

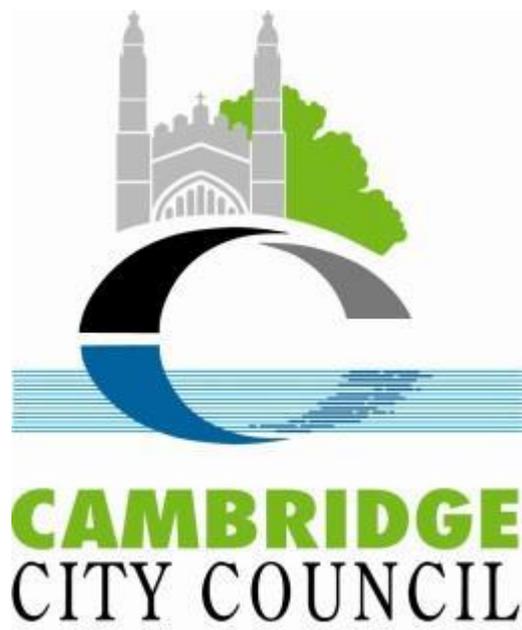


Appendix B:

Cambridge City Council

**Single Equality Scheme
2018 – 2021**

June 2018





Cambridge City Council Single Equality Scheme 2015 - 2018

Contents

Introduction	3
What did we do to meet our objectives for the Single Equality Scheme for 2015 to 2018?	4
What are some issues related to inequality that are experienced by our communities?	10
How can we do more to tackle issues experienced by protected characteristics?	23
What will be the key areas of focus for the Council's approach going forward?	25
Proposed objectives of the Single Equality Scheme 2018 to 2021	27
Actions set for services related to our objectives	28

If you need this document produced in a different format such as Braille, large print, audio, on disk or in a language other than English, please contact us.

✉ Cambridge City Council
Strategy and Partnerships
The Guildhall
Market Square
Cambridge CB2 3QJ
☎ Telephone: 01223 457046
✉ equalities@cambridge.gov.uk
💻 www.cambridge.gov.uk



Introduction

This draft Single Equality Scheme strategy sets out Cambridge City Council's proposed objectives related to equality and diversity work over the three year period from 2018 to 2021. We have a vision of Cambridge city as an international city which celebrates its diversity and actively tackles discrimination.¹ We have a clear statement of Equality Values to support this of Cambridge as a place that is fair for all.² Cambridge City Council is signed up to the Cambridgeshire-wide Equality Pledge³, which commits signatory organisations to appreciate and value the benefits that different communities contribute to Cambridge and the surrounding region: "We believe in the dignity of all people and their right to respect and equality of opportunity. We value the strength that comes with difference and the positive contribution that diversity brings to our community. Our aspiration is for Cambridge and the wider region to be safe, welcoming and inclusive".

We have produced a three year Single Equality Scheme strategy since 2009. Producing a Single Equality Scheme helps to ensure that we deliver our Public Sector Equality Duty (Section 149 of the Equality Act 2010) to have due regard to:

- (a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The nine protected characteristics covered by the Equality Act 2010 are age, disability, sex, gender reassignment, race/ethnicity, pregnancy/maternity, sexual orientation, religion or belief, marriage and civil partnership.

Since we first produced a Single Equality Scheme, we have reviewed progress made against actions set by services for each year that are related to the objectives of the scheme. We will continue to produce an annual review of our progress for the duration of the Single Equality scheme 2018 to 2021.⁴

¹ See <https://www.cambridge.gov.uk/vision-statement>

² See <https://www.cambridge.gov.uk/equality-and-diversity-policies-and-plans>

³ For more information, see <https://www.cambridge.gov.uk/equality-pledge>

⁴ For an update on progress around actions set for 2017/18 (for the 2015 to 2018 Single Equality Scheme go to: <https://www.cambridge.gov.uk/equality-and-diversity-performance>



What did we do to meet our objectives for the Single Equality Scheme for 2015 to 2018?

In the Single Equality Scheme 2015 to 2018, the City Council set 5 equalities objectives that it would focus on in order to advance its equalities agenda. Over the past three years we have taken a wide range of actions to deliver these objectives. Some of the key achievements are set out below under the relevant objectives. (For an update on progress around actions set for 2017/18 (for the 2015 to 2018 Single Equality Scheme go to: <https://www.cambridge.gov.uk/equality-and-diversity-performance>)

1. To further increase our understanding of the needs of Cambridge's growing and increasingly diverse communities so that we can target our services effectively.

Throughout the three years, we have developed an equalities evidence base in order to understand issues relating to equality groups' experiences of living in Cambridge, and around housing and accessibility:

- We undertook community needs assessments in 2015 with Black Asian Minority Ethnic People, people with disabilities, women and low-income men on their experiences of living in Cambridge. We have used the issues raised by different equality groups in the needs assessments to inform this Single Equality Scheme and help identify areas the Council can have an impact on.
- Over the past three years we have led on a Cambridgeshire-wide project to increase information available on the housing needs of people with disabilities. We are continuing to work with partners to plan more effectively to meet housing needs, either through new development or making better use of existing homes.
- In 2015 we undertook an accessibility study into disabled people's access to public spaces in Cambridge City. We used these findings to help develop plans to regulate against the over-proliferation of physical obstructions, including the development of an advertising signage policy, which is now being implemented.

We have also used information gained in consultation exercises to ensure that we target services to meet our communities' needs. For instance, every year we have secured a representative sample of the Cambridge population to take part in our budget consultation. In 2016, we carried out a wider Resident's Survey, which included a focus on gathering feedback on people's feelings related to community cohesion and sense of belonging. The 2017 budget consultation survey explored perceptions around our service delivery and the need to make savings from the perspectives of different equality groups in more detail.



2. To continue to work to improve access to and take-up of Council services from all residents and communities.

We continuously consider how to improve access to and take-up of Council services by assessing equality impacts of all decisions impacting on residents, staff or visitors:

- Council officers produce equality impact assessments wherever a policy, plan or procedure impacts on a significant number of people or particular equality groups over others.
- In order to equip council officers to effectively support residents from different protected characteristics, we have an equality and diversity training package. We have provided equality and diversity induction training to 183 new starters over three years. We have also delivered training sessions on disability awareness, mental health awareness, mental health first aid and transgender awareness over the three years.
- Each year councillors have been provided with either a face-to-face or written briefing around equality and diversity at the Council so they can understand equality and diversity principles and are able to apply these to their work.

It has become more important for residents to have access to the internet, as increasingly other organisations' services and information is available online by default. We have continued to ensure that our residents can access our support face-to-face or on the phone where necessary. We have also significantly expanded our work to support people to access the internet and develop digital skills. In 2015/16, we developed a digital inclusion fund of £15,000 that was awarded to 4 projects. In 2016/17, we developed a digital access strategy and allocated £50,000 for activity over 2016/17 and 2017/18 to increase digital accessibility for those with the greatest need.

3. To work towards a situation where all residents have equal access to public activities and spaces in Cambridge and are able to participate fully in the community.

We have undertaken much work around this objective over the last three years for a variety of different equality groups, especially disabled people, older and younger people, lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ) people, and Black Asian Minority Ethnic (BAME) people and refugees. We have also supported capacity-building of the voluntary and community sector organisations that have expertise in supporting different protected characteristics.

Cambridge City Council has been looking into issues disabled people face that impact on physical access to open spaces, services and activities in the city in some of the following ways:



- In 2014/15 we undertook some research around accessibility of public space in Cambridge for blind or partially sighted people and/ or people with physical disabilities⁵. We used the research to develop a policy implemented in 2017, which helps us regulate against the over-proliferation of advertising signage causing physical obstruction⁶.
- We have an Access Officer in our Planning Service who provides free advice and guidance to developers on new developments, and has provided advice to businesses around disabled access. The Council has set up a panel of members of the public to provide feedback on disabled access of new developments, and they meet monthly.
- Ensuring that our polling stations are set up for disabled people to use by providing aids and adaptations. We also make sure that our officers manning the polling stations are briefed on the law relating to access to vote for people with disabilities.
- Providing British Sign Language support for deaf and hard-of-hearing people in order to support them with one-to-one appointments. We have a member of staff in Customer Services who is trained to undertake British Sign Language (BSL) support for people who drop in and see us at our customer contact centre. We also book BSL interpreters for some events we run for the Cambridge community, like the Volunteers' Fair and Disability History Month activities. Additionally, we provide information in an Easy Read format for people where required.
- We developed a new Disabled Access policy for taxis in Cambridge to ensure that customers requiring wheelchair accessible access have a reliable service. The new policy focused on training and awareness on disability issues as part of mandatory safeguarding training for all taxi licence holders. Since the policy's implementation from the end of 2016 to March 2018, we provided equality and accessibility training to around 700 taxi licence holders.

Cambridge City Council has worked hard to ensure that people with mental health problems get support they need. We have celebrated World Mental Health Day and Mental Health Awareness Week each year. Activities included mindfulness sessions for staff members, a tea dance in 2015 at Ditchburn Place in partnership with Cambridge Arts Salon, a free arts and crafts session at the Grafton Centre in 2016 on relationships and mental health, and, in 2017, a market stall raising awareness about where people can go to seek support for mental health problems. We have also provided move-on accommodation for up to 40 people recovering from mental ill health each year in partnership with Cambridgeshire County Council and Metropolitan Housing Group.

⁵ See: <https://democracy.cambridge.gov.uk/documents/s28744/CityCentreAccessStudy.pdf>

⁶ See: <https://democracy.cambridge.gov.uk/ieListDocuments.aspx?CId=176&MId=3287&Ver=4>



In relation to the protected characteristic of race/ ethnicity, the main areas we have provided support in accessing services relate to additional support to people with language barriers, and resettlement support for refugees:

- We procured an independent company to provide interpreters and translators to support people with language barriers to engage with the Council.
- Since December 2015, we have supported 79 individuals (17 families) as part of the Syrian refugee resettlement programme. In order to help us complete this work, we recruited two Arabic-speaking council officers to support the families in all aspects of resettlement where language could become a barrier (such as, housing support, benefits, and GP appointments). We also provide ESOL classes for Syrian refugees.

We have been working with Encompass Network to ensure our services are as welcoming, accessible and safe as possible for lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ) people to use. We have been one of 6 organisations signed up to the Safer Spaces pilot project to provide safer spaces for LGBTQ people and we are currently carrying out a self-assessment against the Quality Assurance Framework drafted for the project. We plan to sign up to the live Safer Spaces project and work with the Encompass Network to identify areas in which we can improve.

We have planned many public activities directed towards older people and younger people over the last three years:

- For young people we provided just under 1,000 open access activities for over 25,000 children in 2015/16 and 2016/17, and 657 open access sessions for 8,465 children in 2017/18. Some activities encourage young people to make more decisions in their local areas through engagement work in the form of Children's Surveys, 'Agenda Days' and a TakeOver Day. The Children and Young People's Service has also worked with children, listened to their views and enabled them to feedback their views at Area Committee meetings.
- For older people we have planned and supported activities that combat social isolation, by taking part in the 'Cambridgeshire Celebrates Age' festival, and supporting older people's groups at various community centre locations.
- We have undertaken a lot of work to support older people to remain physically and socially active. We have worked with Forever Active and the Clinical Commissioning Group's Fall Prevention Team to provide 15 exercise classes per week over the last three years. Our Independent Living Service has worked in partnership with Cambridgeshire County Council and local housing associations to support around 800 older people each year to connect with services that help them remain independent and socially active.



From 2015 to 2018, we have provided Community Grants of £900,000 per year to voluntary and community sector groups that support people of different protected characteristics through projects that reduce social and/ or economic inequality. We have also been helping the voluntary and community sector to create an Equality and Diversity Partnership that encourages organisations to work together to better meet needs of local residents from different protected characteristics.

4. To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together.

Cambridge City Council has actively celebrated and raised awareness of different communities in the city. Over the last three years we have undertaken activities for, and supported and promoted partner activities marking seven key regional or national events. These are Black History Month, Cambridgeshire Celebrates Age, Disability History Month, Holocaust Memorial Day, International Women's Day, Lesbian Gay Bisexual and Transgender (LGBT) History Month, and Refugee Week. For instance, every year we have held a civic event to mark Holocaust Memorial Day involving speakers and local schools that is held in the Corn Exchange. Other highlights have included the October 2017 Black History Month thirtieth anniversary celebrations where we supported the development of the most varied programme, with the greatest number of partners, that we have ever seen in Cambridge. We also held a civic event to mark the centenary of the Women's Suffrage Movement in February 2018, which involved the unveiling of the Millicent Garrett Fawcett plaque. A number of other events for the centenary that we helped to coordinate collected donations for the Cambridge 'Millicent' charities (Cambridge Rape Crisis, Cambridge Women's Aid, Cambridge Women's Resources Centre and Turtle Dove) that between them provide resources, skills, education, counselling, confidence and support for women at risk.

In the last three years, we have worked with partners to help meet needs identified by LGBTQ people in the 2014 needs assessment carried out in Cambridge City and South Cambridgeshire⁷. Key themes in the needs assessment included fears about being open about sexuality in Cambridge, and a lack of space and events in Cambridge where LGBTQ people felt welcomed and celebrated. We have worked with Encompass Network and Cambridge Live to develop the Pink Festival element of The Big Weekend in Cambridge to raise awareness of LGBTQ issues and celebrate these communities. We have also worked with Encompass Network to help develop Safer Spaces, as mentioned previously, to create welcoming, inclusive and safe spaces for LGBTQ people in Cambridge.

⁷ Encompass Network (2014), 'Cambridge City and South Cambridgeshire LGBTQ Needs Assessment': <http://encompassnetwork.org.uk/needs-assessment/>



Over the last three years, our Community Safety Team has undertaken a lot of work to tackle discrimination, harassment and victimisation in the city. They provide a racial harassment service for people to report abuse suffered by individuals, families or groups of people because of their race, nationality, or ethnic or national origin. The service finds out what support the person needs and assesses the danger of further incidents. Our Community Cohesion and Racial Harassment Officer participates in the Channel Panel for Peterborough and Cambridgeshire to look at referred cases of individuals identified as at risk of radicalisation and violent extremism under Prevent in order to identify support they need. The Community Cohesion and Racial Harassment Officer has been working with the Police on strategic issues around Hate Crime and has recently become involved in the Stop Search Community Scrutiny Group led by the Police, looking at the equality issues around the use of these powers.

5. To ensure that the City Council's employment and procurement policies and practices are non-discriminatory and to work towards a more representative workforce within the City Council.

We have monitored the profile of the City Council's workforce, recruitment trends, and training attendance by equality group. We have reported this information in depth to the Equalities Panel annually through the Equality in Employment reports, which can be found on the Council's website here:

<https://www.cambridge.gov.uk/equality-and-diversity-performance>

We reviewed the Council's targets for Black Asian Minority Ethnic (BAME) and disabled staff representation in light of 2011 Census information and set new targets which take into account the proportion of those that are economically active and the proportion of the working population that are made up of BAME and disabled residents. The Council does not have workforce targets for other equality groups.

The proportion of BAME staff members increased from 7.06% in March 2015 to 7.18% in March 2018. We are short of our target we set each year of 9.5%. The proportion of disabled staff members increased from 5.06% in March 2015 to 6.97% in March 2018. We exceeded our initial target set of 6.5%, and have increased the target to 7.5%.

The council has explored whether we can do more to encourage disabled people and BAME people into the workforce. A recruitment survey of BAME people was undertaken in 2014, which suggested that there are no barriers specifically for BAME people entering our workforce. The council has also been signed up to the Two Ticks scheme and, in 2017, its successor, the Disability Confident Scheme, to help encourage the recruitment and retention of disabled people.

In the Council's 2017 Staff Survey, nearly nine-in-ten staff agreed Cambridge City Council offers equality of opportunity regardless of one's protected characteristics.



This compares to 82% of employees who felt this was the case in the 2014 Employee Survey.

We worked with South Cambridgeshire District Council to produce a guide on implementing The Public Services (Social Value) Act (2012) into our procurement processes. This ensures that a key part of our assessment process in procuring contracts is to consider economic, social and environmental benefits suppliers can bring to Cambridge. Additionally, when procuring services it is a requirement that our commissioners abide by our Equality Value Statement⁸ and help us in meeting our Public Sector Equality Duty.

What are some issues related to inequality that are experienced by our communities?

Age

Social isolation and loneliness of older people

Age UK explains that social isolation can cause loneliness but is not necessarily experienced by people who are lonely⁹. Age UK states that: “isolation describes the absence of social contact i.e. contact with friends or family or community involvement or access to services”. Social isolation can relate to poverty because people may not have the resources to participate in social life. Loneliness is different as “Some people express loneliness even though they have frequent contact with family and friends. This is perhaps because they consider that these relationships are not providing the emotional support that they need.” There are different types of loneliness then. Also, loneliness can be periodic or chronic, in that it can be linked to transitory events in life (like bereavement), or related to longstanding poor relationships with family members and limited relationships with friends and neighbours.

Whilst all age groups can experience loneliness, older people are especially likely to be at risk because they are more likely to experience contributing factors. Over half of people aged 75 and over in the UK live alone and 70% of these people are women¹⁰. This means loneliness especially affects women. There was also an increase in pensioner poverty in the UK in the three years up to 2015/16 to 16%, and single pensioners accounted for most of this growth. Therefore, the risk of older people becoming socially isolated and suffering from loneliness is increasing. Older people are also much more likely to experience bereavement and ill-health (ill-health

⁸ See: <https://www.cambridge.gov.uk/sites/default/files/docs/equality-value-statement.pdf>

⁹ Age UK (2012), ‘Loneliness – the state we’re in: A report of evidence compiled for the Campaign to End Loneliness’: <https://www.campaigntoendloneliness.org/wp-content/uploads/Loneliness-The-State-Were-In.pdf>

¹⁰ Campaign to End Loneliness: <https://www.campaigntoendloneliness.org/loneliness-research/>



can be both a cause of loneliness and affected by loneliness). As there are many causes of loneliness, it can be a very difficult issue to tackle.

Age UK research on the likelihood of loneliness finds that those most at risk of loneliness live in Cherry Hinton (two small areas in Cherry Hinton are in the top 10% risk group in the UK)¹¹. This is followed by King's Hedges and Coleridge. Around one-in-six pensioners in the poorest fifth are socially isolated.

Loneliness can adversely affect the wellbeing of many older people, and lead to greater reliance on health and social care services. The lack of social connections is a comparable risk factor for early death as smoking 15 cigarettes a day, and is worse for our health than well-known risk factors such as obesity and physical inactivity. Loneliness increases the likelihood of mortality by 26%.¹²

Digital exclusion of older people

An important way older people can become isolated is through digital exclusion, which is the inability to use the internet on a regular basis. Main reasons for this are due to lack of skills or being unable to afford an appropriate device and/ or internet connection. Recent research shows that virtually all adults aged 16 to 34 years were recent internet users (99%), in contrast with only 41% of adults aged 75 years and over.¹³ If people cannot access the internet on a regular basis this can limit opportunities to communicate with friends and family through digital means and lead to exclusion. It can also reduce access to information that might make their lives better (such as access to health information).

Poverty and older people

Poverty amongst older people is an issue in Cambridge. More than 5,000 households of older people experience fuel poverty in Cambridge, according to Age UK¹⁴. Older people are more likely to be living in households receiving benefits than the population as a whole in Cambridge. For example, 16% of pensioners in Cambridge were living in a household claiming Housing Benefit and/or Council Tax support in 2017, compared to 10.6% of all Cambridge residents.

Nevertheless, the proportion of older people claiming benefits may not be a true reflection of the extent of older people's poverty in Cambridge. Age UK has found that across the UK many older people do not claim benefits to which they are

¹¹ See: <http://data.ageuk.org.uk/loneliness-maps/england-2016/cambridge/>

¹² Campaign to End Loneliness: <https://www.campaigntoendloneliness.org/threat-to-health/>

¹³ Office for National Statistics (ONS) publication Internet Access 2017: <https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsozialmediausage/bulletins/internetaccesshouseholdsandindividuals/2017>

¹⁴ See: <http://www.cambridgeindependent.co.uk/news/cambridge/poverty-among-the-over-65s-in-cambridge-is-deeply-worrying-says-mp-daniel-zeichner-1-4962894>



entitled¹⁵. For instance, the latest estimates of take-up found that in 2009/10 around a third (up to 1.6 million) of older people who were entitled to Pension Credit were not claiming it. On average they were missing out on over £1,700 a year (£33 a week).

Older people who are most at risk of poverty are those who do not own their own homes, older people aged 85 and over, older people with long-term illnesses and/or disabilities, those who are not receiving benefit entitlements, people without any private pension provision, older people who are single and live alone, and Black Asian Minority Ethnic people (especially those from Bangladeshi and Pakistani backgrounds).

Social mobility for young people

Cambridge has the highest level of qualifications of any city in the UK, with two thirds of residents holding higher level qualifications¹⁶. However, data suggests that social mobility for young people is an issue in the city. Cambridge has the fifth lowest score in the youth domain of the Social Mobility Index of all local authorities nationally.¹⁷ The Social Mobility Index compares the chances for children from poorer backgrounds doing well at school, finding a good job and having a decent standard of living. Data shows that young people from low incomes in Cambridge have lower levels of educational attainment. Less than a third of pupils receiving Free School Meal achieved 5 or more GCSEs with grades A* to C, compared to two-thirds of children not eligible for Free School Meals in the city¹⁸. Digital exclusion may be a contributing factor to low educational attainment for low-income children: National research has found that children that have access to the internet at home gained ten GCSE points on average, but less than one-in-two participants from the poorest households have home internet access, compared to almost all participants from the richest families¹⁹.

Additionally, the lack of social mobility of young people might relate to a perceived lack of opportunities for young people to engage in public activities that can improve

¹⁵ Age UK (2016), 'How we can end pensioner poverty': https://www.ageuk.org.uk/Documents/EN-GB/Campaigns/end-pensioner-poverty/how_we_can_end_pensioner_poverty_campaign_report.pdf?dtrk=true

¹⁶ Centre for Cities (2017), 'Cities Outlook': <http://www.centreforcities.org/publication/cities-outlook-2017/>

¹⁷ Social Mobility and Child Poverty Commission and Social Mobility Commission (2016), 'Social mobility index': <https://www.gov.uk/government/publications/social-mobility-index#history>

¹⁸ Cambridgeshire County Council (2017), Educational attainment data

N.B. Data for 2016 onwards is not currently available, because the Department for Education has changed the GCSE benchmark from '5+ GCSE grades A*-C, including English and Maths' to a broader benchmark (across English, Maths, the English Baccalaureate subjects, and then other qualifications). The new measure is called attainment 8 and gives each school a score that equates to an average GCSE grade.

¹⁹ Chowdry, H. et al (2010), 'The role of attitudes and behaviours in explaining socio-economic differences in attainment at age 16', Institute for Fiscal Studies: <http://www.llcsjournal.org/index.php/llcs/article/viewFile/141/119>



confidence and sometimes help people develop new skills. In the Council's 2017 Budget consultation²⁰, focus group respondents felt that one of the worst elements about the city were the lack of activities for younger people to engage in. Additionally, the survey carried out as part of the budget consultation found that residents aged 18 to 34 years were least likely to have experienced arts and entertainment activities funded by the Council, which accounted for 40% of young people, compared to those aged 35 to 44 (61%) or 55 to 64 (62%) who were most likely to have engaged in them.

Disability

Cambridge City Council uses the social model of disability. This argues that disability is caused by the way society is organised, as opposed to the individual's impairment or difference²¹. The social model of disability was developed by disabled people in recognition that disabled people also face physical environmental barriers that lead to inequalities, as well as the conceptual and intellectual barriers the other protected characteristics experience.

Environmental barriers to social participation

In the 2015 community needs assessment for disabled people, respondents shared that the worst aspects of living in Cambridge related to accessibility of public space. People were especially concerned with the condition of pavements, such as unevenness, difficulty navigating curbs, narrowness of pavements, cluttered pavements (by bicycles, other vehicles and so on), and the lack of highlighted steps, bollards and entrances. In the 2015 public consultation on accessibility²² in Cambridge, similar issues were raised around obstructions on pavements and the quality of pavements. These issues are especially likely to have a negative impact on people with mobility and visual impairments.

Additionally, disabled people are especially likely to be digitally excluded, as equipment is not designed to meet their needs. In UK statistics from 2017, 22% of disabled adults had never used the internet in 2017 compared to 11% of the population as a whole.²³

Social isolation and disability

²⁰ Cambridge City Council (2017), 'Balancing the Budget – Resident Consultation 2017': https://www.cambridge.gov.uk/sites/default/files/17118_cambridge_budget_consultation_report_final.pdf

²¹ Scope's definition of the social model of disability: <https://www.scope.org.uk/about-us/our-brand/social-model-of-disability#cJcqrHhFkIMQ0DJr.99>

²² Cambridge City Council (2015), 'Cambridge City Centre Access Study': <https://democracy.cambridge.gov.uk/documents/s28744/CityCentreAccessStudy.pdf>

²³ Office for National Statistics (2017), 'Internet access – households and individuals': <https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/bulletins/internetaccesshouseholdsandindividuals/2017>



Another key issue that was identified in the community needs assessment from 2015 for disabled people was that 49.3% of respondents felt isolated and excluded. This partly related to physical barriers from social participation, but also 60% of respondents said they felt different from other people.

Nationally, feelings of difference and isolation have especially been identified as an issue for people with mental health issues, which can prevent people from getting medical help they need. Half of people with mental health issues report that the associated isolation and shame is worse than the condition itself.²⁴ However, a significant proportion of us (one-in-four) experience mental health issues and one-in-five of us have suicidal thoughts at some point in our lives²⁵. 75% of people who die by suicide have not been in contact with mental health services within the year before their death.

Isolation can also be an issue for people with dementia. The Alzheimer's Society reports that 47% people with dementia did not feel part of their community²⁶. People with dementia said that they had to give up activities such as getting out of the house (28%), shopping (23%), exercise (22%) and using transport (16%). This is mirrored by findings that nearly three quarters (73%) of UK adults surveyed do not think that society, including businesses and organisations, are geared up to deal with dementia. There are currently 1,179 people in Cambridge living with dementia.²⁷ The number of people with dementia is growing – the numbers of people with dementia nationally are predicted to rise up to 35% by 2025 and 146% by 2050.²⁸

Additional living costs and poor employment opportunities, and disability

Disabled people are especially likely to have low-incomes or to experience poverty as, in the UK, 30% of people living in a family with a disabled member live in poverty, compared to 19% of those who do not.²⁹ In Cambridge City, the highest percentage of people with long term health issues or disabilities live in Kings Hedges, Abbey, East Chesterton and Arbury wards, which are the wards in the city with the lowest average incomes.³⁰ The social exclusion experienced by some disabled people can

²⁴ Time to Change – Myths and Facts: <https://www.time-to-change.org.uk/about-mental-health>

²⁵ STOP Suicide Pledge: <http://www.stopsuicidepledge.org/>

²⁶ Alzheimer's Society, 2013 statistics in 2017 'Dementia-friendly business guide': <https://www.alzheimers.org.uk/get-involved/dementia-friendly-communities/making-organisations-dementia-friendly/businesses>

²⁷ Alzheimer's Society Research on 2015 data, 'Dementia Prevalence by Constituency': https://app.polimapper.co.uk/?dataSetKey=38d03a57d2f948c8b577839a1cf16543#_=&con_over=Cambridge

²⁸ Prince, et al (2014) 'Dementia UK: Update Second Edition report produced by King's College London and the London School of Economics for the Alzheimer's Society': <https://www.dementiastatistics.org/statistics/prevalence-projections-in-the-uk/>

²⁹ Joseph Rowntree Foundation (2017), 'UK Poverty 2017': <https://www.jrf.org.uk/report/uk-poverty-2017>

³⁰ JSNA Health Profile of Cambridge City 2016: <http://www.localhealth.org.uk/#z=-89904,656365,918092,649851;v=map13;l=en>



also contribute to poverty. As a result of physical barriers to social participation, disabled people face extra living costs on average of £550 per month.³¹

Additionally, employment opportunities for disabled people are more limited. In January 2016, the UK employment rate among working age disabled people was 46.5% (4.1 million), compared to 84% of non-disabled people.³² This could partly be caused by employers' unwillingness to make reasonable adjustments to the workplace to support disabled people to work or prejudice towards disabled people. Evidence from the most recent national Social Attitudes Survey in 2009, found that nearly 4 in 10 people thought of disabled people as less productive than non-disabled people, and 75% of people thought of disabled people as needing to be cared for some or most of the time.³³

Correlation between mental ill health and poverty

Citizens Advice reports a strong correlation between mental ill-health and debt or poverty. They find that being behind on bills can either contribute to, or be a product of, poor mental health. In December 2016 to November 2017³⁴ at Cambridge & District Citizens Advice, 44% of clients supported with debt issues identified themselves as disabled or having a long-term illness. By far, the largest reported issue was mental ill-health (for 39% of those reporting a disability). Where debt is significant, this can lead to homelessness. In our housing statistics for 2017/18, 56% of people sleeping rough had mental health issues.

Race and ethnicity

The latest data on ethnic groups living in Cambridge is from the Census undertaken in 2011.³⁵ 66% in Cambridge city identified themselves as White British, compared to 80% for England and Wales as a whole. In Cambridge 82.5% identified themselves as belonging to White ethnic groups, compared to 86% for England and Wales. 17.5% of people identified themselves as belonging to a non-White ethnic group in Cambridge, compared to 14% in England and Wales. (Of the 17.5% non-White ethnic groups in Cambridge, the most common ethnicity was 'Asian/Asian British' (11%) within which, the most common ethnic groups identified were Chinese (3.6%) and Indian (2.8%).) These statistics reflect that Cambridge is more diverse than many other parts of the UK.

³¹ Scope (2014) 'priced Out: Ending the financial penalty of disability by 2020'

<http://www.scope.org.uk/Scope/media/Images/Publication%20Directory/Priced-out.pdf?ext=.pdf>

³² Papworth Trust (2016), 'Disability Facts and Figures':

<http://www.papworthtrust.org.uk/sites/default/files/Disability%20Facts%20and%20Figures%202016.pdf>

³³ Office for Disability Issues (2011), 'Public Perceptions of Disabled People: Evidence from the British Social Attitudes Survey 2009', p.9, (online), available at:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/325989/ppdp.pdf

³⁴ Cambridge & District Citizens Advice Bureau (2017), Client profile debt

³⁵ For full information see: <https://cambridgeshireinsight.org.uk/population/census-2011/>



Maintaining community cohesion and preventing social isolation for different ethnic groups

In the 2016 Budget Consultation, residents were asked if they felt a sense of belonging in Cambridge and 37% said that they felt that they did not have a very strong sense of belonging or felt they did not belong at all.³⁶ Nevertheless, this compared to 52% in the 2008 Place Survey. Also, when asked about community cohesion in the 2016 Budget Consultation, a significantly greater proportion of residents from an Asian ethnic background agreed that their local area is a place where people from different ethnic backgrounds get on well together, compared to those from a White background (89% vs. 77%, respectively). However, in the Black Asian Minority Ethnic people's needs assessment we carried out in 2015, respondents overwhelmingly wanted more opportunities to socialise and meet new people (93.2%) and, of these, 9.6% described themselves as isolated.

Discrimination of Travellers and Gypsies and their access to public services

According to latest figures for the 2011 Census, there were 109 people who identified themselves as Gypsies and Travellers in Cambridge City, compared to 1,508 in Cambridgeshire.³⁷ There are a number of issues affecting Gypsies and Travellers in Cambridge. As private sector accommodation is insecure, Gypsies and Travellers can face eviction and enforced mobility that can prevent them from accessing healthcare, training and employment. Gypsy and Traveller children are especially disadvantaged in relation to access to education and educational attainment, and in a Joint Strategic Needs Assessment undertaken for Cambridgeshire racism was identified as the single biggest problem they faced.³⁸ Children as young as five displayed an awareness of racism and many children revealed that they expected to encounter it, at some level, on a daily basis. Moreover, nationally, Gypsies and Travellers have reported a lack of confidence in public services to protect the community from discrimination. If they do not trust public services to protect them, this can make them less likely to use public services.

Lack of support for Asylum Seekers and Refugees who are not part of formal resettlement schemes

A report by the All Party Parliamentary Group on Refugees in 2017³⁹ indicated that a two tier system of support has developed between those helped through

³⁶ m.e.l. research (2016), 'Cambridge City Council Residents' Survey': <https://www.cambridge.gov.uk/sites/default/files/residents-survey-2016-report.pdf>

³⁷ Census 2011

³⁸ Cambridgeshire County Council and Cambridgeshire NHS Primary Care Trust (2010), 'Joint Strategic Needs Assessment Cambridgeshire Travellers 2010': <http://cambridgeshire.wpengine.com/wp-content/uploads/2017/08/Travellers-JSNA-2010.pdf>

³⁹ All Party Parliamentary Group on Refugees (2017), 'Refugees Welcome? The Experience of New Refugees in the UK': https://www.refugeecouncil.org.uk/assets/0004/0316/APPG_on_Refugees_-_Refugees_Welcome_report.pdf



resettlement schemes, such as the Syrian Vulnerable Persons Relocation Scheme, and those arriving and resettling under their own efforts. Refugees arriving in the UK through a resettlement route receive accommodation and support to access services and find employment. The All Party Parliamentary report stated that this support is not available for refugees who have gone through the asylum system.

In 2016, Cambridge City Council commissioned Cambridge Ethnic Community Forum to undertake a piece of research on Asylum Seekers and Refugees who were then residing in Cambridge⁴⁰ who arrived in Cambridge through their own efforts in order to learn what issues they may face and what support they may need.

Some of the issues facing the refugees surveyed were:

- Access to English Language classes: participants did not have information on classes, found that there is a lack of classes available to them and/or found costs prohibitive
- Lack of information as to whether their qualifications are recognised in the UK
- Unfamiliarity with the job market
- Access to appropriate housing: many lived with friends and family, which contributed to overcrowding, for instance
- Health issues: particularly mental health problems, and difficulties in accessing treatment due to language barriers
- Difficulties in accessing immigration advice that is important in helping them present cases to the Home Office
- Difficulties in accessing welfare benefits in being unable to understand what they are entitled to and how to go about claiming benefits due to the complexity of the benefits system

One of the report's recommendations was to provide an established, specialist service for Asylum Seekers and Refugees in Cambridge that is able to respond to needs highlighted by their research participants, and to respond to the increasing numbers of asylum seekers and refugees coming to the city.

Poverty of Black Asian Minority Ethnic (BAME) people caused by poor employment opportunities

The UK poverty rate is twice as high for BAME groups as for white groups.⁴¹ This is because they face higher unemployment rates (particularly White Gypsy/Irish Traveller groups, African groups and Mixed White and Caribbean groups), higher rates of economic inactivity (such as women from Pakistani and Bangladeshi backgrounds who are less economically active than other groups due to unpaid

⁴⁰ Cambridge Ethnic Community Forum (2016), 'A Report On Asylum Seekers & Refugees In Cambridge 2016'

⁴¹ Weekes-Bernard (2017), 'Poverty and Ethnicity in the Labour Market', Joseph Rowntree Foundation: <https://www.jrf.org.uk/report/poverty-ethnicity-labour-market>



caring responsibilities in the home). There is also a greater likelihood of receiving low pay for BAME people in work. In the BAME community needs assessment we carried out in 2015, respondents felt that poor opportunities related to employment were one of the worst things about living in Cambridge.

Nationally, research by the Joseph Rowntree Foundation shows that ethnic minority groups are also more likely than White British households to spend a high proportion of income on rent, regardless of whether they live in social or private rented housing. However, the housing they live in tends to be of lower quality, especially among households of Pakistani origin, and overcrowding is more common, particularly among households of Bangladeshi origin.⁴² For our social housing register, 38% identified themselves as having a different ethnicity to White British (slightly higher than the figure in the 2011 Census of 34%). Most commonly, where people identified themselves as being from another ethnic group to White British people, they identified themselves as 'White Other'.

Religion or belief

Capacity of faith groups to undertake social action in the city, in partnership

Cambridge has a huge diversity of faiths – it is estimated there are 40 active faith traditions in the city.⁴³ In the 2011 Census, the most common religions were Christian (44.8%), Islam (4%), Hinduism (1.7%) and Buddhism (1.3%).

There is a substantial amount of faith-based social action in the city. A report by Cinnamon Network found that, in 2015, there were 71 faith groups that were delivering 527 community projects with an estimated value of £8.4 million. Of these groups, 66% wanted a closer relationship with other organisations. In 2017, Cambridge City Council commissioned a study into the feasibility of a faith partnership in Cambridge City. It was found that there is a good foundation, and goodwill of faiths to work and consult together in a more structured way on a city-wide basis.

Sex

Safety of women on Cambridge's streets

Safety in Cambridge from abuse, harassment and bullying is a key concern for women in Cambridge. 53% of women who responded to the 2015 women's community needs assessment reported that they have faced bullying or harassment in Cambridge, and mostly on the street. Safety on the street was also an

⁴² Cabinet Office (2017), 'Race Disparity Audit: Summary Findings from the Ethnicity Facts and Figures Website': <https://www.ethnicity-facts-figures.service.gov.uk/static/race-disparity-audit-summary-findings.pdf>

⁴³ See: <https://philrogers.wordpress.com/2014/12/21/religions-of-cambridge>



overwhelming concern for women when asked about positive and negative aspects of Cambridge.

Domestic abuse

Women are much more likely than men to experience domestic abuse. In the year to March 2017, 1.2 million women, compared to 713,000 men reported domestic abuse⁴⁴. 27.1% of women and 13.2% of men had experienced domestic abuse since the age of 16 in their lifetimes.

Research also suggests that women experience domestic violence with much more intensity. 89% of people who experience four or more incidents of domestic violence are women.⁴⁵ The majority of victims of domestic homicides recorded between April 2013 and March 2016 were women (70%). In the UK, two women are killed every week in England by a partner or ex-partner.⁴⁶ Despite the prevalence of this issue, in the men's needs survey 65% of respondents had not heard of the White Ribbon campaign that encourages men to pledge to oppose violence against women and girls.

It is estimated that less than 24% of domestic violence crime is reported to the police nationally⁴⁷, which mirrors findings in our women's needs assessment where, of the 23.7% who had experienced domestic abuse, only 23.1% reported incidents to the police.

Another issue is the capacity of refuges to support women who experience domestic abuse. Across the UK, 17% have closed since 2010 due to lack of available funds⁴⁸. 60% of all referrals to UK refuges were declined in 2016-17, normally due to a lack of available space.

Poverty and domestic abuse is inter-linked. In considering patterns related to employment status and housing tenure status, victims of domestic violent crime are

⁴⁴ Office for National Statistics (2017), 'Domestic abuse in England and Wales: year ending March 2017':

<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/domesticabuseinenlandandwales/yearendingmarch2017>

⁴⁵ Walby and Allen (2004), 'Domestic violence, sexual assault and stalking: Findings from the British Crime Survey': <http://womensaidorkney.org.uk/wp-content/uploads/2014/08/Home-office-research.pdf>

⁴⁶ Office for National Statistics (2016), 'Compendium – Homicide (average taken over 10 years)': <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/compendium/focusonviolentcrimeandsexualoffences/yearendingmarch2015/chapter2homicide>

⁴⁷ Walby and Allen (2004), 'Domestic violence, sexual assault and stalking: Findings from the British Crime Survey': <http://womensaidorkney.org.uk/wp-content/uploads/2014/08/Home-office-research.pdf>

⁴⁸ Women's Aid: <https://www.womensaid.org.uk/what-we-do/campaigning-and-influencing/campaign-with-us/sos/>



more likely to have access to fewer economic resources compared to the overall population⁴⁹. The percentage of victims who are unemployed or economically inactive is higher for those reporting injurious domestic violent crime compared to non-injurious domestic violent crime (55% and 44% respectively).

In addition, financial abuse is a key part of coercive control, which is a pattern of controlling behaviour through threats or by restricting victims' freedom. Most survivors of domestic abuse experience financial abuse at some point (including after separating from an abusive partner). Women's Aid undertook interviews with women who had experienced financial abuse⁵⁰ that demonstrates forms such abuse can take. They found that 52% of those living with an abuser said they had no money so could not leave, 71% went without essentials because they didn't have enough money, and 61% were in debt because of financial abuse and 37% had a bad credit rating as a result.

There is also a strong correlation between domestic abuse and housing issues: it costs the UK £1.6 billion in emergency housing alone, and residents experiencing domestic abuse are seven times more likely to be in rent arrears worth over £1,000.⁵¹

Men's reluctance to get support with mental health problems

In the low income men's needs assessment, support with emotional/ psychological health issues was the area respondents were least likely to get help for. A small proportion of respondents (11.1%) said they would not seek help with these issues at all. This is concerning given that three-quarters of suicides in the UK are by men.⁵² 75% of people who die by suicide have not been in contact with mental health services within the year before death. The rates of suicide in Cambridge for men are 12.5 per 100,000, which is higher than the national rate for both women and men of 11.9.⁵³ Every year, twice as many people die as a result of suicide in Peterborough and Cambridgeshire than as a result of road accidents.⁵⁴ Respondents to the needs survey were asked what would encourage men to get more help with health issues. They felt that the most significant change required related to how boys and men talk about mental health with peers.

⁴⁹ Sylvia Walby and Jude Towers (2018), 'Untangling the concept of coercive control: Theorizing domestic violent crime'

⁵⁰ Marilyn Howard and Amy Skipp (2015), 'Unequal, trapped & controlled: Women's experience of financial abuse and potential implications for Universal Credit; Exploratory research by Women's Aid for the TUC': https://1q7dqy2unor827bqjls0c4rn-wpengine.netdna-ssl.com/wp-content/uploads/2015/11/Women_s_Aid_TUC_Financial_Abuse_Report_March_2015.pdf

⁵¹ The Domestic Abuse Housing Alliance: <https://www.peabody.org.uk/resident-services/safer-communities/domestic-abuse/daha>

⁵² STOP Suicide Pledge: <http://www.stopsuicidepledge.org/>

⁵³ Cambridgeshire JSNA Public Health Atlas (2014): <http://atlas.cambridgeshire.gov.uk/Health/atlas/atlas.html>

⁵⁴ STOP Suicide Pledge: <http://www.stopsuicidepledge.org/>



Gender pay gap

Available data shows that women in Cambridge are less likely to be economically active than men⁵⁵. In July 2016 to June 2017 figures, 77.7% of men in Cambridge were economically active and 73.4% of women were economically active. Women in Cambridge also earn less than men, particularly those on low incomes. The average earnings for women in Cambridge with the lowest 25% of earnings is £214.50 per week or less, compared with £419 or less for men with the lowest 25% of earnings. Women in Cambridge earn less on average than men. Women also face additional poverty risks as a result of their caring responsibilities.

As well as inequality around pay, women can also face maternity and pregnancy discrimination. In recent national research undertaken by the Equality and Human Rights Commission, around one-in-nine mothers (11%) reported that they were either dismissed or made compulsorily redundant, where others in their workplace were not, or treated so poorly they felt they had to leave their job⁵⁶.

The majority of lone parents are women, and it is more difficult for single parents to cover basic costs, and luxuries such as family holidays, as they tend to have lower incomes than couples. Lone parent families are more likely to be receiving benefits than other households: in 2017 almost four-out-of-five (77%) of lone parent families in the city received Housing Benefit and/or Council Tax Reduction.

Lesbian, Gay, Bisexual, Transgender and Queer/Questioning (LGBTQ) people

Social isolation of LGBTQ people

In the 2014 needs assessment for Cambridge City and South Cambridgeshire, only 24% of respondents felt they could be open about their sexuality in public, and 36% in the workplace, due to fears of discrimination. The majority of LGBTQ respondents said that they felt isolated, with 67% of respondents wanting more opportunity to socialise, and 63% saying that they knew few other LGBTQ people. Additionally, there was a demand for more LGBTQ events and LGBTQ spaces. Whilst there has been an increase in LGBTQ events since the needs assessment, there are still no spaces (such as bars/ cafes) in Cambridge that are specifically marketed as for LGBTQ people, as there are in other cities.

Reporting of Hate Crime in Cambridge City

Hate crimes are defined as any crimes that are targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or

⁵⁵ NOMIS (2017), 'Labour Market Profile – Cambridge':

<https://www.nomisweb.co.uk/reports/lmp/la/1946157205/report.aspx?town=cambridge>

⁵⁶ Adams et al (2016), 'Pregnancy and maternity discrimination research findings', Equality and Human Rights Commission: <https://www.equalityhumanrights.com/en/managing-pregnancy-and-maternity-workplace/pregnancy-and-maternity-discrimination-research-findings>



belief, sexual orientation or transgender identity. The crimes can be committed against a person or property.⁵⁷

The number of hate crimes reported in Cambridge is comparatively low. Only 20 hate crimes are reported in the city on average each month, compared to 1,200 regionally⁵⁸. Nevertheless, hate crime is notoriously under-reported. For instance, only 10% of respondents to our disabled people's community needs assessment (for Cambridge) said that they had reported hate crimes, and only 11% of respondents to the LGBTQ needs assessment (for Cambridge and South Cambridgeshire) said that they had reported hate crimes. The most common reason given by victims for not reporting hate crime incidents to the police was that they believed the police would not or could not do much about it.

From findings of the community needs assessments, LGBTQ respondents (40%) were most likely to experience hate crime, although the figures are for Cambridge City and South Cambridgeshire. National statistics of hate crimes reported to the police suggest that hate crime based on racial discrimination is the most common: for 78% of cases.⁵⁹ In the Cambridge City Black Asian Minority Ethnic (BAME) people's needs assessment, 29.9% shared that they had experienced hate crime.

Hate crime motivated by hostility towards disability has increased the most over the past year, by 53% nationally, compared to other forms of hate crime.⁶⁰

Cambridgeshire police report that from August 2014 to July 2015 a total of 16 hate crimes against disabled people were reported to the police. In the same period in 2015 to 2016, hate crime targeted at disabled people increased to 22 and up to 45 from July 2016 to August 2017. A total of 23% of disabled people respondents to the 2015 needs assessment said that they had experienced hate crime.

Respondents to the BAME people's, disabled people's and LGBTQ needs assessments said that hate crime was most likely to take place on the street.

New communities, social isolation and community cohesion

Cambridgeshire is the fastest growing county in the UK. From 1981 to 2011, when the last Census was produced, the city's population grew by over 35%. In the 2015-Based Population and Dwelling Stock Forecasts, the city's population it was

⁵⁷ http://report-it.org.uk/what_is_hate_crime

⁵⁸ Cambridgeshire Police 2017 statistics

⁵⁹ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/652136/hate-crime-1617-hosb1717.pdf

⁶⁰ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/652136/hate-crime-1617-hosb1717.pdf



estimated that the city's population will grow by over 25% from 124,350 to 156,240 by 2031⁶¹.

New communities in Cambridge have been developed along the Southern Fringe (4,000 homes created from 2012 to 2021), the North West/ Eddington (that will have 3,000 homes and 2,000 student/ post doc rooms), and Darwin Green (from this year they will start building 1,500 homes). Through our Community Development work in new communities and in learning from experiences of new communities in Cambridgeshire that have since become more established (Cambourne, Loves Farm, Orchard Park, the Southern Fringe and Milton Keynes) we have found that they are especially likely to need greater support than other communities and are made up of particular demographics.

New communities tend to experience an increase in social care referrals, an increase in adults facing mental health crises and an increase in service costs for schools, social care, and support services at all levels of local authority. There also tends to be a higher proportion of young families in new communities and a baby boom within one or two years, and a higher proportion of international residents. Some issues the communities can experience include a lack of shared identity/ culture, which can make it more challenging to maintain community cohesion and can also make people feel isolated, as it takes time for people to establish social networks. New communities may also be disadvantaged by a lack of facilities in initial phases of development.

How can we do more to tackle issues experienced by protected characteristics?

City Council services are already taking forward a wide variety of actions that help tackle some of the issues identified from data and evidence above. For example:

- We are tackling digital isolation for older people and people with mental health issues through our digital access strategy and associated projects
- Our Safer Communities Team works closely with the police and other partners to maintain community cohesion and to tackle hate crime
- Our Community Development and Culture teams carry out a wide range of community activities and events that help reduce isolation experienced by people with protected characteristics, including older people, disabled people and Black Asian Minority Ethnic people.

There are some areas where we are already undertaking activity, but recognise that there are opportunities to develop and build on good practice. For example, we undertake significant work to support people with mental health issues and to reduce

⁶¹ <http://opendata.cambridgeshireinsight.org.uk/dataset/2015-based-population-and-dwelling-stock-forecasts-cambridgeshire-and-peterborough/resource>



social isolation and loneliness amongst older people and people with dementia and mental health issues. Going forward we will build on this work by participating in local campaigns like the Campaign to End Loneliness and STOP Suicide. We will also identify further means through which our services might better support service users with mental health issues.

Other areas where we are building on existing work include:

- Environmental barriers faced by disabled people on our streets and open spaces – As outlined above, following research into the accessibility of public space in Cambridge for blind or partially sighted people and/ or people with physical disabilities,⁶² we developed and implemented a policy to regulate against the over-proliferation of advertising signage causing physical obstructions. We will build on this work by developing a street charter, which will help improve accessibility and also reduce isolation that is felt by people with physical disabilities and could lead to wider participation in social activities.
- Support for Refugees and Asylum Seekers – we will build on existing support that we provide for refugees and asylum seekers by funding support for Refugees and Asylum Seekers who are not part of government resettlement schemes.
- Domestic abuse – we will continue work around the White Ribbon campaign and have signed up to the Domestic Abuse Housing Alliance.
- Tackling isolation experienced by LGBTQ people – we have supported community events like the Pink Festival element of the Big Weekend and helped fund Encompass Network, which coordinates and runs activities for LGBT History Month. We are also signed up to the Safer Spaces pilot to make sure our services are welcoming and inclusive for LGBTQ people and plan to sign up to the live Safer Spaces campaign. Going forward we will evaluate where we improve our services to be more welcoming, safe and inclusive.
- Community development work in new communities to help develop social networks and support structures - we will continue to adopt a flexible approach to working with new communities, and engage with partners to meet complex needs of new communities. In developments that are very new, such as Eddington, we will continue to lead a series of welcome events, run taster projects to kick-start new activity, develop new projects based on locally identified need, and coordinate networking meetings. In developments that are a bit more established, such as the Southern Fringe, we will support residents to set up and lead new governance structures, support the community to run projects for themselves and raise awareness of need, build

⁶² <https://democracy.cambridge.gov.uk/documents/s28744/CityCentreAccessStudy.pdf>



capacity of the voluntary and community sector, and support work through our community grants.

- Supporting people with dementia and their carers – in the past year we have focussed on how we can better support people with dementia and their carers to access services and support from the Council. We have developed an action plan and have signed up to the Dementia Action Alliance to also help make other buildings in the city dementia friendly, and to recruit dementia friends and champions across the city.
- Faith Partnership - we have been helping develop a Faiths Partnership that has been led by faith groups to coordinate efforts they undertake to tackle social issues.

What will be the key areas of focus for the Council’s approach going forward?

Significant learning was identified from projects and actions delivered during the three years of the Council’s Single Equality Scheme 2015-18, which has been used to inform the direction of our strategy going forward. We have plans to:

- **Identify the links between our Anti-Poverty and Single Equality Scheme strategies. Develop areas of work that take into account different experiences of poverty for people from different protected characteristics who may require different types of support related to mitigating and preventing poverty.**

As was explored above in looking at issues related to inequality that are experienced by our communities, some protected characteristics are more likely to experience poverty than others and their experiences of poverty differ from those of people outside of their protected characteristic. We want to better reflect this in our Anti-poverty and Single Equality Strategies in order to identify specific support that different equality groups may need related to poverty. Our Anti-poverty Strategy 2017-20 included a new objective around this: “Supporting groups of people that are more likely to experience poverty and social isolation, including children and young people, older people, women, disabled people, and BAME residents.”

- **Capture further information on needs of different communities and people of protected characteristics who live in and visit the city. This will help us to ensure our policies and procedures are shaped by the best available evidence around how we can meet our Public Sector Equality Duty.**

In the 2018 to 2021 Single Equality Scheme, we need to improve our evidence base around equalities in order to ensure we are supporting people from protected characteristics as best as we can. We can do this through consultation around new policies, plans and procedures. We plan to undertake more community needs assessments of equality groups living in Cambridge around what will improve their



experiences of living in the city before developing the 2021 to 2024 Single Equality Scheme. This will help us develop a qualitative evidence base around needs that can complement quantitative evidence within the next Census data of 2021.

- **Better differentiate between ‘business-as-usual’ actions/ areas of work undertaken by services, and new areas of work or actions where specific outcomes will be identifiable and that we are held to account for.**

We have made significant progress in mainstreaming equality and diversity work across Council services in the last three years. A wide variety of actions across a range of services were identified from 2015 to 2018, and much of this work continues. The challenge is now to reflect this appropriately in our strategy so that we identify areas in which we can continue to improve on supporting people from protected characteristics, and coordinate our efforts.

In this strategy we have identified actions that are new and additional to our mainstream work. These actions have specific measurable outcomes that we will report back on in our annual review next year. We have also identified ongoing, mainstream actions and these will be subject to exceptional reporting: This means that ongoing, mainstream work will only be reported back on in annual reviews if the work is not carried out or if the work changes in direction. Otherwise progress of ongoing work will be reported back on in three years’ time before we develop SES for 2021 to 2024.

- **Continue to develop our partnerships with other public sector organisations and the voluntary and community sector to make the best use of resources, and to develop intelligence on how best we can support the community of Cambridge’s diverse needs.**

The Council is aware that we cannot tackle inequality and discrimination on our own. In delivering the Single Equality Scheme, the Council will continue to work in partnership with other local organisations to maximise our collective impact on inequality, including on areas where partners have particular expertise. Areas where this could be especially important include safety of women on Cambridge’s streets, men’s reluctance to seek support with mental health issues, poor employment opportunities and social isolation experienced by disabled people and BAME people, and in supporting Gypsies and Travellers to access services and to combat discrimination. The Council will also continue to undertake capacity-building work with the voluntary and community sector organisations that support equality groups. We will continue to develop intelligence around diverse needs, and have done so already by consulting with our partners on the Single Equality Scheme strategy 2018-21. In going forward, we will also consider how we can jointly respond to changes in national policy that are likely to have particular impacts for particular equality groups,



such as Universal Credit, changes to the structure of community mental health services, impacts on community cohesion resulting from Brexit, and reduced funding for services supporting women experiencing domestic abuse.

Proposed objectives of the Single Equality Scheme 2018 to 2021

The objectives for the Single Equality Scheme were developed directly from our general and specific duties under the Equality Act 2010, and reflect specific roles and abilities of Cambridge City Council in promoting equality and diversity and tackling discrimination.

Our objectives are the same as they were for the Single Equality Scheme 2015-18, and are:

1. To further increase our understanding of the needs of Cambridge's growing and increasingly diverse communities so that we can target our services effectively
2. To continue to work to improve access to and take-up of Council services from all residents and communities
3. To work towards a situation where all residents have equal access to public activities and spaces in Cambridge and are able to participate fully in the community
4. To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together
5. To ensure that the City Council's employment and procurement policies and practices are non-discriminatory and to work towards a more representative workforce within the City Council



Actions set for services related to our objectives

Below we set out actions relating to our objectives for the Single Equality Scheme 2018-21. Some actions apply for 2018/19 only, and may be developed further or not be applicable for 2019/20 onwards. Progress for these will be reported back on in March 2019. Other actions apply across the next three years and progress will be reported back on these in March 2021 (at the end of this strategy) unless there are specific measurable outcomes that are required to report back on or if there is any exceptional reporting. Exceptional reporting will take place where work is not carried out, where specific positive outcomes of the work can be identified, or if the work changes in direction.

Objective one: To further increase our understanding of the needs of Cambridge’s growing and increasingly diverse communities so that we can target our services effectively.

Action	Service(s) leading on this work	When propose to report back
Support the Equality and Diversity Partnership to run 6 training sessions that focus on a different equality group each – women, sexual orientation, minority ethnic, disabled, mental health, and gender reassignment. The training sessions will be run for the voluntary and community sector organisations supporting different equality groups and it is peer-to-peer training.	Community Services - Culture and Community Team	End of March 2019
Support the development of the Faiths Partnership, including providing secretariat support for two further meetings of the partnership to enable members to come together and work on plans for the future.	Community Services - Culture and Community Team	End of March 2019
Carry out the City Council’s annual budget consultation, including securing a representative sample of the Cambridge population and analysing the results by equalities group.	Corporate Strategy – Strategy and Partnerships Team	End of March 2019



<p>Identify any further actions we might undertake as a Council to help combat loneliness by:</p> <ul style="list-style-type: none"> • Identifying opportunities for working with the Campaign to End Loneliness, which has received some funding to undertake research in Cambridgeshire • Gathering further evidence on impacts our policies, plans and procedures have related to loneliness in our Equality Impact Assessments⁶³ 	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>
<p>Compile and analyse existing data we have on neighbourhoods to create ‘Area Profiles’ to try and identify issues experienced by different communities and what we can do to address causes of these issues. We will especially concentrate on areas impacted on by poverty and that will have the highest numbers of Universal Credit claimants.</p>	<p>Housing Services – City Homes</p>	<p>End of March 2021</p>
<p>In delivering support to our tenants we will develop further understanding of the profiles of neighbourhoods and specific issues these groups face. We will:</p> <ul style="list-style-type: none"> • Continue to undertake estate walkabouts to identify issues specific communities face. We will make improvements we identify to one neighbourhood at a time in order for their impacts to be felt. • Visit people in new tenancies and those on the highest Homelink banding who are of the highest priority to move from their current properties.⁶⁴ • Continue to encourage subcontractors and all council staff visiting 	<p>Housing Services – City Homes</p>	<p>End of March 2021</p>

⁶³ We would do this under the protected characteristic ‘Disability’ due to the health issues associated with loneliness

⁶⁴ Homelink is the system we use for assigning social housing.



tenants homes (e.g. Repair Operatives, Housing Officers, Assistant Housing Officers etc.) to know how to identify and to report safeguarding concerns they have about a particular household by using 'Concern Cards'.		
Continue to undertake a procurement process for a new tenancy management system that we will share with South Cambridgeshire District Council that can better help us with equalities monitoring and identifying issues related to tenancies that are experienced by protected characteristics. This new system should be in place within the next 3 years.	Housing Services – City Homes	End of March 2021
Evaluate and address demand for training flats available for people accessing the county council's Making Every Adult Matter (MEAM) service. ⁶⁵	Housing Services- Housing Advice	End of March 2019
Working in partnership with neighbouring Councils to provide support for Gypsies and Travellers. Attend and following up on actions from the quarterly Travellers Strategy Coordination Group. ⁶⁶	Housing Services – Housing Strategy	End of March 2021
Continue to work with neighbouring Councils and registered providers to understand current and future need for housing for people with different types of disability.	Housing Services – Housing Strategy	End of March 2021

⁶⁵ The MEAM Approach helps local areas design and to deliver better coordinated services for people with multiple needs. People with multiple needs are defined as those experiencing homelessness, substance misuse and offending in any one year, and within this group, a majority will have experienced mental health problems. To undertake this work we have developed a working group to review a draft proposal to take to targeted Registered Providers.

⁶⁶ The Travellers Strategy Coordination Group is attended by all regional District Councils, Peterborough County Council, Cambridgeshire County Council, Police and Fire Service. The group provides an overview on current support provided for and issues that are experienced by Gypsies and Travellers, and explores means we can all work together to support them.



<p>Analyse results from the annual survey of residents within our sheltered housing schemes and users of the 65+ service and identify any additional support that can be provided to address loneliness and isolation. For those who have identified themselves as experiencing loneliness, provide advice and signposting to social groups and befrienders in the area, and ensure that they are aware of the activities within the sheltered schemes and how to access them.</p>	<p>Housing Services – Sheltered Housing Team</p>	<p>End of March 2019</p>
<p>Support Cambridgeshire County Council and use findings from their survey of new communities in order to identify needs that are specific to the different new communities in Cambridgeshire that we can meet.</p>	<p>Community Services and Corporate Strategy</p>	<p>End of March 2019</p>

Objective two: To continue to work to improve access to and take-up of Council services from all residents and communities.

Action	Service(s) leading on this work	When propose to report back
<p>Ensure that all Shopmobility front-line staff understand the issues surrounding dementia and are committed to considering customers who may be affected so they feel comfortable and supported using our service.</p>	<p>Commercial Services</p>	<p>End of March 2019</p>
<p>Explore means we can improve the accessibility of our website for people with different disabilities and learning difficulties.</p>	<p>Corporate Strategy – Corporate Marketing Team</p>	<p>End of March 2019</p>



<p>Encourage representatives from all Council services to sign up to the Equality Pledge and promote the Equality Pledge in public spaces at council services.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>
<p>Run a joint event with partner organisations that have signed the Equality Pledge to share good practice around equality and diversity related to recruitment (especially of disabled and BAME people), training, service provision for different communities, and engaging with communities in decision/making.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>
<p>Work with Encompass Network to develop further actions we can undertake to ensure our services as welcoming, accessible and inclusive for LGBTQ people as possible and to raise awareness of staff policies we have that support LGBTQ people.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>
<p>Procure Gypsy Roma and Traveller cultural awareness training for our frontline staff that will in part be run by Travellers. This will help staff learn about experiences of discrimination and barriers from accessing public services that are faced by Gypsies and Travellers.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End Of March 2019</p>
<p>Procure or deliver training open to all Council staff around unconscious bias.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>
<p>Sign up to the STOP Suicide campaign and develop an action plan for the Council to help ensure people who are at risk of suicide that come into contact with Council services get support they need.</p>	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>



<p>Participate in the Dementia Action Alliance in order to:</p> <ul style="list-style-type: none"> • Support the external campaign across the city that identifies buildings as dementia friendly and recruits dementia friends and champions across the city. • Help improve access to Council services for people with dementia and their carers, and provide Dementia Friends training to frontline facing staff. 	<p>Corporate Strategy – Strategy and Partnerships Team</p>	<p>End of March 2019</p>
<p>Improve take-up on electoral register of Black Asian Minority Ethnic people, disabled people, older people with long-term care needs, and young people by:</p> <ul style="list-style-type: none"> • Undertaking annual visits to care homes to encourage older people with disabilities and long-term illnesses to register. • Undertake local data matching of residents’ details in order to make the registration process more straightforward for residents and staff. • Continuing to work with the Cambridge Ethnic Community forum to encourage Black Asian Minority Ethnic people to register. • Continuing to encourage younger people to vote by attending fresher’s fairs at Anglia Ruskin University and Cambridge University, and working with the YMCA and the Red Balloon Learner Centre. • Continue to work with the Edmund Trust, and Camsight to promote registration and raise awareness of where to locate information in various formats for people with learning difficulties and disabilities. 	<p>Corporate Strategy – Elections Team</p>	<p>End of March 2021</p>
<p>Continue to provide a trusted single point of contact for people who need additional support from our customer contact centre because of mental health</p>	<p>Customer Services</p>	<p>End of March 2021</p>



<p>issues. Continue to help these service users to seek support they may need from other agencies through signposting or (with their permission) making referrals.</p>		
<p>Explore how we can support service users with different needs to get help they require from Council services easily and efficiently, including:</p> <ul style="list-style-type: none"> • Implementing the 'Single Customer Account' portal that will mean people can access a range of critical services from a single, integrated online portal. This can help people who are unable to visit us for instance, due to a disability impacting on their mobility, or who cannot contact us through our phone system as a result of hearing difficulties. • Continuing to provide face-to-face support to people who need it, including people who are especially vulnerable and/or those who are digitally excluded. • Reducing queues at our customer service centre front desk and ensuring vulnerable people and those with more complex needs are seen as promptly as possible. 	<p>Customer Services</p>	<p>End of March 2019</p>
<p>Carry out works to the Guildhall to improve accessibility for staff and the public, including:</p> <ul style="list-style-type: none"> • Considering how to improve accessibility to the entrances to the building. • Aiming to provide 6 gender neutral toilet facilities. • Exploring the feasibility of providing gender neutral showering facilities on all floors except for the fourth floor. 	<p>Estates and Facilities</p>	<p>End of March 2019</p>
		<p>End of March</p>



<p>Deliver the City Council's Active Lifestyle Action Plan 2018 – 2021 to enable residents to increase their physical activity levels. Target groups include, women, children and young people, older people 65+, disabled residents, BAME groups, Adults with Long Term Health Conditions and Adults and young people with Mental Health Conditions.</p>	<p>Community Services – Active Lifestyle Team</p>	<p>2021</p>
<p>Provide a programme of equality and diversity training for staff, including:</p> <ul style="list-style-type: none"> • Continuing to provide Equality and Diversity induction training that also includes disability awareness (11 sessions per year) • Continuing to provide transgender awareness training (2 sessions per year). • Providing 2 Mental Health Awareness courses for staff, two Mental Health First Aid (two day course), and exploring training solutions for managers and leaders around managing mental health. 	<p>Human Resources</p>	<p>End of March 2019</p>

Objective three: To work towards a situation where all residents have equal access to public activities and spaces in Cambridge and are able to participate fully in the community.

Action	Service(s) leading on this work	When propose to report back
<p>Continue to provide a Shopmobility service at the Grand Arcade and Grafton East carparks to support disabled people, including:</p> <ul style="list-style-type: none"> • Hiring mobility scooters and mechanical wheelchairs to people who need mobility assistance • Collecting customers from Dial-A-Ride and local bus stops: • Providing escorted shopping trips, which help disabled people who 	<p>Commercial Services</p>	<p>End of March 2019</p>



<p>need personal assistance to access shops and shopping</p> <ul style="list-style-type: none"> • Providing Three hours' free parking for all Shopmobility customers. 		
<p>Continue to provide affordable, doorstep sport StreetGames activities in local neighbourhoods to encourage physical activity for young people aged 11 to 25 years old.</p>	<p>Community Services – Active Lifestyles</p>	<p>March 2019</p>
<p>Continue to provide open access play activities for children, young people and their families in local neighbourhoods (including low income neighbourhoods) across Cambridge, including the SummerDaze 2018 programme during the school holidays.</p>	<p>Community Services - Children and Young People's Participation Service</p>	<p>End of March 2019</p>
<p>Continue to explore with children and young people how to further their influence on Council decisions, including an additional two engagement days following on from the TakeOver Day pilot in 2017 .</p>	<p>Community Services - Children and Young People's Participation Service</p>	<p>End of March 2019</p>
<p>Roll out to Cambridge and some South Cambridgeshire secondary schools the board game 'Reality Cheque', which builds on the work we started in 2017 to raise financial awareness for young people, particularly those about to transition from secondary school to work or further education.</p>	<p>Community Services - Children and Young People's Participation Service</p>	<p>End of March 2019</p>
<p>As of 5th June 2018, the following community grants to date were awarded to support the voluntary and community sector (VCS) in their work with equality groups. This is not an exhaustive list but we have picked out examples that relate to some issues experienced by equality groups identified in this strategy:</p>	<p>Community Services – Community Funding and Development</p>	<p>End of March 2019</p>



- | | | |
|--|--|--|
| <ul style="list-style-type: none">• Cambridgeshire Older People's Enterprise: work includes arranging daytime social meetings and activities and trips.• Cambridge Housing Society (CHS) Group: Digital inclusion project leading to employability in partnership with other social housing providers.• Centre 33: information, advice and support to young people via the triage assessment and information services, which deliver immediate and intermediate outcomes that underpin further work to ensure young people make a successful transition to adulthood and progress towards social, economic and emotional wellbeing.• Changing Directions: Social activities, monthly meetings and 6 outings to enhance self-esteem, social skills and confidence of disabled people.• Richmond Fellowship: employment support, advice and guidance to clients with mental health problems facilitating their progression towards employment, voluntary work, education and training through one-to-one sessions.• Cambridge & District Citizens Advice Bureau: Including advice on debt and specialist welfare rights casework (which would benefit equalities groups more likely to experience poverty and debt).• Illuminate: One day personal development coaching workshop for women with mental health issues who are out of work and have experienced significant life setbacks.• Encompass Network: Programme of activities including themed networking events for LGBTQ people and coordination of LGBT History Month.• The Kite Trust: Support for LGBTQ young people, including through weekly drop-in groups and informal positive activities for those aged 18 to 24 and more.• Cultural workshops and/or events held by the Indian Cultural Society, | | |
|--|--|--|



<p>the Bangladeshi Welfare and Cultural Association, the Cambridge Mayalee Association and others that help BAME people develop social networks.</p> <ul style="list-style-type: none"> • Khidmat Sisters: Help relieve isolation and loneliness of Black and Asian women via visits, get-togethers, outings, information (via speakers at events) and signposting. • Cambridge Ethnic Community Forum: Including training and skill development programme for Asian Women, and race equality services to help work towards eliminating discrimination and reducing social and economic inequality via drop-in, telephone, partnership work with other VCS organisations and training. • Cambridge Women’s Aid: Activities and trips during school holidays and half-term play schemes for families living in the women’s refuge. • Cambridge Women’s Resources Centre: Employability programme of workshops, courses and groups and one-to-one guidance and coaching sessions enabling skills and confidence-building for women. • Romsey Mill Trust: Targeted accessible skills courses for 30 young parents aged 19 and under seeking to gain a qualification to increase their chances to gain further education, employment and training after the birth of their child. 		
<p>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>Community Services - Culture and Community Team</p>	<p>End of March 2020</p>



<p>Assess needs of communities using the new community centres at Clay Farm and Storeys Field, and develop programmes of activities and partnerships in order to meet these needs. Review our community activities in Queen Edith's and Cherry Hinton wards in order to identify if we are best meeting local needs.</p>	<p>Community Services – Culture and Community Team Active Lifestyles Team</p>	<p>End of March 2019</p>
<p>Continue to use the Community Chest, consisting of developer contributions, to provide small pots of funding (up to £250) to help kick start community projects in and around new communities that support them to develop social networks and reduce social isolation.</p>	<p>Community Services – Culture and Community Team Active Lifestyles Team</p>	<p>End of March 2021</p>
<p>Provide three women's sessions per month, focusing on health and wellbeing, at Ross Street, Akeman Street, and Brownsfield community centres. The sessions also provide opportunities for BAME women to develop social networks with one another.</p>	<p>Community Services - Culture and Community Team Active Lifestyles Team</p>	<p>End of March 2021</p>
<p>Facilitate and support three Let's Go Girls festivals, specifically designed to empower women to take part in sport and physical activity, hosted in Leisure Centres across the City.</p>	<p>Community Services – Active Lifestyles Team</p>	<p>March 2019</p>
<p>Work with partners to support and deliver a wide range of celebratory activities, including programmes of events to mark 7 key regional or national events (Black History Month, Cambridgeshire Celebrates Age, Disability History Month, Holocaust Memorial Day, International Women's Day, Lesbian Gay Bisexual and Transgender (LGBT) History Month, and Refugee Week).</p>	<p>Community Services - Culture and Community Team</p>	<p>End of March 2021</p>



<p>Work with partners to deliver the second phase of ACTIVATE, which will work with up to 30 students in receipt of Pupil Premium across years 7, 8 and 9 at Coleridge Community College in order to increase educational attainment, aspiration, capacity for creativity and innovation, the sense of being able to make a difference and awareness of the city cultural offer.</p>	<p>Community Services - Culture and Community Team</p>	<p>End of March 2019</p>
<p>Provide theatre sessions at Cambridge Junction for a cohort of young people at risk of involvement with the criminal justice system. This will help to develop their creative and analytical skills, help them to manage social situations more constructively and develop skills needed to progress into employment.</p>	<p>Community Services - Culture and Community Team</p>	<p>End of March 2019</p>
<p>Work with partners to continue to run free Holiday Lunch clubs in community centres, churches and other venues to help tackle social isolation for low income families and help them to meet increased food costs during school holidays when free school meals are not available.</p>	<p>Community Services - Culture and Community Team</p>	<p>End of March 2021</p>
<p>Continue to support activities for older people across the city in our community centres and wider neighbourhood and support community groups to become independent. To continue to support the relationship with Forever Active who offer activity provision to those 50+</p>	<p>Community Services – Culture and Community Team Active Lifestyles Team</p>	<p>End of March 2021</p>
<p>Provide further support for refugees who are not included in the Government schemes under which the Council is resettling refugees, including providing effective information and translation services, tackling economic and social marginalisation, and providing assistance with immigration status and help to</p>	<p>Community Services - Safer Communities Team</p>	<p>End of March 2019</p>



find accommodation.		
Support resettlement of 100 Syrian refugees (subject to availability of accommodation).	Community Services - Safer Communities Team	End of June 2018
Through the Greater Cambridge Partnership, make a financial contribution to the Signpost2Skills project, which brings together local businesses with school pupils, including those from low income backgrounds, to raise their awareness of career options in the local economy and the types of learning and qualifications that will equip them to compete for those jobs.	Corporate Strategy – Strategy and Partnerships Team	End of March 2019
Continue to provide support for groups of people who are more likely to be digitally excluded, including older people, disabled people and low income residents, helping them to access the internet and develop digital skills. Promote access to digital services and technologies to help address the educational attainment gap currently experienced by young people from lower income families.	Corporate Strategy – Strategy and Partnerships Team Housing Services – Sheltered Housing Team Community Services – Neighbourhood Community Development Team	End of March 2021
Continue to provide Accessibility and Equality Training for new and existing taxi licence holders.	Environmental Services – Environmental Health	End of March 2021
Work with residents who have disabilities, including blind and partially sighted people, to develop a Street Charter. As part of our Environmental	Environmental Services – Streets and Open Spaces	End of March 2019



<p>Improvement Programme we will use intelligence from the Street Charter to identify a range of funding opportunities for environmental improvements that support accessibility.</p>		
<p>Continue to develop the queer arts project in partnership with The Kite Trust. Also, subject to approval by Councillors at Committee, use public arts funding⁶⁷ to involve people with protected characteristics in Cambridge through the public art grants programme.</p>	<p>Environmental Services – Streets and Open Spaces</p>	<p>End of March 2019</p>
<p>Continue to carry out adaptation work on caravan park homes (through support provided from Disabled Facilities Grants, Repairs Grants and Energy Efficiency Grants), and explore further work that could be done around improving energy efficiency.</p>	<p>Home Improvement Agency</p>	<p>End of March 2021</p>
<p>Continue to work in partnership with Cambridgeshire County Council, Cambridgeshire Police and schools through the Think Family project to provide joined up support for people with issues related to unemployment, truancy, crime and/ or sustaining their tenancy. We will help to prevent tenancy sustainment issues by intervening early wherever possible.⁶⁸</p>	<p>Housing Services – City Homes</p>	<p>End of March 2021</p>
<p>Develop more targeted work with young people to prevent homelessness – especially for young people not in employment, education or training (NEET) or those in Pupil Referral Units.</p>	<p>Housing Services – Housing Advice</p>	<p>End of March 2019</p>

⁶⁷ Section 106 public art projects must benefit and involve communities in arts projects.

⁶⁸ Families that Think Family supports tend to have a variety of issues, including mental health problems, and need to be provided with holistic support that uncovers root causes of issues (which could also relate to direct or indirect discrimination they experience).



<p>Improve support services for those with mental health issues or a dual diagnosis with mental health as a primary issue, including:</p> <ul style="list-style-type: none"> • Monitor the efficacy of the Dual Diagnosis Street Team (DDST) through ongoing evaluation. • Establish a monitoring system to assess the efficacy of the County Council's dual diagnosis strategy. 	<p>Housing Services- Housing Advice</p>	<p>End of March 2019</p>
<p>Continue to deliver the Invigorate programme, offering reduced cost and free physical activity to users of mental health services.</p>	<p>Community Services – Active Lifestyles Team</p>	<p>March 2019</p>
<p>Continue to provide an exercise referral programme across the City. Including free access for residents via ten identified GP surgeries. Available to those who have a medical condition 16+, users of mental health services and people with a disability.</p>	<p>Community Services – Active Lifestyles Team</p>	<p>March 2019</p>
<p>To provide reduced cost swimming lessons to BAME communities and free sessions for toddlers and parents via the Surestart centres at the Kings Hedges & Abbey swimming pools.</p>	<p>Community Services – Active Lifestyle Team</p>	<p>March 2019</p>
<p>Lead a joint project with neighbouring district councils to develop a Cambridgeshire-wide policy on how funding for Disabled Facilities Grants (DFGs) is awarded and to provide more joined up services across housing, health and social care in order to support people to live independently for longer.</p>	<p>Housing Services – Housing Strategy</p>	<p>End of March 2021</p>



Continue to provide sheltered housing schemes for people aged over 60 who wish to carry on living independently but who require some support in order to do so, and support the schemes to run their own social clubs, activities and events.	Housing Services – Sheltered Housing Team	End of March 2021
Continue to deliver the Independent Living Service to support people aged 65 and above to continue to live independently and to combat social exclusion. ⁶⁹	Housing Services – Sheltered Housing Team	End of March 2021
Fund an Independent Living Facilitator to support people aged over 85 and ethnic minority women who are at risk of financial exclusion.	Housing Services – Sheltered Housing Team	End of March 2019
Continue to provide holistic support to City Council tenants with mental health issues to remain in their tenancies via the tenancy sustainment service, and help link people to meaningful activities and groups in order to help reduce social isolation.	Housing Services – Sheltered Housing Team	End of March 2021
Continue to provide 19 units of move-on accommodation for people receiving support under the mental health team to help them to help them to move onto living independent living.	Housing Services – Sheltered Housing Team	End of March 2021

⁶⁹ As part of this project, Independent Living Facilitators provide holistic housing related support related to financial management, linking people to social groups, health and social care, digital inclusion and supporting people (if necessary) to move into a sheltered housing scheme. This work is delivered by Cambridge City Council and funded by Cambridgeshire County Council. It applies to people living across all tenure types including home owners, housing association and private tenants.



<p>Explore the feasibility of letting hard-to-let sheltered housing units to students at reduced rents with the requirement that they undertake 30 hours volunteer work per month to support older tenants with support needs, including helping to combat social isolation.</p>	<p>Housing Services – Sheltered Housing Team</p>	<p>End of March 2019</p>
<p>Continue to actively seek to improve access for people with a range of disabilities to shared spaces in Cambridge through:</p> <ul style="list-style-type: none"> • Applying our Local Plan policies and granting Planning and Building Regulations consents. • Ensuring disabled groups are able to comment on access matters in the forthcoming spaces and movement SPD. • Providing advice and guidance to developers on new developments, and to businesses and individuals around disabled access. • Holding a monthly Disability Panel where members discuss the impact on disabled people of development within the city and where disabled people can raise access issues. 	<p>Planning Services</p>	<p>End of March 2021</p>
<p>Working together with partners in Cambridgeshire and Peterborough to support people with hoarding behaviours, who can be especially prone to mental health issues such as anxiety.⁷⁰</p>	<p>Environmental Services (Environmental Health) and Housing Services (City Homes)</p>	<p>End of March 2021</p>

⁷⁰ The Council will continue to comply with the Cambridgeshire and Peterborough Multi-agency Protocol for working with people with hoarding behaviours. The protocol sets out a framework for multi-agency partners to work together, using an outcome focused, solution based model. This protocol has been developed in partnership with a range of statutory and non-statutory partners across Cambridgeshire and Peterborough. The Care Act 2014 recognises hoarding as one of the manifestations of self-neglect and requires all public bodies to safeguard people at risk. To deal with the risks effectively requires a collaborative and integrated approach between agencies.



Identify further opportunities for collaborative working with Cambridgeshire County Council's Traveller Liaison Officer in order to better support Travellers who set-up temporary sites in the city, and Travellers who are high priority need for social housing.	Housing Services (Housing Advice) and Planning Service	End of March 2019
Continuing 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.	Corporate Strategy – Strategy and Partnerships Team	End of March 2019

Objective four: To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together.

Action	Service(s) leading on this work	When propose to report back
Continue to deliver actions to reduce domestic violence and abuse towards women, as set out in the action plan associated with the Council's White Ribbon status. Continue to attend the Domestic Abuse and Sexual Violence (DASV) countywide Operational Group, and the DASV Delivery Strategic Board, which feed into the Countywide Community Safety Strategic Board chaired by the Cambridgeshire Police and Crime Commissioner, Jason Ablewhite.	Community Services – Safer Communities Team	End of March 2021
Work with the Domestic Abuse Housing Alliance to: <ul style="list-style-type: none"> Review the Council's domestic abuse policies, procedures and 	Housing Services – Housing Advice	End of March 2019



<p>practices with a view to developing a joint framework for local housing providers to consider adopting.</p> <ul style="list-style-type: none"> • Develop procedural guidelines covering the Council’s approach to known perpetrators of domestic abuse, and to look at perpetrators who are excluded from their homes. 		
<p>Provide funding for an outreach service to women who have experienced domestic abuse in the City. The key aims of the service are to prevent homelessness and provide an on call service 24 hours a day/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.</p>	<p>Housing Services – Housing Advice</p>	<p>End of March 2019</p>
<p>Tackle hate crime within the city by:</p> <ul style="list-style-type: none"> • Continuing to provide a Racial Harassment Service to investigate racial harassment and identify appropriate action to reduce it. • Continuing to work with the Police on strategic issues around Hate Crime and attend the Hate Crime Task Force meetings led by Cambridgeshire Police. • Undertaking 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. 	<p>Community Services - Safer Communities Team; and Corporate Strategy – Strategy and Partnerships</p>	<p>End of March 2021</p>
<p>As part of the Prevent Duty, ensure that people at risk of radicalisation and extremism receive the joined up support they need by:</p> <ul style="list-style-type: none"> • Delivering Prevent Wrap 3 training for Councillors and City Council staff. 	<p>Community Services - Safer Communities Team</p>	<p>End of March 2021</p>



<ul style="list-style-type: none"> • Continue participation on the Channel Panel for Peterborough and Cambridgeshire to look at referred cases of individuals identified as a concern under Prevent and identify support for them. • Continue to have a Single Point of Contact for Prevent referrals within the City Council. 		
<p>In its enforcement policy, have regard to the Crown Prosecution Service public policy statements on dealing when taking enforcement action which involves victims and witnesses who have a learning disability or mental health issues.</p>	<p>Environmental Services</p>	

Objective five: To ensure that the City Council’s employment and procurement policies and practices are non-discriminatory and to work towards a more representative workforce within the City Council.

Action	Service(s) leading on this work	When propose to report back
<p>Procure a new ICT system to improve our approach to managing and delivering the Council’s complex range of programmes and projects, including the reporting on equality impacts of proposals.</p>	<p>Business Transformation</p>	<p>End of March 2019</p>
<p>Continue to procure goods and services in an ethical fashion, including taking opportunities to maximise social value through the Public Services (Social Value) Act 2012.</p>	<p>Commercial Services</p>	<p>End of March 2021</p>
<p>Continue to monitor the profile of the Council’s workforce, including reviewing</p>	<p>Human Resources</p>	<p>End of March 2019</p>



<p>our targets for Black Asian Minority Ethnic and disabled representation in the workforce and identifying how best to raise our profile as an employer with disabled people and BAME people.</p>	<p>Community Services – Community Development Officer (Engagement and Inclusion)</p>	
<p>As an accredited Disability Confident Employer, explore future actions to recruit and retain disabled people.</p>	<p>Human Resources</p>	<p>End of March 2021</p>
<p>Promoting new Council apprenticeships via community groups representing BAME groups and in conjunction with our training providers on the government apprenticeship website, which has a wide reach and access by school leavers, young adults and careers guidance professionals.</p>	<p>Human Resources</p>	<p>End of March 2019</p>
<p>Review our sickness absence management policy to:</p> <ul style="list-style-type: none"> • Ensure the Council is supporting employees who experience sickness or ill-health to remain in work through having early intervention and putting effective measures in place. • Identify where additional support is available that could help improve employees' health and wellbeing, reduce absence and support those with a disability. 	<p>Human Resources</p>	<p>End of March 2019</p>
<p>Develop, adopt and promote a wellbeing at work strategy to include a range of wellbeing classes, activities and information campaigns and promotions to circulate amongst all employees, to encourage a healthy active workforce.</p>	<p>Human Resources Active Lifestyle Team</p>	<p>March 2019</p>