



## Cambridge City Council Equalities Panel

**Date:** Tuesday, 5 July 2022

**Time:** 4.00 pm

**Venue:** via Microsoft Teams

**Contact:** [democratic.services@cambridge.gov.uk](mailto: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 - 16)
- 4 Public Questions
- 5 Cambridge City Football Club equalities work (Pages 17 - 18)  
Roger De Ste Croix, Cambridge City FC and Richard Nurse and  
Lyndsay Beauchamp, PicturePath
- 6 Single Equality Scheme annual report 2021/22 (Pages 19 - 52)  
Kate Yerbury, Equality and Anti-Poverty Officer
- 7 Equality in Employment report 2021/22 (Pages 53 - 54)  
Deborah Simpson, Head of Human Resources
- 8 Community group update (Pages 55 - 56)  
Ariadne Henry, Community Development Officer and Panel member
- 9 Any Other Business
- 10 Date of Next Meeting  
The next Equalities Panel meeting will be held on 10 January 2023.

**Chair:** Robert Pollock

**Elected Members:** Councillors Healy, Payne, Porrer, Smart and Thittala Varkey

**Public Members:** Graham Lewis, Raheela Rehman and Orsola Rath Spivack

**Staff Members:** Naomi Armstrong, Lesley-Ann George, 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 Kate Yerbury, Equality and Anti-Poverty Officer, on 01223 457046 or [Kate.Yerbury@cambridge.gov.uk](mailto:Kate.Yerbury@cambridge.gov.uk)

**EQUALITIES PANEL**

11 January 2022

4.00 - 6.00 pm

**Chair:** Robert Pollock

**Councillor member:** Baigent, Flaubert, Healy and Smart

**Public members:** Graham Lewis, Orsola Spivack, Susan Wan

**Officer members:** Alistair Wilson, Ariadne Henry, Lesley-Anne George, Naomi Armstrong

**Other officers in attendance:** Clarissa Norman, David Kidston, Helen Crowther, Michelle Lord, Sally Hodgson, Hannah Hancock (Cambridge Business Against Crime (CAMBAC), and Jenny Granshaw (Cambridge Business Improvement District)

**FOR THE INFORMATION OF THE COUNCIL**

**22/20/EP Welcome, Introductions and Apologies**

Apologies were received from Councillor Katie Porrer and public member Raheela Rehman

**22/21/EP Declarations of Interest**

No interests were declared.

**22/22/EP Minutes of Previous Meeting and Matters Arising**

The notes of the meeting of the 6 July 2021 were noted.

Helen Crowther, Equality and Anti-Poverty Officer, said that the Single Equality Scheme 2021-2024 was approved at the Environment and Communities Scrutiny Committee in October 2021. She asked Panel members to share the Race Equality Toolkit with their networks of businesses and other organisations. Helen also said that following the Panel meeting she would share statistics on hate crime from Cambridgeshire Police from 2019, 2020 and 2021.

Robert Pollock, Chief Executive, said that an update on progress relating to Disability Confident would be shared at the next Panel meeting.

**22/23/EP Public Questions**

There were no public questions.

**22/24/EP Customer Service Operating Model Equality Impact Assessment**

Clarissa Norman, Customer Services Operations Manager, and Sally Hodgson, Transformation Consultant, delivered a presentation on the new Customer Service Operating Model and equality impacts. They shared:

- How the Customer Service Model changed from April 2021 – Reception previously was open to drop-ins during the morning and booked appointments were held in the afternoons. Since April 2021, customers have been encouraged and supported to use digital options to interact with us. There is also triage, which establishes the level of support required by customers. Face-to-face appointments can be booked for people if their needs are complex, or they are not digitally capable.
- A summary of key impacts identified in the Equality Impact Assessment for protected characteristic groups:
  - Age: older people are less likely to be digitally capable and often need to travel further for appointments. Young people with complex needs may benefit from assisted digital support, triage, and advocacy.
  - Disabled people are more likely to be digitally excluded. Some disabled people might have multiple or complex needs relating to a learning disability or their mental health, or the impacts that being in a crisis has on their disability – these people would benefit from assisted digital support, triage and advocacy. The enhanced digital support offer may benefit people with some disabilities or impairments too, like mobility and sight impairments.
  - Race: people for whom English is a second language may be impacted by the inability to have drop-in face-to-face support.
- The Council has developed a set of measurements for ongoing monitoring to inform and improve the service - as well as to identify emerging impacts, including for people with protected characteristics. Website accessibility is reviewed independently each month with high ratings reported (94%) and fixes applied to any emerging issues.

- The Council developed and delivered an internal and external communication plan when implementing the new model. There is ongoing liaison with internal colleagues and external Partners, including those supporting equality groups.
- Staff are receiving ongoing training and coaching relating to the new model.
- Progress against performance measures were shared with the Panel. For instance, one measure was volumes and types of 'assisted digital' support provided - for which there is a need for more granular detail on protected characteristics of people supported. The Council has performed very well for the measure on positive feedback on digital service provision.
- Service take-up was shared with the Panel, indicating that website transactions have had the biggest increase in take up, which partly links to availability of different website transactions that were not available before the implementation of the new Customer Services model. Website transactions in April to December 2019 were 42,243 compared to 124,709 between April and December 2021. Face-to-face visits have decreased significantly: from 42,243 between April to December 2019 to 4,872 between April to December 2021. However, taking into account overall contact with the Council (across all types of contact) between these periods, contact with the Council has remained similar to before the new model was introduced.
- Of 3,000 customers contacting the Council between April 2021 and November 2021, 7% needed a face-to-face appointment due to having complex needs or being vulnerable, digital assistance was provided to 10.5%, and 29% were referred to a digital option. 7% had digital capability and capacity but refused to take the digital option.
- Qualitative feedback on the new model was shared. There are positive case studies where customers have responded well to being 'taught' how to use systems by themselves, and no complaints have been received regarding the new service model.
- There are barriers to measuring impact such as implications of coronavirus restrictions, implications of system restrictions (like only being able to record a single reason for assistance required when there might be multiple reasons), and how historically collection of personal characteristics data has not been captured (and data protection legislation restrains this). There

might be people 'slipping through the net' that the Council does not come across, as there would have been for the old model.

- Future plans relating to the Customer Service model include to further improve measures to identify emerging impacts to further tailor services, to continue proactive consultation with communities, and to join up with ongoing work on the Our Cambridge Transformation Programme to ensure service aspirations are delivered and maintained.

The Panel members were invited to provide feedback and ask questions about the new Customer Service Model and its Equality Impact Assessment (EqIA):

- A Panel member asked when the EqIA was last updated and how the updated version is different to the original. They also asked if the Council knows how many of the 29% referred to digital options took up this support.
- The Panel emphasised the importance of undertaking equalities monitoring and of not only relying on complaints as feedback, as vulnerable people do often complain, and there will be people needing support who are not receiving it.
- The presenters were asked why there had been a dramatic reduction in face-to-face support and for the definition of "website transactions".
- A Panel member queried a point in the EqIA that stated there had been a reduction of the equivalent of 9.9 full time posts but there had only been 1 full time staff member who became redundant on a voluntary basis. They also asked whether the Council was confident that it could deliver support with fewer staff members given that coronavirus has led to increased level of need.

Clarissa Norman and Sally Hodgson provided the following answers to the Panel members' questions:

- The EqIA was updated in December 2021 based on information the Council holds on customer contact since the new model has operated. It looks at data on service usage, performance measures and customer feedback. The Council will be proactively undertaking further communications with communities and partners to be able to determine how far vulnerable people are being reached.
- The Council is working towards improvements in tracking customers' journey end-to-end, so in future hopes to be able to monitor how many people that are referred to digital options take up this support.

- The Council is looking into how best to capture information on characteristics of people using the service, including for volumes and types of 'assisted digital' support provided. Helen Crowther, Equality and Anti-Poverty Officer, added that improving services' equalities monitoring is a key priority in the Single Equality Scheme 2021 to 2024. How this will be collected and what is collected will be context specific, partly because the General Data Protection Regulations mean that clear justification for collecting this data needs to be made on case-by-case basis.
- Website transactions include anything people can do for themselves online, such as updating a Council Tax account and registering to vote.
- Taking all the data together on customer interactions, the level of customer interaction has remained the same as 2018. The staffing levels to deliver customer services have proved viable since the new model was introduced, as customers can now find more solutions online than before. This has also meant that Customer Services has been able to release team members to help support the most vulnerable.
- The 9.9 full time equivalent staff was made up of 6.5 full time equivalent vacancies being carried at the time of the review, 2 members of staff who left or got promoted to new roles outside of the authority, and one voluntary redundancy.

Naomi Armstrong, Staff member of the Panel and Benefits Manager, added that there has been an increase in the caseload for vulnerable people on benefits during the pandemic and Universal Credit has been rolled out over this period. The Council reviewed its Council Tax Reduction scheme in partnership with the Department for Work and Pensions, so Universal Credit claimants do not need to claim Council Tax Reduction. Therefore, even though there has been a larger rise in applications for Council Tax Reduction, the automated process has met that need and made things easier for customers. The Council's main aim in changing methods to support customers is around making processes easier for customers.

Robert Pollock, Chief Executive, thanked Clarissa Norman and Sally Hodgson for their work in implementing this large culture change in the way the Council supports customers, and in continuing to work to find and reach vulnerable people who may not come forward for support.

**22/25/EP    Cambridgeshire and Peterborough Region of Learning**

Michelle Lord, Arts Development Officer, presented information on the Cambridgeshire and Peterborough Region of Learning project. By way of background to the project, Michelle shared:

- Region of Learning's strategic aims are to:
  - Increase children and young people's learning engagement; particularly those from low-income backgrounds or who face inequalities of access
  - Recognise and acknowledge children and young people's extracurricular, informal, formal and out-of-school engagement, and its contribution to lifelong learning, skills and career development
  - Provide robust, relevant and visible evidence of the impact on children and young people, including social mobility, education, soft skills, wellbeing and social care, and post-16 outcomes on a population scale
- The model is based on national research that demonstrates the clear benefits to young people of taking part in additional learning activities, including extracurricular, out-of-school, leisure based, informal and formal activities. Where young people take part in these activities, benefits include:
  - gaining more transferable skills
  - building social and cultural capital
  - increasing educational attainment
  - developing greater employability
  - better health and wellbeing
  - improved career aspirations
  - greater likelihood to engage in lifelong learning
  - less chance of experiencing poverty in later life
  - improving social mobility
- However, only 25% of disadvantaged children and young people take part in any additional learning activities, compared to 75% of their more advantaged peers.
- A live prototype was delivered in 2018-19 in Trumpington (with the highest number of income support claimants in Cambridge) and Littleport (a Social Mobility Opportunity Area) with young people aged 14 and under. A total of 400 young people were engaged, and most were on free school meals. Over 50% engaged in an activity they had not tried before due to the scheme and the prototype engaged 35 activity providers.

- Consultation was undertaken with young people and their families, other local authorities, the skills and career sector, the education sector, arts and culture organisations, and businesses and other employers.

A description of the Region of Learning project was provided by Michelle:

- It focuses on supporting young people into the labour market, especially people not in education, employment, or training (NEET) at risk of social exclusion. It connects young people with learning and job opportunities in areas they are most interested in and supports them to develop career pathways.
- Funding of £1.6 million has been secured to support 1,070 young people aged 15 to 24 with a focus on Cambridgeshire and Peterborough until December 2023.
- It is a strategic partnership between Cambridge City Council, Cambridgeshire County Council and Peterborough City Council. Form the Future is a partner of the project providing careers guidance and learning and job opportunities.
- It brings together ground-breaking elements of the Council's live prototype with the award-winning RSA Cities of Learning model.
- The Shift Ignite project has been launched as part of Region of Learning for young people aged 15 to 24 who are interested in understanding how to become self-employed, who would like to learn entrepreneurial skills, or would like to learn what is involved in developing their own micro-business.
- Under Region of Learning, a platform for connecting young people with courses and job opportunities has been developed, which are mapped related to the learner's postcode (to identify what is in their locality).
- Young people can access opportunities to earn digital badges where they have undertaken activities that develop skills, learning and experience that are not recognised through formal education. The badges earned are added to a digital CV people can use to track their own progress and share. The badging standard has been developed by the RSA and City & Guilds, who also endorse the Standard.
- Learning pathways are being developed by grouping badges to help learners progress their goals, and currently a wellbeing pathway is in development. Digital badges are issued by venues or locations where

learning happens through QR code or onto via a repurposed library card (together forming a 'universal passport to learning, skills and opportunity'.

- Region of Learning is engaging with numerous formal and informal learning providers and employers. In relation to the latter, currently the project is mostly engaged with employer networks but is interested to develop more relationships with SMEs. For employers the project can help them to attract a local talent pool with the right skills to apply for positions, demonstrate social value activity around training and development, and support more inclusive recruitment processes.
- So far 135 young people have been onboarded including: 18% from non-White British background, 24% of participants with disabilities, 13% of participants living with a single parent, 98% young people at risk of NEET and 2% of unemployed young people.
- Region of Learning has an equalities and diversity implementation plan with SMART aims and objectives, available via the Council website.
- The digital platform is due to launch in June to the cohort currently supported, and the Council is exploring opening up the availability of the app on a broader basis to enable organic sign up (subject to funding).
- The project is developing approaches with the County Council for a data research platform and academic partnerships to implement robust impact measurement of the Region of Learning against a number of outcomes for young people

Panel members were invited to feedback and ask questions:

- One Panel member commented that they were very impressed with the level of youth participation including co-design and another shared that they were "blown away" by the information shared.
- A Panel member asked how low-income young people can participate upon leaving school where they might lose access to devices and the internet.
- Another Panel member was interested in managing safeguarding risks in encouraging young people's participation through online platforms, and how the project is managing this.
- The Panel asked for a copy of the slides to look at in more detail and provide any feedback relating to engaging employers, shaping the wellbeing digital badge pathway, and engaging unemployed young people.

Robert Pollock, Chief Executive, commented on the project as an exemplar of the type of partnership approach to working and facilitation that the Council intends to develop further through its Transformation programme. He commented that the Region of Learning project had received funding from the Greater Cambridge Partnership, Cambridgeshire County Council, Cambridge City Council, Arts Council England in addition to the European Social Fund. He also asked which other local areas are implementing a model that has similarities with the Region of Learning.

In answer to the questions above, Michelle Lord said:

- Since the pandemic much more is known about the extent of, and issues associated with, digital exclusion in the city. Region of Learning will work with the Cambridgeshire Digital Partnership and Cambridge 2030 to help people to access IT. For instance, Cambridge 2030 has provided 20 laptops to support the Shift Momentum 'Ignite' strand of the project. Region of Learning online content is accessible via smartphone, as this was identified as especially important during its pilot in Littleport and Trumpington because many low-income young people can afford a smartphone where they cannot afford a PC. Cambridgeshire County Council's Libraries Service is a partner and can help people access PCs, and the digital badges can be acquired using the repurposed library card account (meaning less IT access is required).
- The Council has presented Region of Learning to the Office for National Statistics and many other areas have been looking to engage young people in similar initiatives. They have found it hard to get initiatives off the ground due to difficulty in identifying ways to monitor their projects' impacts. Cambridgeshire and Peterborough's Region of Learning project is more advanced in this and its prototype brought together over 900 different data points to measure impact.
- There has been interest in a similar approach to Region of Learning by other Combined Authorities including Tees Valley CA (covering five unitary authorities - Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees), Sheffield City Region CA (Barnsley, Doncaster, Rotherham and Sheffield), the Creative Estuary (7 East London Boroughs) and Letchworth Garden City in adopting the approach we have developed. The bespoke model in development for Cambridgeshire and Peterborough

will include elements that will support Brighton, Plymouth, and Southampton City Council.

- The approach to safeguarding taken by Region of Learning is a 'privacy by design' approach giving over control on what data is shared and what is not.
- The presentation slides can be shared with Panel members.

## **22/26/EP Cambridge Purple flag status**

Jenny Granshaw, Leisure & Night-time Project Manager at Cambridge BID, delivered a presentation about the Cambridge Purple Flag scheme, which is co-managed by Cambridge BID (Business Improvement District) and Cambridge Business Against Crime (CAMBAC), with support from a wide range of partners, including Cambridge City Council. Jenny said:

- Purple Flag is an award driving up standards of the night-time economy (between 5pm and 5am) and is a national initiative of the Association of Town Centre Management (ATCM). There are over 70 cities, including Cambridge, with the award status. ATCM also manages knowledge sharing forums as part of the initiative (such as on drink spiking, supporting vulnerable people, and on following coronavirus guidance).
- Each location given the Purple Flag award has been assessed by an independent panel that considers crime statistics and the diverse and inclusive offer for customers at night.
- In Cambridge, customers' safety on the streets is protected by:
  - Taxi licencing that is regulated by Cambridge City Council and safeguarding training the Council provides to drivers. Customers can directly report concerns about taxis to the Council.
  - Taxi marshals provided by Cambridge BID and CAMBAC that diffuse or de-escalate unsafe situations where needed, and note down taxi licence plates for customers travelling alone. The marshals are present every payday weekend and have been present during particularly busy periods (for instance, every weekend over the Christmas period).
  - Street pastors available from 10pm on Friday and Saturday that support people who are unwell or vulnerable, and provide a dedicated space for assistance where needed.

- In venues, there is support from the Ask for Angela initiative whereby people can approach staff members in venues and 'ask for Angela' if they require discreet assistance.
- Venues reopened in July 2021 and in November 2021 WAVE (Welfare and Vulnerability Engagement) training was provided on identifying and supporting people especially at risk. People who may be at risk can include people protected characteristics, such as people with poor mental health, disabilities, and women.
- To reduce opportunities for crime and anti-social behaviour in licenced venues, CAMBAC provides a membership scheme for businesses that includes a provision of a radio for reporting incidents between venues and to the police. Police have also had undercover and uniformed officers patrolling venues and providing venues with drink testing kits to help combat spiking.
- Presenting about the Purple Flag to the Panel is one means of resident engagement required for retaining the award status to inform joined up planning and strategy.

Following the presentation, Panel members were invited to ask questions to Hannah Hancock (from Cambridge Business Against Crime (CAMBAC) and Jenny Granshaw:

- One Panel member shared a personal experience of race discrimination experienced by a woman they were with on a night out in Cambridge. The person was refused entry with their party and, as a result, was separated from the group making them vulnerable.
- The Panel emphasised that safety at night is not just an issue for women but for people with other protected characteristics too, like race.
- Another Panel member thanked the presenters for their information and initiatives for improving safety at night, as this provides reassurance for parents. They said that the initiatives and involvement of Jenny and Hannah in Purple Flag is helping ensure women have a voice about safety in the night-time economy and can be heard.
- One member of the Panel who is a Councillor thanked the presenters and said information shared in the presentation would be useful for responding to queries from constituents.
- Helen Crowther, Equality and Anti-Poverty Officer, asked how many venues attended the WAVE training in November. Helen asked that given the

personal experience shared by a Panel member, whether local case studies sharing customers' experiences relating to safety were shared in the training.

In response to the comments and questions:

- Hannah Hancock asked if the Panel member might put the individual who experienced the discrimination in touch with CAMBAC. Hannah advised that whenever a customer has an issue like this with a licenced premises, it is important that it is reported to the Police and to the Council's Environmental Health Service (responsible for licencing premises).
- Hannah Hancock said that in 12 years of working at CAMBAC it is the first time that predatory behaviour has been addressed as a type of crime by trained Police Officers, door staff and so on. Addressing predatory behaviour prevents incidents occurring that harm people.
- Jenny Granshaw said that 13 venues attended the training in November and many of the venues sent numerous representatives. There will be another session in the spring. At the training, attendees were asked about how they have responded to issues relating to vulnerability and resources and materials are shared with them, including for Ask for Angela. Jenny said that local experiences might be incorporated into future training sessions.

### **22/27/EP Any Other Business**

There was not any other business.

### **22/28/EP Date of Next Meeting**

5 July 2022.

The meeting ended at 6.00 pm

**CHAIR**



This page is intentionally left blank

## **Agenda Item 5: Cambridge City Football Club equalities work**

Roger De Ste Croix (Cambridge City FC) will provide an overview of Cambridge City Football Club's work on equalities issues. This will include a joint presentation with Richard Nurse and Lyndsay Beauchamp (PicturePath) of the PicturePath app, which is designed to support those with neurodiverse needs when planning days out and journeys. The application is being supported and will be used at Cambridge City Football Club's new stadium in Sawston.

This page is intentionally left blank

## Agenda Item 6: Single Equality Scheme annual report 2021/22

Background papers:

- Environment and Communities Scrutiny Committee report Cambridge City Council, Single Equality Scheme 2021-2024, Year One Review

Cambridge City Council has a legal obligation to publish equality objectives at least every four years to assist it in its performance of the Public Sector Equality Duty. To meet this obligation the Council produces a Single Equality Scheme every three years. The Scheme for 2021 to 2024 was approved at the Council's Environment and Community Scrutiny Committee on 7 October 2021 by the Executive Councillor for Communities.

In this item an update will be provided on progress in delivering key actions set out in the Single Equality Scheme (SES) for the first year of its implementation (2021/22). New actions for delivery during 2022/23 will also be presented for comment by the Panel.

This page is intentionally left blank

## SINGLE EQUALITY SCHEME ANNUAL REPORT 2021/22

**To:**

Councillor Mairead Healy, Executive Councillor for Equalities, Anti-Poverty and Well-being  
Environment & Community Scrutiny Committee 30/06/2022

**Report by:**

Kate Yerbury, Equality and Anti-Poverty Officer  
Tel: 01223 457046 Email: kate.yerbury@cambridge.gov.uk

**Wards affected:**

All

### 1. Executive Summary

- 1.1 The current Single Equality Scheme (SES) covers the period from 2021 to 2024. The council produced the SES in order to set equality objectives and therefore to ensure transparency and assist in the performance of its 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 out in the SES for 2021/22. It also proposes some new actions for delivery during 2022/23 under the Scheme's objectives.

### 2. Recommendations

2.1 The Executive Councillor is recommended to:

1. Note the progress in delivering equalities actions during 2021/22.
2. Approve the new actions proposed for delivery during 2022/23 (see point 3.5).

### **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 2021 to 31 March 2024. The scheme was approved by the Executive Councillor for Communities at the Environment and Community Scrutiny Committee on 7 October 2021 .
- 3.3 The SES identifies 5 objectives for the Council’s work on equalities issues. The objectives are:
- To further increase our understanding of the needs of Cambridge’s growing and increasingly diverse communities so that we can target our services effectively
  - To continue to work to improve access to and take up of council services from all residents and communities
  - 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
  - To tackle discrimination, harassment and victimization and ensure that people from different backgrounds living in the city continue to get on well together
  - To ensure that the City Council’s employment and procurement policies are non-discriminatory and work towards a more representative workforce within city council.
- 3.4 The Appendix to the report provides detailed updates on all the actions included in the SES 2021-24.
- 3.5 In addition to the actions already included in the Single Equality Scheme, Council services have identified the following additional actions for delivery during 2022/23:
- Supporting Cambridgeshire County Council in their older people and physical and learning disability accommodation needs assessment.
  - Exploring potential temporary and/or permanent accommodation options for Gypsy, Roma and Traveller communities; and using the

results of the Gypsy and Traveller Accommodation Needs assessment currently under way, along with other evidence, to inform whether sites and/ or places for temporary stopping are needed locally for these communities.

- Developing social and digital inclusion and intergenerational opportunities across sheltered housing schemes.
- Carrying out the second phase of a review of the Council's Community Grants, aiming to encourage more applications from minority groups by simplifying the process with a lighter touch application process.
- As part of the Region of Learning project, developing digital badges as micro-credentials that can be awarded to young people as evidence of skills, competencies, interests, and abilities that are outside of formal education; and forging partnerships with employers and businesses to recognise digital badges as part of their inclusive recruitment practices
- Improving wheelchair accessibility for taxis by working with taxi providers to implement Section 165 to Section 167 of the Equality Act and ensure that taxis are honouring bookings and providing adequate support to those with disabilities.
- Developing and expanding existing physical activity programs for targeted groups, including activities specifically aimed at improving mental health and well-being, women and girls, young people, families, adults with long term medical conditions and strength and balance activities for the 50–65-year age group. We will aim to ensure that all activities are inclusive and accessible to minority ethnic groups.

## **4. Implications**

### **a) Financial Implications**

*Page: 3*

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 organisations to maximise 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

## **c) Equality and Poverty Implications**

No Equality Impact Assessment (EqIA) has been carried out for SES itself or this annual report. The SES 2021-24 forms the framework for the council's work to challenge discrimination and promote equal opportunities in all aspects of its work.

## **d) Net Zero Carbon, Climate Change and Environmental Implications**

The actions that have been identified for 2021-24 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:

- Continue to monitor standards of work related to the Domestic Abuse Housing Alliance (DAHA), including:
  - Ensuring the council's compliance with the Domestic Abuse Act
  - Preparing for the DAHA re-accreditation process in December 2022.
    - Using intelligence from Cambridgeshire County Council's Domestic Abuse and Sexual Violence Partnership Needs Assessment on safe accommodation services across

Cambridgeshire to identify gaps in support that Cambridge City Council may help address.

- Engagement in the White Ribbon campaign.
- Continue to work with partners in the Community Safety Partnership (CSP) to improve public safety and raise concerns of people with protected characteristics. The Partnership's priorities for 2021/22 will continue to relate to safeguarding young people against violence and exploitation and listening to community needs and responding together to reduce harm.
- As part of Cambridge's Purple Flag reaccreditation work with Cambridge BID and other partners to reduce crime and anti-social behaviour and increase perceptions of safety at night by:
  - installing CCTV in taxis
  - resurrecting the Ask for Angela campaign
  - participating in any other initiatives helping people be safe in the city as behaviours and perceptions of safety have since the pandemic.
- Help increase night-time safety by upgrading over 700 streetlamps and columns on Council-owned housing estates to more reliable LED lighting and numbering and label all our lights so that customers can easily report faults.

## **5. Consultation and communication considerations**

Consultation took place on the Single Equality Scheme 2021 – 2024. 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

## **6. Appendices**

Appendix A – Progress on actions (updates May 2022)

## **7. Inspection of papers**

To inspect the background papers or if you have a query on the report please contact Kate Yerbury, Equality and Anti-Poverty Officer  
Tel: 01223 457046 Email: [kate.yerbury@cambridge.gov.uk](mailto:kate.yerbury@cambridge.gov.uk)

# Progress on actions of the Single Equality Scheme (2021-2024)

Details of actions for the first year of the Single Equality Scheme (2021/22) and the progress we have made in delivering them are set out in the tables below. The actions and achievements/ updates are listed under their relevant objectives. Here are the page numbers for the updates per objective:

## Contents

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.....Page 2

Objective Two: To continue to work to improve access to and take-up of Council services from all residents and communities.....Page 8

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.....Page 11

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.....Page 20

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.....Page 23

**Objective one: 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**

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>Improve our understanding of the need for wheelchair accessible housing, and ensure the right processes are in place to maximise supply, ensure potential applicants are aware of the housing options available to them and improve access to accessible homes for people who need them.</p>	<p>Processes have been improved and officers are now working proactively with Cambridgeshire County Council to help identify and meet the needs of individuals who need wheelchair accessible accommodation. Further work is to be carried out with the County Council to understand the longer term need for wheelchair accessible housing.</p>
<p>Work with Future Parks Accelerator and local public sector and voluntary and community sector partners to identify new, innovative and collaborative ways to use parks and open spaces to help support people’s health and wellbeing.</p>	<p>The Stakeholder Engagement and Volunteering Workstreams of the Future Parks Accelerator project have been effective and have developed a shared vision. This has led directly to the development of the Open Spaces Forum, which is now up and running and providing a platform for networking for community and voluntary groups and individuals working to improve Cambridgeshire and Peterborough’s parks and open spaces. The function of the Open Spaces Forum is underpinned by an agreed operating model and packages of support to build skills and capacity have been developed.</p>
<p>Run a Dementia Friends session open to all staff of frontline Council services to create a better understanding of the experiences of people with dementia, and their carers, and how to support them.</p>	<p>There was not capacity to run the Dementia Friends training in 2021/22 because the Council Officer trained by The Alzheimer’s Society to deliver Dementia Friends training was seconded to another role in the Council’s Transformation team in February 2022.</p>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>Provide Gypsy, Roma and Traveller Cultural Awareness training for staff to broaden their awareness of Gypsy, Roma and Traveller cultures and how to support people from these communities by making their services more inclusive.</p>	<p>Gypsy, Roma and Traveller Cultural Awareness training was provided by Friends, Families and Traveller for Councillors in December 2021 and 21 attended. A session was provided for staff on 24th February 2022 and 26 attended.</p>
<p>Continue to work with 7 other local authorities to complete an assessment of the accommodation needs of Gypsies, Travellers, Travelling Showmen and Barge Travellers and other caravan and houseboat dwellers to inform the new Greater Cambridge Local Plan.</p>	<p>An officer working group has been established to explore options for meeting the needs of Gypsy/Roma/Traveller communities.</p> <p>There have been some delays to work on the accommodation needs assessment and it is still ongoing. The research was initially delayed because of the Covid-19 pandemic, but a draft report has recently been received and the project team is now working with the consultants to assess the quality of the data.</p>
<p>Continue the Council's work to address period poverty. In 2020/21 this will include:</p> <ul style="list-style-type: none"> <li>-Undertaking research into the current need for free sanitary provision following Covid19 lockdowns, including what other public sector and voluntary and community sector partners have been providing.</li> <li>-Launching a local social media campaign to receive donations to help tackle period poverty.</li> <li>-Exploring the potential of using Lion Yard and Drummer Street public toilets as donation and collection points for sanitary provision.</li> </ul>	<p>A working group has been established to promote period poverty and research what is being delivered locally already. During summer 2021, the Council ran a campaign to make sanitary products available to young people during the school holidays.</p>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>Seek the views of female rough sleepers as to their experience of homelessness and local service provision. Informed by this, consider any actions to ensure that the needs of homeless women are met.</p>	<p>No formal consultation has taken place with female rough sleepers yet. However, analysis of information from the recent provision of emergency winter accommodation shows that 1 in 5 of the rough sleepers accommodated were women. This contrasts with our counts of rough sleepers in which women are typically represented in the ratio of 1:10.</p>
<p>Continue to use Equality Impact Assessments (EqIAs) to ensure that the Council considers the needs of different communities in the city and how new policies or plans meet these needs and our Public Sector Equality Duty obligations. Action will include:</p> <ul style="list-style-type: none"> <li>-Supporting Council services to complete EqIAs</li> <li>-Helping services to consider the impacts of policies or plans on groups of people with more than one protected characteristic which combine to create greater discrimination and inequality (intersectionality).</li> <li>-Provide training for Council services on how to undertake EqIAs.</li> </ul>	<p>In 2021/22, services produced 26 EqIAs with support from the Equality &amp; Anti-Poverty Officer and Strategy &amp; Partnerships Manager. A new section in the template EqIA form was developed asking services to consider impacts relating to intersectionality. The EqIA training was updated to reflect this change to the form and better support services to understand intersectionality, and members of the Joint Equalities Group (JEG) received training about the change to the form. (JEG is an officer group that meets regularly to develop, deliver, and oversee the council's equalities and diversity programme.) A training session on how to undertake EqIAs was delivered on 7th September</p>
<p>Organise bi-annual meetings of the Equalities Panel to discuss the Council's equalities progress and support Council-led initiatives that play a role in the promotion of equalities and diversity. Explore the potential of expanding the remit and/ or membership of the Equalities Panel to identify further opportunities for collaboration with</p>	<p>The Equalities Panel met twice during 2021/22, on 6 July 2021 and 11 January 2022. The Panel considered a number of items at these meetings, including items on issues relating directly to the Council's work, including the Council's Single Equality Scheme, equality in the Council's workforce and recruitment, and a review of the Council's customer services operations. The Panel also</p>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>partners to tackle discrimination and promote equality in the city.</p>	<p>considered items on collaborative and partnership activity on equality issues, including the Cambridgeshire and Peterborough Region of Learning project and work on the Cambridge Purple Flag status and safety in the night-time economy by Cambridge BID and Cambac. The next meeting of the Panel is scheduled for 5<sup>th</sup> July 2022.</p>
<p>Support and encourage other organizations to promote equality and tackle discrimination, including by promoting the Equality Pledge and providing opportunities to organizations signed up to the Pledge to share good practice.</p>	<p>Cambridge City Council has been working with South Cambridgeshire District Council (SCDC) to promote the Equality Pledge. Quarterly meetings have been set up with signatories of the Pledge to share good practice and seek feedback from one another on equality and diversity related work. A bi-annual newsletter has been initiated on activities that promote equality and tackle discrimination which signatories have been engaged in. SCDC and Cambridge City Council jointly hosted a webinar for businesses on 26th January (with 20 attendees) on how they can make Cambridgeshire safer and more inclusive, partly by becoming signatories of the Pledge.</p>
<p>Trial the use of the Low-Income Family Tracker (LIFT) system to help identify low-income households that may need support from Council services (such as by assisting with homelessness prevention or ensuring households claim benefits they are entitled to).</p>	<p>The implementation of the Low-Income Family Tracker (LIFT) system has been delayed as a result of ongoing discussions with HMRC regarding the legal position on re-using Government data for the purpose of identifying households that may need support from Council services.</p>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>Provide two Transgender Awareness training sessions for staff and a Transgender Awareness briefing session for Councillors to create a greater understanding of the experiences of trans and gender variant people and increase staff and Councillors' confidence to support them effectively.</p>	<p>A total of 29 staff attended 2 transgender awareness training sessions on 21st October 2021 and 27th January 2022. A total of 24 Councillors attended a briefing on Safer Spaces on 21 October and a training session on Transgender Awareness on 24 January 22.</p>
<p>Identify opportunities to hear from and increase our understanding of the needs of people from different equality groups and use this information to identify opportunities to improve our service provision and to influence and facilitate partners to tackle discrimination and disadvantage. In 2020/21 this will involve:</p> <ul style="list-style-type: none"> <li>-Supporting the Encompass Network to undertake a community needs assessment of LGBTQ+ people in Cambridgeshire, including needs related to wellbeing and community engagement.</li> <li>-Collaborating with Cambridge Ethnic Community Forum to undertake research into the needs of diverse ethnic communities in the city, including those experiencing poverty which has been exacerbated by the Covid-19 pandemic.</li> </ul>	<p>Encompass Network completed the LGBTQ+ Needs Assessment and shared the initial findings with the City Council and South Cambridgeshire District Council in February 2022.</p> <p>Cambridge Ethnic Community Forum has completed the research into the needs of diverse ethnic communities in the city and the results are expected imminently.</p> <p>During 2022/23 the Council will work with voluntary and community groups to carry out Inclusion and Engagement surveys focusing on the needs of disabled persons and women in Cambridge.</p>

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

In the Single Equality Scheme for 2021-24 we aimed to:	In the first year we:
<p>Help improve digital inclusion of older residents in the council's sheltered housing scheme by:</p> <ul style="list-style-type: none"> <li>-Exploring the feasibility of a project to work with the Cambridge Digital Partnership to install donated/refurbished desktop computers in the Council's 13 sheltered housing schemes.</li> <li>-Supporting sheltered housing scheme staff to improve their digital skills, so they can deliver enhanced support to older and more vulnerable customers to utilise digital support channels.</li> </ul>	<p>The Council is working with Cambridge Online and 3C ICT to install donated computers into each sheltered housing scheme. The first 2 computers are due to be installed in Ditchburn Place and Talbot House in the coming weeks.</p> <p>Resource booths will be set up at each scheme to support tenants to utilise digital support and Council staff continue to be supported to develop digital skills and knowledge.</p>
<p>Provide training for Council staff on best practice in supporting service users with mental health problems, including running two Mental Health Awareness training sessions, two Mental Health First Response training sessions and a STOP Suicide workshop.</p>	<p>A Mental Health Awareness training sessions for staff was delivered in June 2021, but the second training session in September 2021 was cancelled due to low numbers of attendees. Further training sessions will be scheduled during the 2021/22 financial year.</p>
<p>Build 500 new homes that can be adapted to become wheelchair accessible and 25 new homes (5% of the 500) that are wheelchair accessible from the outset by 2024.</p>	<p>During 2021/22 66 new Council homes for rental were completed and a further 159 more affordable homes were approved to be built as part of the Council's affordable housing programme. These homes will bring the cumulative total for the programme to 550 homes. All homes will be adaptable and 27 will be wheelchair accessible.</p>

<p>Develop strong working relationships with mental health services and Social Care Services in Cambridge City so that:</p> <ul style="list-style-type: none"> <li>· All Housing Services staff that liaise with mental health or social care services have a better understanding of the services including when and how to access them.</li> <li>· Clear partnership arrangements (possibly in the form of working protocols) are established between the City Council's Housing Services and mental health services and Cambridgeshire County Council's Social Care services.</li> </ul>	<p>The Council's Housing Advice service staff that liaise with mental health or social care services have received training on the Mental Health Acts. A protocol for dealing with homeless people aged under 18 has been put in place between the City Council's Housing Services, mental health services and Cambridgeshire County Council's Social Care services, but work is needed to develop a similar protocol for homeless adults.</p>
<p>Continue to monitor coronavirus cases and uptake of vaccinations amongst different equality groups and work with communities and public sector partners to help address any associated health inequalities.</p>	<p>An Equality Impact Assessment was undertaken on the Council's work to encourage vaccination uptake. The EqiA noted lower vaccination uptake in some ethnic groups and lower income communities and potential barriers to accessing vaccination centres for older people and disabled people.</p>
<p>In implementing the new 'digital first' customer services model, ensure that vulnerable people are provided with opportunities to have face-to-face appointments when seeking support from the council. To help make sure vulnerable people get support they need:</p> <ul style="list-style-type: none"> <li>· Continue to develop ongoing training for Customer Service centre staff to help them identify people who are vulnerable and who may benefit from this support.</li> </ul>	<p>Customer Service Advisors have received training on supporting vulnerable people as part of the Council's corporate training programme and additional targeted training.</p> <p>Work is ongoing to identify the best way to gather data on the diversity of customers using our services and to inform an approach to supporting all residents effectively.</p> <p>Customer Service Advisors have been set an objective to respond to customer comments and explore their experiences of contacting the Council, logging these for review and to inform improvements.</p>

<ul style="list-style-type: none"> <li>Work with voluntary and community sector groups supporting equality groups and vulnerable individuals.</li> <li>Identify new ways to seek feedback on customers' experience of seeking help from the Council and identify practical ways the council can improve customers' experiences.</li> </ul>	<p>An email survey has been used to establish why customers use particular contact channel to reach the Council.</p>
<p>Working with Care Network and Caring Together to explore opportunities for frontline Council services to support people who are carers in Cambridge.</p>	<p>Two Carer Awareness sessions have been provided for managers and 10 people attended on 6th September and 20 on 25th January. The sessions helped raise awareness about issues experienced by carers and support that the Council can help signpost carers to.</p>
<p>Continue to provide an interpretation and translation service to ensure that language barriers do not prevent people from accessing Council services and continue to provide a British Sign Language interpretation service for Deaf people who need to contact our Customer Service Contact Centre.</p>	<p>The Council continued to provide an interpretation and translation service to support people contacting the Council. During 2021/22 there were 104 interpretation sessions (44 face-to-face, 50 by telephone and 10 by video) and 24 document translations. The 10 most requested languages for translation or interpretation were: Polish, Arabic, Bulgarian, Bengali, Turkish, Mandarin, Albanian, Russian, Urdu and Spanish.</p>

**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**

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>Plan a series of 'Make a Difference Days' in which children aged 9-14 will be given</p>	<p>Due to Covid restrictions it was not possible to deliver the 'Make a Difference' (MAD) days during 2021/22. The first events were held in the Easter holidays in</p>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>the opportunity to ‘make a difference’ to their local community.</p>	<p>2022 (well-being themed activities in two locations), and there are further MAD days planned for May half term and the summer holidays. The next activities will be themed around community safety.</p>
<p>Develop a City-wide Youth Panel for children aged 10-16 to empower young people, help them to develop skills and work towards the changes that they would like to happen in Cambridge.</p>	<p>The City-wide Youth Panel is being developed in partnership with Cambridgeshire County Council and is part of the objectives for the City Council’s Community Services in 2022/23.</p>
<p>Provide a mixture of online and face to face open access play activities for children, young people, and their families in local neighbourhoods (including low-income neighbourhoods) across Cambridge.</p>	<p>Open access play sessions for children and young people were held where Covid restrictions allowed across the year, in different venues and online. From April 2021-December 2021 a total of 319 sessions were held, with 5,811 attendances at these sessions.</p>
<p>Provide four Kickstart placements for young people aged 16 to 24, who are receiving Universal Credit, which will focus on gaining experience, skills and contacts in the arts and cultural sector.</p>	<p>Cambridge City Council’s Arts Development Team was a partner in the Kickstart East Anglia Consortium of Creative and Cultural Organisations delivering Kickstart placements in the East of England. Since April 2021, a total of 34 employers delivered 84 placements. The city council offered 2 placements, each for 6 months in duration, within City Events and Arts Development. One is complete, whilst another is due to end in June 2022.</p>
<p>Work with the Social Mobility Business Partnership to deliver a ‘Work Insight &amp; Skills Week’ for around 30 young people from low-economic backgrounds in years 11 and 12, introducing local creative</p>	<p>After 2 cancelled attempts to deliver a virtual programme in 2021, planning is in place for a Social Mobility Business Partnership (SMBP) Work Skills and Insight Week to take place, in person</p>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>industries and useful contacts for future employment opportunities.</p>	<p>from 18-22 July 2022. The cultural partners so far confirmed are University of Cambridge Museums, Cambridge City Events, and Cambridge Film Festival and there is strong interest from Long Road School, and Cambridge Regional College. Registration for the programme is now open until the end of May.</p>
<p>Work with Form the Future to explore the feasibility of developing a Creative Industries Apprenticeship Training Agency, which would provide an apprenticeship opportunity across a number of smaller creative businesses.</p>	<p>With partnership investment support from Festival Bridge, Form the Future led this piece of research and have delivered a draft report. It is anticipated that the completed report will be submitted by June 2022.</p>
<p>Implement and deliver the next stage of the Cambridgeshire and Peterborough Region of Learning project to help increase young people’s cultural engagement and help young people to acquire skills for future learning and career opportunities. The Council will:</p> <ul style="list-style-type: none"> <li>· Develop and scale-up the digital infrastructure of the scheme;</li> <li>· Repurpose the existing library card as a ‘smart’ universal passport to learning;</li> <li>· Deliver a pilot to a minimum of 1,070 young people from disadvantaged backgrounds;</li> <li>· Provide basic skills training, career guidance, transferable skills assessment, access to additional learning, work experience, mentoring and employment.</li> </ul>	<p>During 2021/22 the project has:</p> <ul style="list-style-type: none"> <li>○ Reached 55 young people aged 15 to 24 years in Cambridge in 2021/22 who are economically inactive, at risk of NEET, or are employed</li> <li>○ Partnered with 10 organisations developing pathways for young people, including the NHS to improve awareness and access to services and activities that improve mental and physical health outcomes.</li> <li>○ Developed the Ignite programme with partners Shift Momentum to support young people from low-income backgrounds to develop pathways to self-employment and business.</li> <li>○ Partnered with 32 learning providers to start developing digital micro-credentials and pathways to local learning and skills provision to improve essential skills, knowledge and employability.</li> </ul>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
	<ul style="list-style-type: none"> <li>○ Worked with Jobcentre Plus to engage young people who are receiving benefits to join and benefit from taking part in the programme, which has so far supported 21 young people who were unemployed.</li> <li>○ Approached 33 businesses and employers, or providers work experience to improve access to entry level roles and opportunities.</li> </ul>
<p>Ensure that tender specifications for new play equipment continue to stipulate that equipment is inclusive for children with a range of abilities, including for three projects being delivered in 2021/22 at Holbrook Road, Arbury Court and Robert May Close.</p>	<p>The tender specifications for new play equipment in Holbrook Road, Arbury Court and Robert May Close stipulated that equipment is inclusive for children with a range of abilities and the schemes were delivered by March 2022.</p>
<p>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 help the schemes to run their own social clubs, activities, and events.</p>	<p>The Council continued to manage all 13 sheltered housing schemes, supporting those living within them to maintain their independence. As the Covid guidance has relaxed, the Council has reinstated tenant social activities and events, and supported those whose social clubs were no longer viable to re-start them. We have re-opened Lichfield Community Hall, which is now fully booked with tenants and other local groups using the hall to run activities.</p>
<p>Organise visits from a local school to Ditchburn Place sheltered housing scheme and explore opportunities to extend this intergenerational project to other schools and sheltered housing schemes across the city.</p>	<p>There are 3 new student volunteers at Ditchburn Place who visit weekly to run activities with the tenants. There have been difficulties engaging with local schools and youth groups and feedback suggests that this is largely down to their priorities over the year being more</p>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
	<p>focused on core activities and Covid recovery. The Council will continue to develop the integrational work during 2022/23.</p>
<p>Re-establish the Community Hub at Mansel Court (when coronavirus restrictions allow for this) and set up new hubs at schemes identified across the city.</p>	<p>Due to resource issues the Community Hub at Mansel Court has not been delivered, but it is planned for delivery during 2022/23.</p>
<p>Continue to provide the Shopmobility service at the Grand Arcade and Grafton East carparks to support disabled people to access the city.</p>	<p>The Council has continued to provide the Shopmobility service at the Grand Arcade and Grafton East carparks to support disabled people to access the city. The service had 3,266 users in 2021/22.</p>
<p>Promote the Council’s exercise referral programme (which provides doctors referrals to gym, sports centres and other physical activities) to inactive people whose medical conditions would benefit from guided exercise.</p>	<p>The exercise referral programme was initially suspended during the pandemic to new referrals. The Covid restrictions eased from May 2021 onwards, with the service returning to near normal from October 2021. During 2021/22, the service has enrolled 143 new referrals.</p> <p>A number of steps have been taken to promote the scheme. The referral form has been updated and is now available through the GP Management system, SystemOne. The City Council webpages have been re-designed to make them more user-friendly, and the service has been actively promoted on social media groups and channels, local newsletters, medical practices and City Council publications throughout the year.</p>
<p>Explore the feasibility of including Changing Places provision when redeveloping existing toilets to provide</p>	<p>Business cases for the redevelopment of a number of sites are being developed. In March 2022, the Council was awarded</p>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>the highest accessibility standards possible within building dimensions and constraints.</p>	<p>£200,000 funding from government for Changing Places toilets at Drummer Street toilets and Cherry Hinton Hall. The Council is also exploring the possibility of a further Changing Places toilet at Lion Yard, the busiest toilet facility in the city.</p>
<p>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.</p>	<p>The Council continues to provide a Tenancy Sustainment Service at CCC. In 2021/22 the service provided support to 29 individuals in City Council housing and those placed into temporary accommodation as a result of homelessness who were experiencing low to high levels of mental health issues. The new Tenancy Sustainment Service Policy will be completed in 2022/23.</p>
<p>Continue to provide 17 units of move-on accommodation for people receiving support under the Cambridgeshire and Peterborough NHS Foundation Trust's mental health team to help them move onto living independent living.</p>	<p>The Council continues to provide 17 supported units of move-on accommodation. The City Council are continuing to let units to those eligible, in partnership with Cambridgeshire County Council, the Cambridgeshire and Peterborough NHS Foundation Trust and the support provider Sanctuary Housing. During 2021/22, there have been 6 successful move-ons to independent accommodation for individuals previously housed in these units. Currently the City Council are working with Cambridgeshire County Council (Adult Autism Team and the Learning Disability Partnership) to explore the possibilities of meeting the housing needs of differing client groups in those mental health issues.</p>
<p>Continue to hold Disability Panel meetings to monitor planning applications</p>	<p>The Disabled Citizens Panel is currently suspended, but the Council is holding a</p>

<b>In the Single Equality Scheme for 2021-24 we aimed to:</b>	<b>In the first year we:</b>
relevant to disabled people, focussing particularly on large housing developments, infrastructure, the public realm and public buildings in the Greater Cambridge area.	planning meeting in May to reorganise and renew the Panel.
Ensure that all City Council buildings are breastfeeding-friendly and encourage other employers and venues to do the same.	During 2021/22 3 Council-owned Community Centres (Brown's Field Youth and Community Centre, Clay Farm Centre and Akeman Community Centre) were added to the Breastfeeding Network. In 2022/23, the Council will work towards other buildings joining the Scheme.
Support CB Mentoring to set up a mentoring project for young people from Black communities in Cambridgeshire.	Officers have contacted CB Mentoring and offered ongoing support to the group.
Support and help coordinate Gypsy, Roma and Traveller History Month activities, which will be marked on the Capturing Cambridge website this year as a result of public health restrictions relating to the coronavirus pandemic.	<p>A number of projects have been taken forward including:</p> <ul style="list-style-type: none"> <li>• Scoping a Gypsy, Roma and Traveller Heritage project and applying for funding.</li> <li>• Seeking support for a public art project.</li> <li>• Exploring opportunities for history sessions in schools to teach about Gypsy, Roma and Traveller history, the Roma and Sinti holocaust</li> <li>• Organising an event at the Corn Exchange and arranging to have a presence at Midsummer fair to include local heritage and crafts.</li> </ul>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>Finalise work on the Race Equality Toolkit for businesses and work with Cambridge Ethnic Community Forum and Cambridgeshire County Council to promote it to businesses.</p>	<p>Cambridge Ethnic Community Forum has completed the Race Equality Toolkit and it has been promoted:</p> <ul style="list-style-type: none"> <li>• through a dedicated presentation at the Council’s annual event for businesses during Living Wage Week November 2021</li> <li>• in a webinar for businesses on the Cambridgeshire Equality Pledge in January 2022 and during two meetings held for existing Equality Pledge signatories in 2021/22.</li> </ul>
<p>Coordinate a Celebration of Women 2020 Exhibition and community activities complementing the Vote#100 programme.</p>	<p>In March 2021, due to ongoing Covid restrictions the Council and partners marked International Women’s Day via the Capturing Cambridge online platform, where we shared the contributions of women who have lived, worked and studied in Cambridge throughout the ages: <a href="#">Herstory   Capturing Cambridge</a></p> <p>During 2022 the Council is:</p> <ul style="list-style-type: none"> <li>• Sponsoring 'Women's Heritage Walks' across Cambridge from March to July.</li> <li>• Supporting a Celebration of Women Festival in the summer, including a civic event in September (supported by Cambridge Rape Crisis), which will celebrate intersectionality and will include performances, groups, stalls, and food.</li> <li>• Supporting further events in October and November, including: panel events involving minority ethnic women and young women; a session involving disabled women; and an</li> </ul>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
	<p>event exploring the experiences of women in universities.</p>
<p>Provide Community Grants for 2022/23 to support the voluntary and community sector to reduce social and economic exclusion, which can disproportionately affect particular equality groups.</p>	<p>The Council has made Community Grant awards totalling £1m for 2022/23 to support activities in Cambridge City that reduce social and/or economic deprivation. 55 Community Groups will benefit from funding from the main community grant round – several of which provide support to people experiencing disadvantage as a result of having one or more protected characteristic.</p> <p>The Council has also made small awards for events celebrating the Queen’s Platinum Jubilee – the majority of which will be free to access for local residents.</p>
<p>Continue to work with Food Poverty Alliance partners to help tackle food poverty, including that experienced by children. Work with partners to support the cultural requirements of ethnically diverse communities and dietary requirements of people with long-term health conditions in the city’s response to food poverty.</p>	<p>The Council has worked in partnership with Cambridge Sustainable Food, Karim Foundation and Cambridge Ethnic Community Forum to provide culturally appropriate food. The Council has also working with the local mosque to provide food to those in need.</p>
<p>Develop a programme of accessible opportunities for physical activity to targeted groups.</p>	<p>During 2021/22 the Council has provided a range of physical activity opportunities for targeted groups including:</p> <ul style="list-style-type: none"> <li>• Restarting the Invigorate programme (which provides physical activity sessions to adults living with a mental health illness)</li> </ul>

In the Single Equality Scheme for 2021-24 we aimed to:	In the first year we:
	<ul style="list-style-type: none"> <li>• Restarting cardiac and cancer rehabilitation sessions in the community.</li> <li>• Providing financial support to 'Forever Active' to restart some physical activity sessions for older people.</li> <li>• Running a number of women's only sessions and short courses throughout the year.</li> <li>• Supporting young people and families living in the most deprived areas to take part in physical activity, with free activities in dance, yoga, ice skating, tennis and skateboarding.</li> </ul>
Liaise with Cambridge Ethnic Community Forum, Cambridge Women's Resource Centre and other relevant partners about setting up a group for South Asian women to socialise, to discuss matters of concern to them, and potentially to bid for funding for projects to support South Asian women.	During 2021/22 the Council has offered a range of support, including with the Vaccine Campaign programme and health project, offering support and space for a south Asian dance group, and offering space for intergenerational storytelling.

**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**

In the Single Equality Scheme for 2021-24 we aimed to:	In the first year we:
Undertake a social media campaign to raise awareness of the difficulties that people with hidden disabilities have with complying with public health restrictions and help tackle public harassment of	A social media campaign ran on Twitter during the summer of 2021 and an article was included in Cambridge Matters (for residents) and Open Door (for Cambridge City Council tenants).

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>people with hidden disabilities during the pandemic.</p>	
<p>Continue to monitor standards of work related to the Domestic Abuse Housing Alliance (DAHA), including:</p> <ul style="list-style-type: none"> <li>· Ensuring the council's compliance with the Domestic Abuse Act 2021.</li> <li>· Preparing for the DAHA re-accreditation process in December 2022.</li> <li>· Using intelligence from Cambridgeshire County Council's Domestic Abuse and Sexual Violence Partnership Needs Assessment on safe accommodation services across Cambridgeshire to identify gaps in support that Cambridge City Council may help address.</li> <li>· Engagement in the White Ribbon campaign.</li> </ul>	<p>The Council has continued to monitor standards relating to DAHA, including:</p> <ul style="list-style-type: none"> <li>• Completing work to ensure policies and procedures are compliant with the Domestic Abuse Act 2021.</li> <li>• Working with the County Council, supporting them to carry out the requirements of the act.</li> <li>• Setting up staff working groups to ensure each element of the standards is being covered for DAHA re-accreditation.</li> <li>• Using central government safe accommodation funding secured a new 2-year fixed term post for a Specialist Housing Worker, Domestic Abuse. The individual started in post in Jan 22 and will be working on several projects including working to raise awareness in underrepresented groups, supporting staff training and development, and developing mechanisms to capture survivor feedback.</li> <li>• Successfully retaining the Council's White Ribbon Accreditation in March 2021. An online conference was held on White Ribbon Day on 25th to continue to help raise awareness.</li> </ul>
<p>Continue to work with partners in the Community Safety Partnership (CSP) to improve public safety and raise concerns of people with protected characteristics. The Partnership's priorities for 2021/22 will continue to relate to safeguarding young people against violence and</p>	<p>The Council continued to work with partners in the Cambridge Community Safety Partnership (CCSP) to improve public safety and raise concerns of people with protected characteristics. The Partnership's priorities for 2022/23 will continue to relate to safeguarding young</p>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>exploitation and listening to community needs and responding together to reduce harm.</p>	<p>people against violence and exploitation and listening to community needs and responding together to reduce harm.</p>
<p>Help increase night-time safety by upgrading over 700 streetlamps and columns on Council-owned housing estates to more reliable LED lighting and numbering and label all our lights so that customers can easily report faults.</p>	<p>In 2020/21, the Council upgraded approximately 107 streetlights (lanterns and column) and approximately 102 lanterns using 4000k LED lanterns.</p> <p>In 2021/22, the Council's contractor carried out a survey of the streetlights and produced a business case for:</p> <ul style="list-style-type: none"> <li>• 300 lanterns upgraded to LED 3000k.</li> <li>• 218 columns upgraded</li> <li>• 5 lighting bollards upgraded</li> </ul> <p>A contract was signed on March 2022 for the upgrade and the works are due to take place from July to August 2022.</p>
<p>Undertake training on tackling lesbian, gay, bisexual and transgender discrimination (LGBT+) discrimination for front-of house staff in Council buildings and Councillors, and work with the Encompass Network to promote Safer Spaces to more organizations in the city.</p>	<p>A Safer Spaces training session for councillors was held in October 2021. Sessions for Customer Service staff were planned for February 2022 but could not take place due to staff absence. The Council also promoted Safer Spaces in a webinar aiming to get more businesses signed up to the Cambridgeshire Equality Pledge in January 2022 and with existing Equality Pledge signatories.</p>

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

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>Develop, promote, and deliver the ‘Wellbeing at Work’ programme, providing a range of wellbeing classes, activities, information campaigns and promotions to encourage a healthy active Council workforce.</p>	<p>The Active Lifestyles Team continue to support Wellbeing at Work opportunities for staff. During 2021/22 this included access to online physical activity opportunities and healthy lifestyle webinars and workshops and an organisation-wide step challenge.</p>
<p>Providing two ‘Managing Mental Health’ sessions for managers to identify practical ways to manage and support positive mental well-being for all staff including employees who are experiencing stress and distress.</p>	<p>A ‘Managing Mental Health’ session for managers was delivered during May 2021, but a second session in June 2021 was cancelled due to low numbers of attendees. More sessions will be scheduled this financial year.</p>
<p>As part of our Disability Confident commitment, undertake steps to help increase representation of disabled staff members as a proportion of the workforce by:</p> <ul style="list-style-type: none"> <li>• Working with Shaw Trust and Jobcentre Plus to raise our profile as an employer of choice for disabled people.</li> <li>• Providing information on the Council’s Disability Confident status in recruitment literature and sharing that disabled applicants who meet the essential criteria for positions will be guaranteed an interview.</li> <li>• Advertising employment opportunities through organizations that support disabled people locally.</li> </ul>	<p>The Councils recruitment team carried out a range of actions to promote Council vacancies to different groups, including:</p> <ul style="list-style-type: none"> <li>• Attending a virtual SEND Careers Event (via Form the Future), delivering a presentation on Cambridge City Council and being available for Q&amp;A session.</li> <li>• Holding sessions with individuals via the DWP to showcase our vacancies and organisation as part of the ‘Way to Work’ scheme in March, April and May 2022.</li> <li>• Attending the virtual Cambridgeshire and Peterborough Inclusive Employer Event, delivering a presentation on Cambridge City Council and being</li> </ul>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<ul style="list-style-type: none"> <li>• Plan for and make reasonable adjustments at interview stage and also related to any specific tests/ assessment processes for job roles.</li> <li>• Make our roles look more accessible to people who may not have all the exact skills related to a particular role by advertising training opportunities relating to particular roles and/ or services.</li> </ul>	<p>available for Q&amp;A session in March 2022</p> <ul style="list-style-type: none"> <li>• Holding virtual mock interviews (via Form the Future) to secondary aged students and delivering a presentation on CCC and being available for Q&amp;A session in January 2022</li> </ul> <p>The following data on representation of disabled staff in the workforce was collected:</p> <ul style="list-style-type: none"> <li>• In March 2022, 8.15% staff declared a disability, which was an increase from from 7.21% in March 2021</li> <li>• 3.96% of successful applicants declared as disabled</li> <li>• 8.45% of staff that attended learning and development courses have declared a disability</li> <li>• Over the past 12 months, 6.2% of internal promotions were staff with disability.</li> </ul>
<p>Take part in Race Equality Week February 2022. This is a UK-wide initiative uniting thousands of organizations and individuals to address race equality barriers in the workplace.</p>	<p>The Council took part in Race Equality Week February 2022. Activities included a meeting between members of the BAME staff group and the Leadership Team to discuss race equality issues, and a webinar and a half day training session on race equality issues which were both open to all staff to attend.</p>
<p>Take steps to increase representation of Black, Asian and Minority Ethnic (BAME) employees as a proportion of the council's workforce, including:</p> <ul style="list-style-type: none"> <li>• Making employment opportunities more visible within BAME communities by</li> </ul>	<p>In November 2021, the Council's recruitment team delivered a virtual presentation to DWP job seekers from ethnic minorities.</p>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>showcasing the organization and our roles during key equality and diversity events</p> <ul style="list-style-type: none"> <li>· Continuing to advertise our roles through networks, groups, and contacts with far reaching and diverse audiences (including local groups supporting BAME communities).</li> <li>· Advertising our commitment to increasing representation of BAME people in our workforce within our recruitment information.</li> <li>· Making our roles appear more accessible by advertising training opportunities relating to particular roles and/ or services.</li> <li>· Encourage equality of opportunity for all by making the recruitment application process more accessible and less prescriptive</li> </ul>	<p>The following data on recruitment of minority ethnic staff in the workforce was collected:</p> <ul style="list-style-type: none"> <li>• In March 2022, 8.32% of staff were from minority ethnic groups, which was an increase from 7.71% the previous year</li> <li>• 12.37% of all successful applications were from ethnic minority applicants.</li> <li>• The number of shortlisted BAME applicants more than doubled and the number of successful applicants has more than tripled compared to the previous year.</li> </ul>
<p>Take steps to increase retention of BAME employees, including by:</p> <ul style="list-style-type: none"> <li>· Continuing to support the BAME staff group to provide a secure, safe, and supportive environment for BAME staff to discuss issues and share experiences.</li> <li>· Identifying ways to encourage internal applications and promotion at the council, including providing training courses on applying for jobs and interview skills.</li> </ul>	<p>The following data on retention of minority ethnic staff in the workforce was collected:</p> <ul style="list-style-type: none"> <li>• In March 2022, 8.32% of staff were from minority ethnic groups, which was an increase from 7.71% the previous year</li> <li>• 8.8% of leavers in 2021/22 were from minority ethnic groups</li> <li>• Over the past 12 months, 12.5% of promotions were minority ethnic staff</li> <li>• 8% of staff attending learning and development courses were from minority ethnic groups.</li> </ul>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>In determining the future use of council buildings following Covid-19, provide staff with a Prayer Room.</p>	
<p>Provide an ‘Understanding Menopause’ workshop open to all who wish to gain a better understanding of the menopause, its impact in and out of the workplace, and how best to support each other.</p>	<p>An ‘Understanding Menopause’ workshop open to all was delivered in May 2021</p>
<p>Explore the reasons for under representation of men at corporate training sessions in 2020/21 and improve accessibility of the training programme for men.</p>	<p>We have explored the reasons for under representation of men at corporate training sessions in 2020/21. In part this can be attributed to there being a greater number of males employed in services such as Estates and Facilities, Streets and Open Spaces and within some teams within Commercial services such as the Fleet/Garage teams. Within these service areas more operational/technical based training taking place, funded with local service level training budgets which is not recorded Corporately. Training sessions delivered via Teams/Zoom due to Covid-19 also impacted on the number of front line operational staff attending training sessions due to their accessibility to IT equipment.</p> <p>To increase male attendance we have focused and targeted relevant corporate training sessions for people within the aforementioned areas of the council employing a higher percentage of males.</p> <p>We also held classroom-based training sessions at the Meadows Community Centre, which is closer to 130 Cowley Road and the Cowley Road Depot where more males are employed as a percentage of staff than females.</p>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>Monitor national changes to public sector procurement policy on social value and raise awareness of the implications for different Council services that procure public sector contracts.</p>	<p>This is an ongoing action. We continue to monitor procurement policies for changes and implement them as soon as we are aware of them. We discuss social value with all service areas during procurement preparation to ensure they have a social value question to suit the service and the requirements. When we hold supplier events we have a section on social value to support our suppliers to provide good responses that are of benefit to the city</p>
<p>Run the Equality, Diversity and Disability Awareness course for new members of staff (two sessions per course provided 9 times in the year) to raise understanding of equality and diversity issues, awareness of relevant diversity and disability legislation, and the Council's responsibilities under the Public Sector Equality Duty.</p>	<p>In 2021/22, the Equality, Diversity and Disability Awareness course for new members of staff was held 8 times in: May, June, September, October, November, January, February and March. This current year, they will be held every month, except August and December.</p>
<p>Identify further opportunities for Equality and Diversity training delivered by the Council to help staff to identify and challenge discriminatory practices in the workplace relating to racism and sexism. Support staff members to stay up to date with any national legislative changes relating to equality and diversity impacting on service provision.</p>	<p>This training (titled "Equality and Diversity training: Updates on legislation and identifying how to tackle discrimination") was held on 17th March 2022 and was attended by 5 staff members.</p> <p>The training supported staff to develop an understanding of current issues, legislation and policies impacting on some of our local communities with protected characteristics. It also helped staff spot and challenge discriminatory behaviour aimed at different protected characteristics including in relation to race and sex.</p>
<p>Set new targets for the percentage of disabled people and Black, Asian and</p>	<ul style="list-style-type: none"> <li>• We have set new targets for the percentage of disabled people and, In</li> </ul>

<p><b>In the Single Equality Scheme for 2021-24 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>Minority Ethnic people as a proportion of the workforce in light of the findings from the Census 2021</p>	<p>In March 2022, 8.32% of staff were from minority ethnic groups, which was an increase from 7.71% the previous year</p>

## **Agenda Item 7: Equality in Employment report 2021/22**

The Council publishes an annual Equality in Employment report, which provides information on the Council's workforce profile in relation to age, disability, ethnicity, religion or belief, sex and sexual orientation. Deborah Simpson (Head of Human Resources) will provide a short presentation of the initial findings from the Equality in Employment report in 2021/22.

This page is intentionally left blank

## **Agenda Item 8: Community group update**

The Council works closely with a range of local voluntary and community groups that support people in Cambridge who have protected characteristics under the Equality Act 2010. Ariadne Henry (Community Development Officer and Panel member) will give a short update on the work and activities of local community groups since the previous meeting of the Equalities Panel in January 2022.

This page is intentionally left blank