

Anti-Poverty Strategy progress report 2017/18

Action	Completion	Performance measures	2017/18 progress update
Objective 1. Helping people on low incomes to maximise their income and minimise their costs			
1.1 Continue to focus the Council's Community Grants programme on reducing social or economic inequality for city residents with the highest needs	March each year June each year	<ul style="list-style-type: none"> Main grants budget is fully allocated each year to Voluntary Sector activities that meet the Council's grants priorities Grant awards are monitored to ensure they deliver the outcomes set out in funding agreements - Summary report produced in July each year 	<p>In 2017/18 the Council funded 114 voluntary and community groups through its £900k Community Grants. These groups delivered 162 services and activities to help reduce social or economic inequality among Cambridge residents with the greatest needs. The activities covered the grant priorities of legal and financial advice, sports, arts and culture, community development, employment support and voluntary sector support.</p> <p>A report and film were produced summarising the awards and evidencing their impact for the 2016-17 Community Grants.</p>
1.2 Maintain the Council's accreditation as a Living Wage employer, including paying City Council staff the Living Wage and working with our contractors to pay the Living Wage	November 2017 - accreditation to be renewed annually to 2020	<ul style="list-style-type: none"> 100% of City Council direct employees paid a minimum of the national Living Wage rate 100% of agency workers paid a minimum of the national Living Wage rate after 4 weeks of their engagement with the City Council. 100% of new City Council contracts let on a Living Wage basis, where this is legally possible All existing contracts reviewed for the Living Wage position at the earliest opportunity: at a break clause in the contract; when considering whether or not to take up an option to extend a contract; or at the contract renewal date. 	<p>The City Council achieved accreditation as a Living Wage Employer by the Living Wage Foundation in November 2015. The City Council continues to pay a minimum of the Living Wage rate for directly employed staff and agency staff meeting the criteria. It was agreed that from 1 April 2018 all staff at Cambridge City Council will be paid a minimum of £10 per hour.</p> <p>Under the terms of the Council's accreditation, all existing contracts had to be converted to a Living Wage basis by November 2017. All existing contracts were reviewed and those which needed to be converted were identified and converted. The most significant of these is the contract with GLL for the management of Council-owned leisure facilities.</p> <p>The Council's standard procurement document includes a requirement for contractors to pay the Living Wage, and staff have continued to monitor the implementation of this requirement in new contracts.</p>
1.3 Promote Living Wage accreditation among employers in Cambridge, including businesses and voluntary and community	March 2020	<ul style="list-style-type: none"> Increase the number of Cambridge employers that have achieved Living Wage accreditation to 80 	<p>Since November 2014, the Council has employed a dedicated part-time officer to promote the Real Living Wage to local employers. During 2017/18, the officer carried out the following campaign activity:</p>

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sector organisations		<ul style="list-style-type: none"> Number of employees working for employers that have achieved Living Wage accreditation 	<ul style="list-style-type: none"> organising events targeted at employers direct contact with organisations through telephone calls and emails, and distributing promotional material to 4500 business in Cambridge face-to-face meetings with interested employers. attending and speaking at local business networks. media activity, including regular press releases, articles and interviews on Look East and Radio Cambridgeshire <p>From March 2017 to March 2018, there were 10 Cambridge employers became accredited with the Living Wage Foundation. The Council directly engaged with of these 5 of these employers (Allia, Cambridge Ethnic Community Forum, Cambridge University Students Union, Endomag and Hi-Team).</p> <p>The total number of Cambridge employers accredited by the Living Wage Foundation increased from 51 in March 2017 to 58 in March 2018. Although there were 10 new accreditations in this period, 2 employers also ceased their accreditation (Café Sicilia and KH Cleaning) and 1 employer (Open University) closed their Cambridge office.</p> <p>During 2017/18 Cambridge University made a public commitment to become Living Wage accredited. This followed an internal campaign involving staff unions and the Cambridge University Student Union, which the Council supported by providing information and helping to check the accuracy of arguments made by the campaign.</p>
1.4 Work with local businesses to identify ways in which they might use their skills, capacity and resources to support achievement of shared objectives around tackling poverty and disadvantage”	March 2019	<ul style="list-style-type: none"> Number of businesses and employers engaged Number of contributions secured from employers to anti-poverty or related projects by businesses and employers following engagement with the City Council (Target: contributions by at least 5 employers) 	<p>During 2018/19 the Council's Corporate Strategy service will work with businesses to use their skills, capacity and resources to support achievement of objectives around tackling poverty and disadvantage. This work will include:</p> <ul style="list-style-type: none"> Identifying and mapping existing examples of local businesses that are engaging in work to benefit local communities. Producing a publication setting out case studies and examples of steps that businesses could take Approaching major businesses in the city to discuss opportunities to

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			address poverty in the city, holding an awareness-raising event for businesses, and presenting at business network meetings
1.5 Continue to work in partnership with Jobcentre Plus, housing providers and the voluntary sector to support vulnerable benefit claimants in the transition to Universal Credit following the full roll-out to all claimants in Cambridge	From June 2018 onwards	•	<p>The Universal Credit Delivery Partnership Agreement was signed ahead of the implementation date for Universal Credit for claimants who are single and out of work. This agreement sets out the framework for supporting these customers with financial, digital and claiming support. The Council is continuing to work in partnership with Jobcentre Plus, housing providers and the voluntary sector to ensure a joined up approach to the early transitions to Universal Credit and to prepare for full roll-out to all claimants in Cambridge in October 2018.</p> <p>The Universal Credit Delivery Partnership Agreement for 2018-2019 has been signed, signalling our intention to continue to support Universal Credit rollout in Cambridge, in particular the move to Full Service from October 2018.</p> <p>This agreement sets out the framework for supporting these customers with financial, digital and claiming support. The Council is continuing to work in partnership with Jobcentre Plus, housing providers and the voluntary sector to ensure a joined up approach to the early transitions to Universal Credit and to prepare for full roll-out to all claimants in Cambridge in October 2018.</p> <p>During 2018/19 and 2019/20 the Council will provide funding from the SPF for a skilled financial advisor based at Job Centre Plus in Cambridge to support households impacted by the rollout of Full-service Universal Credit with personal budgeting support. The advisor will be present at JobCentre Plus for up to 5 hours per day, 5 days a week. The post will assist customers to maximise incomes, reduce outgoings and be supported to obtain payment advances or direct payments for rent as appropriate and signposted to other forms of support such as grants..</p> <p>Joint working with DWP and District Council colleagues has resulted in the first of a series of Landlord Forums dedicated to how Universal Credit impacts landlords starting in May 2018.</p>

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1.6 Continue to support Housing Benefit claimants to receive their full entitlement	Ongoing to March 2020	<ul style="list-style-type: none"> • Number of households receiving Housing Benefit in Cambridge • Total value of Council Tax support paid by the Council to Cambridge households (against a baseline of £36.9 million in 2016/17) • Average number of days taken to process benefit claims 	<p>The Council continues to support Housing Benefit and Council Tax Support claimants to receive their full entitlement by making claiming an easy process with clear systems, applications and guidance supported by advice in Customer Service Centre and benefit experts within the Benefit Team.</p> <p>Speed and quality of assessment of housing benefit claims continues to be a priority to support the most vulnerable to ensure they get the right benefit quickly.</p> <p>Nationally, for the first 3 quarters of 2017-2018, the average number of days taken to process housing benefit claims was 23 and for changes of circumstances, it was 8. In Cambridge the average was 14 days for a new claim and 4 days for a change of circumstance.</p> <p>Continued roll out of Welfare Reforms has impacted on the numbers of Discretionary Housing Payment (DHP) requests, but we continually review this and allocate resources appropriately.</p> <p>We have worked with South Staffs Water to give DHP claimants quick and easy access to up to 80% reductions in their water bill. This has led to more than £41,000 support to the most vulnerable.</p>
1.7 Continue to operate a Council Tax reduction scheme which supports as many vulnerable residents as possible in 2017/18, and support claimants to receive their full entitlement	Ongoing to March 2020	<ul style="list-style-type: none"> • Number of households receiving Council Tax support (against baseline of 6,539 households receiving support in November 2016) • Total value of Council Tax support paid by the Council to Cambridge households (against baseline of £6.3 million in 2016/17) 	<p>The current Council Tax Support caseload is approximately 6,400 and £6.25million was credited to Council Tax accounts in 2017/18. City Council officers work with internal and external colleagues to ensure that take up of Council Tax Support is maintained.</p>
1.8 Continue to assist City Council tenants to apply for welfare benefits, and provide a rent advice and debt counselling service to City Council tenants	Ongoing to March 2020	<ul style="list-style-type: none"> • Support provided to new tenants who claim Housing Benefit or Council Tax Support so that they do so in their first week of their tenancy commencement 	<p>Housing services continue to assist City Council tenants to apply for welfare benefits. A change of address form is completed for all new tenants who have a current claim for housing benefit. New claimants are given a leaflet on how to make a claim and are directed towards the website to make an online claim.</p>

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		<ul style="list-style-type: none"> Number of evictions for rent arrears (target less than 16 during 2017 / 2018) Total rent arrears for current tenants (target below £500,000) 	<p>During 2017/18 there were 15 evictions for rent arrears only, which was below the target of 16. The year-end figure for rent arrears was £619,217.</p>
1.9 Continue to fund debt advice services provided by voluntary organisations and signpost people with financial capability issues to appropriate organisations	Ongoing to March 2020 (subject to assessment of grant applications)	<ul style="list-style-type: none"> Number of Cambridge residents provided with debt advice by grant-funded organisations 	<p>The Council's Community Grants programme has continued to fund debt advice and financial capability services. In 2017/18, grants were made to Citizen's Advice Bureau (CAB) to provide:</p> <ul style="list-style-type: none"> Free generalist legal and specialist debt and money advice to 12,959 city residents (£200k) Specialist welfare rights casework service (£30k) for 399 cases Financial capability support to debt clients (699 clients), groups and frontline organisations to enable people facing financial hardship and associated social issues to learn how to better manage their money and reduce take up of inappropriate and illegal financial services (£20k) Outreach services (£10k): at Trumpinton Pavilion, the Meadows Community Centre and in the East Barnwell area, linking with organisations such as Romsey Mill and Cambridge Women's Resources Centre.
1.10 Continue to provide a dedicated Advice Hub in the Council's Customer Service Centre to provide space for organisations offering debt, benefits and financial advice to low income residents, including credit unions, the CAB and Council services	March 2020	<ul style="list-style-type: none"> Number of residents provided with debt, benefits and financial advice at the Advice Hub Number of Credit union members in Cambridge per annum (from baseline 499 in April 2017) 	<p>In 2017/18 the Council has continue to provide a dedicated Advice Hub in its Customer Service Centre. From January 2017 to December 2017, Citizens Advice Bureau (CAB) saw 822 residents at the Advice Hub. Of these 353 residents received generalist advice, and 469 received housing advice (on Homelink and housing benefits). During the appointments residents discussed 1,959 issues. Various other partners including Cambridge Online, Credit Union, City Homes Rent Advice and CSC staff also provided support from the Advice Hub.</p> <p>As at 31 March 2018 there were a total of 374 credit union members in Cambridge (combined figures for Eastern Savings and Loans and Rainbow Savers). This represents a net reduction in members since April 2017.</p>

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			<p>The credit unions have recruited a total of 409 new members since April 2015. However, over this period a number of members have also left the credit unions. The figures also reflect the fact that both Credit Unions have reviewed all their membership accounts and have now removed member accounts that have nil balances and have not been used for 12 months.</p>
<p>1.11 Fund a dedicated City Council Financial Inclusion Officer to develop and coordinate a wide range of financial inclusion work, including supporting credit unions, researching affordable credit options, financial education and support, debt and benefit support.</p>	<p>March 2018</p>	<ul style="list-style-type: none"> • Number of credit union members in Cambridge per annum (from baseline of 499 in April 2017) 	<p>The Council has employed a Financial Inclusion Officer (funded by the Sharing Prosperity Fund) for 12 months to work across Council services (Housing, Revenues and Benefits and Community Services) to address financial inclusion issues. During 2017/18 the officer focussed on :</p> <ul style="list-style-type: none"> • supporting the running of the Advice Hub • working with Housing and Revenues and Benefits services to address issues associated with the Benefit Cap • providing support to 45 individual residents, including: support with Discretionary Housing Payment, PIP and pension credit applications; issuing Foodbank vouchers and vouchers from Cambridge Central Aid; and referrals to CAB for advice, CHS for employment support, and the Council's Home Energy Officer for energy advice • mapping food poverty projects and activities in the city
<p>1.12 Continue to provide targeted advice to residents in fuel or water poverty on measures to reduce their energy and water costs</p>	<p>March 2019</p>	<ul style="list-style-type: none"> • Number of residents receiving face-to-face advice from this initiative on energy and water saving measures • Number of residents taking up energy or water saving measures following advice from this initiative. • Number of residents taking up water meters or moving to an assessed rate following advice from this initiative. 	<p>During 2017/18 the Council employed a Fuel and Water Poverty Officer and procured Peterborough Environment City Trust (PECT) to deliver a Winter Warmth campaign. Both projects were funded through the Sharing Prosperity Fund. A total of 270 home visits were completed through these projects and 176 low income residents were supported to install energy efficiency improvements to their homes. These projects generated estimated energy bill savings for residents of £114,500 in 2017/18.</p> <p>During 2017/18, the Council has continued to support residents to; have water meters installed, take-up water efficiency devices, and to sign up to the Assure Tariff which assists customers on a low income or struggling to pay their water charges. Under this tariff, customers with a</p>

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			<p>household income of less than £16,105 may qualify for a discount of up to 80% on their water charges.</p> <p>Capturing accurate data from Cambridge Water on the impact of the Council's work in this area is very difficult. 23 residents were directly supported by Cambridge City Council staff through the process of having water meters installed. It is estimated that 853 Cambridge residents have switched in total in the last year due to all the activity carried out.</p>
1.13 Continue to provide extra promotion in Cambridge for the collective County-wide energy-switching scheme, which aims to secure cheaper energy deals for local residents.	Ongoing	<ul style="list-style-type: none"> Number of residents switching to cheaper energy deals per annum as a result of the collective-switching scheme 	<p>During 2017/18, 208 residents registered with the collective energy-switching scheme and 62 accepted the offer made by energy companies through the scheme. This led to estimated total bill savings of £10,253 for residents. The most recent collective energy-switching scheme closed at the end of March 2018. The current Cambridgeshire County Council contract for the scheme has now ended, but the City Council is currently exploring other opportunities to increase switching uptake.</p>
1.14 Switch existing pre-payment energy meters in Council homes to low tariff pre-payment meters provided by Robin Hood Energy when tenants vacate properties and they become void	March 2018	<ul style="list-style-type: none"> Number of prepayment meters in Council properties replaced with lower-cost pre-payment meters and switched to Robin Hood Energy when they become void 	<p>During 2017/18 the Council trialled switching existing pre-payment energy meters in Council homes to low tariff pre-payment meters provided by Robin Hood Energy at the point when tenants vacate properties and they become void. In total 137 meters were switched during the course of the year. However, it was decided not continue with this contract for a variety of reasons, including the impact that delays in switching meters was having on void turnaround times. Many new tenants also wished to stay with their existing energy provider because they already had favourable energy deals.</p>
1.15 Explore opportunities to secure new external funding which could provide capital to support insulation and energy efficiency measures for both council and private homes following the closure of the national Green Deal Communities scheme, including specifically the revised Energy Company Obligation (ECO)	November 2018	<ul style="list-style-type: none"> Number of homes with insulation and energy efficiency measures installed through council scheme (target 150) Total amount of capital investment secured for insulation and energy efficiency measures (which could be over £300,000 if other targets are met) 	<p>We are working with a County partner to develop a Warm Homes Fund bid which could secure £1.8million pounds to support in the installation of first time central heating in properties throughout Cambridgeshire. The bid would predominantly include working with social housing providers but could also provide support for the private rented sector and fuel poor residents.</p> <p>We are also in the process of developing a joint statement of intent with County partners that would allow Cambridge City Council to target national Energy Company Obligation (ECO) funding through Flexible Eligibility. Once in place we would be able to attract more ECO funding</p>

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			to Cambridge and support vulnerable and low income residents.
1.16 Support voluntary and community organisations to provide low cost furniture to people on low incomes, subject to ongoing evaluation of the need for and efficacy of these services	Ongoing to March 2020	<ul style="list-style-type: none"> Number of people per annum provided with low cost furniture across all tenures (target 850 in 2017/18, 950 in 2018/19) 	The Council continued to provide grant funding to voluntary and community organisations to provide low cost furniture to people on low incomes. 742 households were provided with low cost furniture in 2017/18.
1.17 Providing support on a case-by-case basis with premises costs for voluntary and community organisations (e.g. Cambridge City Foodbank) which support residents on low incomes, to enable organisations to develop their activities and become more sustainable	March 2018	<ul style="list-style-type: none"> Level of funding for premises costs provided to voluntary and community organisations which support residents on low incomes 	<p>The Council provided a full subsidy for the Foodbank's rent at Orwell House for two years (£14,000 in 2015/16, £14,000 in 2016/17) from the Sharing Prosperity Fund. In April 2017, it was agreed that the rent subsidy should be extended for a further year (£14,900 in 2017/18):</p> <ul style="list-style-type: none"> The funding provided to date had enabled the Foodbank to achieve its reserves target for its current operation and given it a degree of stability. The further rent subsidy would reduce the Foodbank's core costs in 2017/18, enabling them to focus their resources on scaling up their activities and possibly changing their approach.
Objective 2. Increasing community pride, raising skills and aspirations, and improving access to higher paid employment opportunities for people on low incomes			
2.1 Continue to fund and support events which increase community pride and cohesion, such as the Big Weekend, Chesterton Festival, Arbury Carnival and Cherry Hinton Festival	Ongoing to March 2020	<ul style="list-style-type: none"> Number of people attending the Big Weekend event from low income groups (through postcode data from surveys of attendees) 	<p>In 2017/18 the Council supported activities at a number of larger events in Cambridge during 2017/18, including the Big Weekend (which had an estimated attendance of 30,000 people), Cambridge Mela, Chesterton Festival, Arbury Carnival and Cherry Hinton Festival but have supported some of their activities. The Council also worked with Cambridgeshire Police and the Muslim community organising Eid prayers at Kelsey Kerridge sports centre.</p> <p>In 2017/18, we also funded some smaller neighbourhood events, such as street parties and Christmas lights switch on events. The Council has also helped fund Strawberry Fair, which is a music and performing arts festival that is held in the summer.</p>

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<p>2.2 Continue to support an annual programme of events which promote diversity and community cohesion, in partnership with local equality and diversity organisations</p>	<p>Annually to March 2020</p>	<p>Successful programme of events delivered linked to each national or international event, including free events and events with free spaces for people on low incomes:</p> <ul style="list-style-type: none"> • Great Get-Together (June 2017) • Black History Month (October 2017) • Disability History Month (November – December 2017) • Holocaust Memorial Day (January 2018) • International Women’s Day (March 2018) • Lesbian Gay Bisexual and Transgender (LGBT) History Month (February 2018) • Refugee Week (June 2018) 	<p>The Council worked with a wide range of organisations to help deliver a number of events, including:</p> <ul style="list-style-type: none"> • Refugee Week (June 2017) – Planning for Refugee Week events was led by Cambridge Ethnic Community Forum, with administrative support and funding for publicity, provided by the City Council. • A Great Get Together was organised at the Meadows Community Centre in June led by a partnership including Cambridge Ethnic Community Forum, Hope not Hate, City of Sanctuary, CmaCRAG and Amnesty International • Black History Month (October 2017) – The programme of events in Cambridge was the most varied and involved the greatest number of partners to date. • Disability History Month (November – December 2017) – The Council promoted exhibitions, talks and events around the theme of Disability and Art which were delivered by local museums, libraries, councils, schools and colleges, work places and trade unions. The Council is working in partnership with Rowan and Cambridge Community Arts to provide a series of arts workshops for disabled people during the summer and autumn 2018. • Holocaust Memorial Day (January 2018) – The Council held a Civic event and a number of satellite events with the theme of “the power of words”. • Centenary of Women’s Suffrage Movement – The Council organised a civic event, which included the unveiling of the Millicent Garrett Fawcett plaque. We also helped coordinate a number of other events that collected donations for Cambridge charities (Cambridge Rape Crisis, Cambridge Women’s Aid, Cambridge Women’s Resources Centre and Turtle Dove) that provide resources, skills, education, counselling, confidence and support for women at risk. There will be further activities at the Big Weekend 2018 including an exhibition, a women’s entertainment tent and a Marquee. • Lesbian Gay Bisexual and Transgender (LGBT) History Month

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			<p>(February 2018) – The Council raised the rainbow flag over the Guildhall and supported the Encompass Network to promote their programme of events.</p> <ul style="list-style-type: none"> • Mental Health Awareness Week – We ran a stall at Cambridge Central Market to raise public awareness about where to seek support for mental health problems.
2.3 Continue to provide a programme of 'community days' and 'skip days' in low income areas of the city and areas with high levels of fly tipping to: save residents money from disposing of bulky waste; encourage residents to have a sense of pride in their neighbourhood; and encourage community engagement to help create sustainable communities.	March 2018	<ul style="list-style-type: none"> • Number of community days held in low incomes areas of the city (target 6 in 2017/18) • Number of skip days held in low income areas of the city • Tonnage of bulky waste collected at community days 	<p>During 2017/18, 6 Community Days took place in low income areas across the City (Ditton Fields, Queen Edith's, Colville Road, Ekin Road, Thorpe Way and Kings Hedges (The Ship))</p> <p>2017/18: The total tonnage of bulky waste collected at community days in 2017/18 was 32,818Kg.</p> <p>During 2017/18 6 skip days held in low income areas across the City (Davy Road, Lichfield Road, Buchan Street, Molewood Close, Kingsway Flats and Hawkins Road/Campkin Road/Larkin and Wilson Close).</p>
2.4 Fund SPICE to expand the existing 'time-credit' scheme to support residents on low incomes in Abbey, Arbury, East Chesterton, Kings Hedges and Trumpington to volunteer and engage in community activities	March 2019	<ul style="list-style-type: none"> • Number of time Credits issued to volunteers (target 2500) • 200 Number of volunteers engaged in the target wards (target 200) • Number of community groups supported in the target wards (target 20) • Number of training sessions delivered to community groups and council teams (target 8) 	<p>The Council has funded SPICE through the Sharing Prosperity Fund to expand the existing 'time-credit' scheme to support residents on low incomes in Abbey, Arbury, East Chesterton, Kings Hedges and Trumpington to volunteer and engage in community activities. During the course of 2017/18, a lot of work has been invested in supporting groups to develop their volunteer role and encouraging volunteers to come forward. During the course of the year, 3 workshops plus 8 sign up sessions have been held. 10 groups have been signed up in, Abbey, East Chesterton and Trumpington and 14 new volunteers have been recruited. Residents have earned 36 time credits, but it is envisaged that take up and earning of time credits will increase substantially over the second year of the project.</p>

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2.5 Hold an event to increase the number of volunteers in the city	October 2017	<ul style="list-style-type: none"> Number of organisations offering volunteer opportunities at the 'Volunteer for Cambridge' event Number of people attending 'Volunteer for Cambridge' event (Baseline 800 in 2016) 	A successful Volunteer for Cambridge Fair was held on 21st October 2017 at the Guildhall. 81 organisations took part in the fair. Of 68 organisations that completed feedback forms, 98% said that they found it useful and 73% signed up new volunteers on the day. 843 people attended the event. Of 161 people that completed feedback forms, 93% said they had signed up to volunteer on the day.
2.6 Deliver the Activate project, which will work with a cohort of young people on free school meals, who will benefit from a programme of different activities to develop self-awareness, resilience and leadership skills delivered by local arts and cultural organisations.	March 2019	<ul style="list-style-type: none"> Number of young people taking part in the programme who are eligible for free school meals and have been identified by the college as being at significant risk of not reaching their potential (target 30). Educational attainment of participants, as measured by the school, compared to expected educational attainment without the programme. Aspiration levels of participants, including number of participants aspiring and planning for further or higher education 	<p>The first phase of the Activate project ran from November 2016 to July 2017. The project engaged 17 participants in years 7 and 8 at Coleridge Community College. This included a number of students with special educational needs and some with behavioural issues. Weekly 2-hour sessions were delivered by the Fitzwilliam Museum, Kettle's Yard, NIE Theatre and Menagerie Theatre.</p> <p>Phase 2 of the scheme began in September 2017 and new members have been added to the cohort. We are now planning phase 3 to demonstrate a scalable model which can be offered to schools across Cambridge.</p> <p>Through participation in the project and successfully creating their own work, the participants increased their confidence to ask for the support they needed and developed the skills to manage their behaviour. Creating work of their own also helped participants to experience success and instil the confidence to explore other opportunities in and out of school and in the future.</p> <p>Testimonials from teachers show a noticeable increase in educational attainment by participants. In phase 1, all the participants achieved the award in the nationally accredited Arts Award scheme. Some participants in phase 2 of the scheme are also working towards their Silver award.</p> <p>The project has also enabled the participants to engage with creative professionals, visit cultural venues, and observe and participate in the creative process. Being introduced to these new opportunities has widened the students' vision of their future.</p>
2.7 Deliver the Act Up project, which will provide theatre	March 2019	<ul style="list-style-type: none"> Number of young people aged 17-24 taking part in the programme 	A contract to deliver the Act Up project was awarded to Cambridge Junction during 2017/18. The project will be delivered over 3 intensive

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<p>sessions to a cohort of young people who are living on low incomes and who are involved with the criminal justice system to support them to change their behaviours and develop a set of skills and tools for managing social situations</p>		<p>(target 30)</p> <ul style="list-style-type: none"> Percentage of participants achieving a Bronze Arts Award (with an expected completion rate of 90%). Reduced engagement in the criminal justice system by participants 	<p>weeks in May, June and August 2018:</p> <ul style="list-style-type: none"> Week 1: 15 young people will work with a theatre maker Week 2: 15 young people will work with a film maker Week 3: Both groups will come together for a production <p>Cambridge Junction is engaging with a range of schools, and community groups across the city. In particular, the Junction is working closely with TBAP Cambridge AP Academy, which supports secondary school learners who have experienced difficulties with their learning and behaviour in mainstream school. The steering group includes representatives from the City Council, Cambridgeshire Constabulary, and Cambridgeshire County Council.</p>
<p>2.8 Develop the implementation phase of the Cambridgeshire Culture Card scheme, a major initiative that aims to:</p> <ul style="list-style-type: none"> increase all children and young people's engagement in arts and culture, specifically targeting those from low income backgrounds; and produce robust evidence of the impact of engagement arts and culture on a wide range of outcomes including education, non-academic skills, and wellbeing. 	<p>March 2020</p>	<ul style="list-style-type: none"> Number of young people taking part in the pilot phase of the project to explore the impact of different incentives, communication and engagement mechanisms (target: 100 eligible for free school meals, 100 non-FSM). Number of activities and events attended from the city's existing cultural offer by children and young people and their families. Aspiration levels of participants, including the number of participants aspiring and planning for further or higher education. Educational attainment of participants and development of soft skills, including interpersonal, analytical and personal skills. 	<p>The Culture Card will build on the existing Library Card to increase engagement in the arts by children and young people by providing:</p> <ul style="list-style-type: none"> Targeted communications to card holders regarding free cultural activities in Cambridge. A programme of incentives (both real-world and virtual) to encourage engagement in arts and cultural activities Evidence of informal learning, educational achievement and career related skills through cultural engagement. <p>During 2018/19, the Sharing Prosperity Fund will be used to support the development of a prototype version of the Culture Card, to test and refine a number of elements of the card. The project has also attracted funding from Cambridgeshire School Improvement Board, Arts Council England, and the Paul Hamlyn Foundation.</p> <p>The SPF-funded element of the project will work with a cohort of 60 young people from Trumpington Community College and Trumpington Meadows Primary School aged 11-14 years and their parents. 50% of the young people will be from low-income backgrounds and receiving free school meals and/or pupil premium.</p> <p>The project is actively recruiting children, young people and parents between now and June 2018 for the first prototype activity, which goes live in July. The project has also recruited 30 activity providers to take part in the first prototype, they will be submitting weekly activities</p>

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			<p>between July and November 2018 for children and young people to attend.</p> <p>Evaluation of the scheme will use PASS (Pupil Attitude to Self and School Survey) within each school to gather data on attitudes to learning. The data sharing agreement between schools, City Council and County Council and information consent request for parents includes educational attainment data</p>
2.9 Provide apprenticeship opportunities in City Council services through a dedicated apprenticeship programme from 2014/15 to 2017/18	<p>a) March 2018</p> <p>b) March 2021</p>	<p>a) Number of new apprenticeship opportunities created in total between March 2014 and March 2018 (Target 15)</p> <p>b) Percentage of Council workforce that are apprentices (Target: an average of 2.3% of the Council workforce over a 4 year period from 2017/18 onwards).</p>	<p>In total, 10 apprentices have been employed using funding from the Sharing Prosperity Fund since 2014/15. The Council's Estates & Facilities service have funded another 2 apprentices.</p> <p>To date two of the 10 apprentices funded by the anti-poverty fund have taken up permanent positions within the council.</p> <p>There have been no new starts on the apprenticeship programme in 2017/18. Future apprenticeships will be funded from the Council's apprenticeship levy payments:</p> <p>The Council undertook a tendering process for the delivery of Multi-Skilled Apprenticeships, which was awarded to training provider Gateway Services. This will provide 10 existing Multi-skills Operations staff in Estates and Facilities with Level 2 apprenticeships between 2018 and 2020. .</p> <p>The Council has also undertaken a tendering process to secure a training provider to deliver Management Development & Business Administration apprenticeships. This will see 15 management apprenticeships for existing employees over the next 3 year.</p> <p>In addition the council is currently supporting applications for two new Business Administration apprentices, in Revenues and Benefits and Estates and Facilities.</p>
2.10 Continue to jointly fund the Signpost2Skills with partners in the Greater Cambridge Partnership and the Greater	March 2020	<ul style="list-style-type: none"> Number of additional apprenticeships created across the Greater Cambridge Partnership area by March 2020 (Target 420) 	Form the Future delivered the Signpost2skills project during 2017/18, which aims to raise the aspirations of young people and increase the uptake of apprenticeships in science, technology, engineering and maths (STEM) subjects. This included running careers fairs and

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Cambridge Greater Peterborough LEP, and engage with GCP proposals to explore opportunities for an apprenticeship brokerage service		<ul style="list-style-type: none"> Qualifications and courses provided by further education colleges and other training providers better meet the needs of local businesses and the Greater Cambridge economy Increased awareness amongst young people of employment opportunities available in the Greater Cambridge economy 	<p>delivering workshop in schools across the Greater Cambridge Partnership (GCP) area for year 10 and 11 students. The workshops included apprentices from local employers and helped students to understand what apprenticeships are, what options are available, and help them to make an informed choice.</p> <p>Form the Future, with funding from GCP, has also carried out wider work to bring together schools and local businesses to allow students to learn about opportunities to develop the skills they need to be successful. During 2017 Form the Future engaged and worked with over 288 employers and providers to deliver this programme.</p> <p>GCP has also supported schools to develop their capacity by providing access to a careers coaching programme and in upskilling their staff to improve the delivery of careers information, advice and guidance.</p> <p>GCP is currently developing proposals for an apprenticeship brokerage service, subject to approval from the GCP Board.</p>
2.11 Continue to support: a) a learning and development service for homeless people based in a partner agency; and b) an employment worker in a partner agency with a specific remit to target those in housing need, subject to ongoing evaluation of the need for and efficacy of these services	March 2018	<ul style="list-style-type: none"> Number of people per annum in housing need supported to gain employment or access training/educational placements (target 40 in 2017/18 and 31 in 2018/19) Number of homeless people attending learning and development sessions Number of people in housing need receiving support from the employment worker 	<p>The Council continued to provide grant funding for a learning and development service for homeless people based at Wintercomfort. 159 service users attended learning and development activities at Wintercomfort during 2017/18 and 52 service users moved into employment.</p> <p>The Council continued to provide grant funding for an employment worker at Cambridge Housing Society with a specific remit to target those in housing need. 71 people in housing need receiving support from the employment worker in 2017/2018. 59 people in housing need were supported to gain employment or access training/educational placements.</p>
2.12 Develop and deliver training for volunteer 'digital champions' across the City, who will help support residents who are digitally excluded to access the internet	March 2018 March 2019	<ul style="list-style-type: none"> Number of volunteers recruited and trained to act as 'digital champions' by March 2018 (target 80) Number of volunteers recruited and 	<p>During 2017/18, the 60+ Getting Online project (see action 2.13 for further information) has recruited 15 volunteers to act as digital champions and provide digital inclusion sessions for older people living in sheltered housing accommodation. All volunteers provided with an</p>

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and develop basic digital skills		trained to act as 'digital champions' by March 2019 (target 120)	initial 5 week training course. During 2017/18, Cambridge Online has recruited and trained 15 volunteers to deliver drop-in digital inclusion sessions as part of the Microhub project (see action 2.13 for further information).
2.13 Develop and deliver a programme of digital support (including 1:1, groups, community centre-based and home based support) for key groups, including older people, low income families, people with disabilities, social housing tenants and those who have never used the Internet	March 2018 March 2019	<ul style="list-style-type: none"> Number of residents benefitting from digital support provided by March 2018 (target 200) Number of residents benefit from digital support provided by March 2019 (target 300) 	<ul style="list-style-type: none"> <u>60 + Getting On line project</u> – The Council's Housing Service delivered a 60 + Getting On line project in 2016/17 and 2017/18. The project has delivered 4 weekly digital access drop-in groups for older people each week in sheltered housing schemes (Lichfield Road, Talbot House, Whitefriars and Stanton House). In 2016/17 and 2017/18 a total of 266 sessions were delivered and there were 139 attendees at the sessions <u>Social housing project</u> – In 2017/18 the Council's Housing Service worked with a specialist training provider to provide digital access sessions for Council housing tenants at Barnwell Baptist Church in Abbey and at Ross Street Community Centre. Initially the sessions were delivered on a drop-in basis, but to increase participation the project moved to delivering 12 week, structured courses, which included opportunities to work towards recognised qualifications. <u>Microhub project</u> - In 2016/17 and 2017/18, the Council provided funding to Cambridge Online from its Sharing Prosperity Fund to deliver a 'Microhub' project. The aim of the project was to identify existing groups and networks and provide digital support as a 'bolt on' to pre-existing activities. The project has delivered sessions at a range of venues including Mandela House, Meadows Community Centre, 82 Akeman Street, Browns Field Youth and Community Centre, and the IT suite at Cambridge United Football Club's Abbey Stadium. In 2017/18 there were 195 attendees at these sessions and a total of 258 attendances. These attendees completed a total of 426 1-hour digital access drop-in sessions.
2.14 Raise awareness of digital access issues amongst voluntary and community sector groups through the delivery digital training	March 2018	<ul style="list-style-type: none"> Number of training sessions (target 12) Number of VCS groups attending training sessions (target up to 10 VCS groups) 	In 2017/18, the Council provided funding from its Sharing Prosperity Fund to CCVS to deliver a programme of 12 digital training sessions to voluntary sector organisations. Sessions will cover a range of topics including developing a digital strategy, ensuring digital access is part of the organisations delivery, using digital tools to promote and market

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			local services, and internet safety and crowd funding. There have been some delays to the programme, with 5 of the sessions delivered in 2017/18 and the remaining 7 to be delivered in 2018/19. There were a total of 51 attendees at the 5 sessions delivered to date. The project will deliver a further 12 training sessions for voluntary and community organisations in Cambridge to help build their capacity to provide support to residents to get online.
2.15 Work with partners in the Greater Cambridge Partnership, Cambridgeshire & Peterborough Combined Authority and the Greater Cambridge Greater Peterborough LEP to ensure delivery of planned investment in transport infrastructure that improves connectivity between key employment locations and more deprived areas of the City	Ongoing to March 2020	<ul style="list-style-type: none"> Completion of the cycling and walking bridge element of the Chisholm Trail 	<p>The planning process for the Chisholm Trail took longer than expected. The planning application for Phase One between Cambridge North station and Coldhams Lane has been approved by the (Joint Development Control Committee (JDCC), and there are now extensive pre-commencement planning conditions to be discharged.</p> <p>A number of other priority infrastructure schemes are continuing to be progressed by the Greater Cambridge Partnership, including: Cambourne to Cambridge; Cross City Cycling; Milton Road; Histon Road; City Access; West of Cambridge Package; and the Cambridge South East Transport Study (formally A1307). During 2017/18, a number of these projects progressed to the public consultation stage.</p>
Objective 3. Improving health outcomes for people on low incomes			
3.1 Continue to promote a 50% reduction in entry prices at Council-owned sports and swimming facilities for people receiving Means Tested Benefits and free usage of Splashpads and Paddling Pools in parks and open spaces	Ongoing to March 2020	<ul style="list-style-type: none"> Number of entries to Council-owned leisure facilities by people holding concession memberships (Target: 30,000) 	In 2017/18 there were 31,422 entries to Council-owned sports and swimming facilities by people holding concession memberships. This was lower than in 2016/17, when there were 49,900 entries, but higher than in 2015/16, when there were 29,531. During 2018/19, the Council and GLL will seek to increase the number of entries through more promotional work to promote concessionary visits and the 50% discount off activities that they can access. GLL will also promote discounted swimming and lessons, particularly at Parkside and Abbey Pools.
3.2 Expand the scheme providing free exercise referrals by GPs to all residents on low incomes in Cambridge	March 2019	<ul style="list-style-type: none"> Total number of free exercise referrals made by GPs for residents on low incomes (Baseline of 101 referrals from September 2015-September 2016) 	In 2017/18, the Council supported a free exercise referral scheme through the Sharing Prosperity Fund. GPs at 7 surgeries (Arbury Road, East Barnwell, Nuffield Road, Cherry Hinton, Mill Road Surgery, York Street and Cornford House) made referrals for patients on low incomes to exercise sessions at local gyms and leisure centres. In total over 360

Action	Completion	Performance measures	2017/18 progress update
		<ul style="list-style-type: none"> • % of participants on low incomes completing the 12 week programme 	<p>residents have been undertaking the 12 week exercise scheme, with over 8,500 visits between them to sessions and classes. There were a large number of referrals specifically from Arbury Road and East Barnwell surgeries, with over 120 individuals participating.</p> <p>In 2018/19, the scheme will be expanded to an additional 4 surgeries (Trumpington, Lensfield Road, Petersfield and Red House Surgeries), bringing the total number of surgeries supported to 11. The scheme will target over 450 new participants.</p>
3.3 Continue to fund Cambridge Sustainable Food network to deliver a programme of cookery skills workshops for individuals and families on low incomes, with the aim of supporting people to prepare and cook low cost, nutritious meals	March 2019	<ul style="list-style-type: none"> • Number of cookery workshops delivered across a range of locations in low incomes areas of Cambridge (target 40) • Number of people participating in cookery workshops • 	<p>During 2017/18, 39 cookery skills sessions were held around the city in Abbey, Kings Hedges, Romsey and Trumpington. 193 people benefited from the sessions, including families and older people. In addition to supporting low income families to develop cookery skills and promoting healthy eating, the sessions have helped to tackle social isolation. One of the groups in the North of the city is being supported to continue meeting, and older people have been signposted to other groups in Trumpington.</p>
3.4 Continue to fund an expanded 'Advice on Prescription' project, to provide outreach support for residents experiencing mental health issues due to low income, debt or addiction at East Barnwell Health Centre, Nuffield Road Medical Centre, Arbury Road Surgery, and Trumpington Medical Centre	March 2018	<ul style="list-style-type: none"> • Number of clients seen by the outreach advisor in total (target 300) • Total value of additional income for clients identified by the outreach advisor • % of clients reporting that seeing the adviser had reduced their stress and anxiety levels • % of clients • % of clients reporting that they have seen their GP less after receiving financial from the adviser 	<p>From 2015/16 to 2017/18, the Cambridge Citizen's Advice Bureau (CAB) has been funded to provide an outreach advice service at GP practices and community settings in Barnwell, East Chesterton, the Meadows Community Centre and Trumpington. A full-time advisor, has offered money management and income maximisation support to patients presenting with mental health problems (such as anxiety or stress) resulting from debt, employment and welfare rights matters.</p> <p>In 2017/18, the adviser supported 357 unique patients and provided 2,014 advice sessions. The adviser helped generated total financial gains of £533,630 for these patients, which equates to £1,495 per patient.</p> <p>Survey responses from clients seen from April – September 2017 showed that 75% of patients felt less stressed or anxious following advice. 48% of patients reported that they feel better able to manage their money after receiving financial advice from the adviser, and 40% of patients said that they now see their GP less often than they did before they saw the CAB adviser.</p>

Action	Completion	Performance measures	2017/18 progress update
			The project will continue in 2018/19 with funding from the Council's Sharing Prosperity Fund.
3.5 Continue to provide move on accommodation for adults recovering from mental ill health, in conjunction with the Cambridgeshire County Council and Sanctuary Group	Ongoing to March 2020	<ul style="list-style-type: none"> Number of adults recovering from mental ill health accommodated in Cambridge City Council move-on accommodation (Baseline 31 people in 2016/17) % or more of tenants in move-on accommodation move into independent accommodation within 3 years (target 75%) 	<ul style="list-style-type: none"> Since November 2017, Sanctuary Group has had a contract with Cambridgeshire County Council to provide support for move-on accommodation for adults recovering from mental ill-health. As part of its contract with the County Council, Sanctuary is responsible for managing voids, and for moving tenants on within the required period The City Council currently has 19 units of accommodation available for move-on. The number was reduced following a drop in demand and the flats were put back into general stock. 12 of the 19 units are currently in use. City Council officers are working closely with Sanctuary Group to fill the remaining voids. Of the 19 move-on units currently in use, 6 people moved on in 17/18 (32%). Of these 6, 3 were moved within the 3 year period (50%).
Objective 4. Helping people with high housing costs, increasing numbers of affordable homes, and improving the condition of people's homes			
4.1 Develop new Council homes for rent, and ensure that rent levels are as affordable as possible	March 2018 March 2023	<ul style="list-style-type: none"> Number of new homes for rent are provided by March 2018 on Council-owned sites (including Virido at Clay Farm, Fulbourn Road, Hawkins Road and garage sites – target 139) Number of new Council homes delivered in Cambridge through £70 million funding secured as part of the Cambridgeshire and Peterborough Devolution Deal with Government. (target 500) 	<ul style="list-style-type: none"> A total of 143 new City Council-owned homes were completed during 2017/18. This includes new homes at Virido (104 units, including 78 for rent and 26 shared ownership units); Uphall Road (2 units); Ekin Close (6 units); Fulbourn Road (8 units); Hawkins Road (9 units at Peter Cowell Close) and Water Lane (14 units at Jolley Ford Court). The Cambridgeshire and Peterborough Devolution Deal included a further £70m to deliver new council housing in Cambridge over a five year programme. Using Right to Buy money and Devolution funding there is a programme to achieve 500 new affordable homes in the city by 2022, with some of these potentially starting on site in 2018/19.
4.2 Work through the planning process and with Registered Providers to enable the delivery of new high quality, energy efficient	Ongoing to March 2020	<ul style="list-style-type: none"> Number of affordable homes delivered on strategic growth sites (Projected figure 479 – actual delivery dependent on external 	<ul style="list-style-type: none"> A total of 431 new affordable homes were completed in Cambridge during 2017/18. The number of new affordable homes built on strategic growth sites was 342 in 2017/18. This includes the completion of the Housing

Action	Completion	Performance measures	2017/18 progress update
homes for rent at sub-market rates		<p>factors)</p> <ul style="list-style-type: none"> Number of affordable homes delivered on other sites (Baseline: 47 affordable homes delivered annually on average from 2014/15-2016/17) 	<p>Development Agency (HAD) Virido scheme at Clay Farm, which was built to high sustainability standards (Code for Sustainable Homes Level 5). This code has since been abolished and new homes are delivered with reference to the Cambridge Sustainable Housing Design guide.</p> <ul style="list-style-type: none"> There were 89 units completed on other sites in 2017/18, including 37 HDA completions across the city and 2 by the Council's Estates and Facilities service, in the period 2017/18.
4.3 Increase provision of temporary housing accommodation for homeless households	Ongoing to March 2020	<ul style="list-style-type: none"> Number of temporary accommodation provided (target to number of units at 95, unless demand over a six month period dictates otherwise) Number of homeless families in bed and breakfast accommodation and accommodation outside Cambridge 	The number of units of temporary accommodation increased from 83 to 95 units in during 2017/18. These were all 2 bedroom properties, which were identified as a priority.
4.4 Continue the Single Homeless Service to provide a local lettings agency to support single homeless people who do not need supported housing to move into private rented accommodation and, in so doing, freeing up spaces in supported accommodation for those who need it	Ongoing to March 2020	<ul style="list-style-type: none"> Number of single homeless people placed into accommodation in the private rented sector per year by the Single Homeless Service (Target 93 people per year) 	108 single homeless people (in Cambridge City) were placed into private rented accommodation with the assistance of the Council's Single Homeless Service.
4.5 Support provision of a Counting Every Adult service, to help homeless people get on a more stable footing and significantly reduce the drain on public resources across sectors, subject to ongoing evaluation of the need for and efficacy of these	Ongoing to March 2020	<ul style="list-style-type: none"> Improvement in mental well-being per client (measured through a questionnaire-based assessment) 	<p>The Council has continued to provide grant aid support to the Counting Every Adult Team at Cambridgeshire County Council.</p> <p>The City Council's Tenancy Sustainment Service also supported over 40 individuals during 2017/18, half of which have mental health issues. We have also started piloting a Dual Diagnosis Street Team (DDST), working with rough sleepers who have both substance misuse and mental health problems. The DDST has secured accommodation for 22</p>

Action	Completion	Performance measures	2017/18 progress update
services			rough sleepers in quarters 2 and 3 2017-18.
Objective 5 - Supporting groups of people that are more likely to experience poverty and social isolation, including children and young people, low income families, people with disabilities, older people, women, and BAME residents			
5.1 Develop and contribute to a city wide Equalities and Diversity Partnership, building on the Equality Pledge, to enable shared learning, a strong cross sector voice, and effective partnership working	March 2018	<ul style="list-style-type: none"> Number of training sessions run for the 15 organisations that are part of the Equality and Diversity Partnership (Target: 5 sessions to be delivered for different equalities groups: women, sexual orientation, minority ethnic, people with disabilities and LGBTQ). Conference held to develop terms of reference around how the Equalities Network will work in partnership with one another and to invite further voluntary and community sector organisations to take part in the network Feasibility study carried out into whether there is demand for a Council of Faiths in Cambridge 	<p>Member organisations have attending training sessions, which focussed on issues experienced by different equalities groups in Cambridge, including where there gaps in provision of support. This training has been delivered by the member organisations that have expertise in supporting the equality group in question. The training sessions were well-attended and well received.</p> <p>A new series of training sessions will start at the end of May 2018, and will be extended to voluntary and community sector organisations that are not currently part of the Partnership in 2018/19.</p> <p>Work took place during 2017/18 to explore and develop the Faiths partnership and the first meeting of the new Faith Partnership will take place in June 2018, focussing on work in schools.</p>
5.2 Continue to provide open access activities for children and young people in local neighbourhoods across Cambridge, including low income neighbourhoods	Ongoing to March 2020	<ul style="list-style-type: none"> Number of open access activities (target 400 per annum) Number of children and young people attending open access activities (target 10,000 per annum) 	The CHYPPS service held 716 universal sessions, which significantly exceeded the target for the year of 400 sessions. There were 26,328 child visits to these universal sessions, substantially more than the annual the target of 10,000. CHYPPS also ran SummerDaze 2017, which provided a successful programme of free events for children and families in the school holidays. 16 "fit and fed" sessions were delivered in Arbury following the free holiday lunches.
5.3 Commission a theatre production to be delivered in secondary schools and community setting in Cambridge, to raise awareness of money issues and financial decisions and	March 2018	<ul style="list-style-type: none"> Number of performances of theatre production delivered in secondary schools and community settings in Cambridge (Target: 15 performances) 	With funding from the Sharing Prosperity Fund, the Council commissioned Alter Ego to develop and deliver a play in schools to engage young people in the issue of financial literacy. The play, titled 'Money Matters', was performed for year 10s and 11 students at 10 schools in Cambridge between 4 and 15 December 2017. There were a total of 13 performances which reached a total of 1,750 students. The

Action	Completion	Performance measures	2017/18 progress update
the effect these can have on young people's lives		<ul style="list-style-type: none"> Total number of young people attending performances (Target: 600 young people) 	<p>performance will be delivered again in 11 schools.</p> <p>Overall the play was well received with 71% of the pupils reporting that the play was good to very good. 77% of students said the play had made them think differently about money. The most common areas where students thought differently about money were the importance of managing their money (31%) and the dangers of getting into debt (28%). After watching the play, 88% of students said that they knew where to go to get financial advice.</p> <p>There was also an additional performance at Brown's Field targeted at young people who are in not in school, and a performance at the Guildhall for parents, carers and professionals.</p> <p>'Reality Cheque', a financial literacy board game has been developed and will be distributed to 16 schools in the Cambridge and South Cambridgeshire, helping students to prepare for managing their finances when they leave school.</p>
5.4 Continue to provide free swimming lessons for children who either come from low income families or cannot swim at the key stage 2 assessment point	March 2018	<ul style="list-style-type: none"> Number of children receiving free swimming lesson following referrals from teachers (baseline of 290 children in 2015/16) Number of schools referring eligible children for free swimming lessons 	<p>A programme of free swimming lessons for low income families was funded from the Sharing Prosperity Fund from 2015/16 to 2017/18). In 2017/2018 free swimming sessions for toddlers and parents at the Kings Hedges and Abbey swimming pools attracted more than 3,000 total attendances by families on low incomes.</p> <p>The programme of free or subsidised swimming opportunities will be continued in 2018/19, with a particular emphasis on providing: 8 weekly sessions during term-time for toddlers and parents promoted through Surestart centres; top-up funding for school groups attending Abbey Pool, Kings Hedges Learner Pool and Parkside Pool to support swimming by low income pupils; and swimming lessons for BAME women on low incomes.</p>
5.5 Continue to work with Cambridgeshire County Council to provide nursery provision at Ross Street Community Centre and Buchan Street Neighbourhood Centre	March 2018	<ul style="list-style-type: none"> Number of childcare places provided at Buchan Street Neighbourhood Centre every weekday morning and afternoon (target 24) Number of childcare places provided at Ross Street Community Centre 	<p>During 2017/18, Moonbeams Nursery has provided childcare at Buchan Street Neighbourhood Centre from 9am-3pm daily. It is currently providing 32 places for families at these sessions.</p> <p>24 childcare places are also being provided at Ross Street Community Centre for 15 hours each week.</p>

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		every weekday morning (target 24)	
5.6 Continue to provide a programme of free lunches in community facilities and other venues with partners for low income families during school holidays, to reduce costs for families when free school meals are not available, reduce social isolation and provide opportunities for families to access other services	March 2018	<ul style="list-style-type: none"> Number of free lunches served to low income families (baseline of 3020 in 2016/17) Number of people accessing other services and support after attending free lunches 	<p>During 2017/18, the Holiday Lunch Programme provided a total of 2900 free lunches. Of these, 2218 lunches were served in city council community centres, including the Meadows Community Centre, Buchan Street Neighbourhood Centre, Brownsfield youth and Community Centre and Ross Street Community Centre. 682 lunches were provided by local churches, including Barnwell Baptist Church, Church of the Good Shepherd, Christ the Redeemer, and St Thomas's.</p> <p>Residents attending holiday lunches have also been signposted to other services, including debt support, Cambridge City Foodbank, cookery skills classes, and the North Cambridge organiser group.</p>
5.7 Continue to work towards at least 2% of new social housing being fully wheelchair accessible, with a further 8% to meet other specialist needs provided there is an identified need and appropriate support for the residents is available.	Ongoing to March 2020	<ul style="list-style-type: none"> % of new social housing is fully wheelchair accessible (target 2% over three years) % of new social housing is provided to meet other specialist needs (aiming towards 8% over three years) 	<ul style="list-style-type: none"> Of the total 431 new affordable units completed this year, 7 (1.62%) are fully wheelchair accessible. Of the total 431 new affordable units completed this year, 14 (3.24%) meet other specialist need. These measures are an aim, rather than a target. Other than in cases where the Council build or we work directly with a provider to ensure provision for an identified need, we have limited control on what comes forward and when.
5.8 Continue to support the Cambridgeshire Home Improvement Agency (HIA), along South Cambridgeshire and Huntingdonshire District Council, to provide people living in Cambridge who are elderly or vulnerable, who have disability needs, or who are on a low income, to repair, maintain or adapt their homes	Ongoing to March 2020	<ul style="list-style-type: none"> Number of people in Cambridge who are elderly or vulnerable, who have disability needs, or who are on a low income, provided with support to repair, maintain or adapt their homes 	<ul style="list-style-type: none"> The council invested over £730,000 to enable more than 130 people to access support to repair, maintain or adapt their homes. Across the shared Home Improvement Agency service, which is led by Cambridge City Council, approximately 750 people were supported to adapt their home with an overall investment of £4m across all 3 districts.
5.9 Continue to provide good quality modern sheltered housing schemes for older people	Ongoing to March 2020	<ul style="list-style-type: none"> Percentage of residents in sheltered housing who are satisfied with their accommodation (Baseline of 94% 	<ul style="list-style-type: none"> The Council continues to provide sheltered housing schemes for older people. A survey in March 2018 found that 92% of residents in these schemes were happy with their accommodation.

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		<p>satisfaction in 2016)</p> <ul style="list-style-type: none"> Number of people referred to agencies such as occupational therapy or the Home Improvement Agency in order to make their home safer (Baseline 101 tenants) 	<ul style="list-style-type: none"> In 2017/18, the Council referred 99 people to schemes including occupational therapy and the Home Improvement Agency to help make their homes safer.
5.10 Continue to provide city-wide support service for older people, working with health and social care services at Cambridgeshire County Council and local housing associations	Ongoing to March 2020	<ul style="list-style-type: none"> Number of older people provided with direct support (Baseline of 557 in 2017) Number of older people signposted to support provided by other agencies (Baseline of 210 in 2017) Total increase in non-housing related benefits and income for older people supported by the service (Baseline of £264,212 in 2016/17) Percentage of new clients who feel that the service's intervention has had a positive impact on their independence as an older person (Baseline of 71%) 	<p>The Council's Independent Living Service provided 1324 older people with support in 2017/18, in our sheltered housing schemes, through our visiting support service, or with a community alarm.</p> <p>Of the total people supported in 2017/18, 52 people have been supported to increase their non-housing related incomes by a total of just over £206,000 per annum. This total is made up of a combination of attendance allowance, carers allowance and disability living allowance.</p> <p>In March 2018, 100% of survey respondents who received support from the visiting support service said that the support they received was good or excellent. 81% of respondents in sheltered housing that were receiving support from Independent Living Facilitators said that this had improved the quality of their lives</p>
5.11 Fund a dedicated post to provide additional support for older people in Cambridge who are in financial need to maximise their access to low income benefits (with a particular focus on those aged 85+, single, living alone and Asian women over 65)	July 2018	<ul style="list-style-type: none"> Number of older people receiving support to maximise their benefits (target 50% increase against baseline) Value of additional non-housing related benefits and income accessed by participating older people (target to increase value by £96,000, from a baseline of £264,212 in 2016/17) 	<p>The pensioner poverty project has been funded from the Sharing Prosperity Fund from August 2017-August 2018. The project funds a member of staff for 30 hours a week to undertake targeted work with community groups and alongside the 65+ service to highlight, signpost and support older people who are identified as not accessing benefits and well-being services. From August 2017 to March 2018 the project has helped individuals claim a total of £92,000 a year in extra non-housing related income. It has also provided other support for older people, such as preventing social isolation and promoting digital inclusion.</p>
5.12 Continue to provide targeted	Ongoing to	<ul style="list-style-type: none"> Number of classes delivered per 	36 classes of varying levels and ranges of sporting activities are offered

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sports development work in partnership with Forever Active and Cambridgeshire and Peterborough Clinical Commissioning Group (CCG), including work to reduce falls amongst older people	March 2020	<p>week for people aged over 55 (target 15)</p> <ul style="list-style-type: none"> • Number of strength and balance classes delivered per week to help reduce falls amongst older people • Number of attendances by older people at classes 	<p>across the City for over 55's.</p> <p>Of these 14 classes are specifically targeted for Strength and Balance and seated activity classes, and run on a weekly basis in a variety of locations throughout the City.</p> <p>Attendances at the strength and balance classes have been over XXX for the last year, and the Council and Forever Active are working together to promote the range of classes on offer in neighbourhoods</p>
5.13 Recruit volunteers to work with the Council's Independent Living Service and provide social support for older people, and signpost older people to befriending schemes delivered by VCS organisations	Ongoing to March 2020	<ul style="list-style-type: none"> • Number of volunteers taking part in befriending schemes delivered by the City Council or voluntary and community organisations (Target 25) 	<p>The Council's Independent Living Service currently has 14 Digital champion volunteers delivering digital drop in classes in 4 sheltered housing schemes across the city. There are a total of 23 other volunteers (7 non tenants and 16 tenants) carrying out a variety of roles including sheltered housing scheme activities, social club volunteers and manning reception at Ditchburn Place. The Independent Living Service has referred 28 older people to befriending services schemes</p>
5.14 Work with partners and voluntary groups to develop and deliver a programme of inclusive and accessible events as part of the annual "Cambridgeshire Celebrates Age" festival	Ongoing to March 2020	<ul style="list-style-type: none"> • Number of inclusive and accessible events included in Cambridgeshire Celebrates Age programme (Baseline of 25 events in 2016) 	<p>The Cambridgeshire Celebrates Age committee has promoted and publicised a brochure of ongoing activities in Cambridge during 2017. The Council's Neighbourhood Community Development Team supported the committee during the year and provided the activities listed under action 5.15 below.</p>
5.15 Continue to run and support groups for older people in community facilities operated by the Council and partner organisations in low income areas of Cambridge	Ongoing to March 2020	<ul style="list-style-type: none"> • Number of groups and events supported • Number of attendees at groups and events <p>Increased independence of groups or engagement by older people in programme development</p>	<p>The Council has continued to support the following groups for older people: 50+ friends at Akeman Street Community Centre (no longer meeting since autumn 2017); Romsey Hub at Ross Street Community Centre; crochet group at Lawrence Way; and Mayfield Seniors.</p> <p>The Council has supported each group in different ways according to their needs – including helping with grant applications, programme ideas, trips, volunteers, linking them to other services or support as necessary and being in the building when groups are running in order to be on hand to provide support:</p> <p>The Council also directly delivered the following activities for older people:</p> <ul style="list-style-type: none"> • 2 quizzes at Buchan Street Neighbourhood Centre as part of the Broaden Your Horizons project (60 attendees in total)

Action	Completion	Performance measures	2017/18 progress update
			<ul style="list-style-type: none"> • A programme of 16 events for seniors in partnership with the Museum service (244 attendees in total) • Cooking skills sessions for a group of older people in conjunction with Cambridge Sustainable Food as part of the Thyme to Cook project • Supported the setting up of a lunch club to be run by different partners in the Trumpington area
5.16 Continue to provide regular free health sessions for BAME women	Ongoing to 2020	<ul style="list-style-type: none"> • Number of BAME women attending free health sessions • Number of women from target communities attending these sessions 	The Council continued to provide regular free health sessions. The sessions were open to all, but they were promoted to BAME communities and women on low incomes. As a result attendees were largely, but not exclusively, from BAME communities, and often older women, mothers with small children, or single parents. 3 monthly sessions were held during 2017/18, with an average of 20 women attending each of the sessions. A meal was provided at each session and pre-school children were catered for.