks. Allison Conder presented on this unless otherwise stated below:

- **Rough sleepers** – Suzanne Hemingway, Strategic Director, is the project manager for this area. There had been 88 people temporarily rehoused and safeguarding procedures were put in place for adults at risk. Food, security and cleaning have been provided. 29 people have also been housed longer term. Following lockdown, the Council wants to continue reducing the number of rough sleepers and adapt the support provided by the voluntary and community sector.
- **Gypsies and Travellers** – Helen Crowther, Equality and Anti-Poverty Officer, explained that in the UK access to water, rubbish disposal and toilets has been identified as an issue for Gypsy, Roma and Traveller people. The council already had arrangements in place to dispose of waste and provide portable toilets. The County Council has improved access to water during lockdown by developing an agreement with a local water company, and the Council is exploring whether the agreement can continue as we move into the local outbreak management stage. District Councils in Cambridgeshire and Peterborough have also tried to identify land to be used as transit sites for unauthorised encampments, and some land has been identified for Gypsies or Travellers who need to self-isolate.
- **People experiencing domestic abuse** – Lynda Kilkelly, Community Safety Manager, is the project manager for this area. A risk was identified that abusers would use lockdown as an opportunity for coercive and controlling behaviour. Those identified as being most at risk of abuse are disabled people, women, and women in pregnancy or recently after giving birth. The City Council has developed an action plan to join up communication, and co-ordinate local services.
- **Those experiencing child criminal exploitation** – Lynda Kilkelly, Community Safety Manager, is the project manager for this area. The risks for children subject to criminal exploitation have increased under Covid-19, as much drug dealing takes place inside houses and children are increasingly vulnerable due to school closures during the lockdown period. The City Council is in regular contact with the police to share intelligence.
- **People with existing mental health issues** - Helen Crowther, Equality and Anti-Poverty Officer, reported that people with mental health issues may be at risk of not complying with government safety advice (national research suggests this is especially true for people with depression) and lack access to professional and personal support networks. Many face to face professional services have not been able to be continued during lockdown. During Covid-19 the City Council has supported the County

council to contact vulnerable people and has made referrals for Cambridgeshire and Peterborough Foundation Trust. The City Council has also raised awareness of the 'Now We're Talking' campaign and local support available to people. Moving forwards, the council plans to work with CPFT to identify how to improve access to face-to-face mental health services for homeless people without access to IT or a permanent address.

- **Those experiencing economic hardship or with no recourse to public funds (NRPF)** – People with NRPF are required to be housed but cannot receive any other state support (or if they were to, this would impact on their immigration status). Those with NRPF who lose employment altogether have been in financial hardship (if they are in employment but on furlough they can receive financial support). Cambridge Ethnic Community Forum has been supporting people with NRPF, and Cambridge Sustainable Food has been resourced to provide food support to individuals and families.
- **Migrant workers** – Naomi Armstrong, Benefits Manager, reported that migrant workers are disproportionately likely to be found in Houses of Multiple Occupation (HMO's. This means they may be at greater risk of covid-19 if overcrowded. The main action the council has undertaken is to develop and issue a leaflet to all HMO's and landlords with advice for people in shared accommodation, which has been made available in 5 different languages as well as English online.
- **Those with drug and alcohol issues** – Lynda Kilkelly, Community Safety stated that a key issue during Covid-19 is that the cost of illegal drugs has increased as supplies are low, and drugs are being mixed, making them increasingly unsafe. The County Lines model has also changed during lockdown and moved indoors. The City Council has been sharing data it has with the County Council to target support.
- **Sex workers** – Lynda Kilkelly, Community Safety Manager, stated that the key risk identified for sex-workers is non-compliance with the governments requirements during lockdown and continuing sex work during the pandemic or face financial hardship. The Cambridge Women's Resource Centre has been providing support for sex workers during the pandemic, and the City Council has referred sex workers to them for support.
- **Ex-offenders** – Suzanne Hemingway, Strategic Director, is the lead for this thematic cohort. During the pandemic there were concerns that there may have been a coronavirus outbreak in prisons prompting the government to look at early release for some prisoners. This may have led to a large number of additional homeless people to rehouse. However, this has not happened.

The Panel Members asked the following questions and made the comments on the information presented:

- What support is available to students in the city who are financially struggling during coronavirus, especially those with no recourse to public funds (NRPF)?
- How is the council staying up to date on impacts for people with NRPF during the pandemic? It can be difficult to identify the number of people with NRPF, because people who may have NRPF are wary about contacting the public sector for support because they fear that such contact will impact on their immigration status.
- Cheshire Homes has a fund available to help people with disabilities who are digitally excluded to access IT.
- Do the 88 rough sleepers identified in the presentation as having been temporarily rehoused, represent most, all or some of the rough sleepers in Cambridge?
- If homeless people are arrested and then released, can they return to their accommodation? If people are arrested and released on bail, what support does the Council provide?
- Has no one with mental health issues been able to receive professional face-to-face support during the pandemic?

Responses to the Panel's comments and questions:

- Allison Conder, Strategic Project Manager, said that support has been put in place by the Universities for students struggling financially, including people with NRPF.
- Ariadne Henry, Community Development Officer and staff member of the Panel, said that she is in regular contact with the Cambridge Ethnic Community Forum, which has been providing a lot of local support to people with NRPF, including those in food poverty. If people with NRPF are homeless, the council can provide some direct support. A key issue is that where UK citizens are married to people with NRPF if they claim benefits on their own behalf, this can impact negatively on their partner's immigration status.
- Helen Crowther, Equality and Anti-Poverty Officer, thanked the Panel Member who shared support available from Cheshire Homes and said this information would be shared with the Council's Digital Inclusion Officer after the Panel meeting.
- Suzanne Hemingway, Strategic Director, reported that there have been 120 rough sleepers temporarily rehoused by the council in the Covid-19 lockdown period. This is more people than the number of rough sleepers

previously in the city. Some of these people have moved to more settled accommodation. There are some people who have breached conditions of living in temporary housing and have not been able to be temporarily rehoused again.

- Suzanne explained that if anyone is arrested by the police and then released, they can usually return their accommodation. If people are charged and released on bail, there is a bail hostel, but this is not provided by the City Council. If ex-offenders are released from prison after serving sentences, they may not be able to return to their previous accommodation if family members will not accept them, or if the property has been let to other tenants. In this situation they may be able to access homelessness support services.
- Helen Crowther, Equality and Anti-Poverty Officer, said that professional support for people with mental health issues is the responsibility of CPFT and the council cannot share information on circumstances where the service may have been providing face to face support during Covid-19.
- The council itself has provided face-to-face appointments in the Customer Service Centre from 15th June in circumstances where people's queries cannot be addressed online or via the phone. This is likely to include people with mental health issues who are more likely to have complex queries. The Tenancy Sustainment Service supports many people with mental health issues to sustain their council tenancy and has been providing face-to-face support to address complex issues throughout the pandemic making sure that social distancing is kept to.

20/12/EP Cambridge City Council Single Equality Scheme 2018 - 2021 Year Two Review

Helen Crowther, Equality and Anti-Poverty Officer, presented key information from the Year Two Review of the Single Equality Scheme. She shared:

- The report went to the Environment and Communities Scrutiny Committee on 2nd July and the actions identified for the third year if the Scheme were approved. The report also marked key achievements in relation to the council's Public Sector Equality Duty for 2019/20.
- Some key achievements/ activities within the report were shared with Panel Members related to developing an equality and diversity terminology guide for staff, raising awareness of the council tax discount for those national policy defines as "severely mentally impaired", developing links between a school and a sheltered housing scheme to combat loneliness, and raising awareness of the council's role as a hate crime reporting centre and its racial harassment service.

- Representation of disabled people has increased from 6.37% as at the end of March 2019 to 7.2% as at the end of March 2020. However, representation of BAME people has decreased from 7.59% to 6.3% over the same period. This is largely because in 2020 we had a TUPE transfer of staff from Ditchburn Place, with 13 out of the 17 staff being transferred declaring themselves as from a BAME background.
- Some actions planned for 2020/21 were shared including an assessment of the accommodation needs of Gypsies and Travellers, procuring a British Sign Language interpretation service for customers contacting the customer service contact centre, the launch of 'Make a Difference Days' to engage young people in local decision making, engagement in the Community Safety Partnership, and promoting and delivering a 'Wellbeing at Work' programme for our staff members.
- Examples of actions for 2020/21 related to Covid-19 in the Single Equality Scheme include maintaining regular telephone contact with sheltered housing tenants, providing advice and referrals to support voluntary and community sector organisations that are helping to tackle digital exclusion, and running a virtual community centre for children, young people, older people and families.
- Cambridge City Council lit up its main council building, the Guildhall, on 2nd June in remembrance of George Floyd. Antoinette Jackson (Chief Executive) chaired a Black Lives Matter meeting with staff, particularly BAME people, who have felt affected by the issues raised by events in America and in the UK. A variety of ideas were shared by staff on what more the council may do to further support BAME staff members and residents. These will be explored in 2020/21 and will be an area of focus in the next Single Equality Scheme for 2021 to 2024.
- Actions in support of BAME people taking place in 2020/21 that are part of the current Single Equality Scheme include developing unconscious bias/ inclusivity training for staff, providing Community Grants funding to 14 groups supporting BAME people tackle social and economic disadvantage, communicating public health messages to BAME communities during Covid-19, and the council's role in coordinating local South Asian History Month and Black History Month through virtual activities.
- At the next Panel meeting in January 2021, two items will include the Equality in Employment report and consultation on the Single Equality Scheme 2021 to 2024.

Panel Members shared the following comments and questions:

- As a result of Covid-19, will staff have capacity to undertake all activities identified for the third year of the Single Equality Scheme? Are there

likely to be additional costs to equality and diversity related work linked to the impact of Covid-19 that cannot be met through existing service budgets?

- Is the council involving schools directly in organising the ‘Make a Difference Days’?
- What support does the Council provide to help with financial management, recognising that some equality groups are more likely to struggle with money than others?

In answer to these questions, officers said:

- There has been some money from the government to help the council respond to the pandemic, but this has not met costs of responding to it. For instance, the government provided £24,000 to help temporarily rehouse rough sleepers but this has cost the council £1 million. The council has raised this matter with the government and there may be further funds provided in recompense.
- Staff are responding to issues affecting equality groups as a result of Covid-19. This may impact on their ability to carry out activities planned in the Scheme.
- It is unknown when the national lockdown restrictions will be fully lifted. This means that planned face-to-face activities may not be able to take place in 2020/21.
- Further information on Make a Difference days will be sent to the Panel after following up with the Children and Young People’s Participation Team delivering this project, including around involvement of schools.
- The council has two financial inclusion officers (one in customer services and the other in the housing service) to help people in financial difficulty. The council also funds Citizens Advice to support people – their advisers are partially based at the Jobcentre. Citizens Advice has been providing online and telephone support to people during the pandemic.

20/13/EP Any Other Business

The Panel thanked Antoinette Jackson for championing equalities and chairing the Equalities Panel in her role as Chief Executive in acknowledgement that this was her last Panel meeting before she leaves the council.

The meeting ended at 5.30 pm

CHAIR

Agenda Item 4: Black Lives Matter motion (Helen Crowther, Equality and Anti-Poverty Officer)

Background papers:

- *Black Lives Matter: Composite joint motion for Full Council*
- *Impact of the coronavirus pandemic on Black, Asian, And Minority Ethnic (BAME) communities in Cambridge*

Following George Floyd's death by a policeman in Minneapolis there were widespread protests under the Black lives Matter movement across the world. This included peaceful demonstrations in Cambridge. At the Council meeting on 16 July 2020, councillors passed a motion which expressed their unanimous solidarity with Black Lives Matter. At the same meeting, the council committed to undertaking actions tackling racism and to promote race equality.

For this agenda item, the council will report back on progress relating to the actions within the Black Lives Matter Council Motion. Equalities Panel members will also be asked for their thoughts on other means the council can help meet the objectives of the motion, promote race equality and tackle racism.

Black Lives Matter: Composite joint motion for Full Council

The full text of the Black Lives Matter motion passed at Council on 16 July 2020 was:

Council notes:

On May 25th 2020 George Floyd was killed by a Policeman in Minneapolis. His death provoked widespread protests under the 'Black lives Matter' movement across the world, fuelling a desire to tackle systemic racism, including peaceful demonstrations in Cambridge.

The Home Office report in December 2018 identified that 26% of instances of police using firearms in the UK are against black people, despite black people making up only 3.3% of the population. 51% of young men in custody in the UK are from black, Asian or minority ethnic (BAME) backgrounds, despite these groups making up only 14% of the UK population.

The 2017 Lammy Report, which concluded that "BAME individuals still face bias, including overt discrimination, in parts of the justice system".

Data from Stop Watch, which shows that in 2018/2019 Cambridgeshire Police subjected black people to stop and search at a rate 6 times higher than white people.

Cambridge City Council expresses its solidarity with the Black Lives Matter movement and believes:

- A) Racism in all forms, both structural and individual, continues to be a serious problem throughout the UK, including in Cambridge.
- B) Although progress has been made in combatting racism, much more work is needed to eradicate it entirely.
- C) This Council welcomes our duty as a public leader to actively spearhead that work locally.

Council resolves to meet the challenge head on with immediate action to:

Request from the Director of Public Health a report on the impact of the Covid-19 pandemic on BAME communities in Cambridge by the end of 2020, to be reviewed in the Environment and Community scrutiny committee, and shared with BAME community representatives.

Request that the Leader of the Council will write to the Prime Minister and seek written confirmation of the measures which are being put in place nationally to ensure that the BAME community are not disproportionately affected as a result of the Covid-19 pandemic.

Whilst noting the progress made previously, requests that the City Council reviews the Single Equality Scheme, prior to a reaffirmation of the scheme with particular and specific reference to the employment, recruitment and retention of staff with particular emphasis on enhancing consultation and representation of BAME staff.

Require all Councillors to attend a briefing on Equality and Diversity during the first year of their term, to better understand their duties relating to the Public Sector Equality Duty, Equality Impact assessments and also to be updated on key areas that the Council is currently working on.

Work with partners across the city including the County Council and Combined Authority to produce a toolkit for businesses to help broaden their understanding of race inequality in the workplace, including but not limited to materials, signposts to relevant local groups and training that can be provided for staff, and links to relevant networks.

Ask the Police & Crime Commissioner to report to the Police and Crime panel on the measures which have been put in place to eliminate the disproportionality of BAME people affected by the use of stop and search powers seen locally and nationally and how often are these measures are reviewed; and to provide a regular report as to initiatives and progress.

Whilst recognising the established dialogue between existing local BAME community groups such as the Cambridge Ethnic Community Forum, for the City Council, and other local public service organisations to review their own involvement, and to encourage enhanced comment and feedback on further areas for improvement within our control. This work to be initiated by the end of September 2020 with a report to the relevant Committees by May 2021. [Note that this report will now go to the Environment and Communities Scrutiny Committee in June/July 2021.]

Welcome the work already being undertaken by our partners in the Cambridge Food Poverty Alliance to ensure that the food provided meets the needs of all those using the food hubs or receiving meals, including those with specific religious, health or cultural requirements, and note that this prioritises talking to the recipients themselves about their needs. In addition, council commits to exploring ways in which this commitment can be advertised amongst all communities in the City, to ensure that they know they can request food confidently knowing it will meet their needs.

Impact of the coronavirus pandemic on Black, Asian, And Minority Ethnic (BAME) communities in Cambridge

One of the actions within the Black Lives Matter motion was to ask the Public Health Team at Cambridgeshire County Council for a report on the impact of the Covid-19 pandemic on BAME communities in Cambridge. A report on this matter has been produced and is going to the Council's Environment and Community Scrutiny Committee on 28 January 2021. The Public Health report will be published here a week before the meeting:

<https://democracy.cambridge.gov.uk/ieListDocuments.aspx?CId=476&MId=3787&Ver=4>

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Agenda Item 5: Equality in Employment End of Year Workforce update: April 2019 – March 2020

The purpose of this item is to update the Equalities Panel on Cambridge City Council's workforce profile as at March 2020 in relation to ethnicity, disability, gender, age, religion or belief, and sexual orientation. As part of the discussion at the meeting, the Council will also be seeking Panel Members' suggestions around what the Council may do to increase recruitment and retention of Black, Asian and Minority Ethnic staff.

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Agenda Item 6: Single Equality Scheme 2021 to 2024 consultation

Background papers:

- *Community Inclusion and Engagement Questionnaire*
- *Single Equality Scheme 2018 to 2021*
- *Cambridge City Council Single Equality Scheme 2018 – 2021 Year two review July 2020*

In this item, the council will share priorities identified by Councillors for the next Single Equality Scheme (2021 to 2024). In addition, initial findings on issues experienced by different equality groups from the Community Inclusion and Engagement Questionnaire that the council is undertaking will be shared.

This questionnaire has been carried out with support from voluntary and community sector (VCS) organisations to develop the questions and encourage people to complete it. The questionnaire will help inform our Single Equality Scheme as well as supporting the VCS develop an evidence base around issues their service users experience in order to help them with funding bids. We are asking different questions of members of the public around:

- Who they are (equalities monitoring)
- Experience of using Cambridge City Council services
- Access to other services, activities, and public spaces
- Income and affordability of living in the city
- Opportunities related to employment and skills
- Safety and hate crime
- Domestic abuse and sexual violence
- Wellbeing and inclusion

After the presentation, Panel Members will be asked to feedback on what they feel should be key priorities for the next Scheme, and how the council might help tackle issues identified from findings of the questionnaire for different equality groups.

Community Inclusion and Engagement Questionnaire

Description of the questionnaire

What are we doing?

This survey is being carried out by Cambridge City Council with support from voluntary and community organisations. We are asking different questions about who you are, the services you use, and how you feel about Cambridge. This survey also focuses on the impact of Covid 19 on people's lives. We are not asking for your name, address, or other details that will immediately identify who you are.

Please note that under the 'Your Safety' section of the questionnaire we are asking questions about bullying, harassment and physical/verbal abuse. The questionnaire also includes questions on domestic abuse and sexual violence. There is space for people to explain how these experiences have impacted on them if they wish, and if people have reported these experiences (and why if not). If you do not wish to read or complete these questions, you can skip these questions. We wanted to provide an early warning of the questions in case they mean you would not want to undertake this questionnaire at all.

The information you share with us will help the council to develop its equalities strategy, called the Single Equality Scheme. It is a legal obligation for Cambridge City Council to publish its 'equality objectives' every few years. We do this in our equalities strategy. We want to find out how we can make sure people feel safe, welcome, and included in Cambridge.

What will we do with the information?

We will be analysing information from people completing the questionnaire to see how we can improve local services. A third-party organisation will analyse the findings of the questionnaires. Cambridge City Council and the organisation analysing the questionnaires will be the only organisations that have access to all the individual completed questionnaires. The completed questionnaires will be deleted after 5 years. The council will have an agreement in place with the third-party organisation to make sure individual responses to the questionnaire are not shared more widely.

The analysed information will be included in a report. People will not be able to identify who you are from the report. The report will be published on Cambridge City

Council's website. It will also be shared with City Council staff, other public sector service providers, and local voluntary and community sector organisations.

Completing the questionnaire

If you need a break at any point, the questionnaire can be saved and returned to. You do not have to complete all the sections to submit it.

You can get the questionnaire sent to you in alternative paper-based format. You can ask for a questionnaire in larger font, in braille, or translated into another language. If you need this, please get in touch with equalities@cambridge.gov.uk or call 01223 457046.

Many thanks for your time in taking part.

About you

1. How would you describe your gender? (E.g. female, male, non-binary, transgender)

2. What age group are you in?

16 to 18

19 to 25

26 to 40

41 to 55

56 to 65

66 to 75

76 to above

3. How would you describe your ethnicity?

4. How would you describe your sexual orientation? (e.g. asexual, bisexual, gay, heterosexual, lesbian)

5. Do you consider yourself to have a disability or impairment?

Yes

No

Prefer not to say

6. If yes, how would you describe your disability or impairment? (Please tick as many as apply to you)

Physical disability or mobility impairment

Sensory impairment

Learning disability or difficulty

Neurodiverse (e.g. someone with Autism, ADHD, dyslexia)

Poor mental health or mental illness

If you use a different term please describe this below:

7. Do you have a religion?

Yes

No

Prefer not to say

8. If yes, what is your religion?

9. Who do you live with? (You can tick more than one answer)

Alone

Partner

An adult you care for

Children under 18

Housemates

Family

Parent/s

Other (please explain):

10. How many children under age 18 do you have?

11. What type of home do you live in?

Private rented

Council housing

Housing Association property

I own my home

Student housing/halls of residence

Living in insecure housing/at risk of homelessness

On the streets

Your experience of Cambridge

12. What is your link to Cambridge City? (Tick as many as apply)

Live here

Work here

Study here

Visitor

13. Which area/ ward do you live in?

Abbey

Arbury

Castle

Cherry Hinton

Coleridge

East Chesterton

King's Hedges

Market

Newnham

Petersfield

Queen Edith's

Romsey

Trumpington

West Chesterton

I do not know

14. What is the best thing about your experience of living, working, studying, or visiting Cambridge?

15. What is the worst thing about your experience of living, working, studying, or visiting Cambridge?

Your access to Cambridge City Council services

16. Have you used any of the following Cambridge City Council services in the last year? (Please tick all those that apply)

Customer Services

Bins/ waste service

Housing advice or homelessness

Benefits

Council Tax

Community Centres

Planning

Environmental Health

Human Resources (HR)

Vehicle services, MOTs and repairs

Crematorium

Other service

I have not used any of the services above

17. Please describe what you contacted the council for

18. Please rate your experience of using Cambridge City Council's services (where 1 is very bad and 5 is very good)

19. How might your experience have been improved?

20. Have you had any difficulties in using council services in the last year?

Mostly had difficulties

Sometimes had difficulties

Not had difficulties at all

21. How might council services be easier for you to use and more welcoming?

Your access to other services, activities, and public spaces

22. Do you require any additional assistance to communicate or use services? (For instance, you may use a wheelchair, have a guide dog, or need information translated into different languages.)

23. On a scale of 1-5 how easy is it for you to get to the following places in Cambridge City? (With 1 being 'I cannot get there at all' and 5 being 'I have no problem')

Work/ university/ college/ school

Social venues - restaurants/ clubs/ cinemas/ pubs

Out and about on roads/ pavements/ parks and open spaces

In public service buildings - council/ GP/ hospital/ police

Please explain or add detail:

24. What organisations would you go to for help for the following? (If unsure, please answer 'not sure')

Advice on benefits

Financial difficulties or debt

Problems with your employer

Reporting anti-social behaviour

Support with domestic abuse

Support with drug/alcohol addiction

Support with homelessness

25. Do you find it easy to move around the city?

Yes

No

Sometimes

26. If no or sometimes, what do you find difficult about moving around the city?

27. Do you own any of the following devices? (Tick any that apply)

Computer

Android Tablet or iPad

Smartphone

28. How confident are you to look up information or complete forms online? (Where 1 is 'not confident at all' and 5 is 'very confident')

29. Do you have access to the internet at your home?

Yes

No

Not always

30. How do you prefer communicating with services?

Online

Telephone

Face to face

It depends on what the query is (Please explain your answer):

31. Why do you prefer this method of communication?

32. Have you used any of the following services this year?

NHS mental health services

Addenbrooke's

Your GP

Cambridgeshire County Council

Cambridgeshire Police

I have not used any services

I used services of other organisation/s (for instance, any charities) - What organisation/s?

33. Did you have any positive or bad experiences of using these services?

34. How might your experience of using any of these services have been improved?

What you live on

35. What is your current employment situation?

Full time employed

Part time employed

Zero-hour contract

Interning

Volunteering

In full time education or training

Looking after home/family

Full time carer

Not working because of ill health or disability

Retired

Unemployed

Self Employed

36. Is your hourly wage over £9.50?

Yes

No

I do not know

37. How much money does it cost you to live each month?

38. Do you consider yourself as having enough money to cover essential bills (e.g. internet, TV licence, electricity and/or gas, water, phone), to pay for food, housing, and clothes?

Yes

No

Sometimes

Most of the time

I would rather not answer

39. How much more money per month would you need to be able to meet your own needs?

40. Are you or anyone else in your household on any of these benefits? (Please tick all those that apply)

Universal Credit

Housing Benefit

Jobseeker's allowance

Employment and support allowance

Child and working tax credits

Child Benefit

Personal Independence Payment

Income support

Carer's Allowance

Attendance Allowance

State Pension

Pension Credit

I am not sure

Your employment and training opportunities

41. If you have a job do you feel that it matches your skills and is it what you want to do?

Yes

No

Not sure

I do not have a job

42. Which of these qualifications do you have? (Please tick all that apply)

GCSE's/O-levels or equivalent

Apprenticeship

A-levels or equivalent

Bachelor's degree or equivalent

Master's degree or equivalent

PhD or equivalent degree

No qualifications

Other (please specify)

43. Are there opportunities for you to learn the skills needed for jobs in the city?

Yes

No

I don't know

Please explain your answer:

Your safety

The following questions relate to your safety in public spaces in Cambridge. If you have been a victim of crime and need support you can contact Victim Support (<https://www.victimsupport.org.uk/more-us/contact-us>)

44. In the last year in Cambridge have you experienced bullying, harassment, physical or verbal abuse, name calling, uninvited comments, or threat of physical assault because of your gender, disability, ethnicity, age, sexual orientation, or religion?

Yes

No

Do not know

45. If yes, please give brief details if you would like to.

46. Where did these incidents happen? (Please choose as many as apply to you.)

At home

At work

At place of study

In pub/club

In shop/restaurant

In the street

In another public venue

In the area where I live

Other (please specify):

47. Did you report it to anyone?

Yes

No

Do not remember

48. Please rate your experience of reporting this (where 1 is the most negative and 5 is the most positive).

49. If you haven't reported it), please can you say why not?

50. How safe do you feel on the streets of Cambridge in the daytime? (1 is not safe at all and 5 is very safe)

51. How safe do you feel on the streets of Cambridge at night-time? (1 is not safe at all and 5 is very safe)

52. Are there particular areas/streets in Cambridge where you feel unsafe at night?

53. What might make you feel safer in Cambridge?

Domestic abuse and sexual violence

The following questions relate to domestic abuse and sexual violence.

To get support or help if you have been subjected to domestic abuse contact

Cambridge Women's Aid

Refuge 01223 460947

Advice/Outreach 01223 361214

Emergency 07730322098

<http://cambridgewa.org.uk/>

Men's Advice Line on 0808 8010 327 (Monday and Wednesday, 9am to 8pm, and Tuesday, Thursday and Friday, 9am to 5pm) or email info@mensadvice.org.uk (<https://mensadvice.org.uk/>)

ManKind on 0182 3334 244 (Monday to Friday, 10am to 4pm) (<https://www.mankind.org.uk/>)

If you identify as LGBT+ you can call Galop on 0800 999 5428 or email help@galop.org.uk (<http://www.galop.org.uk/>)

Cambridge and Peterborough Rape Crisis Centre offers Helplines, counselling and support from the Independent Sexual Violence Advisors (ISVAs). Cambridge Rape Crisis telephone helpline number is 01223 245888. You can also email support@cambridgerapecrisis.co.uk

Places that can help with economic or financial abuse are:

- Surviving Economic Abuse (<https://survivingeconomicabuse.org/>)
- Women's Aid (<http://cambridgewa.org.uk/>)
- Mankind (<https://www.mankind.org.uk/>)
- Men's Advice Line (<https://mensadvice.org.uk/>)
- Galop (for LGBTQ+ people) (<http://www.galop.org.uk/>)
- Refuge (<https://www.refuge.org.uk/>)
- Action on Elder Abuse (<https://thenationalcareline.org/AccessingHelp/ActionOnElderAbuse>)
- Money Advice Service (<https://www.moneyadviceservice.org.uk/en>)
- Cambridge & District Citizens Advice (<https://www.cambridgecab.org.uk/>)

54. Have you experienced domestic abuse or sexual violence?

Yes

No

Don't Know

For further comment if desired:

55. Did you report the domestic abuse or sexual violence to the police?

Yes

No

56. If you answered yes how satisfied were you with the response from the Police?
(With 1 being 'completely satisfied' and 5 being 'completely unsatisfied')

Please give more details here if you want to:

57. If you chose not to report it, what were your reasons for this?

58. Did you tell anyone about the domestic abuse or sexual violence other than the police? If so who?

59. Are you experiencing financial abuse? - An abuser may prevent their partner or family member accessing money and things they need like accommodation, food, and clothing. They may also stop their partner or family member from working or insist on wages or benefits being paid into their own account. This is economic abuse or financial abuse.

Yes

No

I do not know

60. Do you know where to seek help with economic or financial abuse?

Yes

No

Your wellbeing

61. Has coronavirus caused you to miss or lose out on appointments or treatment for other health conditions?

Yes

No

Maybe

62. If yes, how has this impacted on you?

63. Do you feel your mental health has been negatively impacted by coronavirus?

Yes

No

Maybe

64. If yes, how has this impacted on you?

65. How would you seek help with mental health issues if you needed to? (Please tick all answers that apply)

Look online

Visit GP

Speak with a friend/ friends

Speak with family

Approach my employer/ use employee assistance scheme

Ask a teacher

Do not know

I would not seek help

Approach a mental health charity (if so, which one?)

66. If you had an existing mental health issue or mental health illness before the pandemic, how has this been affected?

This does not apply to me

My mental health has improved

My mental health has stayed the same

My mental health has got worse

I am not sure

67. What is your existing mental health issue or illness?

68. Have you sought professional help with your mental issues during the pandemic?

Yes

No

69. What has been your experience of seeking help?

Your social life

70. How often do these statements apply to you currently? (Please tick all those that apply)

I would like to do more activities with other people

I can call on others for help or support

I have people around me but feel unable to talk to them

I do not have people around me to talk to

I feel very close to at least one person I know who cares about how I feel

I have similar interests with people I know

It is easy for me to make friends

I feel like no one knows me very well

I feel isolated from other people

I feel ignored or shut out by others

I feel lonely

71. How often did these statements apply to you before the coronavirus pandemic?
(Please tick all those that applied)

I wanted to do more activities with other people

I could call on others for help or support

I had people around me but felt unable to talk to them

I did not have people around me to talk to

I felt very close to at least one person I knew who cared about how I felt

I had similar interests with people I knew

It was easy for me to make friends

I felt like no one knew me very well

I felt isolated from other people

I felt ignored or shut out by others

I felt lonely

72. Do you do any of the following activities to socialise? (Including online)

I attend social group/s (which one/s?)

I volunteer (where?)

I get support from an organisation/s to socialise (which one/s?)

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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/homeinternetandso cialmediausage/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/homeinternetandso cialmediausage/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.wpengine.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.

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.



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.	Housing Services – City Homes	End of March 2021
Evaluate and address demand for training flats available for people accessing the county council’s Making Every Adult Matter (MEAM) service. ⁶⁴	Housing Services- Housing Advice	End of March 2019
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	Housing Services – Housing Strategy	End of March 2021
Continue to work with neighbouring Councils and registered providers to understand current and future need for housing for people with different types of disability.	Housing Services – Housing Strategy	End of March 2021
Analyse results from the annual survey of residents within our sheltered housing schemes and users of the 65+ service and identify any additional	Housing Services – Sheltered Housing Team	End of March 2019

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.



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.		
Support Cambridgeshire County Council and use findings from their survey of new communities in order to identify needs that are specific to the different new communities in Cambridgeshire that we can meet.	Community Services and Corporate Strategy	End of March 2019

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

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



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.	Corporate Strategy – Strategy and Partnerships Team	End of March 2019
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.	Corporate Strategy – Strategy and Partnerships Team	End Of March 2019
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.	Corporate Strategy – Strategy and Partnerships Team	End of March 2019
Participate in the Dementia Action Alliance in order to: <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. 	Corporate Strategy – Strategy and Partnerships Team	End of March 2019
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:	Corporate Strategy – Elections Team	End of March 2021



<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>	Customer Services	End of March 2021
<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 	Customer Services	End of March 2019



<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. 	Estates and Facilities	End of March 2019
<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>	Community Services – Active Lifestyle Team	End of March 2021
<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 	Human Resources	End of March 2019



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



Continue to provide open access play activities for children, young people and their families in local neighbourhoods (including low income neighbourhoods) across Cambridge, including the SummerDaze 2018 programme during the school holidays.	Community Services - Children and Young People's Participation Service	End of March 2019
Continue to explore with children and young people how to further their influence on Council decisions, including an additional two engagement days following on from the TakeOver Day pilot in 2017.	Community Services - Children and Young People's Participation Service	End of March 2019
Roll out to Cambridge and some South Cambridgeshire secondary schools the board game 'Reality Cheque', which builds on the work we started in 2017 to raise financial awareness for young people, particularly those about to transition from secondary school to work or further education.	Community Services - Children and Young People's Participation Service	End of March 2019
<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 	Community Services – Community Funding and Development	End of March 2019

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.

- 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



<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. 	Community Services - Culture and Community Team	End of March 2020
<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>	Community Services – Culture and Community Team Active Lifestyles Team	End of March 2019




Continue to use the Community Chest, consisting of developer contributions, to provide small pots of funding (up to £250) to help kick start community projects in and around new communities that support them to develop social networks and reduce social isolation.	Community Services – Culture and Community Team Active Lifestyles Team	End of March 2021
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.	Community Services - Culture and Community Team Active Lifestyles Team	End of March 2021
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.	Community Services – Active Lifestyles Team	March 2019
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).	Community Services - Culture and Community Team	End of March 2021
Work with partners to deliver the second phase of ACTIVATE, which will work with 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.	Community Services - Culture and Community Team	End of March 2019



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.	Community Services - Culture and Community Team	End of March 2019
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.	Community Services - Culture and Community Team	End of March 2021
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+	Community Services – Culture and Community Team Active Lifestyles Team	End of March 2021
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.	Community Services - Safer Communities Team	End of March 2019
Support resettlement of 100 Syrian refugees (subject to availability of accommodation).	Community Services - Safer Communities Team	End of June 2018




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.	Corporate Strategy – Strategy and Partnerships Team	End of March 2019
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.	Corporate Strategy – Strategy and Partnerships Team Housing Services – Sheltered Housing Team Community Services – Neighbourhood Community Development Team	End of March 2021
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).	Environmental Services – Environmental Health	End of March 2019
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:	Environmental Services – Environmental Health	End of March 2021




<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>		
Work with residents who have disabilities, including blind and partially sighted people, to develop a Street Charter. As part of our Environmental Improvement Programme we will use intelligence from the Street Charter to identify a range of funding opportunities for environmental improvements that support accessibility.	Environmental Services – Streets and Open Spaces	End of March 2019
Continue to develop the queer arts project in partnership with The Kite Trust. Also, use public arts funding ⁶⁶ to involve people with protected characteristics in Cambridge through the public art grants programme.	Environmental Services – Streets and Open Spaces	End of March 2019
Continue to carry out adaptation work on caravan park homes (through support provided from Disabled Facilities Grants, Repairs Grants and Energy Efficiency Grants), and explore further work that could be done around improving energy efficiency.	Home Improvement Agency	End of March 2021
Continue to work in partnership with Cambridgeshire County Council,	Housing Services – City	End of March

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



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	Homes	2021
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.	Housing Services – Housing Advice	End of March 2019
<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. 	Housing Services- Housing Advice	End of March 2019
Continue to deliver the Invigorate programme, offering reduced cost and free physical activity to users of mental health services.	Community Services – Active Lifestyles Team	March 2019
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.	Community Services – Active Lifestyles Team	March 2019

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



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
<p>Continue to actively seek to improve access for people with a range of disabilities to shared spaces in Cambridge through:</p> <ul style="list-style-type: none"> • Applying our Local Plan policies and granting Planning and Building Regulations consents. • Ensuring disabled groups are able to comment on access matters in the forthcoming spaces and movement SPD. • Providing advice and guidance to developers on new developments, and to businesses and individuals around disabled access. • Holding a monthly Disability Panel where members discuss the impact on disabled people of development within the city and where disabled people can raise access issues. 	Planning Services	End of March 2021



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	Environmental Services (Environmental Health) and Housing Services (City Homes)	End of March 2021
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.	Housing Services (Housing Advice)	End of March 2019
Continuing to fund an expanded 'Advice on Prescription' project, to provide outreach support for residents experiencing mental health issues due to low income, debt or addiction at East Barnwell Health Centre, Nuffield Road Medical Centre, Arbury Road Surgery, and Trumpington Medical Centre.	Corporate Strategy – Strategy and Partnerships Team	End of March 2019

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

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
Continue to deliver actions to reduce domestic violence and abuse towards women, as set out in the action plan associated with the Council's White Ribbon status. Continue to attend the Domestic Abuse and Sexual Violence (DASV) countywide Operational Group, and the DASV Delivery Strategic Board, which feed into the Countywide Community Safety Strategic Board chaired by the Cambridgeshire Police and Crime Commissioner, Jason Ablewhite.	Community Services – Safer Communities Team	End of March 2021
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.	Community Services – Safer Communities Team	End of March 2019
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.	Environmental Services	End of March 2019
Work with the Domestic Abuse Housing Alliance to:	Housing Services – Housing	End of March



<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
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.	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
As part of the Prevent Duty, ensure that people at risk of radicalisation and extremism receive the joined up support they need by:	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. 		
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.	Environmental Services	

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
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.	Business Transformation	End of March 2019
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.	Commercial Services	End of March 2021



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



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Item

Cambridge City Council Single Equality Scheme 2018 – 2021 Year two review

July 2020

To:

Councillor Anna Smith, Executive Councillor for Communities
Environment and Communities Scrutiny Committee 02/07/2020

Report by:

Helen Crowther, Equality and Anti-Poverty Officer
Tel: 01223-457046 Email: helen.crowther@cambridge.gov.uk

Wards affected:

All

Not a key decision.

1. Introduction / Executive Summary

- 1.1 The current Single Equality Scheme (SES) covers the period from 2018 to 2021. The council produces an SES in order to set out its strategic approach to equalities issues. The SES includes a number of equalities objectives for the Council, which is a key requirement of the Public Sector Equality Duty (Section 149 of the Equality Act 2010).
- 1.2 This annual report presents information to demonstrate compliance with the Public Sector Equality Duty by providing an update on progress in delivering key actions set in SES for 2019/20. It also proposes some new actions for delivery during 2020/21 under the Scheme's objectives.

2. Recommendations

The Executive Councillor is recommended to:

1. Note the progress in delivering equalities actions during 2019/20 set out in this report.

2. Approve the actions proposed in Appendix 1 for delivery during 2020/21.

3. Background

- 3.1 The Public Sector Equality Duty (PSED) in the Equality Act 2010 requires local authorities to publish information annually to demonstrate how they meet the equality duty; and publish one or more equalities objectives at least every four years.
- 3.2 The Council has developed a Single Equality Scheme (SES) for 1 April 2018 to 31 March 2021. The scheme was approved by the Executive Councillor for Communities at the Environment and Communities Scrutiny Committee on 4 October 2018.
- 3.3 The SES identifies 5 objectives for the Council's work on equalities issues. This annual report also identifies key areas of progress in delivering the key actions in the Single Equality Scheme for 2019/20. It also identifies some new actions for 2020/21 for approval by the Executive Councillor, including specific actions to respond to some of the key issues experienced by people with protected characteristics as a result of the Covid-19 pandemic.
- 3.4 Some key achievements from 2019/20 for each SES objective are as follows.

Objective 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

- The Council completed four ward profiles for areas in the North, South, East and West of the city and identified work plans for each area relating to reducing social isolation. The profiles will also help inform the Tenancy Audits being carried out by Housing Services in 2020/21 to understand more about tenants living in Council homes and identify areas of support that they may require
- The Council supported the Equality and Diversity Partnership to run training sessions on mental health awareness, suicide prevention and awareness, and on identifying and reporting hate crime.
- A draft equality and diversity terminology guide was developed for staff members in consultation with voluntary and community sector organisations that are members of the Equality and Diversity Partnership. This shall be shared with staff in 2020/21.

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

- Training was provided for council officers to better support service users with different protected characteristics. Training was provided for Gypsy, Roma and Traveller cultural awareness, mental health awareness, mental health first aid, suicide prevention and awareness, and undertaking equality impact assessments. Equality and diversity induction training was provided for new staff members, which also included disability awareness training.
- The Council raised awareness of the council tax discount for those national policy defines as "severely mentally impaired" amongst disabled residents needing support to make adaptations to their homes. We also simplified the application process for this discount.

Objective 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

- The Council worked with local churches and community organisations to provide a total of 3,865 free holiday lunches in 9 different 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.
- The Council provided free menstrual products at all council buildings, including our community centres, to help tackle period poverty.
- Encompass delivered Safer Spaces training to support Council staff to identify and respond to discrimination and hate crime experienced by LGBTQ+ people. This training was provided for staff based in the following buildings to help ensure that they are safer spaces: the Customer Service Contact Centre, City Homes, The Guildhall, Clay Farm Community Centre, Storey's Field, The Meadows Community Centre and Brownsfield Community Centre.
- The Council developed links between a local school and Ditchburn Place sheltered housing scheme to help bring different generations together to tackle loneliness. Visits from the children to Ditchburn Place will take place in 2020/21 and will be linked to themes the children are exploring at school.

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

- The Council drafted an expression of interest on behalf of the local Romany community, which has been submitted to the National Lottery to bid for a project researching scientific information on the genetic and linguistic origins of the English Romany community.
- The Council has undertaken a number of actions to support victims of domestic abuse following the Council's accreditation by the Domestic Abuse Housing Alliance (DAHA), including (but not limited to): appointing designated domestic abuse safeguarding leads for each service; reviewing our approach to proof requirements for victims of domestic abuse applying for housing who are unable to access documents; and publicising the organisation Respect across all council services.
- The Council undertook social media activity to raise awareness of its role as a Hate Crime Reporting Centre during Hate Crime Awareness Week. The Equality and Diversity Partnership received hate crime awareness training and 15 people attended. The Faiths' Partnership received information on our role as a Hate Crime Reporting Centre and 3 members of the partnership attended a training session to find out more.

Objective 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

- Representation of disabled people as a proportion of the total workforce rose to 7.2% at 31st March 2020, from 6.37% at 31st March 2019. However, BAME people as a proportion of the total workforce was 6.3% as at 31st March 2020, compared to 7.59% at 31st March 2019. The recent TUPE transfer of staff from Ditchburn and retirements have had a significant impact on the BAME workforce profile in the last year.
- A range of 'Wellbeing at Work' activities were provided for Council staff including a Step Challenge, a programme of three weekly fitness classes, a blood pressure pop-up clinic, a health check clinic and a workshop on how to prevent back pain.
- Training for Council staff was provided on managing stress and pressure. Training was also provided for managers on how to support staff with mental health problems.

For a full account on progress on actions in 2019/20 (that is the second year of the Single Equality Scheme) see background paper one.

- 3.4 Appendix A lists actions identified under each objective of the Single Equality Scheme for completion in 2020/21 (the third and final year of the scheme). This includes actions to prevent or mitigate impacts of Covid-19 on different equality groups. These are listed separately in the Appendix to the other actions for 2020/21 and most are also included in this main committee report in the Community Safety section too.

a) Financial Implications

Equalities has been mainstreamed across all Council services. This means that activities and actions identified in the action plan will primarily be delivered through existing service budgets, but services sometimes fund specific initiatives. The Corporate Strategy service has a small budget to support equalities projects and publications, and it funds interpreting services to enable fair and equal access to Council services. The council works extensively with partner organizations to maximize the impact of our resources.

b) Staffing Implications

As equalities has been mainstreamed across all Council services, the activities and actions identified in the action plan will primarily be delivered as part of the core responsibilities of staff within the relevant services. Corporate Strategy convenes a 'Joint Equalities Group' made up of staff representatives across Cambridge City Council's services who are able to support the mainstreaming of equalities. During the Covid-19 pandemic, staff capacity to undertake activities planned before the pandemic may be more limited, as their time will be spent meeting more immediate needs. Some staff may also be unable to undertake some of their responsibilities due to lockdown restrictions.

c) Equality and Poverty Implications

No Equality Impact Assessment (EqIA) has been carried out for SES itself or this annual report. SES 2018 - 2021 forms the framework for the council's work to challenge discrimination and promote equal opportunities in all aspects of its work. An EqIA has been carried out and will continue to be updated to identify needs of the vulnerable groups identified by the Covid-19 Social Exclusion Oversight and Co-ordination Group.

d) Environmental Implications

The actions that have been identified for 2020/21 to help meet the Scheme's objectives are not anticipated to have any environmental impact.

e) Procurement Implications

The City Council has taken steps to ensure that equalities considerations are embedded in its procurement processes through implementing The Public Services (Social Value) Act (2012). This means that a key part of our assessment process in procuring contracts is to consider economic and social benefits that suppliers can bring to Cambridge. Additionally, when procuring services, commissioners are required to abide by our Equality Value Statement.

f) Community Safety Implications

The actions that relate directly to community safety in the strategy are as follows:

- Developing the data management plan to identify and categorise individuals by vulnerability and translate this into a process for bringing together datasets together (under the VPP emergency protocol).
- Developing our action plan around responding to domestic abuse during Covid-19 to address communication, co-ordinating local services, and continuation of services.
- Monitoring standards of work related to the Domestic Abuse Housing Alliance (DAHA) through the DAHA Quality Assurance Group.
- Support Cambridgeshire County Council and Public Health to contact people considered vulnerable to Covid-19 because they have disabilities and long-term health conditions.
- Identifying where we can make an impact in supporting vulnerable groups identified by the Covid-19 Social Exclusion Oversight and Co-ordination Group. This will include undertaking risk assessments for each group.
- Working with partners in the Community Safety Partnership (CSP) to improve public safety and raising concerns of people with protected characteristics.

4. Consultation and communication considerations

Consultation took place on the Single Equality Scheme 2018 – 2021. The council consulted with voluntary and community sector partners and public sector partners, and the Equalities Panel.

The content of this report will be communicated to residents through the

media using a news release, and on the Council website and Twitter.

5. Appendices

Appendix A: Further actions identified starting from 2020/21 for the Scheme (including actions identified to help mitigate or prevent negative impacts of the coronavirus pandemic for equality groups)

6. Background papers

1. Progress on actions in the second year of the Single Equality Scheme (2019/20): <https://www.cambridge.gov.uk/our-equality-and-diversity-performance>
2. Equality Impact Assessment on Cambridge City Council support for thematic Public Health vulnerable groups as identified by the County Council during COVID-19:
<https://www.cambridge.gov.uk/media/8425/eqia-support-for-vulnerable-groups-2020-06.pdf>

7. Inspection of papers

To inspect the background papers or 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

Appendix A:

Further actions identified starting from 2020/21 for the Scheme (including actions identified to help mitigate or prevent negative impacts of the coronavirus pandemic for equality groups)

Below are listed some further actions starting in year three (2020/21) of the Single Equality Scheme, and the services that will be responsible for completing them. Please note that many services expect to be impacted by the coronavirus pandemic in unanticipated ways and that new priorities continue to arise. This may impact on the completion of these actions, especially project work.

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

<u>From the third year of the plan (2020/21) we will:</u>	<u>The service(s) that will lead on this:</u>
Provide the Shopmobility service at the Grand Arcade and Grafton East car parks to support disabled people.	Commercial Services
Work with 7 other local authorities to complete an assessment of the accommodation needs of Gypsies, Travellers, Travelling Showmen and Bargee Travellers and other caravan and houseboat dwellers to inform the councils' Local Plans.	Housing Service
Complete the review of our current hoarding procedure to ensure we support people with hoarding behaviours, who can be especially prone to mental health issues, as best as possible.	Housing Service

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

<u>From the third year of the plan (2020/21) we will:</u>	<u>The service(s) that will lead on this:</u>
Carry out a review of ChYpPS to establish the need for the current provision for children &	Community Services

young people, including Scrap Store & Play Pods.	
Procure a service to support British Sign Language (BSL) users to be able to receive BSL interpretation when contacting the Customer Service Centre phone line.	Corporate Strategy
Pilot Unconscious Bias and Social Inclusion training to help services identify how they can improve access to and take-up of services from different equality groups.	Corporate Strategy
Provide our staff with face-to-face Gypsy, Roma and Traveller cultural awareness training delivered by Friends, Families and Travellers.	Corporate Strategy
Support and encourage people on low-incomes and who have disabilities or long-term health conditions to reduce energy and water demand and costs, and to maintain a warmer home.	Environmental Services
Produce a draft homelessness and rough sleeper strategy to go to committee in January 2021 that helps meet needs of people with different protected characteristics.	Housing Services
Continue to provide sheltered housing schemes for people aged over 60 who wish to carry on living independently but who require some support to do so and support the schemes to run their own social clubs, activities, and events.	Housing Services
Train our staff on best practice in supporting service users with mental health problems, including running 2 Mental Health Awareness training sessions, 2 Mental Health First Response training sessions and a STOP Suicide workshop.	Human Resources (and Corporate Strategy for STOP Suicide workshop)

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

<u>From the third year of the plan (2020/21) we will:</u>	<u>The service(s) that will lead on this:</u>
As part of the Equality and Diversity programme of events, support and help coordinate South	Community Services

Asian Heritage Month activities taking place for the first time in Cambridge this year.	
Explore further means of targeting free provision of sanitary products to people experiencing period poverty, including those experiencing homelessness or struggling to pay their rent.	Community Services
Provide Community Grants for 2021/22 to support the voluntary and community sector to reduce social and economic exclusion, which different equality groups can be disproportionately impacted by.	Community Services
Work with organisations in the My Cambridge Partnership and beyond to develop and implement a fundraising strategy for the next stage of the Culture Card project.	Community Services
Launch 'Make a Difference' days to involve young people in issues that they think are relevant and provide an opportunity to do something for their local community.	Community Services
Provide open access play activities for children, young people, and their families in local neighbourhoods (including low income neighbourhoods) across Cambridge.	Community Services
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
Facilitate and support Let's Go Girls programme of activities, including supporting more local delivery in specific sports and providing some online activities during lockdown.	Community Services
Provide the final year of the free exercise referral programme across the City that includes free access for residents via ten identified GP surgeries.	Community Services
Continue to deliver the Invigorate programme, offering physical activity free of charge or at reduced cost to users of mental health services.	Community Services
Work with Student Action for Refugees to provide sessions for female refugees, most of whom are from Syria, to try different forms of exercise and socialise.	Community Services

<p>Help tackle food poverty for families with children by:</p> <ul style="list-style-type: none"> • Providing a programme of free lunches with local partners for low income families during school holidays in areas of highest need in Cambridge. • Support local voluntary and community sector organisations to provide cookery skills workshops for families to be delivered in low incomes areas of Cambridge 	Community Services
Hep drive forward the Dementia Friendly Communities campaign by running Dementia Friends sessions for staff of frontline council services and bringing local businesses together to help them identify actions they can undertake to support people with dementia.	Corporate Strategy
Work with voluntary and community sector partners and other public sector partners to continue to raise awareness of the EU Settlement Scheme (EUSS).	Corporate Strategy
As part of the Safer Spaces project run by Encompass Network, undertake training on tackling lesbian, gay, bisexual and transgender discrimination (LGBT+) discrimination for front-of-house staff of Council buildings and run two transgender awareness training sessions per year for frontline-facing staff.	Corporate Strategy
Work with residents who have disabilities, including blind and partially sighted people, to develop a Street Charter.	Environmental Services
Include sanitary provision in all cubicles in public toilets and explore which public toilets could be altered to include gender neutral facilities.	Environmental Services
Develop an 'Eco-Day' programme for schools and roll out across the city.	Environmental Services
Ensure delivery of at least 25 fully adapted wheelchair homes, and at least 500 adaptable homes.	Housing Development Agency
<p>Help tackle digital exclusion, especially likely to be experienced by disabled people and older people by:</p> <ul style="list-style-type: none"> • Supporting partner organisations and community groups to develop sustainable 	Housing Service

<p>activities to support low income residents to access the internet and develop digital skills</p> <ul style="list-style-type: none"> • Supporting digital inclusion sessions, including for older residents in sheltered housing schemes. 	
Continue to provide holistic support to City Council tenants with mental health issues to remain in their tenancies and help link people to meaningful activities and groups in order to help reduce social isolation. Produce a new Tenancy Sustainment Service Policy to support this work.	Housing Service
Continue to provide 17 units of move-on accommodation for people receiving support under the CPFT's mental health team to help them to help them to move onto living independent living.	Housing Service
Organise visits from a local school to Ditchburn Place sheltered housing scheme. Explore means of extending this intergenerational project to other schools and sheltered housing schemes across the city.	Housing Services
Provide Discretionary Housing Payments (DHPs) to people claiming benefit who need extra help with housing costs, including disabled people and families with children that are affected by the benefit cap	Revenues and Benefits

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

<u>From the third year of the plan (2020/21) we will:</u>	<u>The service(s) that will lead on this:</u>
Continue to work with partners in the Community Safety Partnership (CSP) to improve public safety and raise concerns of people with protected characteristics.	Community Services
Continue to support the local Romany Community with a bid to The National Lottery Heritage Fund for a project to research scientific	Community Services

information on the genetic and linguistic origins of the English Romany community.	
Continue to monitor standards of work related to the Domestic Abuse Housing Alliance (DAHA) through the DAHA Quality Assurance Group.	Housing Services

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

<u>From the third year of the plan (2020/21) we will:</u>	<u>The service(s) that will lead on this:</u>
Commit to use the Social Value portal to help measure economic and social benefits of Council contracts and assess bids in relation to benefits potential suppliers will bring to these areas.	Commercial Services
Provide 2 training sessions on how to carry out Equality Impact Assessments.	Corporate Strategy
Identify how best to raise our profile as an employer with disabled people and Black and Asian Minority Ethnic people and continue to monitor the profile of the Council's workforce.	Human Resources
As an accredited Disability Confident Employer, explore future actions to recruit and retain disabled people.	Human Resources
Provide two Managing Mental Health sessions for managers who support staff in the workplace who are experiencing mental health issues.	Human Resources
Provide Equality and Diversity induction training that includes disability awareness training.	Human Resources
Develop, promote and deliver the 'Wellbeing at Work' range of wellbeing classes, activities, information campaigns and promotions to encourage a healthy active workforce.	Community Services and Human Resources

What actions for 2020/21 has the council identified to help mitigate or prevent negative impacts of the coronavirus pandemic for equality groups?

The following actions have started to be undertaken in response to Covid-19 and are particularly aimed at supporting equality groups.

<u>From the third year of the plan (2020/21) we will:</u>	<u>The service(s) that will lead on this:</u>
Provide information and support to the Equality and Diversity Partnership in its response to Covid-19.	Community Services
Provide advice and referrals to support the voluntary and community sector organisations that are helping to tackle digital exclusion.	Corporate Strategy
Continue to monitor local and national information around how different protected characteristics are impacted by coronavirus to identify areas where the council can help mitigate or prevent negative impacts.	Community Services and Corporate Strategy
Bring together datasets (under the VPP emergency protocol) to identify vulnerable groups.	Community Services and Corporate Strategy
Run a new virtual community centre to provide specific information for children, young people, older people and families. We will also share messages about how the public can protect their mental health during the Covid-19 pandemic.	Community Services and Corporate Strategy
Help respond to domestic abuse during Covid-19 by undertaking our action plan to address communication, co-ordinating local services, and continuation of services.	Community Services and Housing Services
As part of Mental Health Awareness Week (18 to 24 May), provide training on managing mental, emotional and physical wellbeing and on personal resilience and share key messages on how staff can look after their mental health and wellbeing during the Covid-19 pandemic.).	Community Services, Corporate Strategy and Human Resources
Continue to support Cambridgeshire County Council and Public Health to contact people considered vulnerable to Covid-19 because they have disabilities and long-term health conditions.	Coordinated by Community Services, Housing Services
Identify how the Council can contribute to wider efforts to support the key vulnerable groups identified by the County-wide Covid-19 Social Exclusion Oversight and Co-ordination Group The groups are:	Community Services, Corporate Strategy, Environmental Services and Housing Services

<ul style="list-style-type: none"> • Those suffering from child criminal exploitation • Those with existing mental health issues • Gypsy, Roma and Traveller people • Migrant workers • Those at risk of economic hardship (this includes people with no recourse to public funds) • Rough Sleepers • Those experiencing domestic abuse • Ex-offenders • Those with drug and alcohol addiction • Sex workers 	
In partnership with statutory, commissioned and voluntary partners, ensure that a more stable housing offer is made to each rough sleeper housed under the emergency Covid measure, including (where possible) those who have been evicted from that accommodation due to their behaviour and those who have abandoned it.	Housing Services
Maintain regular telephone contact with sheltered housing tenants to provide any extra support they need with emotional and practical issues and visit sheltered housing tenants in emergency situations, taking appropriate precautions to protect residents and staff.	Housing Services

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