



**Cambridge City Council**

**Single Equality Scheme  
2015 – 2018**

**Year Two Review**

**July 2017**



## **Introduction**

Cambridge City Council values the strength that comes with difference and the positive contribution that diversity brings to the city. Our vision for Cambridge is of an international city which celebrates its diversity and actively tackles intolerance and discrimination<sup>1</sup>. We want Cambridge to be a place where all citizens feel that they are listened to and have a stake in the community, and which supports and values individual and community initiatives bringing people together. This is reinforced by a clear statement of Equality Values<sup>2</sup>.

Cambridge City Council's Single Equality Scheme sets out our objectives in relation to equalities and diversity from 2015 to 2018. Cambridge City Council believes that having a Single Equality Scheme will help it to ensure that it complies with the general and specific duties of the Equalities Act 2010, assists in tackling discrimination and promoting community cohesion, and improves its knowledge and awareness of equality and diversity issues.

This document will:

- Provide some headline findings from community needs assessment surveys we undertook, and information on hate crime
- Report on progress against the specific actions we identified for the second year of our Single Equality Scheme (2016/17).
- Set out some actions for the third year of the Single Equality Scheme (2017/18) that will further help us achieve these objectives.

## **Community needs assessments**

### **Background**

Cambridge City Council has helped to produce the following five community needs assessments:

- A Lesbian, Gay, Bisexual, Transgender, and Queer/ Questioning (LGBTQ) needs assessment for people living in Cambridge City and South Cambridgeshire (130 surveyed and a focus group was held of 38 people)
- A needs assessment for Black Asian and Ethnic Minority (BAME) people and people of faith in Cambridge City (165 responses to the survey)
- Disabled people's needs assessment for people living in Cambridge City (143 responses to the survey)
- A men's needs assessment for people living in Cambridge City (87 responses to the survey)
- A women's needs assessment (419 responses to the survey)

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<sup>1</sup> <https://www.cambridge.gov.uk/annual-statement>

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



The Council commissioned the needs assessments to increase our understanding of the issues and needs of particular equalities groups. The needs assessments identify experiences of discrimination based on a social characteristic or identity, and help determine whether there were significant gaps in the provision of services for a specific social group or if there is a need for additional targeted services.

The LGBTQ needs assessment was commissioned in 2013 by Cambridge City Council and South Cambridgeshire District Council. The research was designed, undertaken and analysed by Encompass Network. The LGBTQ needs assessment was very helpful in identifying actions for the voluntary and community sector and the public sector to undertake in order to promote social inclusion and tackle discrimination of the LGBTQ community. As a result of this success, during the course of 2015, Cambridge City Council undertook four similar needs assessments for other protected characteristics to build our equalities evidence base. This was undertaken in partnership with the Voluntary and Community Sector (VCS).

The questions were mainly the same as those within the LGBTQ needs assessment but we worked with the VCS to identify some questions to address specific concerns for different equalities groups – such as racism and faith-based discrimination for BAME people, accessibility for disabled people, safety and domestic abuse for women and seeking support with health issues for men. The surveys were accessible to respondents via our website (and promoted on social media) and the VCS helped ensure that the under-represented groups they support responded (such as men on low incomes for the men's needs assessment). One-to-one support was available to support respondents to complete the survey, which was provided by VCS staff or Council staff in a VCS setting. This ensured that people with language barriers or learning difficulties, for example, were able to share their experiences.

It should be noted that the results from the needs assessments may not necessarily be representative of the views of the specific social group they are targeting because the sample sizes are too small, the respondents completing the online survey were self-selecting, and those completing the surveys through VCS support were targeted based on specific disadvantages. Nevertheless, the surveys provide some useful insights into experiences of living in Cambridge related to being from the specific social group surveyed.

A full analysis of the findings of the LGBTQ needs assessment has been undertaken and published by Encompass Network. The Council has carried out some analysis of the headline findings from the four more recent assessments, which is summarised below. We have also commissioned an independent market research company to carry out some more in depth analysis, which will be published at a later date.

### **Black, Asian and Minority Ethnic (BAME) community and people of faith needs assessment**

The key findings from the BAME and people of faith needs assessment included:



- Respondents felt positive about living in Cambridge: 32% of respondents felt 'very positive' and 52% felt 'positive'. Respondents overwhelmingly felt that the best things about Cambridge were its multiculturalism and diversity.
- Poor opportunities related to employment were described as the worst things about Cambridge. Some people argued that their unemployment was an issue and others argued that opportunities for progression within the workplace were limited. For instance, one person said there is a "lack of opportunities for people to reskill, retrain, or get support to change career if they are not financially well off." When asked specifically about discrimination at work, 17.2% reported that they had experienced this. Respondents were asked to explain their answer and many explained that they were bullied or faced racist comments, or assumptions were made about their behaviour based on background. Regarding the latter point, one person felt that job interviews went well but they did not get the job due to their ethnicity, and another person explained "it is all very subtle and difficult to prove. Exclusion from interesting work projects when someone else who fits in better is asked".
- 57.6% of respondents to the survey felt uninvolved in local decision-making. Only 50% said that they would feel comfortable approaching an MP or councillor about an issue impacting on them and 35.6% had done so. Only 19.6% would consider standing in local government. Reasons given for reluctance to do so often related to expectations they would face racial discrimination, for example one respondent said *"Don't feel I would be elected because we are the minority"*.
- The respondents overwhelmingly wanted more opportunities to socialise and meet new people (93.2%). Of these, 9.6% described themselves as isolated.
- Black History Month and the Mela were important to respondents, as 47% took part in these activities. Also, it was felt that people needed events and activities for their own ethnic community as well as for all ethnic groups. Some comments made included, *"we are a small community that needs a social space to celebrate our vibrant culture and festivals"* and *"sometimes it's helpful that people of certain groups can gather to break their isolation"*.
- Respondents also felt that events and activities for all ethnic groups would be important to *"learn from each other from all the different ethnic groups and the wider community as a whole"* and to promote *"social cohesion"* by *"allowing for better integration and understanding"*.
- Some explained that the threat of racism prevented them from engaging with activities or services for their ethnic group or celebrating diversity. For example, one respondent commented on *"the stigma that is attached to going to them - people who aren't from a minority do not look favourably to these activities"*.
- Language barriers were an issue for people filling in the survey. Many comments were made about not understanding the questions. Also, when



asked about what specific services would be helpful for the BAME community some shared that they wanted more opportunities to learn English.

## Disability needs assessment

The key findings from the disability needs assessment included:

- Respondents identified their disabilities as developmental, learning-related, mental health or emotional, unseen, physical and sensory.
- Overall their experience of living in Cambridge was considered a positive one, with 59% rating it as positive and 21% as very positive. People said that the best things about Cambridge related to its size and how *“everything is relatively central”*, that there is lots to do, *“excellent hospital and other NHS services”* and that the *“people are very positive”*.
- When people explained what the worst parts about Cambridge were, most mentioned access issues. This often related to parking and congestion, and people had specific issues regarding the condition of pavements. People were concerned with the condition of pavements causing unevenness, difficulty navigating kerbs, narrowness of pavements, cluttered pavements (obstructions like bins, bikes or vehicles, placement of lighting), and the lack of highlighted steps, stairways, bollards and entrances.
- A large proportion of respondents felt isolated. When asked how their disability affects them, 60% responded to say they felt different from others and 49.3% felt isolated and excluded. Only half of respondents were happy with their network of friends. Respondents were least likely to want to socialise with other people with disabilities, suggesting that people wanted more opportunities to socialise in the Cambridge community overall.
- 44% said that they needed some activities specific for disabled people and 34% said they needed activities only for them. People explained that events for disabled people could help them to develop *“support”*, *“confidence”*, *“safe space”* and to feel *“less isolated as meet people in similar situation”*. However, there was concern amongst some respondents that events solely for disabled people could lead them to be *“ghettoised”* or *“insular”* or lead to failures for the rest of the community to adapt existing events for all.
- 52.2% felt excluded from decision-making in their local area but 84.1% reported that they felt comfortable talking with their MP about issues affecting them. A total of 51.1% had spoken with their MP about an issue before. Only 22.7% felt comfortable standing for local government and where they explained why, reasons given mostly related to physical barriers as a result of their disability.
- Disabled people were least likely to be in paid work compared to respondents of all 4 surveys. Some comments in the survey revealed that the respondents felt discriminated against in the labour market. For example, one respondent



said *“Many employers cannot see past my disability (Aspergers’s and mental health problems). They either think I can’t hack the job, will take time off sick, or am socially inept. They don’t see the skills and talents that I do have.”*

- When asked about discrimination at work, the respondents answered by sharing employers’ failure to provide reasonable adjustments, For example, one respondent said: *“Reasonable adjustments were not taken into consideration before I had to give up my job, and go into the re-deployment pool. Which was later over turned having proved otherwise on a later review of medical reports.”*
- The respondents felt that disability was not taken seriously, and this extended to behaviour of their colleagues: *“Ableist language occurs frequently at work, though no training is provided for staff on what ableist language is and why it ought to be challenged.”*

### **Men’s needs assessment**

The key findings from the men’s needs assessment included:

- 30.9% of respondents felt very positive about living in Cambridge and 45.7% felt positive. When asked about what was best about living in Cambridge, the respondents felt that there was a lot to, good accessibility and scenic open spaces. Respondents were most critical about the high cost of living in the city and congestion.
- A majority of respondents did not feel involved in decision-making in their local area (55.8%). Only 35.8% would feel comfortable standing for local government and the main reason for not doing so related to lack of time.
- 45.4% of respondents to the men’s needs assessment survey wanted more opportunities to socialise (9.1% of which said they felt isolated).
- A significant proportion of respondents had experienced mental health issues. Of those, who had experienced anxiety and depression, 28.3% did not know how to get help and 23.3% had not asked for help.
- Support with emotional/ psychological health issues was the health issue that respondents were least likely to get help with – most explained that they would put off asking for help for a period (49.2%). More than any other health issue, respondents reported that they would not seek help with these type of issues at all (11.1%).
- Respondents were asked what would encourage men to get more help with health problems in general. Respondents felt that the most significant change required related to how boys and men talk about health with peers, and around social expectations of how men and women should be.
- Respondents who answered that they had felt suicidal were given the opportunity to explain what could have helped them. Many responses related



to support from GPs, having the opportunity to talk about their issues in therapy and reducing waiting lists for this.

- Most of the respondents had experienced bullying or harassment at work or school (52.5%). Where this took place at work, comments around their experiences often related to managers, for instance: *“Bullying by senior manager, to get me to leave because they wanted a new profile in the team”* and *“discriminatory & imbalanced attitude by a previous manager; he favoured certain staff over others. I just developed a dislike of him & accepted his poor skills.”* Some comments on bullying and harassment related to discrimination due to disability or sexuality.
- In the men’s needs assessment survey, most of the respondents had not heard of the White Ribbon campaign (65.6%) that encourages men to pledge to oppose violence against women and girls.

### **Women’s needs assessment**

The key findings from the women’s needs assessment included:

- 32.4% felt very positive about living in Cambridge and 49.5% felt positive. Some main positive comments linked to how there is a lot to do, positive about opportunities for networking and the friendliness of people in Cambridge.
- Safety on the streets was overwhelmingly the main concern for women when answering questions around positive and negative aspects of Cambridge. Although women had more positive comments to say than negative, it is still concerning that safety was the most major consideration for women, and for the other three needs assessment surveys this was not as noticeable. Respondents were asked separate questions on how safe they felt at night and during the day. Only 10.3% respondents reported that they felt very safe at night compared to 58.9% who felt very safe during the day. 8.8% felt very unsafe at night compared to 0% who felt very unsafe during the day. In order to improve safety, in the survey comments were made around street lighting, visible street policing and public transport at night.
- Of the respondents, 23.7% had experienced domestic abuse or sexual violence only 23.1% of these respondents reported it to the police. Of those who reported domestic abuse, only 28% felt completely satisfied with support they received (scored support 5 out of 5) but 24% felt completely unsatisfied (so scored the support at a 1 out of 5). The women were most likely to tell friends and family about the abuse.
- 58% of women felt excluded from decision-making in their local area. Only 63.7% reported that they would feel comfortable talking with their MP about issues impacting on them (compared to 90% of men in the men’s needs assessment survey). 19.9% of women had spoken to their MP about issues affecting them, compared to 56.9% of the men. Only 18.1% would feel



comfortable standing for local government. Women mainly explained that they would not stand due to time commitments (including having to care for family).

- 49% of women would always appreciate women-only events and 35% would like women-only events sometimes. Reasons they gave concerned safety, sense of belonging and shared experiences, “peer support”, and avoiding unwanted attention. Respondents to the survey commented that women-only spaces could be important for safety too.
- Another main theme for respondents in the survey related to opportunities at work. Many felt that the most positive aspect of living in Cambridge related to opportunities. For example, “best are the opportunities are more equal than in some parts of the country” and “high level of professional women”. However, of the 52.2% of respondents who had experienced indirect bullying, harassment or gender-based crime in Cambridge, 52.2% had experienced this at work or in their place of study. Examples of this that respondents gave in the survey related mainly to exclusion from opportunities in the workplace. Respondents commented on the pay gap between men and women, under-representation in some professions like maths, being over-qualified and managers’ refusals of flexible working requests.

## **LGBTQ community needs survey**

The key findings from the LGBTQ needs assessment included:

- Overall the experiences of living in Cambridge and South Cambridgeshire was reported as being a positive one, with 54% of respondents rating it to be positive and 21 % very positive. Terms used to describe the area included: liberal, open-minded, accepting, tolerant and multicultural.
- LGB respondents used a wide range of terms to describe their gender-identification. Rather than simply using ‘heterosexual’, ‘homosexual’, or ‘bisexual’ respondents also used a combination of categories to describe their sexual orientation. This reflects the diversity within the LGB community, and that there is no one single LGB identity.
- Those who are traditionally categorised as ‘transgender’ are using a huge variety of terms to describe their gender identification. The majority of the survey respondents described themselves as having a fluid gender identity, or more than one gender identity. This was closely followed by the high number of respondents who described themselves as having no gender identity.
- Only 18% of LGBTQ respondents felt involved in local decision making in their area, with 67% of respondents not feeling represented. Only 18% of LGBTQ respondents had spoken to their local MP about LGBTQ issues in their local area. However, 79% of Cambridge City respondents said they would feel comfortable to do so. 44% of LGBTQ people would not stand for political office, and many explained this was due to discrimination or a fear of facing direct discrimination.



- Many LGBTQ people in Cambridge and South Cambridgeshire experience isolation, with 67 % of respondents wanting more opportunity to socialise, and 63 % saying that they knew few LGBTQ people.
- Both the survey and the focus groups identified the need for more LGBTQ events, and a specific LGBTQ space, as potential solutions to the experience of isolation. There was strong support for an LGBTQ Pride event in the City, but there was also support for incorporating LGBTQ needs in mainstream events such as the Big Weekend.

### **Hate crime**

Hate crimes are those crimes that are committed against someone because of their disability, gender-identity, race, religion or belief, or sexual orientation. They can include threatening behaviour, assault, robbery, damage to property, inciting others to commit hate crimes and harassment.

Since the referendum on the UK's membership of the European Union, hate crime has risen substantially across the UK. In Cambridgeshire, 179 hate crimes were reported in July to September 2016, which represents a 9% rise on the previous quarter (April to June 2016). This is the highest quarterly figure since comparable records began in April 2012. The Equality and Human Rights Commission (EHRC) said the findings suggested a small number of people used the Brexit vote "to legitimise inexcusable racism and prejudice".

However, the findings of the needs assessment suggest that hate crime was an issue affecting people from equalities groups in Cambridge prior to the referendum. In the 2015 needs assessments, respondents reported having experienced hate crime:

- From findings in the community needs surveys, women were most likely to experience discrimination or hate crime (52.2%), followed by LGBTQ people (40%), BAME people (29.9%), then disabled people (23%). Faith-based hate crime impacted on 10.3% in the BAME/ people of faith needs assessment.
- For all groups, hate crime was most likely to take place in the street.
- The vast majority of respondents reported that they had not reported their experience of hate crime. For instance only 10% reported hate crime in the disabled people's needs assessment and 11% in the LGBTQ needs assessment.



## **Community needs assessments and SES objectives**

There are many actions that we have been undertaking in 2016/17, or have planned for 2017/18, that relate to issues that were raised in the community needs assessments. These include:

- Helping provide groups with opportunities to socialise and break feelings of isolation – for instance, we have initiated a review of community provision (objective 1, pages 13 and 32). We also promote and support activities aimed at combatting isolation amongst older people (objective 3 pages 22 and 38).
- Supporting local events and awareness-raising campaigns that are run for different groups (objective 4 pages 26 and 40).
- Helping to increase safety on the streets at night, which was an issue raised in the Women’s needs assessment - we are providing funding to maintain brightness of street lights at night (see action for 2017/18 under objective 3 on page 38).
- Supporting under-represented groups, like BAME people and disabled people, into employment at Cambridge City Council (objective 5 pages 30 and 43).
- Funding voluntary and community sector organisations that provide support to develop confidence in order to promote progression of women in employment, and that tackle discrimination in the workplace (objective 3, page 25).
- Helping ensure that language barriers do not stop people from getting help they need from Council services (objective 2, pages 17 and 36).
- Raising awareness of terminology related to LGBTQ people and experiences of transgender people through training (objective 2 pages 16 and 36, objective 4 page 28)
- Providing safer spaces for the LGBTQ community (objective 4 pages 28 and 40).
- Combatting domestic abuse and promoting the White Ribbon campaign (objective 4 pages 29 and 41).

There are some issues that were raised in the community needs assessments, which we have not yet identified an approach towards. These will be considered in the next three-year Single Equality Scheme strategy (2018 – 2021) that will be published in July 2018. Once the independent market research company has analysed the findings in full, we will disseminate the findings to services to inform service planning (as stated under objective 1, page 12).

There are also other issues raised through the community needs assessment where the Council is not the organisation that is best placed to take action. Where this is the case, we will share the findings from the needs assessments with the relevant organisations and agencies.



Issues that we especially need to identify actions around are:

- Supporting people to have more influence in making decisions on their local area, although we have been undertaking some work with young people in this area (objectives 1 and 3, pages 22 and 30).
- Improving access for disabled people following our Cambridge City Centre Accessibility Study in 2015 (objective 3 pages 17 and 35).
- Working with partners to support initiatives or campaigns to encourage men to report health concerns more, especially around mental health.

### **What have we achieved during 2016/17?**

The Single Equality Scheme identified 5 objectives for the Council's work on equalities issues and there were 22 actions for the Council during 2016/17 to help deliver the objectives. Details of all the actions and the progress we have made in delivering them are set out in the tables below:



**Objective 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**

<u><b>In the second year of the plan (2016/17) we aimed to:</b></u>	<u><b>In the second year we:</b></u>
<p>Commission a partner organisation to analyse the results of needs assessments of women, men on low incomes, people with disabilities, and BAME/faith communities, and disseminate findings to services so that they can be used to inform service planning</p>	<p>We have carried out some analysis of the headline findings, which is presented above. We have also commissioned an independent research organisation to undertake an in-depth analysis of four needs assessment surveys (for the Black and Asian Minority Ethnic Community, disabled community and men and women). The results will be available from summer 2017.</p> <p>The reports will help the Council better understand the needs and experiences of different communities living in Cambridge. They will be used to identify how Council services can better respond to the needs of particular communities. The Council will seek to respond to those issues which it has direct influence over, but there may be other issues which will be for partner agencies to address. The findings of the needs assessment will also be used by the developing Equalities Partnership, and will be used by voluntary and community organisations as part of grant applications.</p>
<p>Continue to lead the Cambridgeshire-wide project to increase information available on the housing needs of people with disabilities</p>	<p>Working with partners we have, for the first time, developed a database of schemes across Cambridgeshire which provide accommodation for people with disabilities.</p> <p>We are now working together to understand what the current and future need for housing for people with different types of disability might be. This should help the Cambridgeshire local authorities, and their partners, to plan more effectively to meet housing needs – whether through new development or through making better use of existing homes.</p> <p>For more information on the project group, see:  <a href="http://cambridgeshireinsight.org.uk/housing/specialist-housing-group">http://cambridgeshireinsight.org.uk/housing/specialist-housing-group</a>.</p>



<p>Work with developing Equalities and Diversity Network to collect data, develop a robust evidence base of existing community provision, and identify where there are gaps and oversupply in provision. This evidence base will be used to inform a strategic review of community provision and ensure that the Council's resources are being targeted most effectively at delivering existing and future needs.</p>	<p>The review of community provision was initiated to ensure that services are aligned to areas of greatest need, and to reflect the changing needs and growth of the city. An audit of citywide community facilities has been completed and an analysis completed to assess where there are gaps in provision and where resources should be re-aligned to meet the highest needs.</p> <p>For the purposes of the review, a community centre or community facility was defined as being “A building that is available for use by the wider community, and/or for hire by local groups for a range of community/social activities and meetings, for at least some of their opening hours each week. The facilities have to be accessible to everyone, particularly those covered by the protected characteristics of the Equalities Act 2010.” Including the eight City Council-run community centres, 107 facilities responded and met the criteria to be included as part of compiling the evidence base for the review.</p> <p>Analysis of the evidence base has supported the development of proposals within a draft Community Centres Strategy, which identifies that changes are needed to seven of eight City Council-run community centres. An extensive 12 week consultation is currently being completed on the draft proposals with local communities and other interested stakeholders.</p>
<p>Carry out the City Council's 2016 residents' survey and budget consultation, including securing a representative sample of the Cambridge population and analysing the results by equalities group</p>	<p>The budget consultation and residents' survey was completed by sending out a postal questionnaire to a random sample of 4,400 residents. There were 1,250 responses. This was carried out by an independent market research company, MEL Research, during late August and September 2016. Where views of different equalities groups were significantly different from the wider population, this was highlighted in the research report. While the findings of the survey were positive overall, showing that a higher proportion of residents were satisfied with the way the Council runs things in 2016 than in 2011, there were a number of findings that had equalities implications:</p>



	<ul style="list-style-type: none"><li>• When asked whether they agree or disagree that their area is a place where people from different ethnic backgrounds get on well together, fewer residents agree (78%) this year compared to the 86% in agreement in the 2008 Place Survey.</li><li>• Residents from a white ethnic background are significantly more satisfied with their area as a place to live (90%) compared to Asian residents (79%).</li><li>• A significantly greater proportion of residents from an Asian ethnic background agree that the local area is a place where people from different ethnic backgrounds get on well together, compared to those from a White background (89% vs. 77%, respectively).</li><li>• Significantly more residents aged 25 to 44 (47%), 45 to 59 (52%) and 60 to 74 (50%) have contacted the council compared to others.</li><li>• A greater proportion of pensioners would also prefer to contact the council by letter, personally visiting Mandela House or via their elected councillor, compared to others. This may be because significantly fewer older residents than younger residents reported that they had access to the internet. Virtually all of those aged 44 and under (99%+) have access compared to 87% of those aged 60 to 74 and 58% of those aged 75 and over.</li></ul> <p>The full report can be found here: <a href="https://www.cambridge.gov.uk/sites/default/files/residents-survey-2016-report.pdf">https://www.cambridge.gov.uk/sites/default/files/residents-survey-2016-report.pdf</a></p>
Work with partners across the city to establish an effective Equalities and Diversity Network	We have started to develop the Equalities and Diversity Network by working with Rape Crisis, the Kite Project and Cambridgeshire Alliance. There are 15 voluntary and community sector organisations that are now part of the network. We have organised a number of training sessions running from May to November 2017 to help develop relationships between the 15 different organisations and develop an overall understanding of the equality and diversity sector.



	<p>We will continue to work with the sector to identify themes in common and further support for the partnership. For instance, we have identified that the Equalities Network participants want to develop intersectional work within their individual organisations. In other words, the equalities organisations want to develop projects to make their work that is typically focused on one equalities group open to other equalities sub-group.</p>
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**Objective 2 - To continue to work to improve access to and take-up of Council services from all residents and communities**

<b><u>In the second year of the plan (2016/17) we aimed to:</u></b>	<b><u>In the second year we:</u></b>
<p>Deliver 2 training sessions on carrying out effective Equality Impact Assessments (EqIAs) and promote them to all services as part of the City Council's corporate Learning and Development programme</p>	<p>We did not run any EqIA training sessions this year. We initially had 4 sessions scheduled but these were eventually cancelled due to the availability of the trainer. To ensure we can carry out this training in the future, two staff members have attended a 'Train the Trainer' course, which will enable us to offer this course in-house in 2017/18.</p>
<p>Produce and circulate a briefing pack on equalities issues and circulate this to all new Councillors</p>	<p>We circulated a briefing pack to all new councillors on equalities. This contained details around how we are organised, how we deliver our objectives and key officer contacts at the Council for equality and diversity work.</p>
<p>Ensure that all new starters understand the importance of equality and diversity, and that staff are able to further their</p>	<p>We ran the following courses in 2016/17:</p> <ul style="list-style-type: none"> <li>• 9 Corporate Induction courses on equality and diversity, which were attended by a total of 58 people. The course provides an introduction to equality and diversity legislation</li> </ul>



<p>understanding as part of their ongoing development, by delivering:</p> <ul style="list-style-type: none"> <li>• Equality and diversity induction courses</li> <li>• 2 disability awareness training courses</li> <li>• 2 mental health awareness training courses</li> <li>• 4 mental health first aid training courses</li> <li>• 3 transgender awareness training courses</li> </ul>	<p>and legal responsibilities of staff members.</p> <ul style="list-style-type: none"> <li>• 2 disability awareness courses, which were attended by a total of 12 people. The course helps staff to understand how to provide a service to best meet the needs of disabled customers.</li> <li>• 2 mental health awareness training courses, which were attended by a total of 14 people. The course aims to help build confidence with all colleagues who may come into contact with someone who has poor mental health.</li> <li>• 2 mental health first aid courses, which were attended by 13 people. The course teaches people how to provide help to someone experiencing a mental health crisis before that person accesses professional help.</li> <li>• 4 transgender awareness training courses. The training seeks to develop confidence to support trans service users and create a culture of inclusion in the workplace.</li> </ul>
<p>Continue to provide corporate interpreting and translation services for customers that need them and continue to monitor the interpreting and translation contract effectively to ensure that interpreters meet the needs of customers and Council services</p>	<p>We have continued to provide a corporate interpreting and translation service for customers that need them:</p> <p>Of those who used the interpretation service and provided feedback on this in 2016/17:</p> <ul style="list-style-type: none"> <li>• 35% of interpretations were in Arabic, 30% were in Turkish, 15% in Bulgarian, 15% in Polish and 5% in Spanish</li> <li>• 70% of interpretation provided was face-to-face and 30% on the phone.</li> <li>• 70.6% of staff booking interpreters felt very satisfied that the information interpreted was understood and 23.5% felt satisfied.</li> </ul> <p>The Safer Communities Team provides ESOL classes for the Syrian refugees and has also employed 2 Arabic-speaking Support Workers to help with all aspects where language could become a barrier; helping organise appointments with GPs, dentists, benefit offices, housing, etc.</p>



<p>Develop the Council's digital inclusion strategy and work with Cambridgeshire County Council and voluntary groups to deliver a series of digital inclusion clubs for residents in community centres</p>	<p>The Council's digital access strategy has been drafted and will be presented to Strategy and Resource Committee in October 2017. The strategy sets out how we will help Cambridge residents to gain the skills, knowledge, equipment and confidence to use the internet. It identifies older people, people with disabilities, council tenants and residents on low incomes as groups that are more likely to experience barriers to getting online.</p> <p>The Council has allocated £50,000 from the Sharing Prosperity Fund for activity during 2016/17 and 2017/18 to increase digital accessibility for those with the greatest need. Two key projects were taken forward in 2016/17:</p> <ul style="list-style-type: none"> <li>• The 65+ Getting Online project has trained 4 digital champions have been trained to carry out digital workshops for older people, initially in sheltered housing schemes, and then in community centres and other settings. 25 learners have been engaged to date, and a further 23 people are on waiting lists to join a group in their area.</li> <li>• 215 learners have attended drop-in digital sessions at a 'Microhub' established in partnership with Cambridge Online and other organisations at the Meadows Centre<sup>3</sup></li> </ul>
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**Objective 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**

<p><b><u>In the second year of the plan (2016/17) we aimed to:</u></b></p>	<p><b><u>In the second year we:</u></b></p>
<p>Implement key actions identified for</p>	<p>The Cambridge City Centre Accessibility Study was completed and presented to the</p>

<sup>3</sup> Sessions at the Microhub have been funded through a combination of the SPF, the Councils Community Development service and voluntary and community partners



<p>2016/17 in the action plan which was developed following the review of accessibility of Cambridge City Centre for people with disabilities, older people and others with mobility issues.</p>	<p>Council's Community Service Committee in March 2015. As a result of this, the Council has been looking into supporting action to regulate against the over-proliferation of physical obstructions that increase inaccessibility for blind or partially sighted people, and people with physical disabilities. In March, 2016, a survey of advertising signage use in the city centre was undertaken and the views of local business users sought on the voluntary removal of advertising signs, such as A-boards. Voluntary removal was only supported by 63% of business respondents, and it was concluded that, adopting such an approach, would not resolve the issue to an acceptable level and that access obstructions would continue to remain as a result. However, the Council has developed an advertising signage policy. In January the proposed policy was set out, and underwent consultation that closed at the end of April. The guidelines contained within the advertising signage policy are applicable to the placing of advertising signs on the public highway and other such public lands and must be met in all cases. The conditions include stipulations that only advertising sign per licensed/ registered business premise will be permitted and must be positioned in a certain way and of a certain size/ type. At Committee, it was also agreed that the policy would be applied to Cambridge as a whole and not just the City Centre.</p>
<p>Carry out consultation on the Council's new draft taxi policy, including the disabled access element, and seek approval for the finalised policy at the Council's Licensing Committee in October 2016. It is proposed that the new policy will focus on training and awareness on disability issues as part of mandatory safeguarding training for all taxi drivers.</p>	<p>The new policy was approved at the Licensing Committee in October 2016. All new and existing licence holders are now required to attend mandatory Customer Awareness, Safeguarding, and Equality &amp; Protection Training.</p> <p>The training was launched in January 2017 and commenced in April 2017.</p>



<p>Sign the Cambridgeshire and Peterborough Mental Health Crisis Concordat, and implement the actions that the Council is responsible for</p>	<p>The Council has continued to work with partner organisations and the Mental Health Concordat's delivery team to help create a seamless pathway for local people in mental health crisis, with specific emphasis on prevention and intervention.</p> <p>For example, we are working with partners to develop stronger joint working with our housing and homelessness services through the introduction this year of a Dual Diagnosis Street Team in the City and the Trailblazer project, which monitors the impact of the local homelessness prevention protocol, to help improve the way we work together to help support local people in mental health crisis.</p> <p>In addition to this, we supported 71 clients to sustain their tenancies in 2015/16 78% of whose primary needs was mental ill health. Once their initial crisis had been resolved, 30% of tenants were referred to appropriate long term mental health support. 100% of tenancies were maintained and the service increased the tenants' income (non-housing benefits) by £26,000. A large number of staff completed mental health training in order to provide a better service to our customers.</p>
<p>Work with Citizen's Advice Bureau to expand the outreach advice project to cover three additional GP practices in Cambridge in addition to East Barnwell Medical Practice. The project will provide advice sessions for up to 300 residents experiencing mental health issues due to low income, debt or addiction. It aims to identify £450,000 in additional income for these residents.</p>	<p>The Council has funded a pilot outreach advice project by the CAB at East Barnwell Medical Centre since April 2015. The service was expanded to other health centres during 2016/17, including Nuffield Road Surgery (East Chesterton) in June 2016, the Meadows Community Centre (Arbury) in August 2016, and Trumpington Pavilion in September 2016. From April 2015 to December 2016, the service supported 205 patients who are experiencing mental health issues as a result of debt or other financial issues. A total of £486,615 of additional income has been generated for these patients (an average of £2,374 per person), and between 59% and 75% of those using the service across the different locations said that seeing the adviser had reduced their stress and anxiety levels.</p>



<p>Continue to provide move on accommodation for up to 40 adults recovering from mental ill health, in conjunction with Cambridgeshire County Council and Metropolitan Housing Group</p>	<p>We have 22 units of accommodation that we set aside from our general stock for the short term use of adults recovering from a mental health problem. Visiting support is provided by Metropolitan Support (they can help check on wellbeing, help with benefits, rehousing, initiating medication reviews, help target young people who are Not in Education, Work or Training and so on). There were 31 people accommodated within Cambridge City Council Move on Accommodation in the last 12 months. There have been 8 new people this year, so 22 units plus 8 turnovers since April.</p>
<p>Work with partner organisations to provide 5 awareness raising activities and events on mental health issues for City Council staff and local communities as part of World Mental Health Week in May 2016.</p>	<p>We delivered 5 events and activities for City Council staff and local communities, including:</p> <ol style="list-style-type: none"> <li>1. A meeting was held with service managers in April 2016 on mental health. We looked at how to support communities to proactively maintain their health and ability to cope, and the Mental Health Crisis Concordat.</li> <li>2. We supported partners in the Community and Voluntary Sector to run stalls in the market square on positive mental health. This was part of the “Love Your Local Market Campaign” on Tuesday 17th May 2016.</li> <li>3. On the 18<sup>th</sup> May 2016, we held a free arts and craft session in the Grafton Centre. People were invited to think about the relationships they have in their lives / community and celebrate these relationships.</li> <li>4. On 17<sup>th</sup> May 2016, we organised a “staff café” with free refreshments and a variety of activities. Activities included using Lego to imagine what a city look like if it was designed primarily for positive mental health, and sharing resources and information on supporting people with mental health issues.</li> <li>5. We did a series of blog posts for staff on the Cambridge City Council intranet around mental health at work.</li> </ol>
<p>Continue to run and support groups for older people in Trumpington, Abbey, Arbury, Akeman Street</p>	<p>The Council’s Neighbourhood Community Development Team have supported the following groups:</p>



<p>Community Centre, and Ross Street Community Centre</p>	<ul style="list-style-type: none"> <li>➤ A 50+ friends group at 82 Akeman Street in Arbury</li> <li>➤ We set up a new group for isolated older people at Ross Street Community Centre in partnership with the Independent Living Service</li> <li>➤ Developed a programme of activities at Buchan Street Neighbourhood Centre in partnership with older people including a quiz afternoon and social events.</li> <li>➤ Supported the crochet group which meets at No. 37 Lawrence way (Kings Hedges Neighbourhood Partnership)</li> <li>➤ Coordinated Abbey seniors' events in Abbey ward (for Abbey People).</li> <li>➤ Supported the Bingo group in Trumpington with promotion and key holding to the pavilion.</li> </ul>
<p>Work with partners and voluntary groups to develop and deliver a programme of up to 30 inclusive and accessible events for older people as part of the annual "Cambridgeshire Celebrates Age" festival for 2016</p>	<p>We continue to support the Cambridgeshire Celebrates Age steering group to develop a programme of activities delivered around the county by different partners. This included over 25 activities in the city. Our Community Development Team delivered /supported a number of events in the programme of activities to mark international day for older people on October 1<sup>st</sup>, including the Abbey Seniors Fair on behalf of Abbey people, Tours of the museums and the Queen Edith flu jab event.</p>
<p>Continue to provide support for up to 800 older people aged 65+, working with health and social care services at Cambridgeshire County Council and local housing associations to connect them with services to help them remain independent and socially active</p>	<p>In total during the last 12m, 767 older people were reached by the City Council's Housing Related Support for Older People service. 614 people were directly supported by the service. The majority of those in need of support had a physical need as the main reason for support. There are also a high number of people with mental health and learning difficulties as their main support need.</p> <p>Some of these have been referred to us for "one off" support such as the installation of an alarm, to set up a housing application or to apply for a care review or a sheltered housing support plan review.</p> <p>Over the year, the service has also assisted 70 people to increase their non-housing related</p>



	incomes by £264,212.
<p>Work with Forever Active and the Clinical Commissioning Group's Falls Prevention Team to reach 5000 attendees at the 15 sports development classes currently offered to older people to help them to stay active and reduce falls, and explore opportunities to expand the number of classes into the new growth sites community centres.</p>	<p>The Council has continued to deliver a programme of 15 classes per week around Cambridge for the over 55s in partnership with Forever Active and the Cambridgeshire and Peterborough Clinical Commissioning Group's Falls Prevention Team. There have been 4,976 attendances by older people at these classes to date.</p> <p>These classes include 7 strength and balance sessions designed to help reduce falls amongst older people. Over the last 2 years participation in these classes has increased by around 100 attendances per month.</p> <p>Free Exercise Referrals from surgeries across the North and Eastern wards for the city has reached over 100 free referrals being taken up on the scheme over the last 9 months. The attendance and completion rates for those on the scheme have also been at some of the highest over recent years with currently over 72% completing the 12 week programme. There are around 240+ referrals from other surgeries around the city on to the scheme in general with the Council at Chesterton Sports Centre, GLL, and Hills Road Sports Centre.</p>
<p>Continue to provide 325 open access activities for 5000 children and young people in local neighbourhoods across Cambridge, including a programme of summer activities</p>	<p>We provided 436 open access activities for 12270 children and young people. We delivered SummerDaze 2016 citywide on parks and open spaces and in community facilities. These included sports, games, crafts and 4 Big Wednesdays.</p> <p>We put in place a specialist project worker to talk to young people about how they wanted to engage with the Council, to find out about the issues that they want addressed within their local communities and the kind of support they need to get involved with the Council's formal decision-making, so that they can develop new skills, have their say and be heard.</p> <p>During the year we ran four Agenda Days alongside additional summer activities in each of the four area committee areas with children and young people who presented their findings</p>



	<p>to each area committee. They also engaged in several neighbourhood activities such as litter picking in Abbey and consultation on S106 funding projects in parks and open spaces. The Council supported 30 children in an event in the Guildhall as part of National Take Over Day where they gave lots of feedback on community safety, highways and environmental issues. We found out that young people have a lot to say and that by listening, especially at our Area Committees, our decisions can be better informed. The findings from the Children's Summer Survey 2016 will shortly be shared with members and will inform summer programme 2017.</p>
<p>Continue to provide free swimming lessons at Council-owned pools for 300 children who are from low income families or who cannot swim at the key stage 2 assessment point, and expand the programme to include additional sessions for those attending Sure Start sessions at Abbey and Kings Hedges Pools</p>	<p>In 2016/17 we had 150 children and 16 adults engage in free additional swimming lessons. The scheme has gone well with most age groups and schools, and regular referrals are being made via schools and lesson programmes. Additional sessions are being provided at Abbey and Kings Hedges pools to meet demand. There have been 2,864 sure start visits: 1,942 at Abbey Pool and 922 at Kings Hedges Pool.</p>
<p>Continue to provide £900,000 in Community Grants to projects which reduce social and/or economic inequality for city residents, by reducing barriers for residents with the highest needs. These barriers may be caused by low income or through inequalities caused by disability, gender, ethnicity or other protected characteristics</p>	<p>Community Grants for 2017/18 were approved at the Community Services Scrutiny Committee on 19 January 2017. A total of 105 activities have been allocated funding. Decisions to allocate funding were based on identifying projects that could best help reduce social and economic inequality. The projects funded addressed a range of issues, including a number of projects which aim to support people from particular groups including: older people, young people, disabled people, BAME people, LGBTQ residents and women. Some major projects we are funding include:</p> <ul style="list-style-type: none"> <li>• A race equality service, run by Cambridge Ethnic Community Forum, working towards eliminating discrimination and reducing social and economic inequality by improving access to services. The service will provide good practice, information, advice and training on race discrimination and equalities.</li> </ul>



	<ul style="list-style-type: none"> <li>• Cambridge Online services 5 days per week to help disabled and disadvantaged people to access computers and adaptive hardware and software, and provide specially trained staff, tutors and mentors.</li> <li>• Employment skills and confidence building programme for women run by Cambridge Women's Resource Centre.</li> <li>• The Centre 33 service that provides information, advice and support to young people to help them make a successful transition to adulthood and progress towards social, economic and emotional wellbeing.</li> </ul>
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**Objective 4 - To tackle discrimination, harassment and victimisation and ensure that people from different backgrounds living in the city continue to get on well together**

<p><b><u>In the second year of the plan (2016/17) we aimed to:</u></b></p>	<p><b><u>In the second year we:</u></b></p>
<p>Work with partners in the developing Equality and Diversity Network to support and deliver a wide range of celebratory activities, including programmes of events to mark 7 key regional or national celebrations (Black History Month, Cambridgeshire Celebrates Age, Disability History Month, Holocaust Memorial Day, International Women's Day, Lesbian Gay Bisexual and Transgender (LGBT) History Month, and Refugee Week)</p>	<p>The annual programme of celebratory events was delivered in partnership with a wide range of city organisations. It included the following events:</p> <ul style="list-style-type: none"> <li>• Black History Month – there was a diverse range of events across the city. The Council convened and facilitated the steering group, and funded the publicity.</li> <li>• Disability History Month – the Council ran a civic event at the Meadows Centre in December 2016</li> <li>• Holocaust Memorial Day – the Council funded a civic held at the Cambridge Corn Exchange, which included both local and international speakers and performances featuring local schools.</li> <li>• International Women's Day – the Council organised an event at Ross Street Community Centre which was attended by approximately 60 women sharing food and traditions from a diverse range of backgrounds.</li> </ul>



	<ul style="list-style-type: none"> <li>• LGBT History Month – The Council raised the Rainbow Flag and supported the overall programme with officer time and publicity.</li> <li>• Refugee Week - planning was led by Cambridge Ethnic Community Forum, with administrative support and funding for publicity provided by the City Council.</li> </ul>
<p>Continue to fund and support local events and festivals which increase community pride and cohesion, such as the Big Weekend, Cambridge Mela, Chesterton Festival, Arbury Carnival and Cherry Hinton Festival</p>	<p>We support a range of community events and festivals. For example, the Big Weekend was held in July in 2016, with a total estimated attendance of 30,000 people. The event included a range of elements designed to increase community pride and cohesion, including the Cambridge Mela, a large health and well-being section, A Big Read marquee, and inclusive sports activities. The Safer Communities Service supported the Big Weekend (Mela) to promote community involvement and awareness and worked with the BAME community groups on the main stage and community tents events.</p> <p>In 2016/17, the Children and Young People’s Service (ChYpPS) supported the Chesterton festival by providing an event in the programme at Brown’s Field Youth and Community Centre, an activity on the main day of the festival and attended the festival planning meetings. The Neighbourhood Community Development Team also ran a stall to promote the Team’s activities and services at Arbury Carnival.</p> <p>The Safer Communities Service worked with the Mosque Committee of Cambridge, in arranging and organising the bi-yearly Eid festival.</p> <p>Through Community Grants funding we are supporting a range of local Voluntary and Community Sector organisations to deliver local events and festivals. These include:</p> <ul style="list-style-type: none"> <li>• Boishakhi Cultural Association (promoting Bangladeshi culture and organising social/cultural activities)</li> <li>• Cambridge Ethnic Community Forum</li> <li>• Cambridgeshire Vietnamese Refugee Community</li> <li>• Cambridge Celebrates Age</li> </ul>



	<ul style="list-style-type: none"> <li>• Chinese Families Together</li> <li>• Encompass Network (supports, represents and empowers LGBTQ people, communities and organisations)</li> <li>• Indian Community and Culture Association</li> <li>• The Junction</li> <li>• The Pink Festival Group</li> <li>• Punjabi Cultural Association</li> <li>• Strawberry Fair</li> </ul>
<p>Use publicity materials to promote Council buildings and sites as Safer Spaces for LGB&amp;T customers and services users, and continue to support the wider development of the 'Safer Spaces ' initiative by the Encompass Network</p>	<p>We are taking part in the 'Safer Spaces' pilot project, and are working to ensure that our services are safe spaces that LGBTQ people would feel comfortable using. We have:</p> <ul style="list-style-type: none"> <li>• Distributed Safer Spaces posters and information to customer-facing teams.</li> <li>• Commissioned the Kite Trust to deliver 4 transgender awareness training sessions in 2016/17 with staff members to help them develop an understanding of the complexities of gender, develop confidence to support trans service users, and create a culture of inclusion in the Council.</li> <li>• Commissioned the Kite Trust to deliver Transgender Awareness training for 86 front-line workers in the Voluntary and Community Sector.</li> </ul> <p>86% of staff members and Voluntary and Community Sector groups who attended the transgender awareness training, and completed a course evaluation, said that they would recommend it to others.</p>
<p>Take action to prevent radicalisation and the development of violent extremism</p>	<p>The Safer Communities Service organised and delivered Prevent Wrap 3 training to around 200 staff in 2016/17. The Wrap 3 training programme was developed by the Home Office to explore grooming from a safeguarding perspective.</p> <p>Safer Communities also sit on the Channel Panel for Peterborough and Cambridgeshire,</p>



	<p>which is a panel of professionals looking at referred cases of individuals who are identified as a concern under Prevent and identifies support for them. Safer Communities is the Prevent Single Point of Contact for referrals of this nature for the City Council.</p>
<p>Continue to support the development of the Pink Festival by LGB&amp;T voluntary and community groups</p>	<p>In January 2017, we allocated a small amount of funding (£5,000) from our Community Grants programme to Encompass Network for the development of the Pink Festival. The event is planned to include a parade, arts and cultural workshops, entertainment, educational events, food and a wide range of support and services from partner organisations.</p>
<p>Continue to deliver actions to reduce domestic violence and abuse towards women and men, as set out in the action plan associated with the Council's White Ribbon status</p>	<p>Safer Communities successfully achieved re-accreditation for Cambridge as a White Ribbon Town from February 2017 until February 2019, which is reflected on the White Ribbon Campaign website (<a href="http://www.whiteribboncampaign.co.uk/node/302">http://www.whiteribboncampaign.co.uk/node/302</a>).</p> <p>In April 2016, a webpage was set up for signposting customers to advice for people affected by domestic abuse (<a href="https://www.cambridge.gov.uk/advice-for-people-affected-by-domestic-abuse">https://www.cambridge.gov.uk/advice-for-people-affected-by-domestic-abuse</a>), which itself links to the County's 'Domestic Violence Directory' (<a href="https://www.cambridge.gov.uk/domestic-violence-directory">https://www.cambridge.gov.uk/domestic-violence-directory</a>).</p> <p>The Council has appointed 7 White Ribbon ambassadors and has carried out a range of activities to date, including:</p> <ul style="list-style-type: none"> <li>• Launching a community forum</li> <li>• Establishing quarterly forums and subgroups for businesses and education organisations</li> <li>• Holding talks for professionals</li> <li>• Hosting a domestic violence survivors conference</li> <li>• Maintaining a webpage and circulating the newsletter produced by Cambridgeshire County Council.</li> </ul> <p>Safer Communities supported "Tough Love", a play raising awareness of coercive control</p>



	<p>and domestic abuse in teenage intimate relationships that was performed at three community venues as part of the International Women’s Day 2017 events. One of the venues was Cambridge United Football Club and this event was opened by the Club Chairman and White Ribbon Ambassador, Dave Doggett. Cambridge United Football Club publicised the event in their Club Match Day programme, which is circulated to some 30,000 club members and supporters.</p>
<p>Use the Cambridge Arts Network annual conference to focus on diversity issues and the arts and cultural sector</p>	<p>The Cambridge Arts Network conference in January 2017 focused on the Cambridge Case for Diversity. It was attended by 100 delegates from arts, cultural and equalities sectors, and there will be a follow up event in Autumn 2017. The conference invited representatives from Cambridge based equalities and voluntary groups, the education sector, and arts and cultural organisations and independent practitioners to attend the conference to meet, participate in breakout sessions together, share experience and network. The speakers and breakout leaders brought a wide range of experience and knowledge of working across diverse communities, from a variety of positions including research, consultation, project delivery, communication, training, audience development, funding and cultural strategy. The day provided an opportunity to bring together these different sectors and to collectively discuss what challenges we need to understand and overcome, and to consider what ‘culture’ means to different groups in society.</p>

**Objective 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**

<p><b><u>In the second year of the plan (2016/17) we aimed to:</u></b></p>	<p><b><u>In the second year we:</u></b></p>
<p>Continue to monitor the profile of the Council’s workforce, in particular the Council’s 2016/17 targets for BAME</p>	<p>Whilst we have not met our target for BAME staff as a percentage of the workforce, the percentage of BAME staff has risen from 6.18% in 2015/16 to 7.71% for 2016/17. There has been a rise of the percentage of staff with a disability from 5.6% in 2015/16 to 6.84% in</p>



<p>(9.5%) and disabled (6.5%) staff as a percentage of the workforce.</p>	<p>2016/17.</p>
<p>Continue to deliver an apprenticeship programme, providing a further 8 apprenticeship opportunities in City Council services by 2018</p>	<p>12 apprentices have commenced their apprenticeships on the Cambridge City Council Apprenticeship Scheme to date. Two of whom have successfully completed their apprenticeships, with 10 currently employed within the Council. The apprentices have worked in a number of different services, including: Estates and Facilities (6), Planning (1), Building Control (1), Revenues and Benefits (2), Finance (1) and ChYpPS (1). The current apprenticeship scheme has funding until April 2018.</p> <p>From April 2017, the new Government Apprenticeship Levy will require us to contribute c£100,000 p.a. to HMRC and to meet our public sector targets of 2.3% (over 4 years) of our workforce to take an apprenticeship. Government will provide an additional 10% to our apprenticeship levy contributions giving us approx. £110,000 to spend on apprenticeships each year.</p>



**New SES Actions for 2017/18**

**Objective 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**

<b>Achievement within Single Equality Scheme plan</b>	<b>In the third year of the plan (2017/18) we will</b>	<b>The service(s) that will lead on this</b>
1.1 Develop an equalities evidence base to inform the planning and delivery of Council services and improve monitoring of outcomes from projects and service delivery	Continue to support the Equality and Diversity Network in order to develop a robust evidence base of existing community provision and identify where there are gaps and oversupply in provision.	Community Services
	Undertake public consultation with local communities and equalities groups on the draft Community Centres Strategy. Assess the impact of the consultation responses in the preparation of final proposals and a final Community Centres Strategy. Commence implementation of the proposals.	Community Services
	Run quarterly Joint Equalities Group meetings and invite all Council Departments to attend these in order to identify common equalities issues or concerns across the Council, and better coordinate the Council’s activity to support different equality groups.	Corporate Strategy
1.2 Use information gained through City Council consultation exercises to identify the needs of different groups and communities and inform decision making on services	Use findings from the Children’s Summer Survey 2016 to inform the summer programme of activities for children and young people for 2017.	Community Services
	Explore options with young people aged 12-15 to further their influence on Council decisions.	Community Services
	Carry out the City Council’s 2016 budget consultation, including securing a	Corporate Strategy



	representative sample of the Cambridge population and analysing the results by equalities group	
	Work with partners (five Cambridgeshire district councils, County Council, and registered providers) to understand current and future need for housing for people with different types of disability. This work should help the Cambridgeshire local authorities, and their partners, to plan more effectively to meet housing needs – whether through new development or through making better use of existing homes	Strategic Housing
	The government is increasing the amount of money available for Disabled Facilities Grants (DFGs). Cambridge City Council is leading on a joint project to develop a Cambridgeshire-wide policy on how the funding awarded to the district councils can be used to provide more joined up services across housing, health and social care in order to support people to live independently for longer. The policy is due to be agreed by April 2018.	Strategic Housing
	The government has been consulting on changes to how supported housing schemes are funded, in light of planned welfare reforms which will reduce the amount of benefit that some residents are entitled to. The council will need to work with partners to try to minimise the impact on existing supported housing schemes and their residents, and help to ensure that best use is made of available funding to meet both current and future housing needs and priorities. The government proposes that new arrangements be in place by April 2019.	Housing Services
	Undertake consultation with local communities on the Community Centres Strategy, which includes proposals that will see changes to seven of eight Council-run community centres. Analyse responses to the consultation for	Community Services



	impacts on different equalities groups.	
1.3 Develop and contribute to a city wide Equalities and Diversity Network, building on the Equality Pledge, to enable shared learning, a strong cross sector voice, and effective partnership working	Run 5 training sessions for the 15 organisations that are part of the Equality and Diversity Network between May and November 2017. The sessions will help further strengthen the partnership and develop a strengthened understanding of the equality and diversity sector. The sessions will each focus on a different equality group – women, sexual orientation, minority ethnic, disabled and LGBTQ.	Community Services
	Hold a conference in December to develop terms of reference around how the Equalities Network will work in partnership with one another and to invite further voluntary and community sector organisations to take part in the network.	Community Services
	Support feasibility study into whether there is demand for a Council of Faiths in Cambridge. This would bring faith groups together to help coordinate responses or feedback on social issues in Cambridge, and increase community cohesion between faith groups and other communities.	Community Services
	Work with other Equality Pledge signatories to develop objectives for the Equality Pledge and a communications plan to help signatories share good practice around equalities, and encourage other organisations to become signatories. Actions could include developing a webpage to enable organisations to sign up to the Equality Pledge on the Cambridge City Council website).	Corporate Strategy and Community Development
	Increase visibility amongst service users and staff members in Council locations that we are signatories of the Equality Pledge.	Corporate Strategy



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

Achievement within Single Equality Scheme plan	In the third year of the plan (2017/18) we will	The service(s) that will lead on this
2.1 Ensure that we assess the equality impacts of all decisions on policies and projects which have an impact on residents, visitors and customers in Cambridge	Re-design the Equality Impact Assessment (EqIA) forms in order to make them simpler to complete and ensure that services include all relevant information. Deliver 2 training sessions around how to complete the EqIAs in 2017/18.	Corporate Strategy
2.2 Ensure that Councillors and staff understand equality and diversity principles and are able to apply these to their work	Update Equality and Diversity briefing pack to circulate to Councillors and upload onto staff intranet.	Corporate Strategy
	Deliver equalities training sessions for staff, including: <ul style="list-style-type: none"> <li>• 4 mental health awareness sessions</li> <li>• 8 mental health first aid sessions (resulting in 4 total courses)</li> <li>• 4 transgender awareness sessions</li> <li>• 11 Corporate Induction – equality and diversity sessions. This will include disability awareness training too.</li> </ul>	Corporate Strategy and Human Resources
	Identify actions to improve dementia awareness across Council services, as part of the Council’s commitment to the Dementia Action Alliance. Dementia awareness training will be part of Equality and Diversity Induction training, which will be delivered 11 times in 2017/18.	City Homes



<p>2.3 Ensure that language does not act as a barrier for residents to accessing services or understanding their responsibilities</p>	<p>Continue to provide corporate interpreting and translation services for customers that need them and continue to monitor the interpreting and translation contract effectively to ensure that interpreters meet the needs of customers and Council services.</p>	<p>Corporate Strategy</p>
	<p>Provide ESOL classes for Syrian refugees in Cambridge and support for Syrian Refugees where language could become a barrier such as in helping organise appointments with GPs, dentists, benefit offices, housing and so on.</p>	<p>Community Services</p>
<p>2.4 Support residents to access digital services provided by the City Council and other organisations and businesses by enabling residents to access the internet and develop their digital skills.</p>	<p>In relation to identified need, the Council will coordinate a series of digital access activity across the city in a range of venues and with a range of partners. This includes the following projects:</p> <ul style="list-style-type: none"> <li>• 65+ Older Peoples Project offers to people living in sheltered housing and those who are 65+ opportunities to develop digital skills and access to computers, supported by trained volunteers who have attended a 5 week digital champion course.</li> <li>• Provide training and support around digital access at the Micro Hubs at the Meadows Community Centre and Clay Farm.</li> <li>• Develop a project to offer courses to social housing tenants in a variety of venues and locations.</li> <li>• Increase broadband access by working with the private sector to harness joint working and further opportunities for existing tenants and those in the growth areas.</li> </ul>	<p>Corporate Strategy</p> <p>City Homes</p> <p>Community Services</p> <p>City Homes, Community Services</p> <p>City Homes, Community Services</p>



	<ul style="list-style-type: none"> <li>• Digital capacity building training sessions in the voluntary sector working with local partners.</li> </ul>	Corporate Strategy
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**Objective 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**

<b>Achievement within Single Equality Scheme plan</b>	<b>In the third year of the plan (2017/18) we will</b>	<b>The service(s) that will lead on this</b>
3.1 Tackle barriers to accessing the city centre and playing an active part in the community for people with disabilities	The advertising signage policy, that would aim to regulate against the over-proliferation of physical obstructions through advertising signage, is due back at Committee in June for a decision on whether the policy is to be implemented.	Streets and Open Spaces
	Provide Accessibility and Equality Training for an estimated 800 new and existing taxi licence holders.	Environmental Health
	We have commissioned an independent consultant to look into the level of unmet demand for Hackney carriage taxis (those you can flag down on the street). We issue a limited number of licences and we will use the consultation findings to ensure that we issue enough taxi plates. The consultation will also consider accessibility of vehicles for people with a range of disabilities and will help identify if disabled people have adequate access to such vehicles.	Environmental Health
	We will pay a grant of £10,000 to Cambridgeshire County Council to meet the costs of increasing the lighting levels during the hours of 10pm to 2am	Community Services



	for all street lights of Cambridge (excluding those on traffic routes, as these are subject to statutory requirements) from 60% to 80% light output. This will help communities to feel safer on the streets of Cambridge at night.	
	Develop means to improve accessibility to the city centre as part of City Deal transport proposals.	Planning
3.2 Provide activities to promote physical activity and help reduce the social isolation experienced by some older people in the city	Continue to support older people's groups in a variety of locations and look at the issues of isolation in particular. In 2017/18 we will support projects in the following areas: <ul style="list-style-type: none"> <li>• Akeman St Community rooms</li> <li>• Buchan St Neighbourhood Centre</li> <li>• Lawrence way Community house</li> <li>• Ross St Community Centre – there is a new hub meeting in partnership with the Independent living team</li> <li>• A partnership project aiming to set up a lunch club in Trumpington area</li> <li>• Supporting Abbey People's seniors meetings</li> <li>• Activity for Mayfield seniors group in Castle ward</li> </ul>	Community Development
	Continue to provide support for up to 800 older people aged 65+, working with health and social care services at Cambridgeshire County Council and local housing associations to connect them with services to help them remain independent and socially active.	Supported Housing
3.3 Provide positive activities for children and young people	Continue to provide 400 open access activities for 10000 children and young people in local neighbourhoods across Cambridge, including a programme of summer activities	Community Services



3.4 Work with voluntary and community groups to deliver activities which promote equal opportunities for residents	Support the Equalities Network to identify how the Voluntary and Community Sector can work together to coordinate work related to equality and diversity.	Community Services
	Promote the Equalities Pledge within the Voluntary and Community Sector as a means to share good practice around promoting equal opportunities to different equalities groups.	Community Services
	Continue to provide £900,000 in Community Grants to projects which reduce social and/or economic inequality for city residents, by reducing barriers for residents with the highest needs. These barriers may be caused by low income or through inequalities caused by disability, gender, ethnicity or other protected characteristics	Community Services

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

<b>Achievement within Single Equality Scheme plan</b>	<b>In the third year of the plan (2017/18) we will</b>	<b>The service(s) that will lead on this</b>
4.1 Work with partners to support and organise a range of events to raise awareness of and to celebrate the different communities that live in Cambridge.	Work with partners in the developing Equality and Diversity Network to support and deliver a wide range of celebratory activities, including programmes of events to mark 7 key regional or national celebrations (Black History Month, Cambridgeshire Celebrates Age, Disability History Month, Holocaust Memorial Day, International Women’s Day, Lesbian Gay Bisexual and Transgender (LGBT) History Month, and Refugee Week)	Community Services



	Continue to fund and support local events and festivals which increase community pride and cohesion, such as the Big Weekend, Cambridge Mela, Chesterton Festival, Arbury Carnival and Cherry Hinton Festival.	Community Services
4.2 Working with partners to celebrate LGB&T communities in Cambridge and tackle discrimination and harassment they experience	Continue to participate in the Safer Spaces pilot in partnership with the Encompass Network. Identify actions for different Council services that help people of all genders and sexualities feel welcomed and supported.	Corporate Strategy
	Continue to provide funding and support to projects that celebrate the LGBTQ community in Cambridge.	Community Services
4.3 Working with partners and communities to reduce racial harassment and hate crimes targeted at all equality groups	Continue to provide a Racial Harassment Service to investigate racial harassment and identify appropriate action to reduce it.	Community Services
	Continue to work with the Police on strategic issues around Hate Crime and attend the Hate Crime Task Force meetings led by Cambridgeshire Police.	Community Services
4.4 Take action to prevent radicalisation and the development of violent extremism	Deliver 4 dates of Prevent Wrap 3 training for Councillors and City Council staff.	Human Resources and Community Services
	Continue participation on the Channel Panel for Peterborough and Cambridgeshire to look at referred cases of individuals identified as a concern under Prevent and identify support for them.	Community Services
	Continue to support the community as the Prevent Single Point of Contact for referrals of this nature for the City Council.	Community Services



4.5 Work with local communities in Cambridge to reduce domestic violence and abuse	Continue to deliver actions to reduce domestic violence and abuse towards women and men, as set out in the action plan associated with the Council's White Ribbon status.	Community Development
4.6 Work with the arts and cultural sector in Cambridge to develop their role in valuing and celebrating diversity	Run a follow-up event in Autumn 2017, to build on the Cambridge Arts Network conference in January 2017, which focused on the Cambridge Case for Diversity. We are working with Cambridge Arts and Cultural Leaders to put together a Diversity Commitment, and the focus of the next event will be practical action - what organisations are doing to increase diversity.	Community Development

**Objective 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**

<b>Achievement within Single Equality Scheme plan</b>	<b>In the third year of the plan (2017/18) we will</b>	<b>The service(s) that will lead on this</b>
5.1 Analyse available data to understand how representative the City Council workforce is and identify any issues that need to be addressed	Continue to monitor the profile of the Council's workforce. The Council's Current target for BAME and recommended for disabled people as a percentage of the workforce 9.5% and 7.5% respectively.	Human Resources
	Optimise the use of the Council's apprenticeship levy contributions whilst providing a high quality 'Cambridge City Apprenticeship Scheme'. It is	Human Resources



	<p>proposed that the Council should only recruit new apprentices if there is an identified business case to do so. Where business cases are provided, and approved, the Council will encourage candidates, including from disadvantaged backgrounds, BAME groups and those with disabilities to apply. We will also welcome interest from existing staff employed on parttime contracts to take apprenticeships.</p>	
	<p>Continue to ensure that we are meeting our commitments related to the Fluency Duty, which the government introduced from October 2016, to make sure that all staff in customer facing roles speak English to a level appropriate to their role. Suitability will be assessed at interview for relevant roles, with support available for existing employees if required.</p>	<p>Human Resources</p>
	<p>Register for the Disability Confident Scheme, which will replace the Two Ticks scheme. The new Disability Confident Scheme is a three level journey that helps develop recruitment and retention processes for organisations to attract, recruit and retain disabled people. Registration to the scheme will demonstrate commitment to this and we will be required to report back on action and progression.</p>	<p>Human Resources</p>