

## Appendix A - Issues raised through the Single Equality Scheme 2018-21 consultation

The table below provides a summary of the comments made by stakeholders as part of the consultation. Not all of the issues raised by stakeholders will be included in this table – in the main we have focussed on issues raised by more than one organisation consulted with. In order to address issues raised by one organisation only, we will send personalised responses to organisations.

Issues raised by the consultees	Cambridge City Council response
<p><u>Disability: Dementia</u></p> <p>Organisations felt that there is already a lot of awareness about the prevalence of dementia in society but not about actions that individuals, businesses and other organisations can undertake in order to help improve lives for people living with dementia and their carers. Organisations involved in the Dementia Action Alliance shared that there are two strands of the Alliance’s work:</p> <ul style="list-style-type: none"> <li>• Making internal improvements in your business or organisation to benefit people living with dementia and their carers,</li> <li>• And an external campaign across the city identifying buildings as dementia friendly and recruiting dementia friends and champions across the city.</li> </ul>	<p><u>Disability: Dementia</u></p> <p>During Dementia Action Week (21<sup>st</sup> to 27<sup>th</sup> May 2018), the Council has sought views from the public on improvements that can be made for people living with dementia and their carers – through suggestion boxes at Mandela House customer contact centre, The Guildhall and Clay Farm Centre, and in providing people with an opportunity to feedback ideas via email as explained on our website and on Twitter.</p> <p>During 2017/18 we have raised awareness of dementia across Council services. In engaging our services going forward we will ensure that future meetings with dementia leads include more practical based discussion now that awareness has been raised across Council services.</p> <p>Cambridge City Council has an important role in sharing information on the Dementia Action Alliance with our partners and encouraging them to become involved. We will also create a Dementia Action Alliance webpage on our website that we will update with information on activities of the Alliance.</p>

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<p><u>Disability: Personal Independence Payment (PIP) and Employment and Support Allowance (ESA) Benefits</u></p> <p>Some organisations suggested that there is an ongoing need to help disabled people to claim benefits relevant to their needs. They shared their beliefs that claims forms for PIP and ESA are much too prescriptive, which means people need special guidance on how to complete them. It was felt that it is difficult for people to explain how their health condition or disability affects them in a way that adequately answers questions in the form so that they can get an accurate assessment on their eligibility. Related to the appeals process for PIP and ESA, some organisations reflected that there is also a shortage of people who will take individuals through the whole legal process free of charge.</p>	<p><u>Disability: Personal Independence Payment (PIP) and Employment and Support Allowance (ESA) Benefits</u></p> <p>Cambridge &amp; District Citizens Advice have applied to our Community Grants and their application has been successful for 2018/19. Cambridge &amp; District Citizens Advice provide support for individuals in claiming benefits aimed to support disabled people and also provide support with the appeals process. Cambridge &amp; District Citizens Advice also are funded by our Sharing Prosperity Fund to provide advice, including benefits advice, in some GP surgeries.</p> <p>Our Community Grants and Sharing Prosperity Fund are administered once per year. The Community Grants team meet with organisations interested in putting in applications and provide workshops with tips on how to apply for Community Grants. We would encourage other organisations that are providing support with claiming benefits for disabled people to apply.</p>
<p><u>Disability: Mental Health</u></p> <ul style="list-style-type: none"> <li>• Some organisations that we consulted stressed that whilst the Council is not a mental health provider, we are ideally placed to help ensure people get support they need from mental health services and others, especially because people with mental health issues are more likely to be on benefits and mental ill-health can relate to housing issues.</li> <li>• Some voluntary and community sector organisations shared that they felt there is a lack of support locally for people with</li> </ul>	<p><u>Disability: Mental Health</u></p> <ul style="list-style-type: none"> <li>• In commissioning a new mental health awareness training provider, we will ensure that sessions include information on where to signpost people to for help, and how to have conversations with people about their mental health to identify where they need support. We will consider means through which we may seek views from people experiencing mental ill-health around where we may better be able to provide support through our different Council services.</li> </ul>

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<p>more significant and longer-term mental health issues. They argued that it is becoming more and more necessary for voluntary and community sector organisations to support people with high thresholds of mental health problems but they are not funded for this work and often do not have this expertise.</p> <ul style="list-style-type: none"> <li>It was suggested that the Council could look into providing mental health awareness and mental health first aid training to voluntary and community sector organisations that are less able to afford this. This could help the sector support people with mental health problems better, which in turn may relieve pressure on our frontline services given that many people approach the voluntary and community sector for support before coming to the Council.</li> </ul>	<ul style="list-style-type: none"> <li>A new Mental Health Recovery and Community Inclusion Service is going to be jointly procured by Cambridgeshire County Council, Peterborough City Council and Cambridgeshire and Peterborough Clinical Commissioning Group. There will be a new provider for the whole of Cambridgeshire and Peterborough towards the end of the year. This may change the nature of support for people with mental health issues living independently in the community that the voluntary and community sector organisations consulted with are currently providing. We will work with the new provider to identify opportunities for signposting service users with mental health issues to the most appropriate support.</li> <li>There are organisations currently funded to provide mental health first aid training for free in Cambridge and we will pass on these details to the voluntary and community sector. We will revisit the suggestion around usefulness of providing mental health awareness training to the voluntary and community sector later in the year when the new provider of mental health support mentioned above is in place.</li> </ul>
<p><u>Race: Asylum Seekers and Refugees</u></p> <p>Some organisations felt that there is a lack of support for asylum seekers and victims of trafficking to access counselling where they have gone through trauma and are not part of formal resettlement schemes. There is a language barrier to them accessing counselling from voluntary and community sector organisations, for instance. This concern was especially raised when we shared that we wished to link our Anti-Poverty and equality and diversity work closer together.</p>	<p><u>Race: Asylum Seekers and Refugees</u></p> <p>We have funded a pilot scheme to help ensure there is a suitable information and a translation service for asylum seekers and refugees in Cambridge that was delivered by the Cambridge Ethnic Community Forum.</p> <p>We are now commissioning support for a further two years to help meet needs of refugees and asylum seekers who are not part of the formal resettlement schemes. This support will include:</p>

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	<ul style="list-style-type: none"> <li>• Providing effective information and translation services</li> <li>• Tackling economic and social marginalisation</li> <li>• Providing assistance with immigration status</li> <li>• Finding accommodation</li> </ul>
<p><u>Race: Gypsies and Travellers</u></p> <p>Stakeholders shared some ideas on how we might better support Gypsies and Travellers to access public services and to tackle discrimination they face:</p> <ol style="list-style-type: none"> <li>1. Our public sector partners shared that it would be useful for them to have a single point of contact to support Gypsies and Travellers with Homelink (social housing applications) and homelessness applications for Cambridge City where needed. A single point of contact would have more expert knowledge on barriers faced by Gypsies and Travellers in accessing housing (for instance, proving local connection). They would also understand needs related to social housing allocation (for instance, being close to other Gypsies and Travellers who can provide a network of support and help reduce isolation).</li> <li>2. Partners shared the need to continue to be sensitive to the needs of both settled communities and Travellers when considering our approach to unauthorised encampments.</li> <li>3. Some partners shared that negotiated stopping places or transit sites in the city would be beneficial to prevent unauthorised encampments and enable Gypsies and Travellers to continue to have the right to travel.</li> <li>4. Before developing further work around supporting Gypsies</li> </ol>	<p><u>Race: Gypsies and Travellers</u></p> <ol style="list-style-type: none"> <li>1. We are currently in discussion with South Cambridgeshire District Council around how best to support Gypsies and Travellers with social housing and homelessness applications.</li> <li>2. We plan to develop clearer procedures around support for Gypsies and Travellers on unauthorised encampments on City Council land and on enforcement in partnership with Cambridgeshire County Council's Enforcement Officer.</li> <li>3. We currently do not have many unauthorised encampments in the city and lack land that we could identify for developing transit sites. Therefore, the development of transit sites is not something we plan to look into currently.</li> <li>4. We have taken on board this advice and will be looking into how we can better identify opportunities to learn from Gypsies and Travellers about their experiences of discrimination and barriers from accessing public services. For example, we are running Gypsy Roma and Traveller cultural awareness training for our frontline staff that will in part be run by Travellers.</li> </ol>

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<p>and Travellers to access public services and tackle discrimination we need to find out if support from our Council would be welcomed by the communities themselves and, if so, work with communities to identify support that fits their needs.</p>	
<p><u>Religion: Activity of faith groups in combatting poverty and supporting people with protected characteristics</u></p> <p>Faith groups expressed that it would be useful to map their activity to combat poverty and related to supporting protected characteristics with specific issues faced (for instance, faith groups reported that they had undertaken much work to support Refugees and Asylum Seekers in the city). A mapping exercise could help faith groups identify where gaps in support might be and gain ideas from one another on what actions could help combat poverty and promote equality and diversity.</p>	<p><u>Religion: Activity of faith groups in combatting poverty and supporting people with protected characteristics</u></p> <p>The Council has been helping to develop a Faiths Partnership for faith groups to coordinate efforts to tackle social issues. We will continue to support the development of the Faiths Partnership, including by providing secretariat support for two further meetings of the partnership to enable members to come together and work on plans for the future.</p>
<p><u>Sex: Domestic Abuse and Sexual Violence (DASV)</u></p> <p>The women's organisations we consulted with wanted more information on work Cambridge City Council is engaged in to tackle domestic abuse. They emphasised the importance of continuing to ensure the work gets the profile it needs to ensure its continuation in being seen as a high priority.</p> <p>The women's organisations shared that tackling sexual violence</p>	<p><u>Sex: Domestic Abuse and Sexual Violence (DASV)</u></p> <ul style="list-style-type: none"> <li>• The City Council has provided grant-funding for a number of voluntary organisations which provide support and a safe space for vulnerable women.</li> <li>• Safer Communities successfully achieved re-accreditation for Cambridge as a White Ribbon Council from February 2017 until February 2019, in order to tackle violence against women and girls and work to an action plan. The Council has appointed 7</li> </ul>

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<p>needs to be a key priority for the Council given the significant increase in people feeling able to talk about their experiences following the Me Too campaign, which will mean more people come forward for help.</p> <p>Finally, women's organisations were interested in exploring how we provide support for people experiencing domestic abuse through our housing advice and social housing allocation teams.</p>	<p>White Ribbon Ambassadors and a range of activities have been carried out to date, including: Launching a community forum, holding talks for professionals, hosting a coercive control conference (June 2017), and public awareness raising activities – such as a community big lunch (June 2017) and a stall outside the Guildhall on Saturday 25<sup>th</sup> November for White Ribbon Day and UN Day for the Elimination of Violence Against Women.</p> <ul style="list-style-type: none"> <li>• In April 2016, a webpage was set up for signposting customers to advice for people affected by domestic abuse (<a href="https://www.cambridge.gov.uk/advice-for-people-affected-by-domestic-abuse">https://www.cambridge.gov.uk/advice-for-people-affected-by-domestic-abuse</a>), which itself links to the County's 'Domestic Violence Directory' (<a href="https://www.cambridge.gov.uk/domestic-violence-directory">https://www.cambridge.gov.uk/domestic-violence-directory</a>). This webpage was developed following consultation with the Cambridge Women's Aid, Countywide DASV Partnership and legal advice.</li> <li>• Content was provided and is included in Cambridge City Council's taxi driver licence holders' mandatory Customer Awareness, Safeguarding, and Equality &amp; Protection Training that has been delivered since April 2017 (<a href="https://www.cambridge.gov.uk/safeguarding-and-knowledge-test-for-taxi-drivers">https://www.cambridge.gov.uk/safeguarding-and-knowledge-test-for-taxi-drivers</a>)</li> <li>• Cambridge City Council is represented on the DASV countywide Operational Group, which holds its meetings at the Elms Sexual Assault Referral Centre, and also on the DASV Delivery Strategic Board, which feed into the Countywide Community Safety Strategic Board chaired by the Cambridgeshire Police and Crime Commissioner, Jason Ablewhite.</li> <li>• The Council has signed up to the Domestic Abuse Housing Alliance. This is in recognition of the fact that Housing Providers are uniquely placed to identify domestic abuse. Residents living</li> </ul>

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	<p>with domestic abuse are four times more likely to have Anti-Social Behaviour complaints made against them, and domestic abuse is a leading cause of women's homelessness. We want to help tackle domestic abuse and support people to stay in their homes by reviewing the Council's domestic abuse policies, procedures and practices with a view to developing a joint framework for local housing providers to consider adopting.</p> <ul style="list-style-type: none"> <li>• Cambridge City Council has provided funding in 2018/19 for an outreach service to women who have experienced domestic abuse in the City. This service has already been funded by the Council for a number of years. The key aims of the service are to prevent homelessness and provide an on-call service 24 hours a day for 365 days a year, help improve the housing security and safety of service users in their homes, and tackle social isolation and exclusion via a programme of therapeutic, creative and practical activities.</li> </ul>
<p><u>Equality Pledge</u></p> <p>Organisations who are signatories to the Equality Pledge were supportive about the idea of us holding an event/meeting with other signatories in order to share good practice related to promoting equality and celebrating diversity. They felt that this could provide a good collective training opportunity, and maintain the momentum of work around the Pledge after the increase in organisations who signed up to it in the last year.</p>	<p><u>Equality Pledge</u></p> <p>We will explore what training signatories would find useful, and how best they can share good practice related to equality and diversity work with each other. The event could focus on :</p> <ul style="list-style-type: none"> <li>• providing equal opportunities in recruitment practices and actively supporting under-represented groups to enter the labour market/ take up volunteering opportunities,</li> <li>• how to make services and information more accessible to the community,</li> <li>• supporting or engaging with initiatives that exist across our area to support different protected groups,</li> </ul>

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	<ul style="list-style-type: none"> <li>• And how to share good practice on equality and diversity more widely, including the fact they are signed up to the Pledge.</li> </ul>
<p><u>Hate crime</u></p> <p>Some organisations suggested there is a need to raise more awareness about what hate crime is, how to report it and how to challenge inappropriate language. It was suggested that the Council could undertake some work within the community, like in schools, during Hate Crime Awareness Week (13<sup>th</sup> to 20<sup>th</sup> October 2018).</p> <p>Some organisations also shared that hate crime was especially experienced by people who look visibly different: for example, Encompass Network and The Kite Trust reported that hate crime is experienced more by transgender people than lesbian, gay and bisexual people.</p>	<p><u>Hate crime</u></p> <ul style="list-style-type: none"> <li>• The Council will be strengthening the information provided around hate crime for our equality and diversity staff induction training: by providing further information on how to report hate crime, and how to encourage reporting by service users who are reluctant to report it.</li> <li>• We will also undertake a social media campaign around Hate Crime Awareness Week to help the public understand what hate crime is and how to report it, and investigate if there are opportunities to work with partners to engage the community during the week.</li> <li>• Our Safer Communities Team provides a Racial Harassment Service within the community to report hate crime motivated by hatred towards a person's race, which is then investigated by the Racial Harassment Officer. The Police document incidents of reported hate crime, and the Community Safety Team is responsible for supporting and reassuring communities following incidents as well as looking for remedies using civil law.</li> <li>• We provide transgender awareness training for our frontline staff in order to raise awareness of hate crime experienced by this community, consider how this relates to our safeguarding duties, and means we can make our services as welcoming, accessible and safe to transgender people as possible.</li> </ul>



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<p><u>Loneliness</u></p> <p>Stakeholders shared specific experiences of loneliness encountered by different protected characteristics. Two examples were:</p> <ul style="list-style-type: none"> <li>• Encompass Network and The Kite Trust identified how loneliness is experienced by LGBTQ people in the city because there is no dedicated space for them to develop a sense of community.</li> <li>• The C3 Church reported that older people are least likely to use foodbanks, which has implications related to their experience of poverty but also loneliness in that they cannot be signposted to support.</li> </ul>	<p><u>Loneliness</u></p> <p>Comments that were made by stakeholders in the consultation on the Single Equality Scheme 2018-21 reflected the complexity of tackling different experiences of loneliness and the need for a fuller consideration of evidence on how loneliness is experienced by different social groups.</p> <p>We will embed loneliness as an area of consideration within Equality Impact Assessments – related to the protected characteristic of Disability, given the health risks associated with loneliness – in order to identify how our plans, policies and procedures help tackle loneliness (and relating to meeting our Public Sector Equality Duty to foster good relations between people who share a protected characteristic and those who do not).</p> <p>The Council will also help develop links between external campaigns related to tackling loneliness that we are part of, including the Dementia Action Alliance, the Campaign to End Loneliness, the STOP Suicide campaign and campaigns to tackle food poverty.</p> <p>Related to the lack of a designated space for LGBTQ people in the city, the Council will be signing up to the live Safer Spaces campaign. The campaign aims to make sure businesses and organisations are as accessible, welcoming and safe for LGBTQ people as possible. This is especially important in the absence of specific spaces for LGBTQ people in the city. In taking part in Safer Spaces we shall also promote the LGBTQ meet-ups groups run by Encompass Network to our staff and externally in order to help develop a sense of community for</p>

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	LGBTQ people. We continue to run transgender awareness training for our frontline staff in order to increase their confidence to effectively support people – looking at using positive language, good practice with form filling, and understanding different terms.