



## Cambridge City Council Equalities Panel

**Date:** Tuesday, 3 October 2023

**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 - 8)
- 4 Public Questions
- 5 Review of Equalities Panel (Pages 9 - 10)
- 6 Needs assessment for ethnic minority people (Pages 11 - 20)  
Helen Crowther (Equality and Anti-Poverty Officer)
- 7 Cambridge Together (Pages 21 - 34)  
Paul Boucher (Transformation Programme Manager)
- 8 Equality in Employment report 2022/23 (Pages 35 - 36)  
Vickie Jameson (Recruitment Manager)
- 9 Any Other Business
- 10 Date of Next Meeting  
The Next Equalities Panel meeting will be held on 9 January 2024.

**Chair:** Robert Pollock

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

**Public Members:** 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 can 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](mailto:Helen.Crowther@cambridge.gov.uk)

**EQUALITIES PANEL**

10 January 2023

4.00 - 6.00 pm

**Chair:** Robert Pollock, Chief Executive

**Councillor members:** Cllr Flaubert; Cllr Healy; Cllr Smart; Cllr Porrer; Cllr Payne

**Public members:** Orsola Spivack

**Officer members:** Ariadne Henry; Lesley-Anne George

**Other officers in attendance:** Binnie Pickard; Deborah Simpson, Kate Yerbury; Keryn Jalli

Catherine Meads also attended from The Encompass Network

**FOR THE INFORMATION OF THE COUNCIL**

**23/1/EP Welcome, Introductions and Apologies**

Apologies were received Cllr Thittala and Cllr Smart, public member Raheela Rehman, and staff members Naomi Armstrong and Alistair Wilson.

**23/2/EP Declarations of Interest**

No declarations of interest were declared.

**23/3/EP Minutes of Previous Meeting and Matters Arising**

The minutes of the meeting of the 5 July 2022 were noted and there were no amendments made.

**23/4/EP Public Questions**

There were no public questions.

**23/5/EP Recruitment update on vacant Equalities Panel positions**

Ariadne Henry informed the Panel that a new public member had been approached and hopes to join the Panel's next meeting. Officers had run a short recruitment campaign, contacting local equalities groups with recruitment packs and information to attract new members. This was not successful in getting a new public Panel member. The new Panel member was recommended by Graham Lewis who has previously been a public member for a number of years.

**23/6/EP LGBTQ+ Needs Assessment**

Catherine Meads, Trustee at Encompass Network, provided an overview of findings of a needs assessment undertaken across Cambridgeshire and Peterborough of LGBTQ+ people that Encompass Network undertook. Cambridge City Council, Cambridgeshire County Council and South Cambridgeshire District Council contributed funding for the needs assessment to be undertaken. Catherine shared that the Needs Assessment was started in 2021 and ran for three months, receiving 249 responses. The full report is available on the Encompass Website. <http://encompassnetwork.org.uk/needs-assessment-2022/> The needs assessment covered a wide range of topics including demographics, health and wellbeing, safety and being out, domestic violence and hate crime, issues within the community and use of council and LGBTQ+ services.

The Equalities Panel members were invited to ask questions on the needs assessment. It was noted that it would be helpful to present the needs assessment to the Community Safety Partnership. In response to questions, Catherine shared:

- It is likely that older generations of the LGBTQ+ Community were reluctant to disclose sexuality and gender identity, because they had experienced the criminalisation of homosexuality and the impact of Section 28.
- There were trends between age and mental wellbeing. Younger generations reported higher levels of stress in the needs assessment. At the same time, national statistics indicate that older generations of LGBTQ+ people have higher levels of mental health problems.

The Equalities Panel members felt that there could be a need to explore the link between anxiety and feelings of being uncomfortable in accessing council services. It was thought that this would identify any discrimination or exclusionary practices of local government.

Catherine Meads, Trustee at Encompass Network, to present needs assessment findings to Cambridge Community Safety Forum (Keryn Jalli); and City Council to consider opportunities to share the findings to raise public awareness (Comms Team).

**23/7/EP Cost of Living Council response**

Binnie Pickard, Community Development Officer at Cambridge City Council, presented information on the council's response to the cost-of-living crisis.

Cambridge City Council received funding from central government to provide support. It was thought that some communities of people from protected characteristic groups are more likely to be impacted by the cost of living crisis than others but there is no local data to support this understanding. Support the council is offering includes:

- Warm and welcoming spaces, best success where places are doing this already and with funding can now expand
- Cost of living support pop-ups – the council is focusing, wherever possible, on ensuring these are offered in areas of deprivation. They are running from 3 February onwards. In identifying venues, the council has taken into account that people might not feel comfortable visiting churches if they are not religious or have a religion different to Christianity.
- Access to free clothes for children
- Free hot water bottles
- Information through a cost of living webpage and leaflet
- Access to health food – the council has supported activities of Cambridge Sustainable Food with match funding

The team will continue to look at opportunities to provide resources and support to those in need during the cost of living crisis.

### **23/8/EP Refugee support in Cambridge**

Keryn Jalli, Community Safety Manager, provided a brief overview of the different schemes Cambridge City Council offers to support refugees and asylum seekers. As of 2022 the council provided 5 different schemes. Keryn said that:

- It will become increasingly important that the team of family support workers speak a range of languages and understand cultural differences. Cambridge Ethnic Community Forum are funded by the city council to deliver an information and advice service to refugees and asylum seekers in the city.
- The council provides a multi-departmental response to enhance access to grants, support across organisations and groups supporting refugees and asylum seekers, and the voluntary sector.
- Ongoing actions include creating an asylum seeking and refugee team that sits across Community Safety and Housing Advice within the council.

- The council ensures that it considers equality impacts when delivering refugee/asylum schemes:
  - o Relating to age, there are a large number of children that the schemes support. They support children to access schools, to go on trips, and attend parties relevant to their culture.
  - o Around disability and mental health considerations they are supporting people find accessible housing and offer a wellbeing session.
  - o Relating to marriage, they are often supporting people in couples who have been separated in the process of seeking asylum to navigate trans-national relationships.
  - o For pregnant women and people with small children it is important to support them to be connected into health services
  - o Refugees and asylum seekers need support to learn English as part of re-settlement and interpretation and translation support is important as people are provided with support.
  - o Relating to faith, the team helps connect people with different places of worship. Faith groups have supported people with food provision and have helped the council and partners to host events
  - o For LGBTQ+ people it has been of key importance to connect them with local organisations that specialise in supporting LGBTQ+ people for support

In response to the presentation, an action to was noted to encourage volunteer involvement as part of the Cambridge Resettlement Campaign, including student volunteers. Orla Spivack and Keryn Jalli were going to discuss how to explore the feasibility of this.

### **23/9/EP Community Development updates**

- Holocaust Memorial Day has been postponed till June to take place during Refugee Week. However, candle lighting was planned for 26 January at The Guildhall.
- There will be an event at the Corn Exchange on 9 March, celebrating women of note in Cambridge. A week later, Cambridge Rape Crisis and Cambridge Women's Resources Centre will host a talk on whether women's equality and rights have progressed since the 1960s.
- A Cambridge Health Equalities Partnership (HEP) is being set up. It is still in transition mode as the Vaccine Access project draws to a close but hopes to take forward the partnership working developed from this project. The HEP will be developed by partners, who are being invited to join an event and share ideas and information about the needs within

communities. The partnership will feed into the work of the Integrated Care Systems (ICS).

**23/10/EP Any Other Business**

No other business was discussed.

**23/11/EP Date of Next Meeting**

4 July 2023.

The meeting ended at 6.00 pm

**CHAIR**

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## **Agenda Item 5: Review of the Equalities Panel**

In the Single Equality Scheme annual report, there is an action to: “Undertake a review into the effectiveness of the Equalities Panel for supporting Council-led initiatives that play a leading role in the promotion of equality and diversity, consulting current Equalities Panel members. Identify how and if the Panel or another formalised partnership can help develop a whole systems approach to tackling inequality and discrimination – an approach that recognises the council must work with partners and communities to effectively tackle these issues given their complexity.” This will be a brief agenda item providing more context of the review. The Council will also share next steps in reviewing the Panel following on from conversations that have been held with some past and present Panel members learning from their experiences of the Panel.

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## **Agenda Item 6: Needs assessment for ethnic minority people**

In 2021 Cambridge Ethnic Community Forum (CECF) undertook a needs assessment of ethnic minority people living in, working in and/or studying in Cambridge. Helen Crowther (Equality and Anti-Poverty Officer for Cambridge City Council) has supported the analysis of the responses and will present the key findings. Eddie Stadnik (Chief Executive of CECF) and Louise Tan (Development and Organisational Support Officer at CECF) will also attend to answer questions from the Panel.

The Panel members will be invited to ask questions and comment on potential recommendations to be drawn from key findings.

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# Briefing for the Equalities Panel on needs assessment for ethnic minority people living in, studying in, or working in Cambridge

## Introduction to needs assessment

In 2021, Cambridge City Council commissioned Cambridge Ethnic Community Forum (CECF) to undertake a needs assessment for ethnic minority people living in, working in, and/or studying in Cambridge.

The needs assessment covered topics around:

- Access to services
- Participation in social and cultural events in the city
- Wellbeing - including questions on impacts of Covid-19, overall health, including mental health, and loneliness
- Educational and employment opportunities in the city
- Safety – including experience of discrimination and hate crime

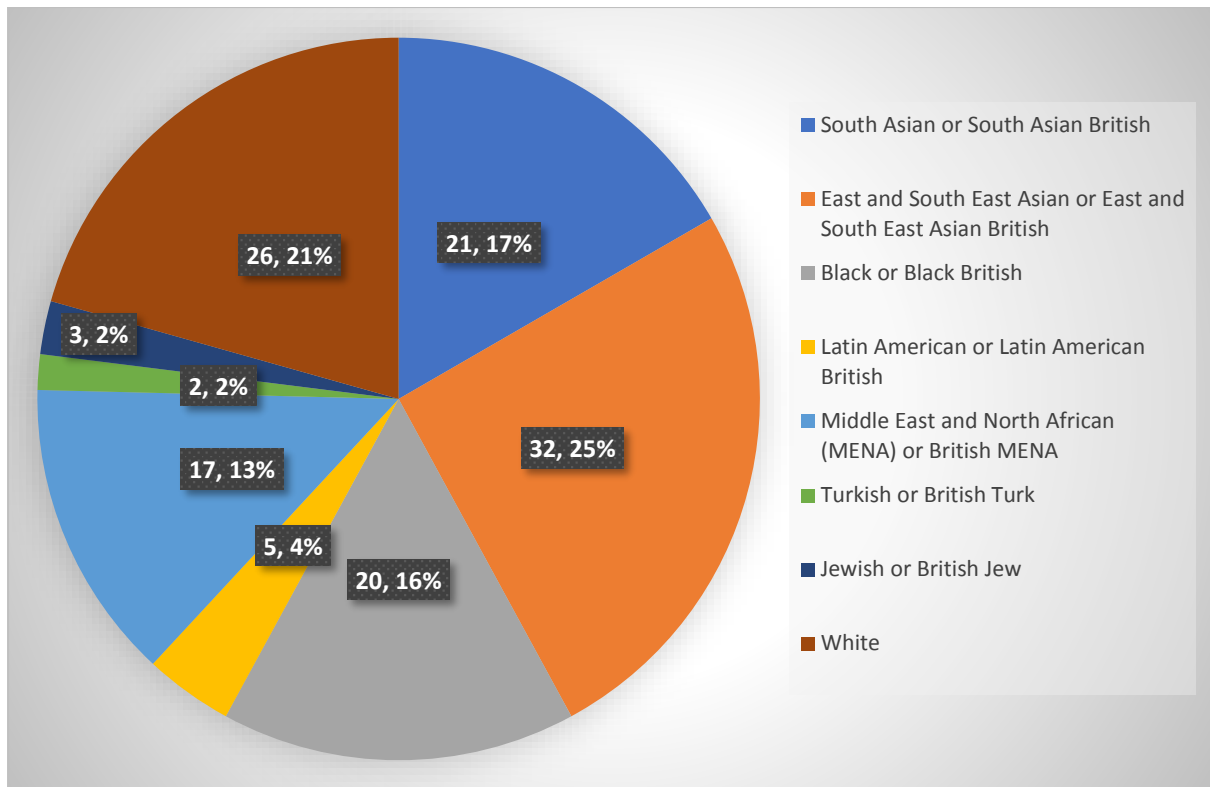
The research findings will inform Cambridge Ethnic Community Forum services and Cambridge City Council's equalities strategy (the Single Equality Scheme).

There were 132 responses to the survey and although most responses were completed online. Some 29 responses were completed face-to-face. Some of the support CECF provided for people completing the paper-based version face-to-face was to help people for whom English is a second language or people with low literacy in understanding the questions. The wording of the questions took cultural sensitivities into account and avoided the use of jargon.

## Key statistics on who completed the survey

### Ethnic origin, background, or heritage

CECF aimed to get a balanced number of responses from different ethnic communities, including those communities that have been historically marginalised. Here is the breakdown by ethnic group of people completing the survey:



Under these broader categories above for ethnic backgrounds people were asked to identify their ethnicity, background, or heritage. The most common answers (and ethnicities where there were more than five respondents were:

- African – 17 respondents (13%)
- Arab – 13 respondents (10%)
- Bangladeshi – 10 respondents (8%)
- Chinese – 25 respondents (19%)
- English/Welsh/Scottish/Northern Irish/British – 9 respondents (7%)
- Indian – 6 respondents (5%)
- Latin American – 5 respondents (4%)
- White European – 10 respondents (8%)

### Other characteristics of respondents

- Most respondents (35%) were from the north of Cambridge (Arbury, Kings Hedges, Chesterton and Orchard Park), followed by the Southeast for 30% (areas of Cherry Hinton, Petersfield, Romsey and Teversham).
- There was a broad spread of household income amongst respondents to the survey. The most common income bracket was £25,000 to £34,999 (15% of respondents). The second most common answer on income bracket was £60,000 to £99,999 (14% of respondents) followed by £0 to

£4,999 (13% of respondents). However, nearly a quarter or 24% of respondents had low income in the £0-14,999 range.

- 64% of respondents were in employment and 31% were economically inactive (of which 33% were unemployed).
- Respondents tended to be highly educated. For most people the highest level of education was degree or equivalent (31% of respondents). This was followed by postgraduate masters or equivalent (27% of respondents) and then doctoral degree or equivalent (16% of respondents).
- 14% of respondents were an asylum seeker or refugee.
- Most respondents owned their home (46% of respondents). The second most common answer was private rented for 23%, followed by council housing for 19%. If you included Housing Association as it is also Social Housing, then the figure would be 34 or 26%.
- Most respondents were aged between 40-54 (43%) or 25-39 (29%).
- 14% had a disability.
- 63% were married or in a civil partnership and 37% were not.
- 47% of respondents had children and 7% cared for other dependents.
- 76% said they were female and 24% said they were male. When asked a follow up question “If you prefer to use another term, please specify here” there were no answers.
- (92%) shared they were heterosexual and 7% were either bisexual, gay or lesbian.

## Key findings

### Access to services

- 58% of respondents had contacted or used **Cambridge City Council services** in the preceding year.
  - For people contacting the council, there was a large spread of income. Of ethnic groups with the lowest incomes, 53% of African respondents had contacted Cambridge City Council and 46% of Arab respondents. Chinese people had the highest incomes and 60% had contacted the council.
  - The most common contacts were to the waste and council tax services.
  - 21% of contacts were rated as ‘very good’, 40% were rated as ‘good’, 28% as ‘satisfactory’, 6% as bad and 4% as ‘very bad’.
  - The most common ethnic group to access council services was English/Welsh/Scottish/Northern Irish/British people (78%), suggesting that ethnic minority communities have more barriers from accessing our services or lack confidence and knowledge about accessing services. Bangladeshi people were the next most likely community to contact the council – for 70%. [Cambridge Ethnic Community Forum’s](#)

*Race Equality Service has also found that the community or diaspora that came out as the main one consistently assisted or supported through their service during 2022-2023 was the Bangladeshi, comprising of over 60% of the beneficiaries and 85% of the work for the South Asian category. 14% of all total beneficiaries helped, with 33% of all total work completed being for this community. There was a consistent trend towards help with energy and food needs for most of the beneficiaries, together with issues around accessing benefits and social housing, education – children and school – health and general welfare needs.*

- People were asked about access to other public sector services in the preceding year.
  - People were invited to rate their experiences of using other public services: 26% said 'very good', 31% 'good', 27% 'satisfactory', 13% 'bad', and 4% 'very bad'.
  - The most accessed service was people's GP for 46% of respondents, followed by Addenbrookes Hospital for 33%.
  - Respondents were also invited to comment on whether anything might make it easier for them to access public services and the most common response was needing interpretation or translation support.
- People were asked which non-public sector services they accessed, and the most common response was Cambridge Ethnic Community Forum (35% of respondents), followed by Cambridge & District Citizens Advice (12%).
- 23% of respondents had experienced food poverty over the preceding 12 months and 23% had experienced fuel poverty over the preceding 6 months. Most commonly people got support from Cambridge Ethnic Community Forum with food and fuel poverty. People were also asked whether the food met their health or cultural requirements and whether they got support they needed, most did, however small numbers answered no.
- As there has been an increase in online services, we asked respondents how confident they were in looking up information or completing forms online. Whilst 77% were confident or very confident in looking up information online, 23% were not very confident or not at all. Those most likely to not feel confident were Arab, Bangladeshi, and African respondents (in that order). People shared that they could not access IT due to lack of confidence in using IT and language barriers.

### **Participation in social and cultural events in the city**

- Respondents were asked if they take part in any social and cultural activities/celebrations in the city and 55% said yes. Those who said yes were disproportionately found in higher income brackets.
- People were asked which social and cultural activities/celebrations they attend out of a list. People were most likely to attend International Women's



Day events/activities (86%), followed by Chinese New Year (23%) and then Black History Month (20%).

- The least well attended events and activities were South Asian History Month, Disability History Month and LGBTQ+ History Month.
- Seventeen people had attended the Mela.
- Finally, respondents were asked how they felt about social and support activities for ethnic minority communities in the city and 61% said they would like more activities.

## Wellbeing

- 29% felt that their mental health had been negatively impacted by Covid-19. When asked how, the most common responses related to isolation and loneliness.
- People were asked questions to indicate levels of social connectedness before and after Covid-19. The responses demonstrated that even before Covid-19, many people felt disconnected from others in different ways, but findings showed that Covid-19 exacerbated these issues.
- Especially notable was that 85% answered no to the statement that it was easy to make friends before Covid-19. 76% answered no to having similar interests with people they knew, 31% felt that they could not call on family and friends for help and support. 23% wanted to do more activities with other people.
- 129 people answered the question on whether they had a hospital appointment or operation delayed or cancelled as a result of Covid-19, and 26% said yes.
- Of those using public services people were invited to share their experiences. Negative comments mostly related to difficulty of accessing healthcare services. Although the survey for this report was undertaken towards the end of 2021, there are still issues locally for ethnic minority communities' access to healthcare. *The "Access to Healthcare in Cambridge" survey carried out in February and March 2023, by CCVS supported by CECF, also identified that 45% had experienced issues in accessing healthcare services in general over the previous year (over 50% of survey respondents were from non-White backgrounds).*

## Opportunities in the city

- Low numbers of people felt comfortable applying for jobs in different sectors. This was even the case for those that people answered yes to feeling comfortable with applying for jobs in including the voluntary and community sector (61%), Cambridge City Council (52%) and Education (51%). People were most likely to answer no to feeling comfortable with applying for jobs in the Police (50%), Fire Service (50%) and in Transport (42%). People's

reasoning for feeling uncomfortable (in order of commonality of responses) related feelings that they lack appropriate skills or qualifications, language barriers, and lacking trust in the public sector.

- Amongst respondents, there tended to be correlation where having higher qualifications meant higher income levels, and vice versa:
  - 75% of respondents from an East and Southeast Asian or East and South East Asian British background had a postgraduate masters, doctoral degree or equivalent education level. They also had the highest incomes with 24% earning between £60,000 to £99,999 and 28% over £100,000 (this was especially the case for Chinese respondents).
  - On the other hand, people from a Middle East and North African (MENA) or British MENA background were disproportionately likely to be unemployed, on incomes under £15,000 (especially Arab people) and have A Levels, NVQ, Diploma or equivalent as highest qualifications.
- However, for Black respondents there was not a correlation between high income and high education level: as 37% had a degree or above (or their equivalents) but 25% were unemployed, and they had the lowest earnings out of ethnic groups (especially African people).
- 25% of respondents had experienced discrimination within at least one of the following contexts: their place of work, study, or volunteering. Answers given sharing the experiences of discrimination in these three contexts demonstrate the huge impact on people's daily life given the amount of time people spend in work, and the significant impact that this has on workplace progression and access to other opportunities.
- 38% of respondents had a drop in income due to Covid-19.

## Safety

- 22% shared that they had experienced hate crime in the last two years. The ethnic groups most likely to experience hate crime were Chinese people (40%) and White Other European people (30%). *Local statistics from the Police also showed that in September 2021 there was a significant spike of hate crimes relating to a specific spree of criminal acts affecting the Chinese community. Moreover, the latest community safety assessment for the city found that there were 344 police-recorded hate crime offences in Cambridge over 2021-22, a 12% increase on pre-pandemic levels, below the 46% increase observed nationally over the same period.*
- Hate crime experienced by respondents to the survey might not just have been motivated by hatred towards their ethnicity: 56% of bisexual, gay or lesbian respondents had experienced hate crime and 30% of disabled respondents. However, the most recent UK-wide statistics (for 2021/22)

demonstrate that most hate crime is racially motivated (70%). Does this reflect Cambridge as above too?

- Of those who had experienced hate crime in our survey, only 29% reported it. People had mixed experiences of reporting hate crime and those who commented on their experience felt that not much was done to address it.
- People were asked why they did not report hate crime and answers reflected:
  - That people felt they would not have a positive experience of reporting it. Related to this, some felt it would not make a difference, would not be treated as a priority and others were mistrustful of the police.
  - They did not feel they had enough evidence for a report to make a difference or felt the incident not to be significant enough.
- 8% of respondents said they did not feel safe on streets of Cambridge during the day and 49% said they felt unsafe at night. People commonly shared that better/more lighting would help them feel safer, and some people mentioned greater police presence. Many respondents mentioned avoiding unsafe situations like certain areas, going out at night, or going out very often due to safety concerns. Some respondents shared that hate incidents had made them feel unsafe.

**Eddie Stadnik, Chief Executive of Cambridge Ethnic Community Forum**  
**Helen Crowther, Equality and Anti-Poverty Officer at Cambridge City Council**

**June 2023**

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## **Agenda item 7: Cambridge Together – Paul Boucher (Transformation Programme Manager)**

This report to the Equalities Panel sets out the outcomes of the Resident and Community engagement during February and March 2023 as part of the Cambridge Together project, with a particular focus on the following:

1. Highlight the feedback around things that matter to various communities
2. How the engagement approach has helped/not helped to increase the participation of seldom heard communities and the lessons we have learned

Panel members will be invited to share thoughts on key findings, including what might be surprising and anything that might be missing given their knowledge of communities with different protected characteristics

They shall also be asked for feedback on how the Council can improve its engagement with people with different protected characteristics whose views were underrepresented in the project.

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# Our Cambridge – Cambridge Together Project – Resident and Community Engagement

## Equalities Panel: 4 July 2023

### Introduction

This report to the Equalities Panel sets out the outcomes of the Resident and Community engagement during February and March 2023 as part of the Cambridge Together project, with a particular focus on the following: -

1. Highlight the feedback around things that matter to various communities
2. How the engagement approach has helped/not helped to increase the participation of seldom heard communities and the lessons we have learned

Panel members will be invited to share thoughts on key findings, including what might be surprising and anything that might be missing given their knowledge of communities with different protected characteristics

They shall also be asked for feedback on how the Council can improve its engagement with people with different protected characteristics whose views were underrepresented in the project.

### Background

The project is part of the council's transformation programme, [Our Cambridge](#), which aims to create a more modern and community-focused council delivering services through better use of technology and new ways of working.

The project sought to understand the similarities and differences in the way a range of stakeholders imagine the future of the city and to create a Cambridge Rich Picture tool<sup>1</sup> in the form of visual illustrations. The tool is designed to support conversations about the city with communities, partners, and stakeholders, helping to clarify similarities and differences in expectations, and providing valuable insight for Cambridge, of which the Council is a part.

The project also sought to explore additional routes to community engagement, by using a combination of methods, including an online survey tool, recently procured by the Council, called [CitizenLab](#), more traditional pop-up events, and testing the use of community conversations, facilitated by community partners to reach residents and communities who we might not otherwise hear from.

An [equalities impact assessment](#) was undertaken in January 2023 as part of designing the project's approach to engagement.

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<sup>1</sup> Cambridge Rich Picture is a visual tool that has been developed by [Live Illustration](#) working with council staff, stakeholders and partners. It will be used by the Council for future conversations to understand the city as a whole system, its priorities, and where attention should be focused.

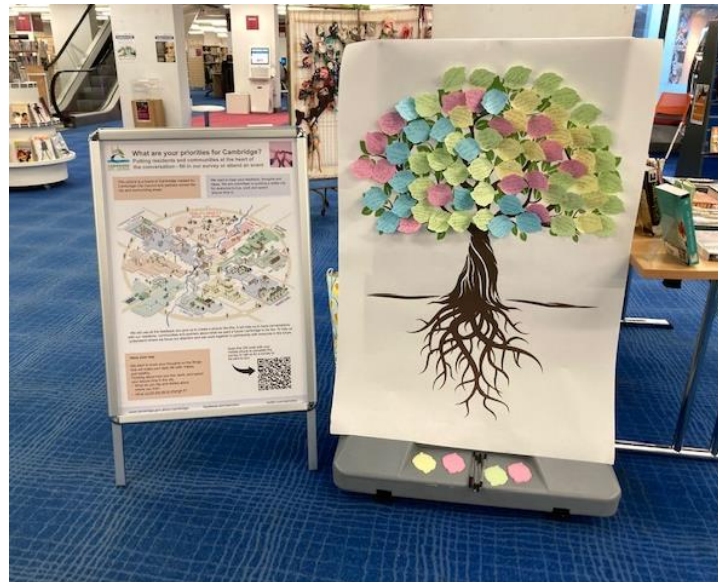
## Engagement Approach

Linda Thomas, [Futurebright Solutions \(FBS\)](#) was commissioned to deliver the engagement to find out what matters to residents and communities to support us in this transformation work. The engagement was carried out, under a campaign called [Putting Residents and Communities at the Heart of the Conversation](#), during February and March 2023 via the Council's online survey platform (CitizenLab), in-person hosted pop-up events, online focus groups and conversations with several community groups.

We asked the following open-ended questions:

1. Thinking about where you live, please tell us in a few words what are the things that make your daily life safe, happy, and healthy
2. Thinking about where you live, please tell us in a few words what you like about it as a place to live, work and spend leisure time in
3. Please tell us in a few words what you dislike about where you live
4. Thinking about where you live, what would you do to make it a better place to live, work and spend leisure time in?

The questions were designed to be open ended, while not specifically asking about council services and functions. Open ended questions were chosen so that there was no leading of responses towards any themes or choices. Although this meant that this increased the amount of time to analyse responses, we were keen to have a fuller picture of what mattered to our Residents and Communities.



Pop up event and display at Central Library



## Communications

This took place throughout the consultation period using traditional written communications (press releases and publications) and social media (Facebook and Twitter). The Council's website also had a landing page with information about the consultation, which linked to the survey on CitizenLab.

The information sheet for communities was translated into several languages, especially to reach refugees and asylum seekers (Ukrainian, Farsi, Arabic, Dari and Cantonese).

## Summary of Engagement levels

### Online Survey

465 responses were received from the residents of Cambridge over a 6-week period.

Participants were asked to respond 'in a few words' to four open ended survey questions. Typically, several topics\* were identified for each answer, and each was coded and analysed. *\*As a result of more than one topic per response, the percentage response rate for each answer may be greater than 100%.*

**Data was analysed at ward level and this information is available in the full report [online](#)**

The top three ranked responses overall have been included below for each question

	Ranked First	Ranked Second	Ranked Third
<b>Question 1:</b> Thinking about where you live, what are the things that make your daily life safe, happy and healthy?			
<b>Q1</b>	<b>Open Spaces</b> – green spaces, trees, river, parks (39%)	<b>Community</b> – family and friends, good neighbours (32%)	<b>Housing</b> – location and proximity to shops, GP, work, activities, etc. (30%)
<b>Question 2:</b> Thinking about where you live, what do you like about it as a place to live, work and spend leisure time in?			
<b>Q2</b>	<b>Housing</b> – location and proximity to shops, GP, work, activities, etc. (44%)	<b>Open Spaces</b> – green spaces, trees, river, parks (35%)	<b>Community</b> – family and friends, good neighbours (22%)
<b>Question 3:</b> Please tell us what you dislike about where you live?			
<b>Q3</b>	<b>Built Environment</b> – potholes (22%)	<b>Transport</b> – congestion (16%)	<b>Built Environment</b> – parking and enforcement (on pavements, verges) (13%)
<b>Question 4:</b> Thinking about where you live, what would you do to make it a better place to live, work and spend leisure time in?			
<b>Q4</b>	<b>Built Environment</b> – fix the potholes (17%)	<b>Transport</b> – cycling, cycle Lanes (more, less, separate, policing) (15%)	More amenities, activities and things to do (12%)

## Equalities Monitoring

Voluntary questions were asked for the purposes of monitoring and advancing equality and diversity in Cambridge City Council, and we used the standard set that have been agreed for use within CitizenLab. This section sets out the findings: -

### Age of Respondents

Of the 465 respondents, 29% did not provide their age. Of those who did, the greatest number of responses were received from residents aged **41-50 years old – 16%**. Three wards had responses from age band up to 20 years old – Arbury (6%), Castle (7%) and Trumpington (3%). At the other end of the scale, age band 90+ received responses from one ward, Queen Edith's. For the remainder there was a wide range of age band responses across all wards except for Newnham which had a narrow range 60-90, but with a high percentage (41.67%) not reporting any age at all.

### Disability, Health Conditions/Illnesses

Of those who responded, **19.57%** (91) stated that they have a physical or mental health conditions or illnesses lasting or expected to last 12 months or more and **51.83%** (241) stated they did not.

### Ethnic Origin

Of those who responded to this question, the greatest number of responses was received from those identifying as **White: English/ Welsh/ Scottish/ Northern Irish/ British (56.8%)**.

Respondents of ethnic backgrounds, origins and heritage other than White: English/Welsh/Scottish/Northern Irish/British were broken down as follows: \_

- **'White Other'** background (**8.6%**) were African, American, Anglo-American, Anglo-Greek, Austrian, Canadian, Caucasian, Danish, European, French, German, Italian, Latino, Anglo-Estonian, Polish, Portuguese, Romanian, Russian/ American, Scottish/German, Slavic/Polish, Swedish, Welsh.
- **'Asian or Asian British: Any other Asian'** background (**0.43%**) responses were Japanese and Iranian.
- **'Any Other Mixed'** background (**1.08%**) were Latin/Asia, Mixed White/Middle Eastern, White/Arab.
- **'Any Other Ethnic group'** (**0.65%**) were Hong Kong and Persia.

### What is your sex as registered at birth?

Of those who responded to this question **45.16%** (210) were registered as **Female**, **28.60%** (133) as **Male**, and **1 person (0.22%)** as **Intersex**.

We also asked the following questions: -

### Does your gender identity match your sex as registered at birth?

Yes 67% (312), No 0.86% (4), Prefer not to say 2.3% (11) and not answered 29.67% (138)

## Which of the following describes how you think of yourself?

Identified as Female 42% (196), Male 27% (126), In another way 0.43% (2) Prefer not to say 2.3% (11) and not answered 28% (130)

## Pregnancy/Maternity

There were no questions asked in the survey relating to this.

## Religion or beliefs

There were no questions asked in the survey relating to this.

## Household Income

Response rate to this question was very low, with **41.5% not answering** the question and a further **15% preferring not to say**. Of those who did respond,

5% below £19K

12% £20-£40K

5% £40-£50K

17% £50-£99K

6% over £100K

## Hosted Pop-up events

**199 people** took part in conversations during these sessions.

- **Clay Farm Community Centre – 2 sessions, 70 people**
  - Age range: under 18 (10), 18-30 (13), 31-49 (32), 50-64 (6), 65-80 (5), 80+ (4)
  - Ethnic group: White British/English (44), Asian (6), Ukrainian (6), Indian (4), Chinese (3), Turkish (2), French (1), Latin American (1), White Other (1), Moroccan (1), South Asian (1).
  - Gender description: Female (56), Male (14)
  - Physical or mental ill health: 4, including mobility (2)
- **Cambridge Central Library – 2 sessions, 55 people**
  - Age range: 18-30 (17), 31-49 (8), 50-64 (11), 65-80 (13), 80+ (6)
  - Ethnic group: White British/English (32), Indian (5), Chinese (5), Asian (3), Black British (3), American (3), Arabic (2), Black Caribbean (1), Mixed (1)
  - Gender description: Female (48), Male (7)
  - Physical or mental ill health: 4, including epilepsy/learning disability (1), low level mental health condition (1)

- **Grafton Centre – 2 sessions, 74 people**
  - Age range: under 18 (2), 18-30 (33), 31-49 (21), 50-64 (18)
  - Ethnic group: White British/English (52), Chinese (7), Asian (7), Indian (4), Ukrainian (3) White Mixed (1)
  - Gender description: Female (62), Male (12)
  - Physical or mental ill health: 1 – PTSD/Anxiety

## Online focus groups

- 4 sessions were held on various days and times - only 2 people attended. 3 of the sessions were focussed on emerging themes from the survey and the last session focussed on a discussion around the Rich picture.

## Conversations with communities

**185 people** took part in these conversations.

- **The Kite Trust** delivered a community conversation with **15 LGBTQ+ young people**.
- A drop-in took place at the **Bangladeshi and Indian Women's lunches** with **15 women** taking part.
- The **Cambridge Ukrainian Community Group** is a network meeting chaired by the City Council. A discussion at this meeting reached **20 people** working with Ukrainian refugee communities and led to the collaboration below with the Ukrainian PhD student.
- A **Ukrainian PhD student** from Anglia Ruskin University worked with FutureBright Solutions to translate questions and supported **37 Ukrainian refugees** to complete the survey.
- Two drop-ins took place at **Serving and Veteran Armed Forces** personnel activities with **46 people** taking part.
- A pop-up took place at **Anglia Ruskin Students Union** during a volunteer fair event and spoke to **28 students**.
- The **Cambridge Ethnic Community Forum** Workshop had **15 participants**.
- The event hosted by **Cambridge Junction** had **9 Arts and Culture** Organisations participating. These were invited as they work closely with communities across the city.

## Headline Findings

What people valued included:

- Living within walking or cycling distance of amenities and services – people felt that these were important for a good quality of life.
- Open and green spaces
- A sense of community

In terms of what people dislike about where they live, the most popular themes included:

- Potholes
- Congestion (this included concerns around the Greater Cambridge Partnership's proposals for a Sustainable Travel Zone)
- Irresponsible parking on pavements and verges

Thoughts on making things better included addressing the dislikes and enhancing more of the things that were valued.

The full report on findings and analysis can be found on the Council's website [Putting Residents and Communities at the Heart of the Conversation](#)

## Findings through the lens of protected characteristics

- **Diversity** of people and culture was identified as a positive element to the city, which made it feel '*international and open minded*', and made people feel safe and welcome. However, a couple of responses (one Japanese and one Polish resident) picked up on bias and implied racism at GP practices.
- **Affordability** was an issue (for shopping, eating and the wider economy) and it was important to maintain a balance of offers so that things were **equitable** for all. A number of people felt that there was an **imbalance**, with **inequitable access to jobs, housing**, etc. raised, with the feeling that the system was biased to those who were more affluent.
- Some people felt that the **Sustainable Travel Zone** proposals were **inequitable** as they favoured people on higher incomes who could afford to pay the charge, whereas others on low incomes having to **drive for work** would be disproportionately affected. Also affected would be **informal carers, older people** (who rely on their cars to access friends, family and social activities), people with **mobility issues** and those having to **visit the hospital regularly**.
- **Digital exclusion** came through strongly in conversations at the Central Library, reflecting the demographic of the audience – older adults, people with disabilities and health conditions (learning disabilities and mental ill health).

- People said they felt safe when there was adequate **street lighting**, and when **police** were visible (*note, majority response to the survey was from White British/Other residents*) and wanted more **safe spaces** especially for young people (in general and for LGBTQ+ communities).
- People would like to see a range of **playground offers** and **more activities** – free or low cost – especially for families/children, young people, and older adults transitioning into retirement and in retirement. There was also a request for women only swimming and exercise classes.
- A number of respondents with **Illness/Disability** – spoke about the need for clean air, due to respiratory issues, and felt that on the whole Cambridge City had good air quality. Easy access to GPs, pharmacies and hospital were important. The condition of pavements and parking on pavements was raised, in particular for those with mobility issues who use mobility scooters and was often a reason why people stayed at home.
- **Easy access to good GPs, health services and pharmacies** was important, especially for those with health conditions, and for people without health conditions, this was also an important element to staying healthy and well. Timely access to **GP appointments** was raised as an issue, which is a national issue exacerbated since the pandemic. The lack of ‘**walk in clinics**’ (urgent treatment centres) was highlighted at the Bangladeshi and Indian conversation, along with opportunities for women only exercise classes and swimming.
- **Isolation and loneliness** was a particular issue for **older adults**, especially those in the **80+ age** bracket. It was more difficult for them to access activities and social events, coupled with the fact that many of their friends were not around anymore. Many feared that they would become more isolated as a result of the introduction of the **Sustainable Travel Zone**

## Learnings

At the outset of the work, we wanted to engage a wide range of voices, including underrepresented communities, and test methods of engagement to provide learning for future work.

### Learning from overall approach

The combined use of the online survey platform and community conversations has proved a successful pilot approach to engagement. There were limitations due to the relatively short length of time set aside to deliver the initial engagement, as this impacted on the ability to develop collaborative and trusting relationships with communities of interest. It was felt that a number of ‘voices’ were missing from this engagement, including people with small business and people who work in the City but might not live in Cambridge, and Black and Asian residents taking part in the survey. For the latter, this was addressed to some extent by the community conversations, however further consideration is required on how to ensure these voices are heard in representative numbers in future conversations.

## **Learning from activity to engage with underrepresented Groups**

There is no 'one size fits all' and methods should be flexible so they can adapt to suit the need for engagement and the audience. A key critical factor is the element of trust, and it is essential to take time to build trusted and mutually beneficial relationships with communities of interest, as well as community leaders and organisations who represent those communities. Although some initial approaches were made with Faith and Disability groups a longer development lead in time would have been needed to build trust within these groups, and there were limitations in the ability to follow up due to time constraints.

## **Learning from the CitizenLab online survey**

This is a relatively new platform used by the Council. People who wanted to fill in the survey were first required to register on the CitizenLab online platform. This could be perceived as a barrier, however, 528 people responded to this survey with a further six people telephoning the council for a paper copy of the survey. This figure demonstrates a reasonable return when compared to other recent surveys that have taken place on CitizenLab, and by offering a paper copy option, the issue of digital exclusion was partially addressed. It should be noted that the majority of responses were from White British/White Other residents.

Although CitizenLab can accommodate surveys in multiple languages, it does not automatically translate content and questions, so it is a very time-consuming manual process and use of the Council's translation contract would be required.

Consideration should be given as to how ethnic diversity could be increased, and whether this type of platform is suitable for all communities or whether different approaches might be more effective, such as working with Community groups to translate and undertake surveys. An example of this was a Ukrainian PhD student from Anglia Ruskin University worked with FutureBright Solutions to translate questions and supported 37 Ukrainian refugees to complete the survey.

## **Learning from Community conversations – Working with Community Groups and Representatives**

The approach being tested was a collaborative model, working with groups, organisations and individuals to support them to have conversations within their own communities. Originally up to 20 community conversations were planned, however due to time constraints, capacity within groups, and their focus on other priorities the numbers engaged were lower. A £100 incentive was available to Community groups who took part in this to support staff involvement time.

As initial contact was made by Linda Thomas and opportunities presented themselves, development meetings took place during February with a number of community groups and organisations. These worked with a number of audiences including carers, LGBTQ+ and young

people, and people with mental health issues as well as arts/culture and communities, and families. Time constraints, and/or differing priorities for some of the potential collaborators, meant that a number of the community conversations did not move forward but for those that did, support materials were produced – conversation guides, information sheets to share with communities, and guidance for gathering feedback (to support their community conversations).

Working with staff members in Community Development and Community Safety, who have connections to communities of interest was very successful. More work in this area can provide a greater reach. Acknowledging that building trusted relationships and identifying opportunities for collaboration require lead in and development time.

People valued that Linda Thomas had taken the time to visit them to understand what's important. It provided the opportunity for a focus group type conversation with a targeted audience in their own surroundings.

It is important to recognise the value that community and voluntary groups and organisations provide in reaching further into communities. Resources are always limited for these and identifying a budget to enhance staff capacity, and/or fund an activity or event is an important element to working with communities and developing mutually beneficial relationships. Offers could also be 'in kind' from the council in the form of training, materials, access to venues, etc. We do recognise that, many organisations even with small amounts of funding will just simply not have capacity due to numbers of staff and volunteers, and pressures of core work e.g. in the context of Covid-19 impacts and Cost of Living Crisis

### **Learning from Pop-up events**

Pop-ups allowed face to face interactive conversations with the public – passers-by who were already visiting the site either for shopping, refreshments or to use the library services. A number of people said they had seen the pop-up advertised on the display panel when they visited the site on a previous occasion and had come along to have a chat as a result of that.

Of the three locations that were used, interactions at the Clay Farm Centre were most relaxed as the setting was informal, not too big, and people were on site for some time either using the library or the café. This meant that the host could approach people, introduce the work and leave post it notes with them to fill in and be collected in their own time. The Grafton Centre had good footfall and people did engage, however, many more were focussed on shopping and getting from A to B.

The Central Library has three floors and while the pop-up was in the foyer which provided an opportunity for interaction as people entered and left, it did not lend itself so well to people being approached once they had settled at their location within the library.

This approach demonstrated that being located at sites where people are already visiting provides the potential to reach larger numbers. It is important to think about the return on investment (staff time vs numbers engaged) as some sites will lend themselves more to conversational space than others. Consider using more locations out in the community rather than the city centre such as social clubs, pre-school nurseries, community, and faith facilities.



## Learning from Online Focus groups

The uptake of online sessions was very low; this may be because many had their say through the survey or because there was a lack of financial incentive for this option. Consultation and Zoom fatigue could also be factors affecting engagement.

## Learning around Accessibility

Face to face community conversations and drop ins, hard copy surveys, and working through and with community leaders to develop the approach/ language/ translation requirements are all important factors in accessibility, as well as using digital. This can take time, but the effectiveness of engagement can be greatly improved as a result.

## Next Steps

We said at the outset that this engagement work was the starting point of the council working more collaboratively with residents and communities across Cambridge. The learnings from the project will help to build relationships for continued conversations that will help shape future priorities and outcomes for residents and communities. The council will:

- Feedback outcomes to a wide range of stakeholders
- Use the findings to inform the [Our Cambridge Programme](#) and future day to day operations of Cambridge City Council
- Deliver staff training on how to use the Rich Picture tool <sup>2</sup>(Appendix 1 – Current working version)
- Build on the Community Conversation approach
- Use the “State of the City” Report <sup>3</sup>and dashboard and annual data refresh to track the impact of the collective work that we and our partners are doing to help everyone in the city live safe, happy and healthy lives, knowing whether we're making a difference.

## Questions for the Panel

Q1. How can we improve our reach with underrepresented equalities groups to improve future community engagement?

Q2. Is there anything that surprises you about the responses from the Cambridge Together engagement with regards to your knowledge of different equality groups in the city?

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<sup>2</sup> Cambridge Rich Picture is a visual tool that has been developed by [Live Illustration](#) working with council staff, stakeholders and partners. It will be used by the Council for future conversations to understand the city as a whole system, its priorities, and where attention should be focused

<sup>3</sup> The State of the City report and dashboard is a research data led tool which will provide a picture of what Cambridge is actually like (through economic, social and environmental lenses), and how that changes over time.



## **Agenda item 8: Equality in Employment report 2022/23 – Vickie Jameson (Recruitment Manager)**

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. Vickie Jameson (Recruitment Manager) will provide a presentation of the key findings from the Equality in Employment report 2022/23 and take questions from Panel members.

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