



Cambridge City Council

**Single Equality Scheme
2012 – 2015**

**Year Two Review
March 2014**

Appendix A





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:

- Highlights some of our key achievements during the year which have contributed to progress towards our equalities objectives.
- Reports on progress against the specific actions we identified for the second year of our Single Equality Scheme (2013/14)
- Sets out some actions for the third year of the Single Equality Scheme (2014-15) that will further help us achieve these objectives.

What have we achieved during 2013-14?

Some of the Council's key achievements in relation to equality and diversity in 2013/14 have included:

- **Mainstreaming equality and diversity within Council services** –
Over a period of time we have sought to mainstream equality and diversity in everything that we do. During the course of 2013/14 we have taken a number of steps to ensure that equality and diversity remains embedded in the work of all services:
 - We have increased the membership of the internal Joint Equality Group (JEG) to ensure that all services are actively engaged in discussions on equality issues.
 - We have also delivered a range of training to ensure that staff are aware of their responsibilities. A total of 77 staff attended five separate training sessions on carrying out effective Equality Impacts Assessments (EqIA). An audit carried out by the Council's Internal Audit service following this training programme gave the Council's EQIAs process 'significant assurance'.
 - We have also refreshed the diversity training provided as part of the staff induction, made available three e-learning modules on Equality & Diversity, and included a focus on bullying and harassment in the Managers Skills programme for all managers.





- We have published a Quick Procurement Guide which looks at how to deal effectively with equality issues in procurement projects. By doing this, we can work to ensure that the suppliers and contractors that work for us don't operate in a way which conflicts with our legal responsibilities and do provide services/supplies that meet the diverse needs of the people that use our services.

- **Engaging communities in the development and delivery of Council services**
- We have actively promoted the Council's Diversity Forum to groups representing different protected characteristics and taken issues raised in the Forum to the Equalities Panel for consideration.

In June 2013, the Forum focused on issues facing older people, while in November it focused on partnership work in relation to hate crime. We also asked local people to suggest innovative public service ideas for submission to the Bloomberg Foundation's "Big Idea" competition in December 2014, with the project selected as the Cambridge entry focusing creating opportunities for disabled and non-disabled residents to take part in inclusive sporting activities.

- **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 over the course to mark or celebrate:
 - Black History Month
 - Cambridgeshire Celebrates Age
 - Disability History Month
 - Holocaust Memorial Day
 - International Day for Older People
 - International Women's Day
 - Lesbian Gay Bisexual and Transgender (LGBT) History Month
 - Refugee Week
- **Providing an inclusive programme of arts and sports events** – including:
 - The Big Weekend, which provides opportunities for a wide variety of groups to showcase their activities, including the Asian community through the Asian Mela, young people through performance slots (even on the main stage) and stalls for local voluntary groups.
 - Other free events during the summer, including Bonfire Night, The Big Weekend and outdoor parks concerts, which are open to all residents regardless of income and had a record attendance.
 - A senior citizens programme which included tea dances in the Guildhall and a trip for 700 senior citizens to Great Yarmouth and received excellent feedback from participants





- An Asian Family Community Sports event, which offered a range of community sports tournaments and activities including a netball, football, cricket, badminton and table tennis.
- **Delivering a comprehensive activities programme for children and young people** – including neighbourhood events and activities, a summer programme including the Urban Sports Festival and a range of activities focused upon groups of young people with particular needs; for example, a group of young girls who were showing signs of risky behaviour and a group of young people who were participating in anti-social behaviour.
- **Providing grant funding to voluntary and community groups for equality and diversity activities** – The Council has maintained grant funding to community groups. Between April 2013 and February 2014 the Council awarded a total of £861,690 to 151 groups through its Community Development Grants.

The priorities for the Community Development Grants programme 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. The Council funds many local groups carrying out equality and diversity activities as a result.

- **Monitoring the impact of the Welfare Reforms** - The City Council is part of the Cambridgeshire Welfare Reform Strategy Group, whose remit includes monitoring the impact of welfare reform across the County. The Council also formed a working group of senior officers to look at the impact of the changes on Cambridge residents. The group developed strategies and policies, including a discretionary housing payment policy, to ensure that the most vulnerable were identified and protected where possible.

In April 2013, the City Council developed a new local Council Tax Support Scheme to replace the national council tax benefit. This scheme was designed to ensure that those people who are the least well-off continue to pay the lowest amount of council tax.

- **Supporting the two Credit Unions in Cambridge** – to help residents on low incomes, often single parents, who can be vulnerable to loan sharks and ‘pay day’ lenders. We have done this by:
 - Hosting the Credit Unions in our Customer Service Centre.
 - Working with Cambridge Volunteer Centre to help the Credit Unions to recruit more volunteers.
 - Giving Rainbow Savers Credit Union a £20k ‘rolling grant’ so they can administer small emergency loans to those in real need.
 - Promoting the Credit Unions through City Council publications such as Cambridge Matters, Open Door and Neighbourhood Newsletters.





- **Increasing our understanding of the needs of our communities** – During 2013/14 we have carried out a range of research projects which will increase our understanding of the needs of particular equality groups in the City. We will use the findings of this research to inform the development of Council services, policies and plans.

For example: we are working with Encompass to carry out research into the needs of Lesbian, Gay, Bisexual and Transgender residents; we have sought the views of disabled residents on arts provision in the Cambridge; we have involved tenants in the development of our Tenant Satisfaction Survey; and we have analysed and disseminated information from the 2011 Census.

- **Improving digital access to Council services** – Following the development of the Council's new website in 2012/13, we have worked to update and improve the content of the website. We aim to ensure that all content meets recognised accessibility standards and have provided the Readspeak link on every webpage so that text can be read out loud to customers who may have difficult reading, including those with visual impairments or whose first language is not English.

We have also sought to address the challenges faced by some residents in accessing on-line services through the 'Get Online' pilot project which provides support for tenants and leaseholders on low incomes, through loan of computers, social broadband tariffs, and signposting to computer training providers within the City.

- **Increasing the accessibility of our buildings and facilities for residents and customers** – including through:
 - installing upgraded hearing enhancement systems in the Corn Exchange and the large and small Guildhalls to ensure visitors with hearing difficulties get the best possible experience in our venues.
 - ordering new staging for the Guildhall Stage and a wheelchair lift to ensure the stage is accessible to wheelchair users.
 - installing new software at the Council's Box Office that will enable customers to print tickets at home, which will benefit those who have difficulty getting to the box office.

What progress have we made against the actions identified for Year Two of the Single Equality Scheme?

In our Single Equality Scheme, we identified a number of actions for completion during 2013/14 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 the tables below:



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

In the second year of the plan (2013/14) we aimed to:	In the second year:
<p>Use members of the Joint Equalities Group (JEG) to promote the use of Equality Impact Assessments (EqIAs) 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.</p>	<p>Members of the JEG have championed the use of EqIAs within their service areas. The JEG has provided advice, challenge and quality assurance to officers producing a number of EqIAs, including assessments on:</p> <ul style="list-style-type: none"> • Accessibility of polling stations for local elections • Discharge of statutory homelessness duties • Discretionary Housing Benefit • Housing-related support provided for older people through the Independent Living Service • The restructure of the Community Development service.
<p>Work with partners in the voluntary sector to consult residents with mental health issues on any barriers they experience in accessing Council services and how they could be addressed.</p>	<p>Meetings have been held with local voluntary sector groups that support people with mental health issues (the Richmond Fellowship and Lifecraft) and a questionnaire has been developed in consultation with them.</p> <p>The consultation has been delayed due to vacancies in the Corporate Strategy service, but will be progressed during 2014.</p>
<p>Provide training for elected Members on mental health issues.</p>	<p>A Members' Briefing session on Mental Health Awareness is scheduled for 9 April 2014. The session will cover: an overview of common mental health issues and how to recognise them; how we can best support someone in mental distress; how to address any issues in a meetings setting; and what support is available in the local community.</p>
<p>Use our Equalities Panel to offer additional challenge to managers introducing changes to services or policies and to provide quality assurance to</p>	<p>The Equalities Panel provided challenge to managers in relation to a number of proposed service changes, policies and EqIAs, including:</p> <ul style="list-style-type: none"> • the impact on local residents and communities



In the second year of the plan (2013/14) we aimed to:	In the second year:
<p>help ensure that equality impact assessments are consistently good across the organisation.</p>	<p>of the wider welfare reforms, including changes to the Local Housing Allowance and Housing Benefit, and the steps the Council is taking in response.</p> <ul style="list-style-type: none"> • the equality impacts of the new Cambridge Local Plan. • the Together for Families project, a partnership initiative which is working with families in Cambridge which engage regularly with statutory services. • hate crime issues, including Cambridgeshire Police's new hate crime strategy.
<p>Monitor the implementation of our Customer Access Strategy, reporting back to our Equalities Panel, so that people with protected characteristics equally benefit from improvements.</p>	<p>We prepared a new Customer Access Strategy and action plan in 2012/13 to help improve the experience of all our diverse customers. During 2013/14 we monitored the impact of the strategy and action plan, and during 2014/15 we will develop a new Customer Access Strategy, which will be linked to our ICT strategy.</p> <p>Our customer service centre handled over 225,000 telephone calls, 45,000 face-to-face enquiries and 30,000 email transactions. In 2013, we retained the Gold Standard award, which is awarded by the Customer Contact Association and is given only to centres of excellence and high performance.</p>
<p>Implement changes and improvements to the parking service in response to the findings of a customer survey, including improvements to accessibility.</p>	<p>We carried out a mystery shopping exercise in June 2012 and the resulting report made a number of recommendations in relation to accessibility. In response we have:</p> <ul style="list-style-type: none"> • Developed a new database which allows a customer to book a piece of mobility equipment at either Shopmobility site with a single phone call. • Displayed signs outside both Shopmobility offices showing when the offices are open and provided information on the website and on the answer-phone message if a customer rings out of hours. • Refurbished the lift in the lower levels of the





In the second year of the plan (2013/14) we aimed to:	In the second year:
	<p>Grand Arcade car park, making it cleaner and more pleasant to use.</p> <ul style="list-style-type: none"> Replaced the sign for Park Street car park on Jesus Lane with a much larger and clearer sign.
<p>Work with internal editors and publishers to ensure that content on the Council's new website continues to be fully accessible.</p>	<p>As part of the development of the Council's new website in 2012/13, the website was tested by the Shaw Trust, a national disability charity, to ensure that it is accessible to a range of customers.</p> <p>During 2013/14, the Corporate Marketing team has worked with officers across the Council to update and improve the content of the website. We aim to ensure that all our websites meet the AA standard of the Web Content Accessibility Guidelines (WCAG 2.0).</p> <p>The Readspeaker link is provided on every webpage so that text can be read out loud to customers who have difficult reading, including those with visual impairments or whose first language is not English.</p>
<p>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.</p>	<p>The City Council is part of the Cambridgeshire Welfare Reform Strategy Group, whose remit includes monitoring the impact of welfare reform across the County. Partners across Cambridgeshire monitor the impact of the benefit changes on an on-going basis, so that we can ensure our respective service provision continues to meet the needs of the people of Cambridgeshire.</p> <p>Additionally, the Council formed an officer working group for welfare reform, comprising of senior officers from departments across the Council. This group looked at the impact of the changes and developed strategies and policies, including a discretionary housing payment policy, to ensure that the most vulnerable were identified and protected where possible. Support was given from various services across the council for applications to other benefits and to consider options to help manage the changes and impact</p>





In the second year of the plan (2013/14) we aimed to:	In the second year:
	<p>upon those affected. This group continues to meet to discuss the future of welfare support to the vulnerable.</p> <p>In April 2013, the City Council developed a new local Council Tax Support Scheme to replace the national council tax benefit. This scheme was designed to ensure that those people who are the least well-off continue to pay the lowest amount of council tax.</p>

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

In the second year of the plan (2013/14) we aimed to:	In the second year:
<p>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.</p>	<p>The Equalities Panel received a report on changes in Cambridge’s BAME communities revealed by the 2011 Census in June 2013, and we circulated a briefing on the key changes revealed by the 2011 Census to managers across the Council.</p> <p>We have also created and promoted a ‘Cambridge Facts and Figures’ page on the Council’s intranet to provide managers with access to Census information and other useful statistics. This has helped officers develop evidence-based EqlAs, policies, plans and service changes.</p> <p>During 2013/14, we reviewed our workforce targets for the proportion of the workforce who are from a BAME community or have a disability to take account of the changes in the population of Cambridge highlighted by the 2011 Census data.</p>
<p>Identify the most appropriate data available to inform future ‘Mapping Poverty’ reports</p>	<p>The 2013/14 Mapping Poverty Report will be based primarily on data held by the Council, but there are opportunities to use new sources of</p>





In the second year of the plan (2013/14) we aimed to:	In the second year:
<p>prepared by the Council and its partners.</p>	<p>ONS data to carry out analysis of poverty by ethnicity, which was not previously possible.</p> <p>The Mapping Poverty Report will be completed by March 2014 and will make use of the Cambridgeshire Atlas to present the information in a more interactive form.</p>
<p>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.</p>	<p>The Local Health Partnership has developed a number of evidence based programmes of work.</p> <p>For example, in response to population projections which predict an ageing population, the Partnerships ha submitted five bids to the Better Care fund for preventative work with adults in sheltered accommodation to reduce the need for crisis and acute care.</p> <p>The Partnership has also kept an overview of mental health services in Cambridge and has pushed for Clinical Commissioning Plans to take account of the need to support people with mental health needs living in City Council homes.</p>
<p>Carry out research and consultations with local arts organisations, residents and community groups about cultural provision and identify any gaps.</p>	<p>We completed a Disability Arts Audit study which explored: what arts provision is available for disabled users; the views of users of this provision; and opportunities to improve services.</p> <p>The study involved consultation with the providers and users of services. The findings of the research are currently being analysed and will be used to inform the development of the Council's Arts Strategy.</p>

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

In the second year of the plan (2013/14) we aimed to:	In the second year:
<p>Use the Council's new website to allow customers to register for alerts regarding forthcoming</p>	<p>As part of the on-going development of the website, residents can now register for e-mail alerts when a new consultation is posted on the</p>





In the second year of the plan (2013/14) we aimed to:	In the second year:
Council consultations.	<p>Council's webpages.</p> <p>This was one of the key suggestions made by Residents Associations when we asked them about our approach to consultation.</p>
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	<p>We have promoted the range of resources available to Council officers on consultation via a dedicated page on the Council's intranet.</p> <p>We commissioned the Consultation Institute to provide a two-day training course to staff on consultation methods and techniques in July 2013.</p> <p>As part of efforts to share good practice, we have invited officers developing new consultations to attend the internal Consultation Working Group to receive constructive advice from colleagues who regularly engage in consultation activity.</p>
Build on the success of recent Diversity Forum events to engage effectively with groups representing different protected characteristics.	<p>We have held two Diversity Forum events in 2013/14, which were attended by local groups representing protected characteristics.</p> <p>In June 2013, the Forum focused on issues facing Older People, including the work of the Community Navigator project and the Council's community development and supported housing services.</p> <p>In November 2013, the Forum focused on the issue of hate crime, and heard from speakers from the Cambridge Ethnic Community Forum, the Cambridgeshire Police, and the Crown Prosecution Service.</p>
Prepare to receive and consider any expressions of interest in running Council services submitted by local community groups under the Right to Challenge.	In response to national legislation introduced under the Localism Bill, we developed a local approach to allow local community groups to express interest in running Council service during an annual window in June and July. In 2013 we did not receive any expression of interest, but this reflects the experience of many authorities within the region. We will consider how best to promote





In the second year of the plan (2013/14) we aimed to:	In the second year:
	the window to groups during 2014.
<p>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.</p>	<p>Open Door is co-produced with resident representatives to ensure it continually reflects residents' needs. In 2013, the proportion of the magazine written by council tenants themselves increased to about a quarter, and new features were introduced on 'Help with your Finances' and 'Extra Supports and Services For You'. Open Door also provides tenant representatives with the opportunity to update the wider tenant body on their engagement with Council services.</p> <p>A 2013 survey on two of the Council's more deprived estates found that readership of Open Door had increased to 83% of residents.</p>
<p>Increase the extent of resident involvement in designing and interpreting the next large-scale Tenant Satisfaction Survey.</p>	<p>The next large-scale Tenants Satisfaction Survey will take place in 2014 survey. The survey is currently being designed and tested primarily by tenants and leaseholders. Instead of only measuring satisfaction with housing services, the survey will now provide a useful snapshot of how tenants are managing their finances, households and priorities following the recession and benefits changes.</p> <p>It will also measure how aware they are of support and advice services available to them and how well equipped they are for accessing new technology and ways of communicating with the Council and other services.</p>
<p>Provide more information to Council tenants about wider council departments and services so that they can increase the say they have about these services.</p>	<p>We included practical features in Open Door during 2013/14 on how to make the most of many wider services from the Council and partners, including:</p> <ul style="list-style-type: none"> • Events such as Summer in the City, disability arts events, and events for older people • Support for people with mental health issues • Cambridge Dial A Ride • Changes to the benefits system, and using credit unions and Citizens Advice Bureau





In the second year of the plan (2013/14) we aimed to:	In the second year:
	<ul style="list-style-type: none"> • Homelessness support • Healthy eating on a budget Local community centres and local libraries • Joining in local Community Environment Days • Protecting vulnerable adults and children • Preventing anti-social noise and controlling problem dogs • Accessing the Customer Service Centre • Understanding ward councillors and Committees.

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

In the second year of the plan (2013/14) we aimed to:	In the second year:
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.	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, Cambridgeshire Celebrates Age, International Day for Older People, Disability History Month, Holocaust Memorial Day, Lesbian Gay Bisexual and Transgender (LGBT) History Month, International Women’s Day and Refugee Week.
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.	<p>The Council has maintained grant funding to community groups. Between April 2013 and February 2014 the Council awarded a total of £861,690 to 151 groups through its Community Development Grants.</p> <p>The priorities for the Community Development grants programme 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.</p>
Increase the capacity of	The Council’s Community Development Strategy





In the second year of the plan (2013/14) we aimed to:	In the second year:
<p>neighbourhood community development services to engage with vulnerable communities through partnership working, encouraging volunteers and making use of developer funding</p>	<p>was refreshed in 2013 and identified the need for neighbourhood community development services to seek to do more through: partnership work with other stakeholders / groups; encouraging volunteers; and using developer funding and external funding sources.</p> <p>These principles have informed the wider review of the Community Development Service carried out in 2013/14.</p>
<p>Work with the Police and other agencies to mitigate the community impacts of the English Defence League (EDL) march in the City.</p>	<p>We worked closely with the police and the Muslim community to minimise community tensions following the murder of Lee Rigby in London. The local Muslim community condemned the murder. An EDL vigil for the murdered soldier took place peacefully.</p>

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.

In the second year of the plan (2013/14) we aimed to:	In the second year:
<p>Implement actions identified in EqlAs of new and revised employment policies developed during 2012/13</p>	<p>In 2012/13 we developed a Human Resources work programme to capture any actions that arise from EqlAs. We continued to use this system in 2013/14 to ensure that all actions from EqlAs were implemented.</p>
<p>Use equality impact assessments in the development of new and revised employment policies</p>	<p>We continued to carry out EqlAs on new and revised employment policies as a matter of course. For example, we reviewed the Council's recruitment policy, processes and associated paperwork to ensure that appointment is based on merit. This process was informed by an EqlA.</p>

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





In the second year of the plan (2013/14) we aimed to:	In the second year:
<p>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.</p>	<p>As at 31st March 2013, 7.75% of all staff declared themselves to be BAME (Black, Asian and Minority Ethnic). The percentage of the workforce declaring to be BAME has risen since 2011 and is currently higher than it has been since at least 2008.</p> <p>As at 31st March 2013, 4.74% of the Council's workforce declared themselves as disabled. This is slightly lower than the 2012 figure, with a decrease of 1 disabled member of staff against an overall increase in workforce of 44 members of staff. However, the Disability Profile for the Council's workforce overall has risen by around 3% over the past 6 years.</p> <p>During 2013/14, the BAME and disability staff targets were reviewed to take account of the changes in the population of Cambridge highlighted by the 2011 Census data. In 2011 around 17.5% of the Cambridge population were from BAME communities, which is a significant increase from 2001, when 10% of the population were from BAME communities. Our analysis suggests that 11.2% of the total Cambridge City population is economically active and from a BAME community.</p> <p>In 2011 12.97% of the Cambridge City population declared themselves to have a disability. Based on the 2011 Census. Our analysis suggests that 8.3% of the total Cambridge City population is declaring a disability and economically active.</p> <p>The BAME staff target was increased to 9.5% and the target for staff declaring a disability was increased to 5.5%. These targets will be reviewed again in 2014-15 following the publication of the 2013/14 Equality in Employment Report in June 2014, with the long term aim of matching the 2011 Census data.</p>
<p>Review the results of the Council's recruitment survey</p>	<p>The Council's Human Resources department is conducting a recruitment survey and will be using</p>





In the second year of the plan (2013/14) we aimed to:	In the second year:
and using it to inform targeted approaches for the recruitment of under-represented groups.	<p>the results to inform approaches to increasing under-represented groups in the Council's workforce.</p> <p>The Council renewed its commitment to the Job Centre Plus "Positive about Disabled People" scheme, which guarantees an interview to an applicant with a disability if they meet the minimum criteria. Having and displaying the "Two Ticks" symbol remains a Council commitment. The symbol is a recognition, which Jobcentre Plus gives to employers who have agreed to make certain positive commitments regarding the employment, retention, training and career development of disabled people.</p>
Monitor and review opportunities for learning and development and career development for staff from the different equalities groups.	The Council continues to monitor attendance at learning and development events by staff from different equalities groups, including by ethnicity, gender, age and disability. Data for 2012/13 was reported to the Equalities Panel in June 2013 in the Workforce Report, and data for 2013/14 will be reported to the Panel in June 2014.
Continue to work with the Papworth Trust to support existing staff with disabilities and encourage people with disabilities to apply for employment positions.	The Council continues to work with the Papworth Trust to improve the representation of the City's workforce by increasing the number of disabled people applying for jobs with the Council. The Council has a "Work Choice" agreement with the Papworth Trust (formerly known as Workstep), which offers help and support to disabled employees.
Work with the Employability Partnership to continue to offer work experience placements for young people in a wide range of Council directorates.	2 young people have benefited from apprenticeships in Council services this year. Proposals for the creation of further apprenticeships have been included in budget proposals for 2014/15.

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

We have identified a number of actions for the third year (2014/15) 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 and 2013/14, while other actions are new, or build on our learning during the first two years of the scheme.

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

- Develop a new Customer Access Strategy, which will be linked to our ICT strategy.
- Carry out a full audit of the Council's website, including both the technical elements and content of the site, and seek external accreditation for the site.
- Produce a selection of key Council documents in Easyread format in order to make information about Council services more accessible for people with learning disabilities.
- Develop the programme for the Corn Exchange and Guildhalls to provide a range of high quality, diverse events
- Ensure that the Council's events programme, including the Big Weekend, Asian Mela and Bonfire Night are inclusive of all residents regardless of their background
- Work jointly with the County and other providers of older people's services to deliver suitable support for older people across the City.
- Review the Council's Disabled Adaptations Policy to ensure that adaptations provision meets the needs of Council tenants with disabilities efficiently and effectively.
- Carry out a review of grant priorities and budgets and use the evidence gathered from this review to inform decisions about new priorities and new budgets.
- Carry out a review of neighbourhood community development work and report to Scrutiny Committee with options about how existing resources focus on areas of highest need and whether savings should/could be made
- Complete a refurbishment of Lion Yard and Silver Street Toilets.
- Review the Council's current corporate contract for interpreting services and explore options for joint procurement with neighbouring local authorities.
- Continue to assess the potential for provision of new Traveller pitches through the Local Plan and working with South Cambridgeshire District Council.
- Work with groups representing those with mobility problems, Cambridgeshire County Council and the Cambridge BID to review the accessibility of the city centre, identify any problems and look for solutions.
- As part of ongoing national Welfare Reforms, implement Housing Benefit changes and prepare for the introduction of the Universal Credit





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

- Work with Encompass to complete research into the needs of LGBT communities in Cambridge and use the findings to inform the development of Council services, policies and Plans.
- Implement the 2014 Star Survey to gather wider and more detailed information on the diversity and needs of our tenants and leaseholders.
- Work with Cambridgeshire Home Improvement Agency (HIA) and other partners to review the future need for home improvements and other services for vulnerable private sector residents.
- Monitor and review the introduction of Housing Benefit changes and the Council Tax Reduction scheme, including ensuring that the needs of vulnerable residents are identified and responded to.

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

- Build on the success of recent Diversity Forum events to engage effectively with groups representing different protected characteristics and ensure that issues raised by the Forum are considered by the Equalities Panel.
- Consult publicly on priorities for a new Arts Strategy, which will meet the needs of users from different backgrounds.
- Consult publicly on a refreshed Sports Strategy, which is likely to include a focus on widening access to, and promoting participation in, sport and physical activity for people who face barriers to accessing services.
- Develop and consult on the key stages of the Council's approach to the Community Infrastructure Levy (CIL) and other planning documents.
- Develop volunteering opportunities for local people to both encourage local involvement and provide work based learning opportunities.
- Make demographic information from the 2011 Census available on the City Council's website to increase understanding of the diversity of the Cambridge population and assist community groups in engaging in the development of 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 to celebrate





1. International Women's Day March 2014
2. Refugee Week July 2014
3. Cambridgeshire Celebrates Age October 2014
4. Black History Month October 2014
5. World Mental Health Day October 2014
6. Interfaith Week November 2014
7. Disability History Month November 2014
8. Holocaust Memorial Day January 2015
9. LGBT History Month February 2015

- Support local groups, clubs and organisations to deliver a range of sports, arts, cultural and community activities in May to September 2014 as part of the Velo Festival celebrating the Tour de France.
- Work with Cambridge University to start a new adult sports club for people with disabilities.
- Provide support to Council tenants with mental health issues and reduce associated incidents of anti-social behaviour and noise nuisance.

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 2013/14.
- 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

- Develop a programme of mental health awareness workshops for staff.
- Review the Council's targets for BAME and disabled staff representation targets following publication of the 2013/14 Equality in Employment Report in June 2014
- Work with the Employability Partnership to continue to offer work experience placements for young people in a wide range of Council directorates.
- Continue to work with the Papworth Trust to support existing staff with disabilities and encourage people with disabilities to apply for employment positions.
- Promote increased opportunities for apprenticeships within Council services





- Prepare and deliver a recruitment survey into BAME community groups in Cambridge utilising hard data and the recruitment portal. This will include the presentation of a report to the Equalities Panel with recommended actions.

