



Cambridge City Council

Single Equality Scheme

2012 – 2015

Year One Review

March 2013

Embracing diversity, committed to equality





Introduction

The Council carries out a wide range of work that helps challenge discrimination, advance equality of opportunity and promote good relations between different communities. Cambridge City Council's Single Equality Scheme sets out our objectives in relation to equalities and diversity for 2012-2015.

This review does not seek to capture everything we do in relation to equality and diversity. Instead it:

- reports on progress against the actions we identified for the first year of our Single Equality Scheme (2012-2013);
- highlights some of our other key achievements during the year that were not originally captured in the scheme, but which have contributed to progress towards our equalities objectives; and
- sets out some actions for the second year of the Single Equality Scheme (2013/14) that will further help us achieve these objectives.

What have we achieved during 2012/13?

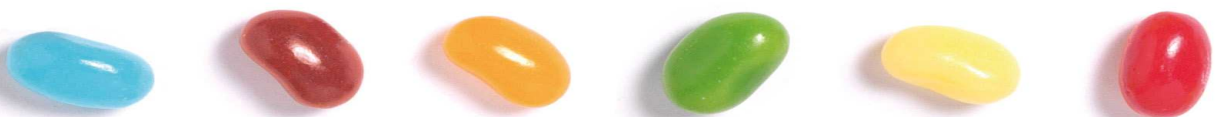
In our Single Equality Scheme, we identified a number of actions for completion during 2012/13 that would help the Council make progress towards achieving its six equalities objectives. Details of all the actions and the progress we have made in delivering them are set out in **Appendix A**. Some of the key achievements have included:

- **Developing a Customer Access Strategy** - We have prepared a new Customer Access Strategy and action plan to help improve the experience of all our diverse customers. It sets out what standard of service customers can expect and how it will be delivered. The Council's Customer Access Centre has been recognised by the Customer Contact Association as a centre of excellence for the way it treats and responds to customers. The Centre has provided additional services and support for vulnerable groups of people during 2012. These include an agreement with Cambridge Citizens' Advice Bureau to run sessions from the Centre, new payment kiosks, support for Cambridge Credit Union to offer its services, and the facilitation of a Job Club.





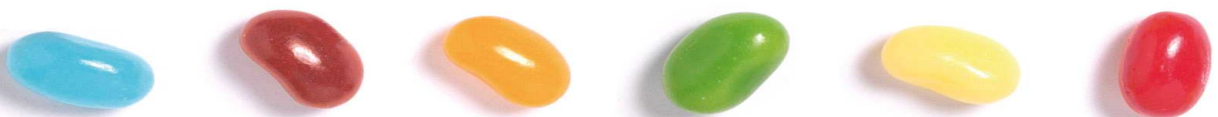
- **Developing a new, more accessible website** - The Council has developed and launched a new website, which will provide opportunities to improve the way we engage with local people. The website was tested by the Shaw Trust, a national disability charity, to ensure that it is accessible to a range of customers.
- **Responding to national Housing and Welfare reforms** - The Council is talking to people about the implications of changes to housing benefit and offering advice and guidance where appropriate. The Council participates in a local Financial Capability Forum, Diversity Forum, Cambridge and Peterborough Benefit Forum, Cambridge GET Group and other groups to help coordinate responses across the public, community and voluntary sectors and provide support to vulnerable groups of people. This includes some transitional payments to allow people to adjust to their new circumstances. During the year, the Council developed its Local Council Tax Support scheme, which aims to protect the most vulnerable people. In developing the scheme we consulted with a wide range of stakeholders to understand how it might impact on local people, especially vulnerable groups of people of a working age. As a result of the consultation, the Council made several changes to its scheme, with additional allowances for backdating and extended disability criteria.
- **Developing our understanding of mental health issues** – The Equalities Panel considered how the challenges facing people with mental health needs and the implications of this for accessing Council services. Training sessions on providing services to customers with mental health issues have been delivered for staff in a number of Council services and we will be consulting residents with mental health issues on the barriers they experience to accessing Council services.
- **Delivering celebratory activities and events** – We have worked with a range of local partners, including community groups to support and organise events to celebrate the different communities that live in Cambridge. A range of events were held to mark or celebrate:
 - Black History Month
 - International Day for Older People





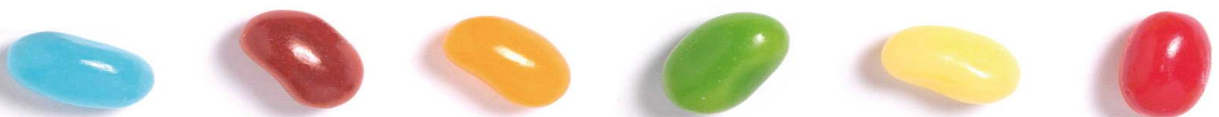
- Disability History Month
 - Holocaust Memorial Day
 - Lesbian Gay Bisexual and Transgender (LGBT) History Month
 - International Women's Day
 - Bling Ya Ting Auditions and Talent Show
- **Providing grant funding for equality and diversity activities** - Despite pressures on the Council's budget, it has maintained the existing level of grant funding to community groups. The priorities for the Community Development grants programme have been reviewed during 2012/13 and include specific provision for activities which support BAME groups, people with disabilities, LGBT groups, women lacking opportunities to live safe and fulfilling lives, and activities which promote community cohesion. A proportion of the Council's grant funding is allocated through the Council's Area Committees to support local activities. Some of the activities supported this year included: community-led events such as Arbury Carnival and Chesterton Festival; and the conversion of a vacant local pub into a place of worship for the Cambridge Sikh Society and community rooms that will be available for hire by all community groups.
 - **Consulting and engaging our communities** - The Council has continued to involve, consult and listen to local people and stakeholders using a wide range of methods to engage our different communities. As part of an annual review of our new Code of Practice on Consultation and Community Engagement, we asked residents associations in the City and members of the Diversity Forum how we could improve the way that we consult people. We have taken a number of steps based on the feedback we received, including: producing a list of "ten top tips for running an effective consultation" and promoting this to officers across the council; providing training on good questionnaire design; and identifying opportunities to use the Council's new website to improve the way we consult people.

In addition to delivering the actions for the first year of our Single Equalities Scheme, we have also delivered a number of other events, programmes and projects that have contributed to the delivery of the Council's equality and diversity objectives. Further details of all these achievements can be found in **Appendix A**, but some of the highlights include:





- **Olympic Torch relay, the Big Weekend and Cambridge Mela** - In July 2012 the Olympic Torch came to Cambridge, which drew over 80,000 people to Parkers Piece and the streets of the City. The Torch was hosted at the Big Weekend event, which focussed on bringing together people from different backgrounds and providing an opportunity for community groups to showcase Cambridge's diversity. The second day of the Big Weekend focused on music and culture from around the world, including artists from Hungary, the Middle East and Africa. It incorporated the city's third Mela, which was supported by the BBC Asian Radio Network and celebrated Asian music, dance, fashion, food and fashion.
- **Cambridge Parasports and Paralympic Flame** - The Council supported the Cambridge Parasport campaign and the Paralympic Flame Relay Celebration during August. The events, which were attended by large crowds of people, highlighted opportunities to get involved in sport and promoted interest in the Paralympic Games.
- **Disability Sports and Arts Festival** - The Council supported a disability sports and arts festival, which included a diverse range of workshops, demonstrations, performances and film screenings. The event was open to all, regardless of age or ability, but people with sensory or physical disabilities, learning difficulties, mental health service users and people undergoing rehabilitation and recovery were encouraged to attend.
- **Consulting on developer contributions** – The Council carried out extensive consultations during the year about how developer contributions could be used. Across the four areas of the city, over 100 residents took part in our workshops in September and October 2012. Over 250 ideas for new projects were suggested as part of these area needs assessments. All these suggestions were reported back to councillors in November, enabling the Council's Area Committees to identify 16 initial priority projects (amounting to over £550,000) to meet local needs. The Council's Community Services Scrutiny Committee also considered options for larger projects that could benefit residents across the city (amounting to a total of £900,000) in January 2013.





What have we learnt during 2012/13?

In addition to the key achievements highlighted above, we have also identified some areas of learning through implementing the first year actions set out in the Single Equality Scheme. We will use these learning points to inform and shape the actions for the next year of the Scheme.

Understanding our changing communities

We have continued to review available information, including the first releases of data from the 2011 Census and our consultations and engagement with local people, to help us understand the increasingly diverse communities in Cambridge and the needs of different groups of people. We have shared this information, as it becomes available, with officers across the Council to help ensure that our services are accessible to all residents.

The 2011 Census shows that Cambridge has experienced significant population growth in the past 10 years. Since 2001, the number of people living in Cambridge has increased by 15,000 people or 12.7%, to an estimated 123,900 people.

The 2011 Census also shows that Cambridge is an increasingly diverse City. For example, an increasing proportion of the City's population are from Black, Asian or Minority Ethnic (BAME) communities. In 2011, 17.5% (or 21,700 people) identified themselves as belonging to BAME communities, compared to 10.0% in 2001.

Appendix B provides further details of what we have learnt about Cambridge's communities from the 2011 Census.

The growth of Cambridge and its increasing diversity, coupled with unprecedented pressures on our resources and wider welfare reforms, presents the Council with a number of challenges. These include: ensuring that we continue to provide services that meet the needs all of our customers; increasing access and take-up of Council service across equalities groups; and engaging our diverse communities.

Working towards a more representative workforce





The City Council is taking steps to ensure that its workforce is more reflective of the population of Cambridge as a whole. Actions in the Single Equality Scheme focus particularly on increasing the numbers of young people, people with disabilities and people from Black, Asian or Minority Ethnic communities employed by the Council.

The age profile of the Council's workforce has remained very similar since March 2012, but a total of 10 young people have benefited from apprenticeships in Council services this year. Between March 2011 and September 2012 the proportion of our staff that are BAME increased from 6.85% to 7.5%, although this is below our current target of 8.5%. The proportion of the Council's workforce who declare themselves disabled increased from 3.99% in March 2011 to 4.87% in September 2012. This is above the current target of 4.5%.

In 2012/13, the Council worked with the Papworth Trust to improve the representation of disabled people within its workforce by increasing the number of disabled applicants. The Council's Human Resources Service has also prepared a recruitment survey which will help develop targeted approaches to increase the representation of people from BAME communities (especially the Chinese community) within our workforce, along with young people and people with disabilities. In 2013/14, we will review the targets for the proportion of our workforce who are disabled or from BAME communities to take account of changes in the population of the City highlighted by the 2011 Census data.

Assessing the equality impacts of decisions

The Council, as a public sector organisation, has a duty under section 149 of the Equalities Act 2010 to have due regard to equalities issues and impacts in policy and decision-making. The Act does not state that Equality Impact Assessments (EQIAs) must be used to achieve proper consideration of equalities; nevertheless the Council has chosen to continue to use EQIAs for this purpose. Guidance from the Equalities and Human Rights Commission stresses that assessing the impact on equality is an ongoing process, to be reviewed in the light of experience gained through implementing policy.

Following a meeting of the Council's Community Services Scrutiny Committee meeting in October 2012, where the Executive Councillor for





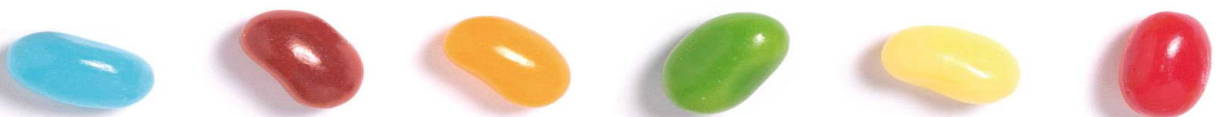
Housing agreed to progress two sites for redevelopment as part of the Council's Affordable Housing Development Programme (AHDP), concerns were raised about the equalities impact of the proposals. The affordable housing development programme began in 2008 and four separate EqIAs were carried out as the programme progressed to implementation and understanding of the equality issues has evolved. The concerns raised prompted two further reports to the Committee In January 2012. The first brought together a consolidated, updated and more comprehensive EqIA for the AHDP. It also made recommendations to clarify or amend aspects of the approach for assessing the equality impacts of the Programme in future. The second report reviewed the decisions relating to the two developments to consider whether they remained sound.

During 2012/13, the Council has implemented a number of actions included in the first year of the Single Equality Scheme that are intended to improve its corporate processes for assessing the equality impacts of its decisions. We have developed a more user-friendly corporate EqIA template, which allows officers to think about decisions in a more structured and evidenced manner. The template also provides an opportunity to highlight positive impacts as well as negative ones. The template has been promoted widely to officers and we have commissioned a programme of training to help Council officers carry out effective impact assessments.

During the year, the Council's Equalities Panel has provided quality assurance for a number of key EQIAs and we have used the Diversity Forum, which involves a wide range of stakeholders, to consider in greater depth the implications of major decisions, such as the development of the local Council Tax Support Scheme.

What actions do we intend to carry out in year two of the Single Equality Scheme?

We have identified a number of actions for the second year (2013/14) of the Council's Single Equality Scheme. These actions will help us to achieve the six equality and diversity objectives identified in the Scheme. Some of these actions pursue the same themes as those identified for 2012/13, while other actions are new, or build on our learning during the first year of the scheme.





Objective 1. To continue to work to improve access to and take-up of Council services

- Use members of the Joint Equalities Group to promote the use of Equality Impact Assessments and to advise officers in their own service area on how to complete them. The group will also undertake quality assurance on a selection of completed assessments throughout the year.
- Use our Equalities Panel to offer additional challenge to managers introducing changes to services or policies and to provide quality assurance to help ensure that equality impact assessments are consistently good across the organisation.
- Monitor the implementation of our Customer Access Strategy, reporting back to our Equalities Panel, so that people with protected characteristics equally benefit from improvements.
- Implement changes and improvements to the parking service in response to the findings of a customer survey, including improvements to accessibility.
- Work with internal editors and publishers to ensure that content on the Council's new website continues to be fully accessible.
- Monitor the implementation and impact of the Council's Local Council Tax Support Scheme to ensure that it helps to protect vulnerable groups of people in the way intended.

Objective 2. To develop an improved understanding of Cambridge's communities and their needs through research, data gathering and equality mapping

- Analyse new 2011 Census information as it becomes available, use it to inform the development of key policies, plans and services, and revise our workforce targets.
- Identify the most appropriate data available to inform future 'Mapping Poverty' reports prepared by the Council and its partners.
- Use the Cambridge Local Health Partnership to consider the implications of the Joint Needs Assessment and other public health outcome research and to provide oversight for mental health services in Cambridge over the next year.





- Carry out research and consultations with local arts organisations, residents and community groups about cultural provision and identify any gaps.

Objective 3. To improve community engagement in the development and delivery of services

- Use the Council's new website to allow customers to register for alerts regarding forthcoming Council consultations.
- Promote the use of existing consultation resources to Council officers, including the Consultation Code of Practice, Consultation Toolkit, register of forthcoming consultations and directory of consultees, to ensure that the Council's consultations are carried out to a consistently high standard.
- Build on the success of recent Diversity Forum events to engage effectively with groups representing different protected characteristics.
- Prepare to receive and consider any expressions of interest in running Council services submitted by local community groups under the Right to Challenge.
- Continue to improve Open Door, our outreach magazine for tenants and leaseholders, by increasing the use of it by wider Council departments to communicate their messages to the most vulnerable and excluded communities on council estates and increasing residents' sense of ownership in co-producing the magazine.
- Increase the extent of resident involvement in designing and interpreting the next large-scale Tenant Satisfaction Survey.
- Provide more information to Council tenants about wider council departments and services so that they can increase the say they have about these services.

Objective 4. To ensure that people from different backgrounds living in the city continue to get on well together

- Continue to work with and support partners to deliver local community events celebrating the diversity of the City and bringing people from different backgrounds together.
- Continue to promote and manage grant funding so that voluntary groups are able to access grant aid and other support to help them build their knowledge, skills and confidence.





- Increase the capacity of neighbourhood community development services to engage with vulnerable communities through partnership working, encouraging volunteers and making use of developer funding.
- Work with the Police and other agencies to mitigate the community impacts of the English Defence League (EDL) march in the City.

Objective 5. To ensure that the City Council's employment policies and practices are non-discriminatory and compliant with equalities legislation as a minimum standard

- Implement actions identified in EqlAs of new and revised employment policies developed during 2012/13
- Use equality impact assessments in the development of new and revised employment policies.

Objective 6. To work towards a more representative workforce within the City Council

- Review the Council's targets for BAME and disabled staff representation in light of 2011 Census information. Any revised targets will need to take into account the proportion of those that are economically active and the proportion of the working population that are made up of BAME and disabled residents.
- Review the results of the Council's recruitment survey and using it to inform targeted approaches for the recruitment of under-represented groups.
- Monitor and review opportunities for learning and development and career development for staff from the different equalities groups.
- Continue to work with the Papworth Trust to support existing staff with disabilities and encourage people with disabilities to apply for employment positions.
- Work with the Employability Partnership to continue to offer work experience placements for young people in a wide range of Council directorates.





Appendix A - Equalities achievements during 2012/13

Objective 1: To continue to work to improve access to and take-up of Council services.

In the first year of the plan (2012/13) we aimed to:	In the first year we:
Refine the EqlA template that we use and the guidance provided to officers. Run training for officers.	<ul style="list-style-type: none"> • Launched a revised template and guidance to help make the preparation of assessments easier and more straightforward for officers, following a successful trial. • Promoted the approach through departmental management teams, the intranet and staff newsletters. • Commissioned training sessions for staff on conducting effective EqlAs.
Undertake random sample of EqlAs to check their quality and use the Joint Equalities Group to promote consistency and best practice.	<ul style="list-style-type: none"> • Used the Council's Equalities Panel to quality assure EqlAs for larger projects, such as the Council's new Local Council Tax Support Scheme, the Olympic Torch Relay, and the new Leisure Management Contract. • Convened a special meeting of the Equalities Panel to consider a revised and update EqlA for the Affordable Housing Development Programme following concerns raised about the equality impacts of the programme. • Used the Joint Equalities Group to inform the development of the new EqlA template and guidance and promote best practice.
Develop the Customer Access Strategy and start to implement it.	<ul style="list-style-type: none"> • Developed a new Customer Access Strategy and action plan to improve the experience of our customers, including people from our diverse communities. • Published a customer charter and service standards have been published on the Council website under the 'contact us' page and displayed them at the Guildhall, Mandela House and area housing office receptions.





In the first year of the plan (2012/13) we aimed to:	In the first year we:
Commission a survey of disabled users and Shopmobility users to review how we can improve the accessibility of parking and Shopmobility services in Cambridge.	<ul style="list-style-type: none"> Carried out a mystery shopping survey of parking services, including improved accessibility. The data is being analysed and options for changing the service will be considered.
Carry out user testing of our website for people with disabilities.	<ul style="list-style-type: none"> Asked the Shaw Trust, a national charity that works with employers, social services and the disabled to help people with disabilities find employment, to test a template of our new website to ensure it is accessible and usable for a range of people, both from a technical and content perspective. The Trust will review the final website once it is fully operational.
Produce a Quick Guide to Procurement and Equalities for staff undertaking procurement and contract managers, complete with training package	<ul style="list-style-type: none"> Rolled out a Quick Guide to Procurement and Equalities as a part of a series of Quick Guides that contain key messages for staff about procurement.
Continue to work with the Government to understand the proposed Welfare Reforms and to lobby them to mitigate any potentially adverse impact on our residents.	<ul style="list-style-type: none"> Made extensive representations to Government about the extent of the Broad Rental Market Area in relation to housing benefit reforms. Carried out local consultation on the kind of Local Council Tax Support Scheme that should be taken forward Developed a final scheme that includes protections for vulnerable people, informed by the findings of consultation, including additional allowances for backdating and an extended disability band.





In the first year of the plan (2012/13) we aimed to:	In the first year we:
Investigate how Revenues and Benefits and Strategic Housing could work better with partners and the voluntary sector to develop a coordinated approach to home visits, to ensure that the needs of vulnerable residents are identified and responded to, and that they are aware of the benefits they are entitled to.	<ul style="list-style-type: none"> Supported CAB in running a session from the Council's Customer Access Centre one morning a week. Delivered a 60+ project to offer help and support to vulnerable older people living within Cambridge.

In addition to the actions setb out in Year 1 (2012/13) of the Council's Single Equality Scheme, we have also helped deliver this objective by:

- Receiving Customer Service Excellence status for our housing management service this year.
- Producing a 'Guide to Services for Older and Disabled People (2012 to 2014)', that outlines what we do to make our services accessible. It lists access information for council buildings, parking and public transport schemes, contact details for useful local organisations and much more.
- Supporting the 'Way to Be' awards scheme to recognise the achievements of local businesses in catering for disabled customers, to help make Cambridge as accessible and welcoming as possible.
- Assisting blind or partially sighted people to shop independently in Cambridge as through joint work between our Shopmobility service and the Guide Dog Association
- Opening our seventh refurbished sheltered housing scheme, which includes assisted living for older people with physical health needs.
- Installing a large covered walkway at the Meadows Community Centre in Arbury (one of our seven community centres), offering shade and shelter, which has increased the use of the garden by older people who attend the centre.
- Supporting vulnerable older people living within Cambridge through the Independent Living Services 60+ project.
- Providing activities for older people and launching a campaign to encourage people over 60 to apply to become volunteers, to help enhance the service provided to tenants. This benefits the volunteers as well as the recipients and provides increased confidence and more independence.

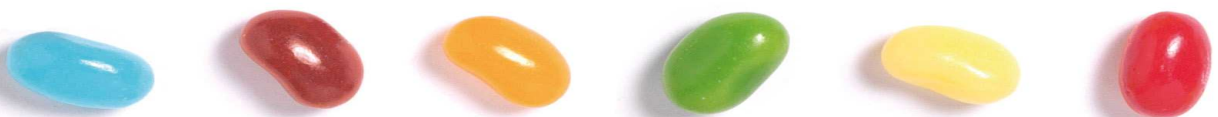




- Funding a new post to help support older residents, which will be working with the new Community Navigator scheme to help build a network of support for older people in Cambridge.
- Training staff in the use of Assisted Technology that helps with, for example, the prevention and rapid treatment of falls.
- Holding sessions giving advice for new mums on "establishing good sleep patterns for babies and toddlers" for women resident in temporary housing.
- Formally launching with partners the upgrade of the Cambridge-based emergency housing project for homeless people at Zion Baptist Church to improve the standard of accommodation provided at the centre, and also the ways in which it can help homeless people and those sleeping rough.
- Designing new parking tariff signs in our car parks which are clear and easy to understand and have been awarded Crystal Mark status by The Plain English Campaign.
- Establishing a resident's Housing Regulation Panel to enable residents to inspect estate based services and to get improvements made.
- Offering free tickets to the Corn Exchange through 'Open Door' to promote the facility and encourage more people from different backgrounds to use it.
- Holding a health awareness day targeted at the Bangladeshi and wider Asian community in North Cambridge and providing a leaflet, to help improve their take-up of local services.
- Developing provision for Bangladeshi community/Asian community groups in the South of the city at Ross Street Community Centre.
- Using resources from the Government's Prevent programme to help build the capacity of Bangladeshi Community groups so that they can participate better in community life.
- Supporting existing credit unions in the city to increase their number of volunteers and members.
- Introducing an accessible plot at Kendal Way allotments.

Objective two: To develop an improved level of understanding of Cambridge's communities and their needs through research, data gathering and equality mapping.

In the first year of the plan (2012/13) we aimed to:	In the first year we:
---	------------------------------





In the first year of the plan (2012/13) we aimed to:	In the first year we:
Undertake 'Mapping Poverty' research and adapt our portfolio and operational plans as appropriate.	<ul style="list-style-type: none"> • Provided briefings for officers and members on about the main messages from administrative data for Council Tax and Housing Benefit. These included the continuing geographical inequalities in the city, and the extent of different groups of people living on a low income. • Fed these issues into the Council's Medium Term Financial Strategy (MTS).
Analyse the outcomes of the 2011 Census, 2010 Index of Multiple Deprivation and Joint Strategic Needs Assessments and adapt our portfolio and operational plans as appropriate.	<ul style="list-style-type: none"> • The first headline results of the 2011 Census at a citywide level have been published recently. Further releases will be made over the next few months. • Analysed initial data releases and circulated briefings to service managers to improve their understanding of our diverse communities.
Work with partners to develop a better understanding of mental health and learning disability issues and identify any gaps in our services	<ul style="list-style-type: none"> • Delivered a series of training sessions for different groups of officers, including front-line staff, to raise awareness about mental health issues • The Cambridge Local Health Partnership is looking at the various reviews and scrutiny of mental health services and will be pushing for improvements in local services.
Carry out an assessment of potential Gypsy and Traveller sites, as part of the local plan development process.	<ul style="list-style-type: none"> • Undertook an assessment of sites for Gypsy and Traveller provision. This followed on from the Cambridge sub-Regional Gypsy and Traveller Accommodation Needs Assessment that was published in 2011. No suitable plots have been identified for Cambridge.
Understand the gaps in the city's provision for cultural activity.	<ul style="list-style-type: none"> • Carried out a scoping exercise at the Big Weekend Review and Planning meeting. Undertook research and consultations with local arts organisations, residents and community groups about provision and identify gaps will be carried out in 2013/14.

In addition to the actions set out in Year 1 (2012/13) the Council's Single Equality Scheme, we have also helped deliver this objective by:





- Learning more about the different groups of tenants living in our housing so that we can deliver a better service.
- Signing up to a countywide Information Sharing Framework that uses new common principles for sharing client data to improve the flow of information.

Objective three: To improve community engagement in the development and delivery of services.

In the first year of the plan (2012/13) we aimed to:	In the first year we:
Develop a forward plan of consultations that the Council will be carrying out.	<ul style="list-style-type: none"> • Put in place a Consultation Register of forthcoming consultations on the City Council's intranet page. We will be exploring opportunities to use the website to allow customers to sign up for alerts for forthcoming consultations.
Carry out annual review of the Council's Code of Practice on Consultation and Community Engagement to ensure that it is being implemented effectively.	<ul style="list-style-type: none"> • Conducted an annual review and presented findings to Strategy and Resources Committee in July 2012. The self-assessment and feedback from residents associations has identified some areas for improvement. The Consultation Working Group is taking these forward to ensure that consultations are consistently to a high standard.
Carry out a review of how we work with different external groups, for example through the Diversity Forum.	<ul style="list-style-type: none"> • Determined clear and distinct roles for the Equalities Panel (advice and scrutiny) and the Diversity Forum (consultation with stakeholders). A set of actions have been agreed and implemented to address some areas for improvement for both forums.
Review the results of the North Area Committee pilot, then agree and implement what changes the committees will make.	<ul style="list-style-type: none"> • Reviewed the results of the pilot and reported the findings to Strategy and Resources Scrutiny Committee in July 2012 reviewing the pilot. Consultation results indicate that the community engagement element of the pilot was a success. Each area committee is now responsible for identifying any changes it wishes to make to meetings to make them more welcoming and inclusive.



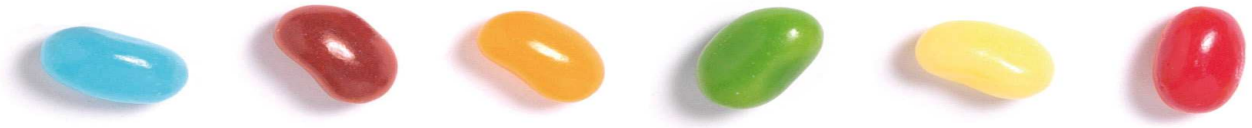


In the first year of the plan (2012/13) we aimed to:	In the first year we:
Consider the implications of the Localism Act and adapt our portfolio and operational plans as appropriate.	<ul style="list-style-type: none">• Developed a process for elements of the Localism Act that have come into force, including for example the Community Right to Bid and the Community Right to Challenge

In addition to the actions set out in Year 1 (2012/13) of the Council's Single Equality Scheme, we have also helped deliver this objective by:

- Carrying out over 25 public consultations of varying sizes and complexity, to find out from local people and other stakeholders how we can deliver better services now and in the future. Consultations included: using focus groups with residents, including young people, BAME residents and those on low incomes, to explore views on spending priorities for the Council and inform budgetary decisions by the Council; running a detailed Residents' Satisfaction Survey with over 1,100 Council tenants and leaseholders; and receiving 11,000 comments in response to consultation on issues and options for the new Local Plan.
- Establishing a Mill Road Traders' Association, which currently has a membership list of over 130 businesses and includes owners from a diverse range of nationalities, including Greece, Turkey, Algeria, India, Korea, China, Australia, and New Zealand.
- Holding a 'Resident's Day' conference, which brought together 80 local people from our diverse communities, to encourage them to engage with and help shape Council services.
- Including Council tenant and leaseholder representatives as advisors for the first time in the council's planning process for new-build and re-developing homes in existing council estates.
- Published an annual report for tenants and leaseholders about our housing services, which included a 'freepost' survey to encourage people to give their feedback so that improvements can be made for the next report in 2013.
- Developing a residents' network and the formation of 3 new Residents' Associations.
- Organising community network events in wards for people involved in local community and voluntary sector organisations. The events can be helpful in finding out what is happening across a ward and in establishing better connections with local communities.
- Using community led publications to promote local grants, activities and events, including Abbey Action and Kings Hedges News.



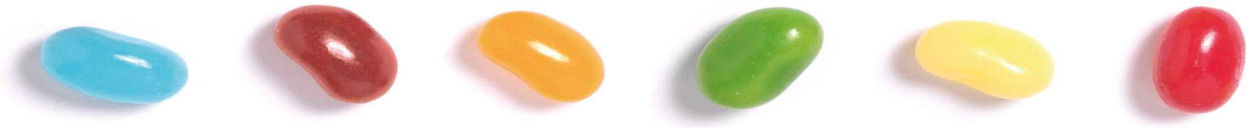


- Developing a new online guide for putting on community arts and events in Cambridgeshire and Peterborough, called 'Startnow'.
- Organising the Cambridge Arts Network winter conference, which gave local groups the opportunity to share their views about the arts in Cambridge, including how to make the arts more accessible to diverse communities.
- Running street surgeries in estates to help residents talk about local anti-social issues and explore solutions.
- Recruiting a new resident involvement facilitator following requests from housing service users, to support residents in scrutinising the performance of our housing services and making improvements.
- Giving all council tenants and leaseholders city-wide the opportunity to elect six resident representations onto the Housing Management Board.
- Carrying out resident involvement activities at Hazlewood and Molewood Community Day, Hanover and Princess Court Christmas Party, Wulfstan Way Community Day, Trumpington Mix and Mingle, Newtown Mix and Mingle.

Objective four: To ensure that people from different backgrounds living in the city continue to get on well together.

In the first year of the plan (2012/13) we aimed to:	In the first year we:
Support a wide range of celebratory activities, including Holocaust Memorial Day, LGBT History Month, International Women's Day, Black History Month, Disability History Month and other events as appropriate.	The Council has supported local partners in the delivery of a wide range of events and activities to mark or celebrate Holocaust Memorial Day, LGBT History Month, International Women's Day, Black History Month, and Disability History Month.
Promote and manage grant funding so that voluntary groups are able to access grant aid and other support to help them build their knowledge, skills and confidence.	<ul style="list-style-type: none"> • Continued to provide and promote grant funding to support voluntary and community groups. • Maintained the amount of grant funding available to support voluntary and community groups.
Engage more actively with BAME and other communities who feel vulnerable to provide them with opportunities to express their concerns and have them addressed.	<ul style="list-style-type: none"> • Continued to engage with vulnerable communities with outreach through its community centres, neighbourhood community development work and housing involvement officers and new communities team.






In addition to the actions set out in Year 1 (2012/13) of the Council's Single Equality Scheme, we have also helped deliver this objective by:

- Supporting local community groups in staging local festivals and carnivals in the year, such as the Arbury Carnival and Chesterton Festival, that brought large numbers of people together to celebrate community life.
- Supporting the visit of the Duke and Duchess of Cambridge, which brought together people from different backgrounds and celebrated the diversity of our communities, with visits to 'Jimmy's Night Shelter' and Manor Community College.
- Holding a successful Civic Reception at the Guildhall for Council tenants to network with the Council's Chief Executive, directors, councillors and each other. There were 40% more residents present than last year representing a wider diversity of local people, including young people, older people and BAME residents.
- Running a series very successful *Residents' Exchange Evenings* where residents, staff and councillors from other local authorities like Stevenage, Luton, Bedford and Suffolk came to study the positive practice methods of our resident volunteers.
- Commissioning a documentary film that celebrates the wide variety of arts, sports and cultural events and activities in Cambridge that were inspired by this year's Olympic and Paralympic Games. The film records how people of all ages, abilities and cultural backgrounds came together to celebrate London 2012. The full film is available on the City Council's website and a screening was held at Arts Picturehouse.
- Holding a workshop on the benefits of embracing cultural diversity in the arts. It included an assessment of how well diversity is presently represented in arts activity in Cambridge and how engagement with Cambridge's diverse communities in arts activities and events be improved.

Objective five: To ensure that the City Council's employment policies and practices are non-discriminatory and compliant with equalities legislation as a minimum standard.

In the first year of the plan (2012/13) we aimed to:	In the first year we:
---	------------------------------





In the first year of the plan (2012/13) we aimed to:	In the first year we:
Implement the actions arising from the EqlA of employment policies.	<ul style="list-style-type: none"> Continued to carry out EqlAs on new and revised employment policies as a matter of course. Developed a Human Resources EqlA work programme to capture any actions that arise.
Track any patterns in disciplinary cases and grievances, learn the lessons and take appropriate actions.	<ul style="list-style-type: none"> Tracked disciplinary and grievance cases. Reported the results to the Equalities Panel and published the information on the Council website in the workforce report. Continued to assess if there are trends or patterns that we need to learn from.
Implement the action plan arising from the staff survey.	<ul style="list-style-type: none"> Results from the staff survey in relation to discrimination and equality of opportunity were positive, so at the current time there are no actions to implement. Reviewed results from the Council's Staff Survey to assess if there were any additional training needs for equalities issues.
Review the equalities training we offer managers and staff to address any gaps or issues.	<ul style="list-style-type: none"> Provided equalities training during the year to staff and managers as a part of the Council's Corporate Training Programme. Reviewed current suite of equalities training and established that it is fit for purpose.

Objective six: To work towards a more representative workforce within the City Council.

In the first year of the plan (2012/13) we aimed to:	In the first year we:
Investigate opportunities for carrying out a recruitment survey among the BAME community groups in Cambridge.	<ul style="list-style-type: none"> Developed a recruitment survey for circulation to BAME community organisations in early 2013. There will also be a pop-up version of the survey on the jobs portal and Council website. The results of the survey will be analysed and used to inform targeted approaches for the recruitment of under-represented groups.





In the first year of the plan (2012/13) we aimed to:	In the first year we:
Continue our work with the Papworth Trust to support our managers to identify potential job opportunities for disabled people and encourage the Trust's disabled clients to apply for suitable positions.	<ul style="list-style-type: none"> Continued to work with the Papworth Trust. Regular update meetings are held between the Council and the Papworth Trust to ensure support is available for existing staff with disabilities and to encourage people with disabilities to apply for employment positions.
Work with the County Council to explore opportunities for potential work experience placements for young people across Cambridge City Council directorates.	<ul style="list-style-type: none"> Developed process, policy and relevant paperwork have been set up with the Employability partnership (the information, advice and guidance service for young people) to work with Managers across the Council to arrange work experience placements.
Carry out a data validation exercise of our workforce equalities monitoring information.	<ul style="list-style-type: none"> Completed a data validation exercise of our workforce equalities monitoring information. Published regular workforce profiles that include information about groups of people employed by the Council with protected characteristics.

In addition to the actions set out in Year 1 (2012/13) of the Council's Single Equality Scheme, we have also helped deliver this objective by providing apprenticeships for 10 young people in a number of different Council services this year, including a scheme for 16 - 24 year olds in Environmental Cleansing.





Appendix B - What more do we know about people in Cambridge?

Since the Council's Single Equalities Scheme was published in March 2012, data from Census 2011 has begun to be released, improving our understanding of the people that live and work in Cambridge. Whilst further detail is still to emerge the picture that is provided by early Census 2011 releases shows that Cambridge continues to be a diverse City and a place of population growth.

Since 2001 the number of people living in Cambridge has increased by 15,000 people or 12.7%, to an estimated 123,900 people. The number of households in Cambridge has also increased by 4,042 or 8.6% since 2001. The Council expects this rate of growth to continue into the future due to the planned construction of new homes in the City.

Migration

People are drawn to Cambridge because it has an international reputation as a centre for academic excellence and research and has a thriving high-tech sector. This economic success contributes to a high jobs density in the City but has also led to a high cost of living and low housing affordability.

The Office for National Statistics (ONS) has recently changed its approach to estimating migration. Presently ONS believe that 1,000 people leave Cambridge, more than arrive, each year providing a projection of a slightly decreasing population over a ten-year period. The Council is challenging the basis of this new approach because it feels it does not reflect what experience and results of the 2011 Census tell us about our growing population. The Council feels strongly that more people decide to stay in Cambridge than is presently estimated and that migration (internal and international) positively contributes to our growing population.

There is also a substantial churning in our population. According to the Council's own Electoral Registration records just over a fifth of the City's registered population changes each year. In November 2012 there were nearly 92,000 people registered in Cambridge. If you add in the number of non-responding properties, largely attributed to people from overseas





(non-EU and Commonwealth) who are ineligible to vote (at 10% of households), this provides a picture of a dynamic population.

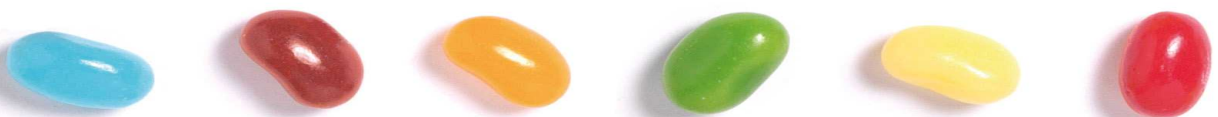
Partly because of the high level of migration to Cambridge, it is increasingly becoming a more diverse place with a number of different communities evenly spread, rather than concentrated, out across the geographical area of the City. The 2011 Census shows us that just under a third of people (33.1% or 46,100 people) resident in the City were born outside of England. In 2001 just under a quarter of people (23.9% or 26,100 people) were born outside England. During the intervening period the number of people born in England, resident in Cambridge, has remained at nearly the same number (82,900 people). This suggests that the growth of the Cambridge has been supported by an increase in people from the European Union (the proportion doubling to nearly 8%) and people from outside the European Union (the proportion increasing by nearly a third to just under 18%).

Ethnicity

The 2011 Census shows that Cambridge continues to be one of the most diverse places in the country, outside of London, with an increasing proportion of its population made up of ethnic groups that are not white. 66% (or 81,742 people) of Cambridge's population identified themselves as White British, 1.4% (1,767 people) White Irish and 15% White other, giving 82.5% (or 102,205 people) in total. 2011 Census showed 89.5% in total.

In 2011, 17.5% (or 21,700 people) identified themselves as belonging to other ethnic groups, compared to 10.0% in 2001. The largest of which were Bangladeshi, Chinese and Indian, representing an aggregated proportion of the population of 7.9% (or 9,716 people).

The 2011 Census identified Gypsy/Travellers as an ethnic group for the first time and showed 109 people from this group living in Cambridge. In Cambridge, much of the traveller population is settled in housing rather than caravans. The Cambridge Area Travellers Needs Assessment estimated that in Cambridgeshire and Peterborough Gypsy/Travellers to be one of the largest minority ethnic groups in the county (at 6,080 people in 2005).





The 2011 Census also identified languages spoken in households. This reveals while 90% of households in the City contain at least one person who speaks English as a first language, there are 4,917 households (10% of all households) in Cambridge where no one in the household speaks English as a first language.

Religion or Belief

Table 1, on the following page, shows the religious make up of Cambridge in 2001 and 2011 according to Census data.

Table 1: People in Cambridge identifying their Religion or Belief

	2001 Census		2011 Census	
Total Population	108,900		123,900	
Christian	62,764	57.65%	55,514	44.8%
Muslim	2,651	2.44%	4,897	4.0%
Hindu	1,293	1.19%	2,058	1.7%
Buddhist	1,139	1.05%	1,573	1.3%
Jewish	850	0.78%	870	0.7%
Sikh	205	0.19%	213	0.2%
Other	531	0.49%	703	0.6%
Religion not stated	10,465	9.61%	11,200	9.0%
No religion	28,965	26.61%	46,839	37.8%

Table 1 shows that the religion with the highest proportion of followers in Cambridge is still Christianity, although this has shrunk by just over 10% since 2001. Cambridge remains among the districts with the highest proportions of people stating that they have no religion in the country (37.8%). The proportion of people who are Muslim has increased from 2.44% to 4.0% since 2001.

Age

Cambridge’s age structure differs significantly from the other districts in Cambridgeshire and nationally. The median age of people resident in Cambridge is thirty-one, one of the lowest medians for a local authority population in the country. Over half of Cambridge’s population continues





to be between 15-44¹. Cambridge has the highest proportion of 15-24 and 25-44 year olds in Cambridgeshire. This is primarily due to its large student population, with around 25,000 people attending Cambridge's universities.

Whilst the proportion of people over 65 has reduced since 2001, from 13.1% to 11.8%, the overall number has remained about the same at 14,500 people. This is contrary to the wider trend in Cambridgeshire and nationally of an aging population. In Cambridge, however, the number of the very elderly (85 years plus) has grown in number, from 2,100 to 2,700 over the ten-year period.

Gender

According to 2011 Census, there were 103.5 males to every 100 females resident in Cambridge, which is higher than the national average.

Disability

Estimates of disability prevalence are highly dependent on the definition of disability used. The OPCS Survey of disability estimated that in 2006 8% of the Cambridgeshire population had a disability. The 2011 Census reported that 22.2% of households in Cambridge contained at least one person with a long term illness, health problem or disability which limit their daily activities, compared with 13.7% in 2001.

¹ <http://www.cambridgeshire.gov.uk/NR/rdonlyres/3B0B3A7B-E448-4D61-A853-0B5A1A467969/0/CambridgeCityDistrictReport2011.pdf>

