

Agenda Item 6: Single Equality Scheme 2021 to 2024 consultation

Background papers:

- *Community Inclusion and Engagement Questionnaire*
- *Single Equality Scheme 2018 to 2021*
- *Cambridge City Council Single Equality Scheme 2018 – 2021 Year two review July 2020*

In this item, the council will share priorities identified by Councillors for the next Single Equality Scheme (2021 to 2024). In addition, initial findings on issues experienced by different equality groups from the Community Inclusion and Engagement Questionnaire that the council is undertaking will be shared.

This questionnaire has been carried out with support from voluntary and community sector (VCS) organisations to develop the questions and encourage people to complete it. The questionnaire will help inform our Single Equality Scheme as well as supporting the VCS develop an evidence base around issues their service users experience in order to help them with funding bids. We are asking different questions of members of the public around:

- Who they are (equalities monitoring)
- Experience of using Cambridge City Council services
- Access to other services, activities, and public spaces
- Income and affordability of living in the city
- Opportunities related to employment and skills
- Safety and hate crime
- Domestic abuse and sexual violence
- Wellbeing and inclusion

After the presentation, Panel Members will be asked to feedback on what they feel should be key priorities for the next Scheme, and how the council might help tackle issues identified from findings of the questionnaire for different equality groups.

Community Inclusion and Engagement Questionnaire

Description of the questionnaire

What are we doing?

This survey is being carried out by Cambridge City Council with support from voluntary and community organisations. We are asking different questions about who you are, the services you use, and how you feel about Cambridge. This survey also focuses on the impact of Covid 19 on people's lives. We are not asking for your name, address, or other details that will immediately identify who you are.

Please note that under the 'Your Safety' section of the questionnaire we are asking questions about bullying, harassment and physical/verbal abuse. The questionnaire also includes questions on domestic abuse and sexual violence. There is space for people to explain how these experiences have impacted on them if they wish, and if people have reported these experiences (and why if not). If you do not wish to read or complete these questions, you can skip these questions. We wanted to provide an early warning of the questions in case they mean you would not want to undertake this questionnaire at all.

The information you share with us will help the council to develop its equalities strategy, called the Single Equality Scheme. It is a legal obligation for Cambridge City Council to publish its 'equality objectives' every few years. We do this in our equalities strategy. We want to find out how we can make sure people feel safe, welcome, and included in Cambridge.

What will we do with the information?

We will be analysing information from people completing the questionnaire to see how we can improve local services. A third-party organisation will analyse the findings of the questionnaires. Cambridge City Council and the organisation analysing the questionnaires will be the only organisations that have access to all the individual completed questionnaires. The completed questionnaires will be deleted after 5 years. The council will have an agreement in place with the third-party organisation to make sure individual responses to the questionnaire are not shared more widely.

The analysed information will be included in a report. People will not be able to identify who you are from the report. The report will be published on Cambridge City

Council's website. It will also be shared with City Council staff, other public sector service providers, and local voluntary and community sector organisations.

Completing the questionnaire

If you need a break at any point, the questionnaire can be saved and returned to. You do not have to complete all the sections to submit it.

You can get the questionnaire sent to you in alternative paper-based format. You can ask for a questionnaire in larger font, in braille, or translated into another language. If you need this, please get in touch with equalities@cambridge.gov.uk or call 01223 457046.

Many thanks for your time in taking part.

About you

1. How would you describe your gender? (E.g. female, male, non-binary, transgender)

2. What age group are you in?

16 to 18

19 to 25

26 to 40

41 to 55

56 to 65

66 to 75

76 to above

3. How would you describe your ethnicity?

4. How would you describe your sexual orientation? (e.g. asexual, bisexual, gay, heterosexual, lesbian)

5. Do you consider yourself to have a disability or impairment?

Yes

No

Prefer not to say

6. If yes, how would you describe your disability or impairment? (Please tick as many as apply to you)

Physical disability or mobility impairment

Sensory impairment

Learning disability or difficulty

Neurodiverse (e.g. someone with Autism, ADHD, dyslexia)

Poor mental health or mental illness

If you use a different term please describe this below:

7. Do you have a religion?

Yes

No

Prefer not to say

8. If yes, what is your religion?

9. Who do you live with? (You can tick more than one answer)

Alone

Partner

An adult you care for

Children under 18

Housemates

Family

Parent/s

Other (please explain):

10. How many children under age 18 do you have?

11. What type of home do you live in?

Private rented

Council housing

Housing Association property

I own my home

Student housing/halls of residence

Living in insecure housing/at risk of homelessness

On the streets

Your experience of Cambridge

12. What is your link to Cambridge City? (Tick as many as apply)

Live here

Work here

Study here

Visitor

13. Which area/ ward do you live in?

Abbey

Arbury

Castle

Cherry Hinton

Coleridge

East Chesterton

King's Hedges

Market

Newnham

Petersfield

Queen Edith's

Romsey

Trumpington

West Chesterton

I do not know

14. What is the best thing about your experience of living, working, studying, or visiting Cambridge?

15. What is the worst thing about your experience of living, working, studying, or visiting Cambridge?

Your access to Cambridge City Council services

16. Have you used any of the following Cambridge City Council services in the last year? (Please tick all those that apply)

Customer Services

Bins/ waste service

Housing advice or homelessness

Benefits

Council Tax

Community Centres

Planning

Environmental Health

Human Resources (HR)

Vehicle services, MOTs and repairs

Crematorium

Other service

I have not used any of the services above

17. Please describe what you contacted the council for

18. Please rate your experience of using Cambridge City Council's services (where 1 is very bad and 5 is very good)

19. How might your experience have been improved?

20. Have you had any difficulties in using council services in the last year?

Mostly had difficulties

Sometimes had difficulties

Not had difficulties at all

21. How might council services be easier for you to use and more welcoming?

Your access to other services, activities, and public spaces

22. Do you require any additional assistance to communicate or use services? (For instance, you may use a wheelchair, have a guide dog, or need information translated into different languages.)

23. On a scale of 1-5 how easy is it for you to get to the following places in Cambridge City? (With 1 being 'I cannot get there at all' and 5 being 'I have no problem')

Work/ university/ college/ school

Social venues - restaurants/ clubs/ cinemas/ pubs

Out and about on roads/ pavements/ parks and open spaces

In public service buildings - council/ GP/ hospital/ police

Please explain or add detail:

24. What organisations would you go to for help for the following? (If unsure, please answer 'not sure')

Advice on benefits

Financial difficulties or debt

Problems with your employer

Reporting anti-social behaviour

Support with domestic abuse

Support with drug/alcohol addiction

Support with homelessness

25. Do you find it easy to move around the city?

Yes

No

Sometimes

26. If no or sometimes, what do you find difficult about moving around the city?

27. Do you own any of the following devices? (Tick any that apply)

Computer

Android Tablet or iPad

Smartphone

28. How confident are you to look up information or complete forms online? (Where 1 is 'not confident at all' and 5 is 'very confident')

29. Do you have access to the internet at your home?

Yes

No

Not always

30. How do you prefer communicating with services?

Online

Telephone

Face to face

It depends on what the query is (Please explain your answer):

31. Why do you prefer this method of communication?

32. Have you used any of the following services this year?

NHS mental health services

Addenbrooke's

Your GP

Cambridgeshire County Council

Cambridgeshire Police

I have not used any services

I used services of other organisation/s (for instance, any charities) - What organisation/s?

33. Did you have any positive or bad experiences of using these services?

34. How might your experience of using any of these services have been improved?

What you live on

35. What is your current employment situation?

Full time employed

Part time employed

Zero-hour contract

Interning

Volunteering

In full time education or training

Looking after home/family

Full time carer

Not working because of ill health or disability

Retired

Unemployed

Self Employed

36. Is your hourly wage over £9.50?

Yes

No

I do not know

37. How much money does it cost you to live each month?

38. Do you consider yourself as having enough money to cover essential bills (e.g. internet, TV licence, electricity and/or gas, water, phone), to pay for food, housing, and clothes?

Yes

No

Sometimes

Most of the time

I would rather not answer

39. How much more money per month would you need to be able to meet your own needs?

40. Are you or anyone else in your household on any of these benefits? (Please tick all those that apply)

Universal Credit

Housing Benefit

Jobseeker's allowance

Employment and support allowance

Child and working tax credits

Child Benefit

Personal Independence Payment

Income support

Carer's Allowance

Attendance Allowance

State Pension

Pension Credit

I am not sure

Your employment and training opportunities

41. If you have a job do you feel that it matches your skills and is it what you want to do?

Yes

No

Not sure

I do not have a job

42. Which of these qualifications do you have? (Please tick all that apply)

GCSE's/O-levels or equivalent

Apprenticeship

A-levels or equivalent

Bachelor's degree or equivalent

Master's degree or equivalent

PhD or equivalent degree

No qualifications

Other (please specify)

43. Are there opportunities for you to learn the skills needed for jobs in the city?

Yes

No

I don't know

Please explain your answer:

Your safety

The following questions relate to your safety in public spaces in Cambridge. If you have been a victim of crime and need support you can contact Victim Support (<https://www.victimsupport.org.uk/more-us/contact-us>)

44. In the last year in Cambridge have you experienced bullying, harassment, physical or verbal abuse, name calling, uninvited comments, or threat of physical assault because of your gender, disability, ethnicity, age, sexual orientation, or religion?

Yes

No

Do not know

45. If yes, please give brief details if you would like to.

46. Where did these incidents happen? (Please choose as many as apply to you.)

At home

At work

At place of study

In pub/club

In shop/restaurant

In the street

In another public venue

In the area where I live

Other (please specify):

47. Did you report it to anyone?

Yes

No

Do not remember

48. Please rate your experience of reporting this (where 1 is the most negative and 5 is the most positive).

49. If you haven't reported it), please can you say why not?

50. How safe do you feel on the streets of Cambridge in the daytime? (1 is not safe at all and 5 is very safe)

51. How safe do you feel on the streets of Cambridge at night-time? (1 is not safe at all and 5 is very safe)

52. Are there particular areas/streets in Cambridge where you feel unsafe at night?

53. What might make you feel safer in Cambridge?

Domestic abuse and sexual violence

The following questions relate to domestic abuse and sexual violence.

To get support or help if you have been subjected to domestic abuse contact

Cambridge Women's Aid

Refuge 01223 460947

Advice/Outreach 01223 361214

Emergency 07730322098

<http://cambridgewa.org.uk/>

Men's Advice Line on 0808 8010 327 (Monday and Wednesday, 9am to 8pm, and Tuesday, Thursday and Friday, 9am to 5pm) or email info@mensadvice.org.uk (<https://mensadvice.org.uk/>)

ManKind on 0182 3334 244 (Monday to Friday, 10am to 4pm) (<https://www.mankind.org.uk/>)

If you identify as LGBT+ you can call Galop on 0800 999 5428 or email help@galop.org.uk (<http://www.galop.org.uk/>)

Cambridge and Peterborough Rape Crisis Centre offers Helplines, counselling and support from the Independent Sexual Violence Advisors (ISVAs). Cambridge Rape Crisis telephone helpline number is 01223 245888. You can also email support@cambridgerapecrisis.co.uk

Places that can help with economic or financial abuse are:

- Surviving Economic Abuse (<https://survivingeconomicabuse.org/>)
- Women's Aid (<http://cambridgewa.org.uk/>)
- Mankind (<https://www.mankind.org.uk/>)
- Men's Advice Line (<https://mensadvice.org.uk/>)
- Galop (for LGBTQ+ people) (<http://www.galop.org.uk/>)
- Refuge (<https://www.refuge.org.uk/>)
- Action on Elder Abuse (<https://thenationalcareline.org/AccessingHelp/ActionOnElderAbuse>)
- Money Advice Service (<https://www.moneyadviceservice.org.uk/en>)
- Cambridge & District Citizens Advice (<https://www.cambridgecab.org.uk/>)

54. Have you experienced domestic abuse or sexual violence?

Yes

No

Don't Know

For further comment if desired:

55. Did you report the domestic abuse or sexual violence to the police?

Yes

No

56. If you answered yes how satisfied were you with the response from the Police?
(With 1 being 'completely satisfied' and 5 being 'completely unsatisfied')

Please give more details here if you want to:

57. If you chose not to report it, what were your reasons for this?

58. Did you tell anyone about the domestic abuse or sexual violence other than the police? If so who?

59. Are you experiencing financial abuse? - An abuser may prevent their partner or family member accessing money and things they need like accommodation, food, and clothing. They may also stop their partner or family member from working or insist on wages or benefits being paid into their own account. This is economic abuse or financial abuse.

Yes

No

I do not know

60. Do you know where to seek help with economic or financial abuse?

Yes

No

Your wellbeing

61. Has coronavirus caused you to miss or lose out on appointments or treatment for other health conditions?

Yes

No

Maybe

62. If yes, how has this impacted on you?

63. Do you feel your mental health has been negatively impacted by coronavirus?

Yes

No

Maybe

64. If yes, how has this impacted on you?

65. How would you seek help with mental health issues if you needed to? (Please tick all answers that apply)

Look online

Visit GP

Speak with a friend/ friends

Speak with family

Approach my employer/ use employee assistance scheme

Ask a teacher

Do not know

I would not seek help

Approach a mental health charity (if so, which one?)

66. If you had an existing mental health issue or mental health illness before the pandemic, how has this been affected?

This does not apply to me

My mental health has improved

My mental health has stayed the same

My mental health has got worse

I am not sure

67. What is your existing mental health issue or illness?

68. Have you sought professional help with your mental issues during the pandemic?

Yes

No

69. What has been your experience of seeking help?

Your social life

70. How often do these statements apply to you currently? (Please tick all those that apply)

I would like to do more activities with other people

I can call on others for help or support

I have people around me but feel unable to talk to them

I do not have people around me to talk to

I feel very close to at least one person I know who cares about how I feel

I have similar interests with people I know

It is easy for me to make friends

I feel like no one knows me very well

I feel isolated from other people

I feel ignored or shut out by others

I feel lonely

71. How often did these statements apply to you before the coronavirus pandemic?
(Please tick all those that applied)

I wanted to do more activities with other people

I could call on others for help or support

I had people around me but felt unable to talk to them

I did not have people around me to talk to

I felt very close to at least one person I knew who cared about how I felt

I had similar interests with people I knew

It was easy for me to make friends

I felt like no one knew me very well

I felt isolated from other people

I felt ignored or shut out by others

I felt lonely

72. Do you do any of the following activities to socialise? (Including online)

I attend social group/s (which one/s?)

I volunteer (where?)

I get support from an organisation/s to socialise (which one/s?)