

Item

## Single Equality Scheme 2021 to 2024

**To:**

Councillor Anna Smith, Executive Councillor for Communities,  
Environment and Community Scrutiny Committee 07/10/2021

**Report by:**

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**Wards affected:**

All

### Key decision

#### 1. Introduction / Executive Summary

- 1.1 The Council has a legal obligation to publish equality objectives at least every four years to assist it in its performance of the Public Sector Equality Duty. This report provides recommended objectives and priorities covering 1 April 2021 to 31 March 2024 relating to this.
- 1.2 The revised Single Equality Scheme (Appendix A) reflects updated evidence on inequality and discrimination experienced by equality groups. It builds on learning from consultation findings, a literature review of research on issues impacting on people with protected characteristics and learning from the Single Equality Scheme 2018 to 2021.
- 1.3 Consultation on the revised Scheme did not identify a need to change the objectives from those of the Scheme of 2018 to 2021 but to change some priorities and approaches relating to them. Appendix C of the report identifies actions for 2021/22 (the first year of the Scheme) relating to each objective.

- 1.4 This committee report also provides updates on activity related to three motions passed by full Council relating to equality and diversity: the Black Lives Matter motion (July 2020), the Trans Rights are Human Rights motion (October 2020) and elements of the motion on the Policing Bill relevant to Gypsy and Traveller people (July 2021).

## **2. Recommendations**

2.1 The Executive Councillor is recommended to:

1. Approve the Single Equality Scheme 2021 to 2024, including the objectives and priorities for the Scheme (Appendix A) and Actions listed for the first year of the Scheme (at Appendix C)
2. Note actions undertaken relating to the three recent council motions around equality and diversity and approve recommended actions to be carried forward relating to them in the new Scheme.

## **3. Background**

3.1 In April 2011 the Public Sector Equality Duty (PSED) was implemented, which requires local authorities to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation.
- Advance equality of opportunity between those who share a protected characteristic and those who do not.
- Foster good relations between those who share a relevant protected characteristic and those who do not.

3.2 The Equality Act 2010 also requires local authorities to:

- Publish information annually to demonstrate how they meet the equality duty.
- Prepare and publish one or more objectives to meet any of the aims of the equality duty at least every four years.

3.3 To meet the requirements of the PSED and the other specific duties established in the Equality Act 2010, the City Council chose to produce three-year Single Equality Schemes, the first covering the 2009 to 2012 period and the latest 2018 to 2021.

- 3.4 It has also published annual reports setting out actions under each objective in the Single Equality Scheme and progress in delivering these. Every year the Equality in Employment Workforce Report is additionally published, which sets out the workforce profile in relation to ethnicity, disability, sex, age, religion or belief, and sexual orientation.
- 3.5 The Single Equality Scheme 2021 to 2024 does not attempt to capture everything the City Council does related to its PSED. It sets out the organization's priority areas for action in the next three years. The scheme was developed through an understanding of the Council's achievements to date and an analysis of data available from relevant research and consultation exercises.
- 3.6 The Single Equality Scheme 2021 to 2024 carries forward the five objectives from the Single Equality Scheme for 2018 to 2021. These 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.
- 3.7 The new SES sets out a series of actions to help deliver these 5 objectives. These actions seek to address issues affecting people with all the protected characteristics identified in the Equality Act 2010. The Scheme also includes actions identified in response to, or relating to, motions on equality and diversity topics taken to Full Council in 2020 and 2021, which are set out at 3.10 onwards in this report.

## **Key priorities and approaches for the Single Equality Scheme 2021 to 2024**

- 3.7 Whilst the objectives for the Single Equality Scheme remain the same for 2021 to 2024 as they were for the 2018 to 2021 Scheme, a number of changes are proposed to the Council's approach:
1. To improve collaboration with customers and communities to ensure needs of customers from different equality groups are met, and to develop strong and resilient communities.
  2. Collaborate with voluntary and community sector, public sector, and private sector partners to identify improvements to Cambridge City Council service provision, and to identify where the Council can influence and facilitate positive change outside of the services it directly delivers.
  3. Empowering our staff to respond to changing needs of different customers and communities related to tackling inequality and discrimination.
  4. For services to consider intersectionality in responding to residents' and customers' needs (where groups have more than one protected characteristic that taken together create overlapping and interdependent systems of discrimination or disadvantage).
  5. Explore how to improve equalities monitoring by Cambridge City Council services to gain a better understanding of which groups are using its services and their experiences, and which groups are not accessing services and why.
  6. In implementing the new 'digital first' customer services model, ensure that vulnerable people are provided with opportunities to have face-to-face support from the council. This will include older people and disabled people who cannot access the internet.
  7. Addressing long-lasting issues either caused by or exacerbated by the Covid-19 pandemic that are experienced differently and to different extents by people with different protected characteristics: such as poverty, isolation and loneliness, and hate crime/ hate incidents.

## Updates on actions taken in response to equality and diversity motions passed by Council motions in 2020 and 2021

### Black Lives Matter

- 3.8 On 16 July 2020, Councillors unanimously supported a motion to express solidarity with Black Lives Matter<sup>1</sup>. The Council committed to undertake actions to tackle structural inequality and discrimination experienced by Black, Asian and Minority Ethnic (BAME) people. To help meet commitments of the motion, in 2020/21 the council:
- Requested and received a report from the Director of Public Health on the impact of the Covid-19 pandemic on BAME communities in Cambridge. Worked with community leaders supporting BAME communities to help share Public Health messages and encourage vaccination uptake.
  - Supported the development of the BAME staff group.
  - Made it mandatory for Councillors to attend an Equality and Diversity briefing in the first year of their term.
  - Commissioned Cambridge Ethnic Community Forum (CECF) to produce a Race Equality Toolkit for employers. We commissioned CECF to produce a locally relevant toolkit because of their expertise in providing the Cambridgeshire Human Rights and Equality Support Service.
  - Asked the Police & Crime Commissioner to report on measures to eliminate the disproportionality of BAME people affected by the use of stop and search powers. This was reported to two Business Coordination Board meetings held by the Police and Crime Commissioner, who informed the Board that a number of local councils had raised this matter formally with him.
  - Worked with Cambridge Sustainable Food to support the Bangladesh Welfare and Cultural Association to set up the Shah Jalal Food Hub in the city.
  - Worked with Cambridge Sustainable Food (and CECF and Karim Foundation) to support South Asian contacts of Community Development Officers to access emergency food support. This also involved taking food to people's houses for people who

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<sup>1</sup> Black Lives Matter Full Council Motion: <https://www.cambridge.gov.uk/black-lives-matter-council-motion>

cannot leave their house, including disabled people, older people, and domestic abuse survivors.

- Organised a meeting with four voluntary and community sector groups (CECF, Cambridge African Network, CB Mentoring and Cambridge Movement Against Racism) supporting Black communities and six other public sector organizations to discuss how the public sector can help promote race equality locally. Following the meeting, Cambridgeshire Police shared details of the independent panel for the inspection of use of force and stop and search. Cambridge City Council invited the VCS groups to use the City Council's Facebook page for Black History Month to explore opportunities for annual Black cultural activities and promote those they organise.

### 3.9 Actions proposed for 2021/22 that build on commitments made in the motion include to:

- Collaborate with CECF to undertake research into the needs of diverse ethnic communities in the city, including those experiencing poverty exacerbated by the Covid-19 pandemic. The Council will use the findings of the needs assessment to identify opportunities to improve its own service provision and to influence and facilitate partners to tackle discrimination and disadvantage.
- Liaise with CECF, Cambridge Women's Resource Centre and other relevant partners about setting up a group for South Asian women in the city.
- Identify further opportunities for staff to discuss race equality, such as through engagement in the national Race Equality Week campaign each February.
- Work with Cambridgeshire County Council and the Combined Authority to help circulate the Race Equality Toolkit, once finalised, to as many businesses as possible.
- Continue to work with partners to support the cultural requirements of ethnically diverse communities experiencing food poverty.
- Support CB Mentoring to set up a mentoring project for young people from Black communities in Cambridgeshire.
- Take steps to increase representation of BAME employees as a proportion of the council's workforce: including by making employment opportunities more visible within BAME communities

and helping to make the recruitment application process more accessible and less prescriptive for all.

- Take steps to increase retention of BAME employees, including by continuing to support the BAME staff group and identifying ways to encourage internal applications and career progression.

### Trans Rights are Human Rights

3.10 On 22 October 2020, Councillors passed a motion titled ‘Trans rights are human rights’<sup>2</sup>. In support of the rights of transgender people, between 2018 and 2021 the council has:

- Signed up to Encompass Network’s Safer Spaces campaign to help LGBTQ+ people feel safe, welcome, and included when using Council services. This involves providing training to staff and Councillors on challenging discrimination and reporting hate crimes experienced by LGBTQ+ people.
- Provided transgender awareness training to staff and Councillors to create a greater understanding of the experiences of trans and gender variant people and increase staff and Councillors’ confidence to support them effectively.
- Provided financial support to LGBTQ+ voluntary and community sector groups through the Community Grants programme (with grants of £23,500 in the period 2020/21).
- Supported LGBTQ+ History Month and Cambridge Pride.
- On 31 March 2020, the trans flag on International Trans Day of Visibility was flown.

3.11 From 2021/22, the council will also:

- Support the Encompass Network to undertake a community needs assessment of LGBTQ+ people in Cambridgeshire, including needs related to wellbeing and community engagement.
- Encourage other organizations to sign up to the Safer Spaces campaign.

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<sup>2</sup> Trans Rights are Human Rights Full Council motion: <https://www.cambridge.gov.uk/trans-rights-are-human-rights-council-motion>

## Policing Bill

3.12 At the Full Council meeting on 22 July, Councillors expressed strong concerns about the provisions in Part 4 of the Police, Crime, Sentencing and Courts Bill. Councillors said the measures in the Bill could further exacerbate discrimination and inequality experienced by Gypsy and Traveller communities. In its Policing Bill motion<sup>3</sup>, the Council resolved to do the following:

- Stand in solidarity with Traveller and Gypsy communities in Cambridge and continue to build trust and good relations with them.
- Continue to work with neighbouring local authorities to find solutions where it is found that there is a lack of legal sites and stopping places for Gypsy, Roma and Traveller communities.
- Identify further opportunities to work with the police to support Gypsy and Traveller communities when no legal site places are available and to enable them to move to safe stopping places.

3.13 A key priority of the Single Equality Scheme 2018 to 2021 was also to support Gypsy, Roma and Traveller people to access public services and to tackle hate crime and discrimination they experience. During this period the Council:

- Provided three Gypsy, Roma, and Traveller cultural awareness training sessions for staff, and an online training session for councillors.
- Identified a single point of contact at the Council to support Gypsy, Roma, and Traveller people with Homelink applications.
- Developed a single point of contact to engage Gypsy, Roma and Traveller people who set up temporary unauthorised sites in the city, including undertaking health and wellbeing checks.
- Identified a site in Cambridge for Gypsy, Roma and Traveller people across the county to self-isolate on if needed during the pandemic.

3.14 From 2021/22, the council will:

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<sup>3</sup> Policing Bill Council Motion:

<https://democracy.cambridge.gov.uk/ieListDocuments.aspx?CId=116&MId=3963&Ver=4> item 21/32/CNLb

- Continue to provide Gypsy, Roma and Traveller cultural awareness training for staff and councillors.
- Work with the Gypsy and Traveller Health Nurse at Cambridgeshire County Council to help encourage the take up of vaccinations in Gypsy, Roma and Traveller communities, and continue to undertake health and wellbeing checks for people on unauthorised encampments.
- Build trust and positive relationships with people from Gypsy, Roma and Traveller communities. This includes working with them to coordinate activities to mark Gypsy, Roma and Traveller History month, which was marked for the first time in Cambridge in 2021.

## **4. Implications**

### **a) Financial Implications**

Equalities has been mainstreamed across all Council services. This means that the action plan will primarily be delivered through existing Council service budgets, but services sometimes fund specific initiatives. The Corporate Strategy service has a small budget to support equalities projects and publications, and it funds interpretation and translation services to enable fair and equal access to Council services. The council works extensively with partner organizations to maximize the impact of our resources.

### **b) Staffing Implications**

As equalities has been mainstreamed across all Council services, the action plan will primarily be delivered as part of the core responsibilities of staff within the relevant services. Corporate Strategy convenes a 'Joint Equalities Group' made up of staff representatives across Cambridge City Council's services who are able to support the mainstreaming of equalities.

### **c) Equality and Poverty Implications**

No Equality Impact Assessment (EqIA) has been carried out for SES 2021 to 2024. This is because SES 2021 to 2024 forms the framework for the council's work to meet the PSED in all aspects of its work.

### **d) Net Zero carbon, Climate and Environmental Implications**

It is expected that the Scheme will have nil impact on climate change.

## **e) Procurement Implications**

The City Council has taken steps to ensure that equalities considerations are embedded in its procurement processes through implementing The Public Services (Social Value) Act (2012): a key part of the assessment process in procuring contracts is to consider economic and social benefits that suppliers can bring to Cambridge. Additionally, when procuring services, commissioners are required to abide by the Equality Value Statement.

## **f) Community Safety Implications**

Objective four of the Single Equality Scheme 2021 to 2024 relates directly to community safety: “To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together.” To help meet this objective the council plans to continue to:

- Work with partners in the Community Safety Partnership.
- Monitor standards of work related to the Domestic Abuse Housing Alliance (DAHA).
- Retain White Ribbon status
- Provide the Racial Harassment service.
- Provide Safer Spaces training to frontline services.

Actions relating to community safety for the first year of the Scheme are to:

- Work with Cambridge BID and other partners to reduce crime and anti-social behaviour on streets of Cambridge and increase safety at night.
- Undertake a social media campaign in 2021/22 to help tackle public harassment of people with hidden disabilities during the pandemic.
- Encourage other organizations to sign up to Safer Spaces.
- Upgrading streetlamps and columns on Council-owned housing estates help improve safety at night.

## **5. Consultation and communication considerations**

To consult on the Single Equality Scheme 2021 to 2024 the council:

- Met with 21 voluntary and community sector stakeholders supporting different equality groups – meetings were held in groups.
- Sought advice from the Equalities Panel in 2021 on 26 January and 6 July.
- Undertook an Inclusion and Engagement Questionnaire open to all members of the public about people’s experiences of living in, working in, studying in, or visiting the city. There were 202 responses to the questionnaire.

- Held meetings with Council staff to consult on the Scheme overall, and additional meetings to specifically discuss the council's approach to promoting race equality.

Appendix B sets out the consultation process in more detail.

The content of this report will be communicated to residents through the media using a news release, and on the Council website and Twitter.

## 6. Background papers

Background papers used in the preparation of this report:

- Black Lives Matter: Composite joint motion for Full Council (<https://www.cambridge.gov.uk/black-lives-matter-council-motion>)
- Trans rights are human rights: Council motion (<https://www.cambridge.gov.uk/trans-rights-are-human-rights-council-motion>)
- Council Motion on Policing Bill (<https://democracy.cambridge.gov.uk/ieListDocuments.aspx?CId=116&MId=3963&Ver=4> item 21/32/CNLb)
- Police and Crime Commissioner December 2020 Business Coordination Board public minutes item 12 (<https://s3.eu-west-2.amazonaws.com/media.cambridgeshire-pcc.gov.uk/uploads/2021/01/20-12-16-BCB-Agenda-Item-3.0-Approved-minutes.pdf>)
- Police and Crime Commissioner April 2021 Business Coordination Board public minutes item 12 (<https://s3.eu-west-2.amazonaws.com/media.cambridgeshire-pcc.gov.uk/uploads/2021/06/21-05-26-BCB-Agenda-Item-3.0-Approved-Minutes-21-04-13.pdf>)

## **7. Appendices**

- Appendix A: Single Equality Scheme 2021 to 2024
- Appendix B: Consultation process for Single Equality Scheme 2021 to 2024
- Appendix C: Actions for Year One (2021/22) of Single Equality Scheme 2021 to 2024

## **8. Inspection of papers**

To inspect the background papers or if you have a query on the report please contact Helen Crowther, Equality and Anti-Poverty Officer, tel: (01223) 457046, email: [helen.crowther@cambridge.gov.uk](mailto:helen.crowther@cambridge.gov.uk).

# Single Equality Scheme 2021 to 2024

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## Purpose of the report

The purpose of this report is to:

- Review Cambridge City Council's progress over the last three years in promoting equality and celebrating diversity,
- Present findings on current issues experienced by communities with protected characteristics,
- Identify the Council's priorities for 1 April 2021 to 31 March 2024 relating to its Public Sector Equality Duty.

## Introduction

### Legal context for Single Equality Scheme

The Council has a legal obligation to publish equality objectives at least every four years to assist it in its performance of the Public Sector Equality Duty (Section 149 of the Equality Act 2010). The Public Sector Equality Duty (PSED) requires the Council to:

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

The objectives of the Council's Single Equality Scheme 2018 to 2021, and the scheme for 2021 to 2024, are drawn from the Council's obligations under the PSED.

### Introduction to the Single Equality Scheme 2018 to 2021

The objectives for the Single Equality Scheme 2018 to 2021 were:

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.

The Single Equality Scheme 2018 to 2021 also identified three priority areas for the Council to develop further work on under its objectives to:

- Tackle loneliness experienced by older people and disabled people;
- Identify best means to support people who have mental health issues in providing frontline services;
- Support Gypsy, Roma and Traveller people in accessing public services and tackling and preventing hate crime experienced by them.

### **Council motions passed in 2020 and 2021**

There were three motions passed at Full Council in 2020 and 2021, which relate to promoting equality and tackling discrimination.

At the Council meeting on 16 July 2020, councillors expressed their unanimous solidarity with Black Lives Matter, and the Council committed to undertaking actions to help tackle structural inequality and discrimination experienced by Black, Asian and Minority Ethnic (BAME) people. The motion asked that this Single Equality Scheme reviews and makes "reference to the employment, recruitment and retention of staff with particular emphasis on enhancing consultation and representation of BAME staff".

On 22 October 2020, councillors passed a joint Party motion titled 'Trans rights are human rights'. In line with this second Council motion, the Single Equality Scheme for 2021 to 2024 "recommits to ensuring a welcoming, inclusive, and respectful relationship with all groups recognised under The Equality Act as having protected characteristics".

At a Full Council meeting on 22<sup>nd</sup> July 2021, councillors unanimously expressed concerns about Part 4 of the Policing, Crime, Sentencing and Courts Bill that contains measures specifically relating to Gypsy and Traveller communities. They said the Bill's measures to criminalise trespass to land could exacerbate inequalities and discrimination of Gypsy and Traveller people. The council made commitments to help minimise these impacts.

### **Evolving the Council's approach to promoting equality and tackling discrimination - The Single Equality Scheme's five objectives**

The objectives for the Single Equality Scheme 2021 to 2024 remain the same as those for 2018 to 2021. This is because they are drawn from our Public Sector Equality Duty obligations and reflect the Council's main approach to equalities issues. The findings of

consultation on this scheme did not identify a need to change the objectives but to change some priorities and approaches relating to them.

The Council's approach set out in this revised Single Equality Scheme reflects updated evidence on the nature of inequality and discrimination experienced by equality groups. It builds on learning from consultation findings, a literature review of research on issues impacting on people with protected characteristics and learning from the Single Equality Scheme 2018 to 2021. (Note that the consultation process is explained at Appendix A of this report, including information about the Community Inclusion and Engagement Questionnaire the Council undertook with members of the public and its limitations.)

The Council's approach in the Single Equality Scheme 2021 to 2024 includes the following overarching themes:

The Council's approach in the Single Equality Scheme 2021 to 2024 includes the following overarching themes:

- To improve collaboration with customers and communities to ensure needs of customers from different equality groups are met, and to develop strong and resilient communities. Cambridge City Council has an ambition to codesign and coproduce services with customers and communities from diverse backgrounds wherever possible to tackle inequality and discrimination effectively.
- Collaborate with voluntary and community sector, public sector, and private sector partners to identify improvements to Cambridge City Council service provision, and to identify where the Council can influence and facilitate positive change outside of the services it directly delivers. It is also recommended that the Council consult annually with voluntary and community sector (VCS) organizations with expertise on supporting different equality groups around progress of the Scheme and priorities for the year ahead.
- Empowering our staff to respond to changing needs of different customers and communities related to tackling inequality and discrimination. This is especially relevant to objective five of this Scheme on ensuring our own practices and policies are non-discriminatory to ensure staff from diverse backgrounds have opportunities to identify innovative ideas and/or new services. Moreover, working towards having a workforce that is more representative of the Cambridge community means we employ people from diverse backgrounds and that this drives diversity of thought, which has the potential to improve how we work.
- For services to consider intersectionality in responding to customers' and communities' needs. Many equality-related issues intersect and are not experienced in the same way or to the same extent by different communities or

groups of people. People have more than one protected characteristic and they interrelate and shape experiences of discrimination and disadvantage.

For each of the five objectives, the rest of the report considers:

- Issues relating to that objective experienced by equality groups
- Progress made in promoting equality and tackling discrimination between 2018 and 2021
- Action for 2021 to 2024

**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.**

Key themes arising from consultation on the Scheme relating to objective one that are explored below are:

- Meeting housing needs of the growing population of older people in the city
- Understanding the disproportionate susceptibility to coronavirus for equality groups in order to target support
- Targeting services at people with protected characteristics experiencing poverty
- Understanding women's different experiences of homelessness in order to target accommodation support

#### Meeting housing needs of the growing population of older people

The population stock forecasts from 2018, estimated that there would be an increase of the population of people 65 and over by 52% from 2018 to 2036 (from 16,770 to 25,540). For people aged 75 and above the increase was estimated to be greater at 66% from 8,340 to 13,920.<sup>4</sup> As people get older, they are more likely to have disabilities or long-term illnesses. Disability affects 40% of older people aged 60, and 75% of those aged 80 and above.<sup>5</sup>

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<sup>4</sup> Cambridgeshire Insight (2018), Local Population and Dwelling Stock Estimates and Forecasts <https://cambridgeshireinsight.org.uk/population/population-forecasts/?geographyId=3f57b11095784e27969369a52f7854ef&featureId=E05002702>

<sup>5</sup> Centre for Policy on Ageing (2016), Diversity in Older Age – Disability [https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/reports-and-briefings/equality-and-human-rights/rb\\_may16\\_cpa\\_rapid\\_review\\_diversity\\_in-older\\_age\\_disability.pdf](https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/reports-and-briefings/equality-and-human-rights/rb_may16_cpa_rapid_review_diversity_in-older_age_disability.pdf)

## Understanding the disproportionate susceptibility to coronavirus for equality groups

Cambridge City Council has been developing further understanding around how different equality groups have been more likely to contract coronavirus and be more adversely impacted. This has helped shape the Council's response to COVID-19.

Sometimes this relates to pre-existing health vulnerabilities for older people and disabled people<sup>6</sup>. Data from Cambridge University Hospital Trust (Addenbrookes hospital) showed that admissions tended to be older people (modal age 76 years) and those with underlying health conditions such as obesity, diabetes, hypertension and other heart, lung and kidney diseases.<sup>7</sup>

Some BAME groups have been disproportionately affected by coronavirus. Increased risk of some Black, Asian and Minority Ethnic groups has been identified relating to a complex interplay of biological, cultural, socioeconomic, employment, lifestyle and diet factors.<sup>8</sup>

A report on the impact of the pandemic on people with different ethnicities in Cambridge found that Bangladeshi, Indian and Pakistani people were disproportionately likely to contract coronavirus<sup>9</sup>. Between September to 27 December 2020, 13.8% of coronavirus cases were for people from Bangladeshi, Indian and Pakistani backgrounds, whereas they represented 4.8% of the population according to the Census 2011 or 9.8% compared to the School Census 2019.

However, Addenbrooke's data shows that whilst the service was admitting a slightly disproportionate number of BAME patients, mortality was no higher. In Addenbrookes 65% of admissions were White British with 8.45% being BAME. Analysing the hospital deaths showed a similar pattern, with 74% White British people, and 5% BAME people.

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<sup>6</sup> NHS (2020), People at higher risk from coronavirus <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/>

<sup>7</sup> Cambridgeshire County Council Public Health (2021), The impact of the coronavirus pandemic on Black, Asian and Minority Ethnic communities in Cambridge in 2020 <https://democracy.cambridge.gov.uk/documents/s54594/Impact%20of%20the%20Coronavirus%20Pandemic%20on%20BAME%20Communities.pdf>

<sup>8</sup> For instance, see Public Health England (2020), Understanding the impact of COVID-19 on BAME groups [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/892376/COVID\\_stakeholder\\_engagement\\_synthesis\\_beyond\\_the\\_data.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/892376/COVID_stakeholder_engagement_synthesis_beyond_the_data.pdf)

<sup>9</sup> Cambridgeshire County Council Public Health (2021), The impact of the coronavirus pandemic on Black, Asian and Minority Ethnic communities in Cambridge in 2020 <https://democracy.cambridge.gov.uk/documents/s54594/Impact%20of%20the%20Coronavirus%20Pandemic%20on%20BAME%20Communities.pdf>

## Targeting services at people with protected characteristics experiencing poverty

Council officers and VCS organizations that the Council consulted with said that people with protected characteristics experiences of discrimination are made worse by poverty. They felt that the Council should learn more about the needs of these groups in poverty and target services to supporting them, as they are in greatest need.

National research indicates that some protected characteristic groups are more likely to experience poverty and experience this in different ways, for instance:

- Disabled people: Half of all people in poverty have a disability themselves or live with someone who does, compared with just a third of people in non-poor households (if specific benefits designed to contribute to extra costs of disability are not included as part of household income).<sup>10</sup> Moreover, on average, disabled people in the UK face extra costs of £583 a month.<sup>11</sup>
- Black, Asian and Minority Ethnic people: In the UK, all Black and Minority Ethnic groups are more likely to be living in poverty than White British people (19% of which are in poverty): The rate is 22% for Indians, 28% for Mixed; 29% for Chinese; 45% for Bangladeshi and 46% for Pakistani.<sup>12</sup> In-work poverty is also higher. It is highest for Pakistani and Bangladeshi workers. The Joseph Rowntree Foundation's analysis is that this is due to the type of sector that people from these communities work in and a greater likelihood of working part-time. For instance, there is a higher prevalence of self-employment in these communities and their businesses are more heavily impacted by public health restrictions. This means they are less likely to be able to work from home and have less job security, especially during COVID-19.<sup>13</sup> Moreover, many Black, Asian and Minority Ethnic workers who lose employment have no recourse to public funds.
- Women: Women are more likely to be found in insecure, part-time, and low paid employment so have a greater likelihood of experiencing poverty. Before the pandemic, in the UK, 59% of women were in full-time work compared with 87% of men. Women are overrepresented in part-time and involuntary part-time employment (74% and 57% are women respectively), as well as temporary and zero-hours contracts (54% of both

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<sup>10</sup> Joseph Rowntree Foundation (January 2021), UK Poverty 2020/21 <https://www.jrf.org.uk/report/uk-poverty-2020-21>

<sup>11</sup> Scope (2019), Disability Price Tag <https://www.scope.org.uk/campaigns/extra-costs/disability-price-tag/>

<sup>12</sup> Runnymede Trust (May 2020), The Colour of Money <https://www.runnymedetrust.org/uploads/publications/pdfs/2020%20reports/The%20Colour%20of%20Money%20Report.pdf>

<sup>13</sup> Joseph Rowntree Foundation (January 2021), UK Poverty 2020/21 <https://www.jrf.org.uk/report/uk-poverty-2020-21>

are women). 52.1% of women have been furloughed despite women only making up 47.3% of the overall UK workforce.<sup>14</sup> Moreover, the gender pay gap means that where women are in work they are likely to earn less – this is 15.5% median and 14.6% mean in the UK and is worse for Cambridge itself at 16.2% median and 21.2% mean.<sup>15</sup>

- People aged 16 to 29: The profile of people claiming benefits has changed due to changes to the employment landscape during COVID-19, according to the Joseph Rowntree Foundation. By October 2020, younger people (aged 16 to 29) were over four in ten of new Universal Credit claimants in the UK.
- Families with children: The Food Standards Agency identifies that in the UK, families with children are twice as likely to be food insecure (23%) than households with no children (12%).<sup>16</sup> In Cambridge 9.4% of children live in households with absolute low income and 12.3% in households with relative low income.<sup>17</sup>

### Understanding women's different experiences of homelessness

In relation to women's experiences of homelessness, VCS organizations supporting women said that women who are homeless are more likely to experience sexual violence, and to have become homeless due to domestic abuse. This is supported by national research.<sup>18</sup> The VCS organizations said the Council needs to develop a better understanding of women's experiences of homelessness to understand accommodation needs.

### **Actions undertaken relating to objective one between 2018 to 2021**

To help meet the housing needs of the growing population of older people in the City, the Council has committed to building 500 new homes by 2024. 5% (25) of the 500 will be

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<sup>14</sup> Women's Budget Group (Jan 2021), Lessons Learned: Where Women Stand at the Start of 2021 - The economic and health impacts of Covid-19 <https://wbg.org.uk/analysis/reports/lessons-learned-where-women-stand-at-the-start-of-2021/>

<sup>15</sup> Office for National Statistics (2020), Gender Pay Gap <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/datasets/annualsurveyofhoursandearningsashegenderpaygaptables>

<sup>16</sup> Food Standards Agency (2021), Food and You <https://www.food.gov.uk/research/food-and-you-2/food-and-you-2-wave-1>

<sup>17</sup> See:

<https://cambridgeshireinsight.org.uk/deprivation/report/view/e5346e7dd716406e826ed368abc09c96/E07000008>

<sup>18</sup> For example, see Homeless Link (2019), Promising practice from the frontline: Exploring gendered approaches to supporting women experiencing homelessness and multiple disadvantage [https://www.homeless.org.uk/sites/default/files/site-attachments/Women%27s%20research\\_March%2019\\_1.pdf](https://www.homeless.org.uk/sites/default/files/site-attachments/Women%27s%20research_March%2019_1.pdf)

adapted to be wheelchair accessible from the outset and the other 95% can be adapted in future to meet people's needs to live independently for longer as they get older.

The Council has made use of data on disproportionate susceptibility to coronavirus for equality groups and targeted support appropriately in the following ways:

- As part of the first lockdown the Council brought together datasets to identify people at risk of coronavirus due to pre-existing health vulnerabilities. This included people clinically vulnerable and shielding, older people (including those under the community alarm system), people needing Social Care support and people on certain disability benefits. Throughout COVID-19, this data has been used to make 1,200 phone calls to check on people's health and offering support should people need it. Support required included reassurance and advice, provision of food packages and signposting to mental health and social care services.
- The Council has been supporting Black, Asian, and Minority Ethnic (BAME) Communities by collaborating with community leaders to share up-to-date public health messaging and information on financial support available. The Council worked with:
  - Asian women's groups in the city
  - 4 local mosques that agreed to deliver new Public Health messages in their Friday sermons
  - Darwin Drive Community Centre
  - Indian Cultural Association
  - The Cambridge Gurdwara
  - Cambridge Ethnic Community Forum
  - Cambridge African Network
  - Social media channels linking to Chinese communities in Cambridge
  - The Cambridge Korean Foundation

Other actions undertaken between 2018 to 2021 to improve understanding of communities in the city to better target services included:

- Undertaking a ward profiling exercise for areas in the North, South, East, and West of Cambridge to inform the Council's community development work.
- Supporting the Office of National Statistics to ensure that different communities in Cambridge were represented in the Census 2021.
- Providing a range of training for frontline staff to help them understand the needs of diverse communities in the city including:
  - Two Gypsy, Roma, and Traveller cultural awareness training sessions attended by 64 people in total and an online module on this topic attended by 12 people. (The training was also provided to 12 councillors in 2020/21 on Zoom.)

- Mental health awareness training provided six times and attended by a total of 78 staff members.
- Transgender awareness training provided twice and attended by a total of 37 staff members. (This was also provided to councillors in 2020/21 and was attended by 24 councillors.)
- Dementia Friends sessions provided to Customer Services, Housing Services, and Commercial Services.

### **Actions for 2021 to 2024**

A main priority for 2021 to 2024 related to this objective is to identify opportunities to hear from people with protected characteristics about their experiences of inequality and discrimination. This will help inform and shape the direction of the Council's equalities work, as people experiencing discrimination and disadvantage are best placed to understand what is needed to tackle it.

From the first year of the Scheme, the Council will work with voluntary and community sector organizations that specialise in supporting equality groups on this. In 2020/21 the Council will:

- Support the Encompass Network to undertake a community needs assessment of LGBTQ+ people in Cambridgeshire.
- Collaborate with Cambridge Ethnic Community Forum to undertake research into the needs of diverse ethnic communities in the city, including those experiencing poverty which has been exacerbated by the Covid-19 pandemic.

This work will also help the Council to better understand how people with protected characteristics experience poverty and help us to target services effectively.

To help identify low-income households that may need support from Council services, a Low-Income Family Tracker (LIFT) system will be trialled. The software will be able to identify households with children, by age of benefit claimants, sex of claimants and if people in the household have a disability or long-term health condition.

In addition, from 2021/22 the Council plans to identify further means to address housing needs specific to homeless women and relating to providing safe accommodation for women experiencing domestic abuse.

To meet housing needs of the growing population of older people in the city, the Council will aim to improve its understanding of the need for wheelchair accessible housing, and

ensure the right processes are in place to maximise supply. We will also ensure potential applicants are aware of the housing options available to them and improve access to accessible homes for people who need them.

Further actions that the Council will undertake between 2021 to 2024 relating to this objective are:

- Providing a range of training for staff to help them understand needs of diverse communities in the city.
- Monitoring coronavirus cases and uptake of vaccinations amongst different equality groups and working with communities and public sector partners to help address health inequalities associated with or exacerbated by COVID-19.
- Continuing to work with neighbouring local authorities in Cambridgeshire to find solutions where it is found that there is a lack of legal sites and stopping places for Gypsy, Roma and Traveller communities.<sup>19</sup>

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

Key themes that were raised in consultation on the Single Equality Scheme 2021 to 2024 relating to access and take-up of Council services are:

- digital exclusion
- ensuring people with mental health issues, which have been worsened by COVID-19 are supported
- supporting Gypsy, Roma and Traveller people access public services.

### Digital exclusion

Voluntary and community sector organizations consulted on the Scheme said it is important that the council continues to provide face-to-face support to vulnerable people who are digitally excluded when implementing the Council's new 'digital first' customer services model.

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<sup>19</sup> This is a commitment in the Policing Bill council motion

Older people and disabled people are disproportionately impacted by digital exclusion in the UK. In 2020, 54% of adults aged 75 years and over were internet users compared to 99% of people aged 16 to 44 years. A total of 15% of disabled people had not used the internet compared to 3% of non-disabled people.<sup>20</sup> This is mirrored by the council's Community Inclusion and Engagement Questionnaire, which found that 17% of disabled respondents were not confident to look up information online, compared to 7% of respondents without a disability.

### Ensuring people with mental health issues, which have been worsened by COVID-19 are supported

Research shows that many people's mental has been negatively impacted by the pandemic. In the UK one in five adults in the UK experienced depressive symptoms from Jan to March 2021, compared to one in ten before the pandemic outbreak.<sup>21</sup> In the Cambridge Community Inclusion and Engagement Questionnaire, 53% of respondents reported that the pandemic has had a negative impact on their mental health. Given these trends, it is likely that the Council will be supporting more people with mental health issues and in mental health crises in future.

Particular groups of people have experienced mental health issues during the pandemic. The Inclusion and Engagement Questionnaire found that people under 40 (70%), and women (59%) were most likely to report that the pandemic has had a negative impact on their mental health. National research also indicates that women, younger people (aged 18 to 24), and people who are disabled or have another long-term physical health condition were more likely to report depressive symptoms.

Moreover, people with less disposable income or who are worried about finances have experienced mental health issues more. In Mind's national survey of 14,000 people during the pandemic, it found that concerns about finances worsened the mental health of 52% of BAME people, compared to 45% of white people.<sup>22</sup>

There has also been a reported increase in people in mental health crisis. The Mental Health Foundation has found that suicidal thoughts have become more prevalent over the

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<sup>20</sup> ONS (April 2021), Internet Users

<https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/datasets/internetusers>

<sup>21</sup> ONS (May 2021), Coronavirus and depression in adults in Great Britain

<https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/datasets/coronavirusanddepressioninadultsingreatbritain>

<sup>22</sup> Mind (15 July 2020), Existing inequalities have made mental health of BAME groups worse during pandemic, says Mind <https://www.mind.org.uk/news-campaigns/news/existing-inequalities-have-made-mental-health-of-bame-groups-worse-during-pandemic-says-mind/>

pandemic in the UK: 8% of adults surveyed in April 2020 said that they had thoughts and feelings about suicide in the previous two weeks and 13% in February 2021.<sup>23</sup>

### Supporting Gypsy, Roma and Traveller people access public services in the context of the pandemic

The Women and Equalities Select Committee found that trust is low between Gypsy, Roma and Traveller communities and public services, due to historic and ongoing discrimination. Gypsy, Roma, and Traveller people have felt ignored and, at worst, discriminated against by public services.<sup>24</sup>

The concern that Gypsy, Roma and Traveller people are not accessing services they need has been further emphasised in the pandemic, as there is a disproportionately high representation of people who are at increased risk of severe illness from coronavirus: Gypsies and Travellers were significantly more likely to have a long-term illness, health problem or disability, which limits daily activities or work; experience higher overall prevalence of reported chest pain and higher levels of respiratory problems.<sup>25</sup>

### **Actions undertaken relating to objective two between 2018 to 2021**

#### Digital exclusion

To tackle digital exclusion between 2018 and 2020, the Council:

- Worked with North Cambridge Community Partnership and Raspberry Pi to set up a Code Club in Kings Hedges. Between 2018 and 2020, 42 individual children had attended a total of sixteen Coder Dojo sessions.
- Supported volunteer digital champions to deliver digital inclusion sessions for older people in sheltered housing schemes.
- Funded Cambridge Online to provide drop-in 'Microhub' digital inclusion sessions at City Council community centres and other community venues.

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<sup>23</sup> Mental Health Foundation (February 2021), Wave 10 <https://www.mentalhealth.org.uk/research-and-policies/wave-10-late-february-2021>

<sup>24</sup> Women and Equalities Select Committee (2019), Tackling inequalities faced by Gypsy, Roma and Traveller communities <https://publications.parliament.uk/pa/cm201719/cmselect/cmwomeq/360/360.pdf>

<sup>25</sup> Friends, Families and Travellers (2020), Supporting access to Covid-19 vaccination for Gypsy, Traveller and Liveaboard Boater communities: Guidance for professionals <https://www.gypsy-traveller.org/supporting-access-to-covid-19-vaccination-for-gypsy-traveller-and-liveaboard-boater-communities-guidance-for-professionals/#:~:text=Gypsy%20and%20Traveller%20communities%20are%20known%20to%20face,increased%20risk%20of%20severe%20illness%20from%20coronavirus%20%28link%29>.

Most of this activity stopped during the coronavirus pandemic due to restrictions on face-to-face contact, so the Council's approach from March 2020 onwards focused on supporting Cambridgeshire Digital Partnership's emergency response. The Partnerships' members were provided with a total of £91,000 in grants from the Council in 2020/21, which was used to provide devices and data for people in need.

In 2020/21, the Council also loaned 40 tablets with pre-loaded data to Council housing and sheltered housing tenants and provided free wi-fi for use by tenants in the community room at Hanover and Princess Court. The Council has also facilitated fibre optic broadband roll-out by commercial companies to Council homes, including a heavily discounted social rate broadband package.

### Supporting people with mental health issues

One of the key priorities of the Single Equality Scheme 2018 to 2021 was to identify the best means to support people who have mental health issues through providing frontline Council services. From 2018 to 2021, the Council:

- Provided six mental health awareness training sessions over 2018 to 2021 to 78 staff members.
- Ran four Mental Health First Aid/ First Response courses to support people to identify, understand and help someone who may be experiencing a mental health issue or crisis that were attended by a total of 46 people.
- Provided an award-winning STOP Suicide training course run by Cambridgeshire, Peterborough and South Lincolnshire Mind. This course has helped Council officers identify how to support individuals that feel suicidal. The three courses run were attended by 49 staff in total.

### Supporting Gypsy, Roma and Traveller people to access public services

A further priority of the Single Equality Scheme 2018 to 2021 was to support Gypsy, Roma and Traveller people to access public services. To help with this the Council:

- Identified a single point of contact at the Council for Cambridgeshire County Council and South Cambridgeshire District Council to use to support Gypsy, Roma, and Traveller people with Homelink applications.
- Developed a single point of contact to engage Gypsy, Roma and Traveller people who set up temporary unauthorised sites in the city. This Officer's role is in enforcement, but they also undertake health and wellbeing checks to ensure that health needs of Gypsy, Roma and Traveller people can be met.
- Identified a site in Cambridge City for Gypsy, Roma and Traveller people across the county to self-isolate if needed during the pandemic.

#### Further activity undertaken relating to objective 2 between 2018 and 2021

The Council has also improved access to and take-up of Council services by:

- Implementing the 'Single Customer Account' portal that means people can access a range of critical services from a single, integrated online portal.
- Providing interpretation and translation support to customers for whom English is not a first language. In 2020/21 the council procured British Sign language interpretation support for Deaf people contacting the Customer Service Centre helpline.

#### **Actions for 2021 to 2024**

Going forward, Cambridge City Council plans to explore means of strengthening evidence related to this objective. We will explore how to improve equalities monitoring by Council services to get a better understanding of which protected characteristic groups are using our services and their experiences, and which groups are not accessing services and why. Due to the complexity of this endeavour, this commitment will need to extend beyond the three years of this Single Equality Scheme.

Other commitments between 2021 to 2024 for the Council are as follows:

#### Tackling digital exclusion

To help tackle digital exclusion, the Council will:

- Identify emerging needs of residents relating to digital exclusion as we recover from the pandemic, and further opportunities to collaborate with the Cambridgeshire Digital Partnership.

- In implementing the new 'digital first' customer services model, ensure that vulnerable people are provided with opportunities to have face-to-face appointments when seeking support from the council. This will include older people and disabled people who cannot access the internet.
- In 2021/22 Cambridge City Council will support sheltered housing scheme staff to improve their digital skills, so they can deliver enhanced support to older and more vulnerable customers to utilise digital support channels.

Whilst some groups are digitally excluded, the Council has found that some customers and communities have benefitted from more support being available online during the pandemic. It will be important to maintain this support to these groups too. For instance, in delivering the equality and diversity calendar of events the Council will ensure there is a mixture of online and face-to-face activities in future.

#### Supporting people with mental health issues accessing City Council services

To make sure people with mental health issues are supported by our frontline services as best as possible, Cambridge City Council will:

- Develop strong working relationships with mental health services so that City Council staff have a better understanding of mental health services, including when and how to access them.
- Continue to provide training for Council staff on best practice in supporting service users with mental health problems.

#### Supporting Gypsy, Roma and Traveller people to access public services

The council motion passed relating to the Police, Crime, Sentencing and Courts Bill resolved to "Stand in solidarity with Traveller and Gypsy communities in Cambridge and continue to build trust and good relations with them."

To help with this, between 2021 and 2024, the council shall continue to identify opportunities to hear from Gypsy, Roma and Traveller people to support them to access services they need. This will include:

- Helping develop relationships with people from Gypsy, Roma and Traveller communities in working with them to coordinate activities to mark Gypsy, Roma and Traveller History month, marked for the first time in Cambridge in 2021.

- Continuing to provide welfare assessments of people setting up unauthorised encampments in the city. Working with the Gypsy and Traveller Health Nurse to ensure health needs are met and to encourage the take up of vaccinations in communities.

### Interpretation and translation support

In the next three years the Council will continue to provide interpretation and translation support to customers for whom English is not a first language and BSL interpretation support.

**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.**

Key themes relating to this objective that were raised in consultation and explored below are:

- Loneliness and isolation, and the impact of COVID-19
- Equal access to emergency food support for BAME people and disabled people
- Opportunities for Black cultural activities
- Representing South Asian women's needs

### Loneliness and isolation, and the impact of COVID-19<sup>26</sup>

The Campaign to End Loneliness shares that loneliness is one of the greatest public health challenges and is connected to a range of health issues.<sup>27</sup> Research on loneliness

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<sup>26</sup> 'Isolation' is separation from social or familial contact, community involvement, or access to services. 'Loneliness' is defined as an individual's personal, subjective sense of lacking these things. (Public Health England (2015), Loneliness and isolation: Social relationships are key to good health [https://publichealthmatters.blog.gov.uk/2015/12/08/loneliness-and-isolation-social-relationships-are-key-to-good-health/#:~:text=Age%20UK%20defines%20%E2%80%98isolation%E2%80%99%20as%20separation%20from%20social,lonely%2C%20and%20to%20be%20lonely%20without%20being%20isolated\).](https://publichealthmatters.blog.gov.uk/2015/12/08/loneliness-and-isolation-social-relationships-are-key-to-good-health/#:~:text=Age%20UK%20defines%20%E2%80%98isolation%E2%80%99%20as%20separation%20from%20social,lonely%2C%20and%20to%20be%20lonely%20without%20being%20isolated).)

<sup>27</sup> Campaign to End Loneliness: The Facts on Loneliness <https://www.campaigntoendloneliness.org/the-facts-on-loneliness/>

before the pandemic by Scope<sup>28</sup> and Age UK<sup>29</sup> showed that it is especially prevalent amongst older people and disabled people in the UK.

Findings on loneliness relating to the pandemic have included:

- VCS organizations said that loneliness is strongly linked to digital exclusion, as lockdown highlighted our reliance on virtual means of staying in touch.
- Feelings of loneliness have been highest in young people, with 48% aged 18-24 feeling lonely, which has been consistently higher than the general population.<sup>30</sup>
- The Mental Health Foundation finds that loneliness levels are higher in people who with pre-existing mental health conditions (40%).
- The ONS reported in February 2021 that among people who indicated coronavirus as having affected their well-being, disabled people more frequently than non-disabled people share that they are feeling lonely (49% and 37% respectively). VCS organizations supporting disabled people in Cambridge supported this finding and reported that self-isolation due to clinical vulnerabilities for disabled people has led people to feel lonely.
- Caring Together surveyed carers they support and identified that 77% have felt lonelier and more isolated due to the pandemic. This related to increased caring responsibilities during the pandemic. Carers are especially likely to be older people and women.<sup>31</sup>
- The LGBT Foundation has reported that during the pandemic many LGBT people in the UK have had to isolate at home with LGBT-phobic households. Many have had to hide their gender identity or sexuality or avoid coming out to those who they live with. These experiences heighten feelings of isolation and loneliness alongside the fact that socialising with other LGBT people has been hindered by the coronavirus pandemic.

### Equal access to emergency food support for BAME people and disabled people

The need for emergency food support has increased during the pandemic and has mostly been met through Cambridge City Foodbank and food hubs. UK data from the Food

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<sup>28</sup> See: Sense: <https://www.sense.org.uk/support-us/campaigns/loneliness/>

<sup>29</sup> See: Campaign to End Loneliness: The Facts on Loneliness  
<https://www.campaigntoendloneliness.org/the-facts-on-loneliness/>

<sup>30</sup> Mental Health Foundation (Feb 2021), Wave 10 <https://www.mentalhealth.org.uk/research-and-policies/wave-10-late-february-2021>

<sup>31</sup> Carers UK (2019), State of Caring  
[http://www.carersuk.org/images/News\\_campaigns/CUK\\_State\\_of\\_Caring\\_2019\\_Report.pdf](http://www.carersuk.org/images/News_campaigns/CUK_State_of_Caring_2019_Report.pdf)

Standards Agency identified people in bad or very bad health are more than twice as likely to be experiencing food insecurity (40% compared to 16%).

During the pandemic, there has been increasing awareness of different cultural and dietary needs for ethnic minority groups (who are more likely than White British people to experience poverty and job insecurity during the pandemic) and for people with long-term health conditions. The Karim Foundation set up to help meet cultural dietary needs during the pandemic. Between March to December 2020, the Karim Foundation provided food poverty and fuel poverty support to 268 individuals (mostly Muslims).

### Opportunities for Black cultural activities

Celebrating different cultures in the city was a key theme discussed at a meeting the Council organised in October 2020 with community groups supporting people from Black communities and public sector organizations including Cambridgeshire Police, Cambridge University Hospitals Trust and Cambridgeshire County Council.<sup>32</sup> The community groups shared that they would like more Black cultural activities to take place throughout the year (and not just in relation to Black History Month). Moreover, the groups wanted more opportunities for young people from Black communities to celebrate their heritage in the city.

### Representing South Asian women's needs

In consulting with VCS organizations supporting some people from South Asian communities in the city, they said that women from the Bangladeshi, Indian and Pakistani groups in the city are under-represented, as there are community groups set up to support men from these ethnicities but not women. This can prevent South Asian women from accessing different opportunities, such as learning IT skills and English, which causes social exclusion.

### **Actions undertaken relating to objective three between 2018 to 2021**

Activity was undertaken between 2018 to 2021 addressing some of the themes raised in consultation above, including efforts to ensure BAME communities can access emergency

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<sup>32</sup> Community groups that attended were Cambridge Ethnic Community Forum, Cambridge African Network, CB Mentoring, and Cambridge Movement Against Racism. The Public sector organizations that attended were Cambridge City Council, Cambridgeshire County Council, Anglia Ruskin University, Cambridge University, Cambridgeshire Police, a representative from the Office of the Police and Crime Commissioner, and Addenbrooke's.

food support in 2020/21, tackling loneliness and isolation, and identifying opportunities for different cultural activities to take place in Cambridge.

#### Helping to ensure that BAME communities can access emergency food support

Cambridge City Council has worked with the Cambridge Food Poverty Alliance to help ensure that the food poverty response during the coronavirus pandemic met different religious, health or cultural requirements. Some activity that the Council was directly involved in included working with Cambridge Sustainable Food to help the Bangladesh Welfare and Cultural Association to set up the Shah Jalal Community Food Hub. Also, one of the Council's Community Development Officers has helped Cambridge Sustainable Food to pack and deliver Ramadan food gift boxes to families in need. This was also funded by Cambridge City Council. Since chairing a meeting with Cambridge City Foodbank, Cambridge Ethnic Community Foundation and The Karim Foundation, the foodbank agreed to explore donation points at ethnically diverse stores to improve food options.

#### Tackling loneliness and isolation

Tackling loneliness experienced by older people and disabled people was one of the key priorities for the SES 2018 to 2021. The Council has:

- Developed a programme of exercise classes accessible to older people and disabled people for them to stay fit and meet others.
- Linked tenants with mental health issues to meaningful activities and groups to help reduce social isolation.
- Developed an Intergenerational Project for a local nursery to visit one of the Council's sheltered housing schemes.
- Promoted the Now We're Talking campaign to encourage people to communicate with one another if they are self-isolating during the pandemic, and to seek help if they are struggling with their mental health.<sup>33</sup>

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<sup>33</sup> For further information about Now We're Talking see: (see: <https://www.cambridgeshire.gov.uk/news/now-were-talking-coming-together-in-isolation>)

### Identifying opportunities for different cultural activities to take place in Cambridge

In 2020/21 the Council added South Asian Heritage Month to its Equality and Diversity calendar as at 2020/21. It set up Facebook pages for equality and diversity calendar events, including for South Asian Heritage Month and Black History Month. The Facebook pages also explore opportunities for activities to celebrate different cultures outside of the equality and diversity calendar.

### Other action taken relating to objective 3 from 2018 to 2021

Further actions that the Council has undertaken relating to this objective on providing equal access to public activities and spaces in Cambridge were:

- Providing 7,883 hires for the Shopmobility service.
- Resettling 125 refugees, assisted by offers of private rented and housing association properties, in and near Cambridge.
- Awarding £1,890,000 in Community Grants between 2018/19 and 2020/21 for activities tackling social and economic inequality of the voluntary and community sector. These activities ranged from legal and financial advice, sports activities, arts and culture activities, community development work and employment support.

### **Actions for 2021 to 2024**

#### Equal access to emergency food support

The Council will collaborate with Food Poverty Alliance partners to help tackle food poverty, including by meeting the needs of people from ethnically diverse communities and with long-term health conditions.

#### Tackling loneliness and isolation

Cambridge City Council will tackle loneliness and isolation by providing some Community Grant funding for VCS organizations activities on this, undertaking Community Development work, and supporting older people in sheltered housing schemes. The Council will also work with Care Network and Caring Together to achieve Carer Friendly Tick accreditation to support carers in the city to access public activities and spaces.

### Identifying opportunities for different cultural activities to take place in Cambridge

In 2021/22 the Council will support CB Mentoring to set up a mentoring project for young people from Black communities in Cambridgeshire. It will also help coordinate Gypsy,

Roma and Traveller History Month activities to be added to the Equality and Diversity calendar of events from 2021/22.

### Ensuring South Asian women's needs are represented

The Council will liaise with Cambridge Ethnic Community Forum, Cambridge Women's Resource Centre and other relevant partners about setting up a group for South Asian women to socialise, to discuss matters of concern to them, and potentially to bid for funding for projects to support South Asian women.

### Further activity to be undertaken relating to objective three between 2021 to 2024

To help support disabled people to access public spaces and activities in Cambridge, Cambridge City Council will continue to provide its Shopmobility Service. It will also implement phase two of the Government's Syrian Vulnerable Persons Refugee Resettlement programme – working with South Cambridgeshire District Council to resettle 200 refugees in Cambridgeshire over five years.

## **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.**

Themes raised on consultation relating to this objective were hate crime and hate incidents, safety of women on Cambridge's streets at night-time, and domestic abuse and sexual violence disproportionately experienced by women. The themes are explored in turn below.

### Hate crime and hate incidents<sup>34</sup>

Organizations the Council consulted with pointed out that hate crimes are experienced to different extents and in different ways by different communities:

- In the UK race hate crimes are most common, accounting for 72% of offences.<sup>35</sup>

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<sup>34</sup> Hate crimes are any crimes that are targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, race or ethnicity, religion or belief, sexual orientation, or transgender identity. See: [https://www.report-it.org.uk/what\\_is\\_hate\\_crime](https://www.report-it.org.uk/what_is_hate_crime)

<sup>35</sup> Home Office (Oct 2020), Hate crime, England and Wales, 2019 to 2020  
<https://www.gov.uk/government/statistics/hate-crime-england-and-wales-2019-to-2020/hate-crime-england-and-wales-2019-to-2020>

- During the coronavirus crisis, hate crime directed at south and east Asian communities increased by 21%.<sup>36</sup>
- 44% of British adults openly express negative attitudes against Gypsy, Roma and Traveller communities. Police officers consider hate crime to be the most common issue Gypsies, Roma and Travellers report to them, but less than 15% of hate incidents are reported to the police.<sup>37</sup>
- Local VCS organizations supporting LGBTQ+ people said that trans women are especially likely to experience hate crime/ hate incidents in the city. In the UK only 76% of people believe prejudice against transgender people is always/ mostly wrong.<sup>38</sup>
- Local VCS organizations supporting disabled people said that people with hidden disabilities are experiencing more verbal harassment on the streets of Cambridge. They may face harassment from other people as they are more likely to find it difficult to comply with public health guidance (linked to social distancing, mask wearing and changes to the environment). At a national level, RNIB has developed a campaign relating to this.<sup>39</sup>

VCS organizations supporting equality groups in Cambridge said that hate crimes are under-reported to the police. This is reflected in the Council's Community Inclusion and Engagement Questionnaire findings, where one in five (22%) of those who have experienced bullying, harassment abuse or threats in the previous 12 months had reported their incident.

### Safety of women on the city's streets

After the death of Sarah Everard in 2020, women across the UK shared anxieties and anger on social media about staying safe when alone in public places. Reclaim the Night vigils were held across the country, including in Cambridge. The Community Inclusion and Engagement Questionnaire found that 33% of women respondents felt unsafe on Cambridge streets at night, compared to 17% of men. Women were also more likely to

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<sup>36</sup> The Guardian (May 2021), Confronting hate against east Asians  
<https://www.theguardian.com/artanddesign/2021/may/19/confronting-hate-against-east-asians-a-photo-essay>

<sup>37</sup> Friends, Families and Travellers: <https://www.gypsy-traveller.org/challenging-hate/#:~:text=44%25%20of%20British%20adults%20openly%20express%20negative%20attitudes,of%20hate%20incidents%20are%20reported%20to%20the%20police.>

<sup>38</sup> Equality and Human Rights Commission (Aug 2020), Attitudes towards transgender people  
<https://www.equalityhumanrights.com/en/publication-download/attitudes-transgender-people>

<sup>39</sup> See: <https://www.rnib.org.uk/campaigning/social-distancing>

report feeling unsafe on streets at night in the Women's Community Needs assessment, which the Council undertook in 2015.

### Domestic abuse and sexual violence

Women are especially likely to experience domestic abuse: almost one in three women aged 16-59 in the UK experience domestic abuse in their lifetime<sup>40</sup>, and two women a week in England and Wales are killed by a current or former partner.<sup>41</sup> Moreover, more than half a million women are raped or sexually assaulted each year in the UK<sup>42</sup>.

Local VCS organizations the Council consulted with supporting women shared that the pandemic has escalated abuse and prevented women from accessing routes to safety. The local VCS organizations and national Women's Aid share that perpetrators of domestic abuse who use coercive and controlling tactics may use Covid-19 government restrictions to further control and isolate their partners<sup>43</sup>.

### **Actions undertaken relating to objective four between 2018 to 2021**

To help tackle hate crime and hate incidents and to improve the safety of equality groups, like women, on the streets of Cambridge we have:

- Been a statutory member of the Cambridge Community Safety Partnership that brings together agencies and organizations concerned with tackling and reducing crime and antisocial behaviour in Cambridge. Its role is to identify issues relating to crime and anti-social behaviour that are most important to deal with, including for people with protected characteristics, and develop actions in response.
- Replaced our CCTV system with new High-Definition cameras that better help the Council to provide evidence to the Police on anti-social behaviour, harassment, violence and hate crime.

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<sup>40</sup> ONS (2019) Domestic abuse in England and Wales overview: November 2019  
<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/domesticabuseinenglandandwalesoverview/november2019>

<sup>41</sup> ONS (2019) Homicide in England and Wales: year ending March 2018  
<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/homicideinenglandandwales/yearendingmarch2018#how-are-victims-and-suspects-related>

<sup>42</sup> ONS (8 February 2018) Sexual offences in England and Wales: year ending March 2017  
<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/sexualoffencesinenglandandwales/yearendingmarch2017>

<sup>43</sup> Women's Aid (April 2020), The impact of Covid-19 on survivors: findings from Women's Aid's initial Survivor Survey <https://1q7dqy2unor827bqjls0c4rn-wpengine.netdna-ssl.com/wp-content/uploads/2020/05/The-impact-of-Covid-19-on-survivors-findings-from-Women%E2%80%99s-Aid%E2%80%99s-initial-Survivor-Survey.pdf>

- Provided the Racial Harassment Service working with Cambridgeshire Police to tackle hate crime/incidents motivated by hatred towards someone's race and used civil remedies to tackle hate crime and harassment.
- Signed up to Encompass Network's Safer Spaces campaign to help LGBTQ+ people feel safe, welcome, and included when using Council services. This involved providing training on challenging discrimination and reporting hate crimes experienced by LGBTQ+ people to frontline services including Customer Services, Housing Advisers, and for staff working in community centres. Moreover, in 2020/21 Safer Spaces training was attended by 21 councillors.
- Supported 'A Good Night Out', campaign to protect people from sexual harassment and sexual assault linked to the night-time economy. We designed and undertook training on safeguarding at relevant licensed premises. We also encouraged venues to sign up to Ask for Angela that provides customers with a discreet codeword that they can give to staff if they feel unsafe or threatened.

To help tackle domestic abuse, Cambridge City Council has:

- Become the fifth local authority in the UK to be awarded the Domestic Abuse Housing Alliance (DAHA) accreditation in December 2019. The DAHA accreditation is the national benchmark for how housing providers should respond to domestic abuse, recognising that housing providers are in a unique position to identify abuse, prevent it and provide help for people suffering its effects. To achieve its DAHA accreditation the council has had to demonstrate how it is improving the quality of service given to those seeking housing advice, and supporting tenants, residents and council staff who may be experiencing domestic abuse.
- Retained its White Ribbon status, first gained in 2015, to engage men in speaking out about violence against women and girls. To retain this status, we ensured HR policy/policies are in place that cover male violence against women and domestic abuse and implemented domestic abuse training for council staff. The Council has also appointed male White Ribbon ambassadors to raise awareness of the campaign and held a domestic abuse conference to mark White Ribbon Day and the United Nations International Day to End Male Violence Against Women.

The Council also requested the Cambridgeshire and Peterborough Police & Crime Commissioner to report to the Police and Crime panel on measures put in place to eliminate the disproportionality of BAME people affected by the use of stop and search powers. The Police and Crime Commissioner's response to this request and that from other councils included setting up a new independent scrutiny panel on use of force and undertaking research on any issues that occur disproportionately across the police and criminal justice system.

## **Actions for 2021 to 2024**

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

- Work with partners in the Community Safety Partnership.
- Monitor standards of work related to the Domestic Abuse Housing Alliance (DAHA), including working towards DAHA re-accreditation in December 2022.
- Retain White Ribbon status and continue to engage men speaking out about violence against women and girls, and to challenge gender stereotypes underpinning such violence.
- Continue to provide the Racial Harassment service.
- Provide Safer Spaces training to frontline Council services.

The council also plans to:

- Work with Cambridge BID and other partners to reduce crime and anti-social behaviour on the streets of Cambridge and increase safety at night. In 2021/22 this includes installing CCTV in taxis, and revitalising Ask for Angela as people start to use relevant licenced premises more at night as lockdown is lifted.
- Undertake a social media campaign in 2021/22 to raise awareness of the difficulties that people with hidden disabilities have with complying with public health restrictions and help tackle public harassment of people with hidden disabilities during the pandemic.
- Encourage other organizations to sign up to the Safer Spaces campaign.
- Help increase night-time safety in 2021/22 by upgrading over 700 streetlamps and columns on Council-owned housing estates to more reliable LED lighting and numbering and labelling all our lights so that customers can easily report faults.
- Identify opportunities to work with the police to find best practice solutions to supporting Gypsy and Traveller communities when no legal site places are available and to enable them to move to safe stopping places.

## **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.**

Between 31 March 2018 and 31 March 2021, the percentage of BAME people as a proportion of the workforce has increased from 7.18% to 7.71% (by 0.53%) between 31 March 2018 to 31 March 2021. The percentage of disabled staff as a proportion of the workforce has increased from 6.97% to 7.21% (by 0.24%) between 31 March 2018 and 31 March 2021.

Patterns around recruitment in 2020/21 indicate that the proportion of BAME people as a percentage of the workforce is increasing much faster than for disabled people. There were 682 applicants for jobs in total and, of these, 24.4% were from BAME people, and 14.2% of jobs were filled with BAME applicants. In comparison there were 4.6% of applications from disabled people and 7.1% of all applicants appointed were disabled.

### **Actions undertaken relating to objective five between 2018 to 2021**

The Black Lives Matter motion in 2020 asked that this Single Equality Scheme reviews and makes "reference to the employment, recruitment and retention of staff with particular emphasis on enhancing consultation and representation of BAME staff".

The Council ran two meetings open to all staff members on race equality in 2020 and 2021. Staff members suggested ways that the Council could encourage a culture of race equality through identifying opportunities to celebrate different cultures, and challenging inappropriate language and behaviour. Staff shared that they wished for conversations around promoting race equality at the Council to be ongoing.

Moreover, the Council developed terms of reference for new staff groups in 2020. A BAME staff group has since been formed and held its first meeting in December 2020. The group provides a secure, safe, and supportive environment within which BAME staff can share experiences and influence the Council's policies and practices. The BAME staff group was consulted on enhancing representation and retention of BAME staff. The staff group's members said that supporting internal promotions is important to retaining BAME staff and important to ensure BAME staff are represented in higher pay bands. Staff group members said that the Council might help people develop skills needed for management at different pay grades.

Relating to recruitment, retention, and representation of BAME people and disabled people, between 2018 and 2021 the Council has also encouraged equality of opportunity for all by making the job application process more accessible and less prescriptive (getting

rid of overly detailed information on how people will be assessed in relation to person specifications that can be off-putting, being less prescriptive in asking for skills that exactly match roles when people can learn this on the job, and focussing on transferable skills). The Council has also made our roles look more accessible to people who may not have all the exact skills related to a particular role by advertising training opportunities relating to particular roles and/ or services.

We have status as a Disability Confident Employer (Level 2) by taking action to improve how we recruit, retain, and develop disabled people. The Council offers an interview to disabled people who meet the minimum criteria for a job and proactively offers and makes reasonable adjustments for applicants to jobs and our employees.

The Council has also helped ensure its employment and procurement policies and practices are non-discriminatory by:

- Evaluating bids for Council contracts from companies based on additional social, economic, and environmental benefits they will bring to the area.
- Delivering Equality and Diversity Induction training and Disability Awareness training to all new staff members. For instance, in 2020/21, these training sessions were attended by 79 people online.
- Supporting services with Equality Impact Assessments for new policies, plans and procedures – on average the Corporate Strategy team has supported services with 30 each year.
- Delivering two sessions of equality and diversity training to councillors on legal requirements relating to the Public Sector Equality Duty, and updates on Council priorities relating to equality and diversity. In 2020, this was attended by 28 Councillors in total.
- Piloting unconscious bias and inclusivity training in 2020 in 2 sessions attended by a total of 21 staff members.
- Protecting mental wellbeing of staff by developing the 'Wellbeing at Work' programme, providing sessions for staff on managing stress and pressure and running training for managers on supporting staff with their mental health.

In 2020 Cambridge City Council also commissioned Cambridge Ethnic Community Forum to produce a Race Equality toolkit for businesses to help broaden their understanding of race inequality in the workplace.

## Actions for 2021 to 2024

The Council plans to continue to undertake the actions above relating to:

- Protecting mental wellbeing of its staff.
- Supporting the BAME staff group and encouraging and supporting staff to set up other staff groups.
- Providing the Equality and Diversity Induction and Disability Awareness training for staff, and equality and diversity training for councillors.
- Supporting services with equality impact assessments.

The Council's priorities for 2021 to 2024 are also to:

- Improve recruitment and retention of BAME staff and disabled staff by:
  - Advertising our roles through networks, groups, and contacts with far reaching and diverse audiences.
  - Increasing our visibility where possible within BAME and disabled communities by showcasing the organization and our roles during key events in the Equality and Diversity calendar.
  - Identifying ways to encourage internal applications and promotion, including providing training courses on applying for jobs and interview skills.
  - Identifying further opportunities open to all staff members to discuss race equality on an ongoing basis, such as through engagement in the national Race Equality Week campaign each February.<sup>44</sup>
- Work with Cambridgeshire County Council and the Combined Authority to help circulate the Race Equality Toolkit to as many businesses as possible in 2021/22.
- Identify further opportunities for Equality and Diversity training delivered by the Council to help staff to identify and challenge discriminatory practices in the workplace relating to racism and sexism. Support staff members to stay up to date with any national legislative changes relating to equality and diversity impacting on service provision.
- Monitor national changes to public sector procurement policy on social value and raise awareness of the implications for different Council services that procure public sector

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<sup>44</sup> This is a UK-wide initiative uniting thousands of organizations and individuals to address race equality barriers in the workplace. For more information, see: <https://www.raceequalitymatters.com/race-equality-week/#:~:text=Race%20Equality%20Week%20is%20a%20UK-wide%20initiative%20uniting,communities%2C%20has%20heightened%20public%20consciousness%20of%20race%20inequality>.

contracts.

## Appendix B – Consultation process for Single Equality Scheme 2021 to 2024

To consult on the Single Equality Scheme 2021 to 2024, the Council held group meetings with 21 voluntary and community sector stakeholders supporting different equality groups from Summer 2020 to Spring 2021:

- Cambridge Ethnic Community Forum
- Cambridge and District Citizens Advice
- Cambridge Movement Against Racism
- Cambridge Online
- Cambridgeshire and Peterborough Healthwatch
- Cambridgeshire, Peterborough and South Lincolnshire Mind
- Cambridge Rape Crisis
- Cambridge Women's Aid
- Cambridge Women's Resources Centre
- Care Network
- Caring Together
- Camsight
- CB Mentoring
- Centre 33
- Headway
- Indian Cultural Society
- Karim Foundation
- Lifecraft
- Papworth Trust
- The Encompass Network
- The Kite Trust

The Council's Equalities Panel was also consulted on this Scheme on 26 January 2021<sup>45</sup> and 6 July 2021<sup>46</sup>. Meetings were held with staff to consult on the Scheme including: a

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<sup>45</sup> The Equalities Panel is an independent body that supports the Council's decision-making process. The role of the Panel is to discuss the Council's equalities progress and support council-led initiatives that play a leading role in the promotion of equalities and diversity. Notes from the meeting on 26 January are available here: <https://democracy.cambridge.gov.uk/ieListDocuments.aspx?CId=185&MId=3855&Ver=4>.

<sup>46</sup> Notes from the meeting on 6 July are available here: <https://democracy.cambridge.gov.uk/ieListDocuments.aspx?CId=185&MId=4034&Ver=4>

meeting open to all staff on the Scheme; two meetings on race equality open to all staff; consultation with the Black, Asian and Minority Ethnic (BAME) Staff Group; and consultation with the Council's Joint Equalities Group.<sup>47</sup>

Finally, Cambridge City Council undertook a community Inclusion and Engagement Questionnaire about people's experiences of living in, working in, studying in, or visiting the city.

### **The Community Inclusion and Engagement Questionnaire**

The Inclusion and Engagement Questionnaire was carried out by the Council with support from some voluntary and community sector (VCS) organizations that work with different equality groups. The VCS organizations helped the Council to promote it and develop the questions. It was largely promoted via social media because VCS organizations and the Council were unable to meet their customers face-to-face during December 2020 and January 2021 when the questionnaire was live.

The questionnaire asked people information about personal characteristics (equalities monitoring information, income, housing status and qualifications), the services they use, how they feel about Cambridge, and the impact of Covid 19 on health and wellbeing. An independent research consultancy analysed the results of the questionnaire.

There were 202 responses to the questionnaire and some groups were under-represented amongst respondents (especially people on low-incomes or on benefits, young people aged 16 to 24, and people from diverse ethnic backgrounds who were not White British). Due to the low response rate and the under-representation of some groups, this questionnaire is not fully representative of the experiences of equality groups in the city.

However, the results provide an indication of issues that some people with protected characteristics experience and were used to help generate discussion for consultation meetings on the Scheme. The findings of the questionnaire relating to issues experienced by different groups are only referred to in this report where this is supported by national research.

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<sup>47</sup> The Joint Equalities Group is an officer group that meets regularly to develop, deliver, and oversee the council's equalities and diversity programme.

## Appendix C – Actions for Year One (2021/22) of Single Equality Scheme 2021 to 2024

**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.**

Protected characteristic(s) action relates to	Action	Service
Disability	Improve our understanding of the need for wheelchair accessible housing, and ensure the right processes are in place to maximise supply, ensure potential applicants are aware of the housing options available to them and improve access to accessible homes for people who need them.	Housing Services
Disability	Develop a bid for Changing Futures funding to better support homeless people who have multiple disadvantages relating to disability, mental health and addiction.	Housing Services
Disability	Work with Future Parks Accelerate and local public sector and voluntary and community sector partners to identify new, innovative and collaborative ways to use parks and open spaces to help support people’s health and wellbeing.	Environmental Services
Disability	Run a Dementia Friends session open to all staff of frontline Council services to create a better understanding of the experiences of people with dementia, and their carers, and how to support them.	Corporate Strategy
Race	Provide Gypsy, Roma and Traveller Cultural Awareness training for staff to broaden their awareness of Gypsy, Roma and Traveller cultures and how to support people from these	Corporate Strategy

	communities by making their services more inclusive.	
Race	Continue to work with 7 other local authorities to complete an assessment of the accommodation needs of Gypsies, Travellers, Travelling Showmen and Bargee Travellers and other caravan and houseboat dwellers to inform the new Greater Cambridge Local Plan.	Housing Services
Sex	<p>Continue the Council's work to address period poverty. In 2020/21 this will include:</p> <ul style="list-style-type: none"> <li>• Undertaking research into the current need for free sanitary provision following Covid-19 lockdowns, including what other public sector and voluntary and community sector partners have been providing.</li> <li>• Launching a local social media campaign to receive donations to help tackle period poverty.</li> <li>• Exploring the potential of using Lion Yard and Drummer Street public toilets as donation and collection points for sanitary provision.</li> </ul>	Community Services
Sex	Seek the views of female rough sleepers as to their experience of homelessness and local service provision. Informed by this, consider any actions to ensure that the needs of homeless women are met.	Housing Services
All protected characteristics	Continue to use Equality Impact Assessments (EqIAs) to ensure that the Council considers the needs of different communities in the city and how new policies or plans meet these needs and our Public Sector Equality Duty obligations. Action will include:	Corporate Strategy

	<ul style="list-style-type: none"> <li>• Supporting Council services to complete EqlAs</li> <li>• Helping services to consider the impacts of policies or plans on groups of people with more than one protected characteristic which combine to create greater discrimination and inequality (intersectionality).</li> </ul> <p>Provide training for Council services on how to undertake EqlAs.</p>	
All protected characteristics	Organise bi-annual meetings of the Equalities Panel to discuss the Council's equalities progress and support Council-led initiatives that play a role in the promotion of equalities and diversity. Explore the potential of expanding the remit and/ or membership of the Equalities Panel to identify further opportunities for collaboration with partners to tackle discrimination and promote equality in the city.	Corporate Strategy
All protected characteristics	Support and encourage other organizations to promote equality and tackle discrimination, including by promoting the Equality Pledge and providing opportunities to organizations signed up to the Pledge to share good practice.	Corporate Strategy
Age, disability and sex	Trial the use of the Low-Income Family Tracker (LIFT) system to help identify low-income households that may need support from Council services (such as by assisting with homelessness prevention or ensuring households claim benefits they are entitled to).	Corporate Strategy and Housing Service
Gender reassignment and sexuality	Provide two Transgender Awareness training sessions for staff and a Transgender Awareness briefing session for Councillors to create a greater understanding of the experiences of trans and gender variant	Corporate Strategy

	people and increase staff and Councillors' confidence to support them effectively	
Race and sexuality	<p>Identify opportunities to hear from and increase our understanding of the needs of people from different equality groups and use this information to identify opportunities to improve our service provision and to influence and facilitate partners to tackle discrimination and disadvantage. In 2020/21 this will involve:</p> <ul style="list-style-type: none"> <li>• Supporting the Encompass Network to undertake a community needs assessment of LGBTQ+ people in Cambridgeshire, including needs related to wellbeing and community engagement.</li> <li>• Collaborating with Cambridge Ethnic Community Forum to undertake research into the needs of diverse ethnic communities in the city, including those experiencing poverty which has been exacerbated by the Covid-19 pandemic.</li> </ul>	Corporate Strategy

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

<b>Protected characteristic(s) action relates to</b>	<b>Action</b>	<b>Service</b>
Age	<p>Help improve digital inclusion of older residents in the council's sheltered housing scheme by:</p> <ul style="list-style-type: none"> <li>• Exploring the feasibility of a project to work with the Cambridge Digital Partnership to install</li> </ul>	Housing Services

	<p>donated/refurbished desktop computers in the Council's 13 sheltered housing schemes.</p> <ul style="list-style-type: none"> <li>Supporting sheltered housing scheme staff to improve their digital skills, so they can deliver enhanced support to older and more vulnerable customers to utilise digital support channels.</li> </ul>	
Disability	Provide training for Council staff on best practice in supporting service users with mental health problems, including running two Mental Health Awareness training sessions, two Mental Health First Response training sessions and a STOP Suicide workshop.	Corporate Strategy and Human Resources
Disability	Build 500 new homes that can be adapted to become wheelchair accessible and 25 new homes (5% of the 500) that are wheelchair accessible from the outset by 2024.	Housing Development Agency
Disability	<p>Develop strong working relationships with mental health services and Social Care Services in Cambridge City so that:</p> <ul style="list-style-type: none"> <li>All Housing Services staff that liaise with mental health or social care services have a better understanding of the services including when and how to access them.</li> <li>Clear partnership arrangements (possibly in the form of working protocols) are established between the City Council's Housing Services and mental health services and</li> </ul>	Housing Services

	Cambridgeshire County Council's Social Care services.	
Race	Implement phase two of the Government's Syrian Vulnerable Persons Refugee Resettlement programme – working with South Cambridgeshire District Council to resettle 200 refugees in Cambridgeshire over five years.	Community Services
All protected characteristics	Continue to monitor coronavirus cases and uptake of vaccinations amongst different equality groups and work with communities and public sector partners to help address any associated health inequalities.	Community Services, Corporate Strategy and Environmental Services
All protected characteristics	<p>In implementing the new 'digital first' customer services model, ensure that vulnerable people<sup>48</sup> are provided with opportunities to have face-to-face appointments when seeking support from the council. To help make sure vulnerable people get support they need:</p> <ul style="list-style-type: none"> <li>• Continue to develop ongoing training for Customer Service centre staff to help them identify people who are vulnerable and who may benefit from this support.</li> <li>• Work with voluntary and community sector groups supporting equality groups and vulnerable individuals.</li> </ul>	Customer Services

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<sup>48</sup> Note that some people from the following groups may be more likely to be vulnerable - disabled people and people with mental health issues, older digitally excluded people, carers, and people for whom English is a second language.

	<ul style="list-style-type: none"> <li>Identify new ways to seek feedback on customers' experience of seeking help from the Council and identify practical ways the council can improve customers' experiences.</li> </ul>	
Age, Disability and Sex	Working with Care Network and Caring Together to explore opportunities for frontline Council services to support people who are carers in Cambridge.	Corporate Strategy, Community Services and Human Resources
Disability and race	Continue to provide an interpretation and translation service to ensure that language barriers do not prevent people from accessing Council services and continue to provide a British Sign Language interpretation service for Deaf people who need to contact our Customer Service Contact Centre.	Corporate Strategy

**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.**

<b>Protected characteristic(s) action relates to</b>	<b>Action</b>	<b>Service</b>
Age	Plan a series of 'Make a Difference Days' in which children aged 9-14 will be given the opportunity to 'make a difference' to their local community.	Community Services
Age	Develop a City-wide Youth Panel for children aged 10-16 to empower young people, help them to develop skills and	Community Services

	work towards the changes that they would like to happen in Cambridge.	
Age	Provide a mixture of online and face to face open access play activities for children, young people, and their families in local neighbourhoods (including low-income neighbourhoods) across Cambridge.	Community Services
Age	Provide four Kickstart placements for young people aged 16 to 24, who are receiving Universal Credit, which will focus on gaining experience, skills and contacts in the arts and cultural sector.	Community Services
Age	Work with the Social Mobility Business Partnership to deliver a 'Work Insight & Skills Week' for around 30 young people from low-economic backgrounds in years 11 and 12, introducing local creative industries and useful contacts for future employment opportunities.	Community Services
Age	Work with Form the Future to explore the feasibility of developing a Creative Industries Apprenticeship Training Agency, which would provide an apprenticeship opportunity across a number of smaller creative businesses.	Community Services
Age	Implement and deliver the next stage of the Cambridgeshire and Peterborough Region of Learning project to help increase young people's cultural engagement and help young people to acquire skills for future learning and career opportunities. The Council will: <ul style="list-style-type: none"> <li>• Develop and scale-up the digital infrastructure of the scheme;</li> </ul>	Community Services

	<ul style="list-style-type: none"> <li>• Repurpose the existing library card as a 'smart' universal passport to learning;</li> <li>• Deliver a pilot to a minimum of 1,070 young people from disadvantaged backgrounds;</li> <li>• Provide basic skills training, career guidance, transferable skills assessment, access to additional learning, work experience, mentoring and employment.</li> </ul>	
Age	Develop an 'Eco-Day' programme for schools and roll this out across the city.	Environmental Services
Age	Ensure that tender specifications for new play equipment continue to stipulate that equipment is inclusive for children with a range of abilities, including for three projects being delivered in 2021/22 at Holbrook Road, Arbury Court and Robert May Close.	Environmental Services
Age	Continue to provide sheltered housing schemes for people aged over 60 who wish to carry on living independently but who require some support to do so and help the schemes to run their own social clubs, activities, and events.	Housing Services
Age	Organise visits from a local school to Ditchburn Place sheltered housing scheme and explore opportunities to extend this intergenerational project to other schools and sheltered housing schemes across the city.	Housing Services
Age	Re-establish the Community Hub at Mansel Court (when coronavirus restrictions allow for this) and set up new	Housing Services

	hubs at schemes identified across the city.	
Disability	Continue to provide the Shopmobility service at the Grand Arcade and Grafton East car parks to support disabled people to access the city.	Commercial Services
Disability	Promote the Council's exercise referral programme (which provides doctors referrals to gym, sports centres and other physical activities) to inactive people whose medical conditions would benefit from guided exercise.	Community Services
Disability	Explore the feasibility of including Changing Places provision when redeveloping existing toilets to provide the highest accessibility standards possible within building dimensions and constraints.	Environmental Services
Disability	Continue to provide holistic support to City Council tenants with mental health issues to remain in their tenancies and help link people to meaningful activities and groups in order to help reduce social isolation. Produce a new Tenancy Sustainment Service Policy to support this work.	Housing Services
Disability	Continue to provide 17 units of move-on accommodation for people receiving support under the Cambridgeshire and Peterborough NHS Foundation Trust's mental health team to help them move onto living independent living.	Housing Services
Disability	Continue to hold Disability Panel meetings to monitor planning applications relevant to disabled people, focussing particularly on large housing developments, infrastructure, the public	Planning Service

	realm and public buildings in the Greater Cambridge area.	
Pregnancy and maternity	Ensure that all City Council buildings are breastfeeding-friendly and encourage other employers and venues to do the same.	Corporate Strategy and Property Services
Race	Support CB Mentoring to set up a mentoring project for young people from Black communities in Cambridgeshire.	Community Services
Race	Support and help coordinate Gypsy, Roma and Traveller History Month activities, which will be marked on the Capturing Cambridge website this year as a result of public health restrictions relating to the coronavirus pandemic.	Community Services
Race	Finalise work on the Race Equality Toolkit for businesses and work with Cambridge Ethnic Community Forum and Cambridgeshire County Council to promote it to businesses.	Corporate Strategy
Sex	Coordinate a Celebration of Women 2020 Exhibition and community activities complementing the Vote#100 programme.	Community Services
All protected characteristics	Provide Community Grants for 2022/23 to support the voluntary and community sector to reduce social and economic exclusion, which can disproportionately affect particular equality groups.	Community Services
Age, disability and race	Continue to work with Food Poverty Alliance partners to help tackle food poverty, including that experienced by children. Work with partners to support the cultural requirements of ethnically diverse communities and dietary requirements of people with long-term	Community Services and Corporate Strategy

	health conditions in the city's response to food poverty.	
Age, disability, race and sex	Develop a programme of accessible opportunities for physical activity to targeted groups.	Community Services
Race and sex	Liaise with Cambridge Ethnic Community Forum, Cambridge Women's Resource Centre and other relevant partners about setting up a group for South Asian women to socialise, to discuss matters of concern to them, and potentially to bid for funding for projects to support South Asian women.	Community Services

**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.**

<b>Protected characteristic(s) action relates to</b>	<b>Action</b>	<b>Service</b>
Disability	Undertake a social media campaign to raise awareness of the difficulties that people with hidden disabilities have with complying with public health restrictions and help tackle public harassment of people with hidden disabilities during the pandemic.	Corporate Strategy
Race	Continue to provide a Racial Harassment service, working with Cambridgeshire Police to tackle hate crime/incidents motivated by hatred towards someone's race, and using civil remedies in line with the Harassment Act	Community Services

	1997 to tackle hate crime and harassment.	
Sex	<p>Continue to monitor standards of work related to the Domestic Abuse Housing Alliance (DAHA), including:</p> <ul style="list-style-type: none"> <li>• Ensuring the council's compliance with the Domestic Abuse Act 2021.</li> <li>• Preparing for the DAHA re-accreditation process in December 2022.</li> <li>• Using intelligence from Cambridgeshire County Council's Domestic Abuse and Sexual Violence Partnership Needs Assessment on safe accommodation services across Cambridgeshire to identify gaps in support that Cambridge City Council may help address.</li> <li>• Engagement in the White Ribbon campaign.</li> </ul>	Community Services and Housing Services
All protected characteristics	<p>Continue to work with partners in the Community Safety Partnership (CSP) to improve public safety and raise concerns of people with protected characteristics. The Partnership's priorities for 2021/22 will continue to relate to safeguarding young people against violence and exploitation and listening to community needs and responding together to reduce harm.</p>	Community Services
All protected characteristics	<p>As part of Cambridge's Purple Flag re-accreditation work with Cambridge BID and other partners to reduce crime and anti-social behaviour and increase perceptions of safety at night by:</p>	Environmental Services

	<ul style="list-style-type: none"> <li>installing CCTV in taxis</li> <li>resurrecting the Ask for Angela campaign</li> </ul> <p>participating in any other initiatives helping people be safe in the city as behaviours and perceptions of safety have since the pandemic.</p>	
All protected characteristics	Help increase night-time safety by upgrading over 700 streetlamps and columns on Council-owned housing estates to more reliable LED lighting and numbering and label all our lights so that customers can easily report faults.	Estates and Facilities
Gender reassignment and sexuality	Undertake training on tackling lesbian, gay, bisexual and transgender discrimination (LGBT+) discrimination for front-of house staff in Council buildings and Councillors, and work with the Encompass Network to promote Safer Spaces to more organizations in the city.	Corporate Strategy

**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**

<b>Protected characteristic(s) action relates to</b>	<b>Action</b>	<b>Service</b>
Disability	Develop, promote, and deliver the ‘Wellbeing at Work’ programme, providing a range of wellbeing classes, activities, information campaigns and	Community Services and Human Resources

	promotions to encourage a healthy active Council workforce.	
Disability	Providing two 'Managing Mental Health' sessions for managers to identify practical ways to manage and support positive mental well-being for all staff including employees who are experiencing stress and distress.	Human Resources
Disability	<p>As part of our Disability Confident commitment, undertake steps to help increase representation of disabled staff members as a proportion of the workforce by:</p> <ul style="list-style-type: none"> <li>• Working with Shaw Trust and Jobcentre Plus to raise our profile as an employer of choice for disabled people.</li> <li>• Providing information on the Council's Disability Confident status in recruitment literature and sharing that disabled applicants who meet the essential criteria for positions will be guaranteed an interview.</li> <li>• Advertising employment opportunities through organizations that support disabled people locally.</li> <li>• Plan for and make reasonable adjustments at interview stage and also related to any specific tests/ assessment processes for job roles.</li> <li>• Make our roles look more accessible to people who may not have all the exact skills related to a particular role by advertising training opportunities</li> </ul>	Human Resources

	relating to particular roles and/ or services.	
Race	Take part in Race Equality Week February 2022. This is a UK-wide initiative uniting thousands of organizations and individuals to address race equality barriers in the workplace.	Corporate Strategy
Race	<p>Take steps to increase representation of Black, Asian and Minority Ethnic (BAME) employees as a proportion of the council's workforce, including:</p> <ul style="list-style-type: none"> <li>• Making employment opportunities more visible within BAME communities by showcasing the organization and our roles during key equality and diversity events</li> <li>• Continuing to advertise our roles through networks, groups, and contacts with far reaching and diverse audiences (including local groups supporting BAME communities).</li> <li>• Advertising our commitment to increasing representation of BAME people in our workforce within our recruitment information.</li> <li>• Making our roles appear more accessible by advertising training opportunities relating to particular roles and/ or services..</li> <li>• Encourage equality of opportunity for all by making the recruitment</li> </ul>	Human Resources

	application process more accessible and less prescriptive	
Race	<p>Take steps to increase retention of BAME employees, including by:</p> <ul style="list-style-type: none"> <li>Continuing to support the BAME staff group to provide a secure, safe, and supportive environment for BAME staff to discuss issues and share experiences.</li> <li>Identifying ways to encourage internal applications and promotion at the council, including providing training courses on applying for jobs and interview skills.</li> </ul>	Human Resources
Religion	In determining the future use of council buildings following Covid-19, provide staff with a Prayer Room.	Property Services
Sex	Provide an 'Understanding Menopause' workshop open to all who wish to gain a better understanding of the menopause, its impact in and out of the workplace, and how best to support each other.	Human Resources
Sex	Explore the reasons for under representation of men at corporate training sessions in 2020/21 and improve accessibility of the training programme for men.	Human Resources

All protected characteristics	Monitor national changes to public sector procurement policy on social value <sup>49</sup> and raise awareness of the implications for different Council services that procure public sector contracts.	Commercial Services
All protected characteristics	Run the Equality, Diversity and Disability Awareness course for new members of staff (two sessions per course provided 9 times in the year) to raise understanding of equality and diversity issues, awareness of relevant diversity and disability legislation, and the Council's responsibilities under the Public Sector Equality Duty.	Human Resources
All protected characteristics	Identify further opportunities for Equality and Diversity training delivered by the Council to help staff to identify and challenge discriminatory practices in the workplace relating to racism and sexism. Support staff members to stay up to date with any national legislative changes relating to equality and diversity impacting on service provision.	Corporate Strategy
Disability and race	Set new targets for the percentage of disabled people and Black, Asian and Minority Ethnic people as a proportion of the workforce in light of the findings from the Census 2021.	Human Resources

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<sup>49</sup> Under the Social Value Act 2012, public bodies are obliged to consider how the services they commission and procure might improve the economic, social, and environmental well-being of the area they operate in.